

# Your Superloop. Your Say.

A new Superloop  
express bus service SL14.



**SL14 – proposed express bus service  
between Stratford bus station and  
Chingford Hatch, with changes to route D8**

Consultation Report  
February 2026

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# 1. Executive Summary

In January 2025 a proposed expansion of the Superloop express bus network was announced as part of the Mayor of London's commitment to further enhance public transport in outer London. Six public consultations were planned to take place during the year. This included a proposal for new route SL14, a limited-stop bus service between Stratford bus station and Chingford Hatch, and a local change to existing bus route D8 in Stratford.

A public consultation on these proposals was held between 25 September and 5 November 2025.

The SL14 proposal aimed to expand the Superloop express bus network and encourage more sustainable journeys in northeast and east London. The proposal also aimed to:

- Provide quicker connections between key locations with buses operating more frequently – with reduced bus waiting times and crowding at bus stops, including for customers using route 158
- Offer a quicker, alternative bus option for current customers on route 158
- Create new, direct bus journey opportunities for customers travelling between Chingford Hatch and Blackhorse Road / Blackhorse Lane and onwards to Stratford

The D8 proposal was designed to create space for new route SL14 at Stratford Bus Station. The D8 routing was proposed to change after the junction with Stratford High Street and Warton Road to a different start and end point at Stratford City Bus Station.

The section of the D8 route between Crossharbour and the Stratford High Street junction with Warton Road was not proposed for change. However, after Warton Road the D8 would no longer run via Stratford High Street to Stratford Bus Station.

The consultation also explained that if the SL14 were to be introduced, subject to the outcome of consultation, a frequency change may be considered for route 158. This route operates in parallel to proposed new route SL14, between Stratford Bus Station and Chingford Mount. Such an adjustment would form part of our continual review of the bus network that seeks to ensure services operate more efficiently where they are needed most.

There were 856 responses to the consultation. Of these:

- 739 were from members of the public
- Eight were from other stakeholders representing the collective views of organisations, communities, and public transport users; and,

- 109 were from members of the public classified as being part of a suspected campaign advocating the use of New Routemaster buses on Transport for London (TfL) services

The proposed introduction of route SL14 was broadly welcomed by respondents. Many felt it would significantly improve connectivity between Stratford, Walthamstow and Chingford. The SL14 was considered a faster and more reliable alternative to route 158, with the additional benefit of reducing crowding on the 158.

However, some respondents were concerned congestion along the route, such as in Walthamstow, would affect reliability and journey times. More bus priority measures were suggested to mitigate against this.

In addition, several respondents opposed reducing the frequency of the 158, and considered this may disadvantage customers travelling shorter distances and those with mobility needs.

Further additional bus stops were suggested at Walthamstow Central, Highams Park, and Stratford International to improve interchange options. There was also demand for extending the route beyond Chingford Hatch to Chingford Station or Enfield.

Feedback about the D8 proposal was mixed. While some supported the extension to Stratford City Bus Station for better access to Westfield, others noted concern about the route no longer serving Stratford High Street and Stratford Bus Station. Concerns included that changes to the D8 route would break vital links to Stratford Bus Station. It would inconvenience some customers, such early-morning commuters and mobility-impaired people.

The following table shows the five most frequent comments made in consultation and a summary of our response. Comments not in scope are not included in this top five.

<b>Top five comments in order of frequency</b>	<b>Our response</b>
General support	We thank everyone that took the time to respond in support of these proposals and the objectives we were seeking to achieve.  We considered the option of extending route SL14 to Chingford Station; however, we do not intend to take this forward. Extending the route would increase its overall length, requiring additional buses to maintain the planned frequency.
Support route as will improve journey times/ connections (e.g. more options/ less bus stops)	
Suggest route extension to Chingford Station for better connectivity with other transport links/ faster journeys/ access to local amenities	
Support the number or location of bus stops particularly stops at high-demand locations/ key interchange	

	<p>Based on our available data, the benefits of extending the service to Chingford Station would not justify the additional cost.</p> <p>Route 97 already provides a direct, high frequency link between Chingford and Stratford, whereas Chingford Hatch does not currently have a direct connection.</p> <p>In addition, existing infrastructure at Chingford Station would not allow SL14 to terminate there without making other changes to the local bus network. Such changes may negatively affect current passengers.</p>
Other route alteration/ extension suggestions	<p>We thank respondents for these suggestions and will continue to work with the Mayor of London on proposals to further expand the Superloop network to provide additional express bus routes.</p>

## 1.1 Next Steps

Following careful consideration of the feedback received, and a further review of what was proposed we have decided to proceed with the introduction of new Superloop route SL14 and associated changes to route D8 in Stratford.

It is expected new route SL14 and local changes to route D8 will be introduced during 2027. The launch date will be communicated nearer to the time and be supported with comprehensive customer information.

The route will be introduced as proposed, with two changes in response to feedback received, as follows:

- Waltham Park Way:** In addition to serving bus stops CD and CS on the north side of Crooked Billet Roundabout, the final SL14 routeing will also serve stops CJ and CN on the southwest side of the roundabout. We agree the addition of these bus stops will improve bus interchange by providing closer connections to routes SL1 and 34. The additional stop pair will also improve access to the SL14 for residents living south of the roundabout with minimal impact to the routes overall journey time

- **Blackhorse Road Station:** The confirmed SL14 route southbound will now serve Blackhorse Road bus stop BB, replacing the initially proposed Forest Road bus stop BH.

This change was suggested in consultation, and following further review, we consider bus stop BB would be more suitable for the SL14. More passengers are expected to board here and there is more pavement space for people waiting. Bus stop BB also provides seating and shelter. Amenities that cannot be accommodated at bus stop BH due to limited space. This revised stop location would also improve access to Willowfield School.

The option of the SL14 serving both bus stops southbound was explored, however this would have impacted the routes overall journey time.

## 2. About the respondents

This section provides more details about our respondents and how they took part in the consultation. The percentage values shown in this section have been rounded to whole numbers, therefore the total sums may not reach 100.

### 2.1 Number of respondents

There were 856 responses to the consultation. This included 849 responses from the public and eight responses received from stakeholders. As shown in Table 1 below, most respondents were individual members of the public, 109 of which responded as part of a campaign.

**Table 1: number of respondents**

Respondents	Total	%
Public responses	739	95%
Campaign responses	109	4%
Stakeholder responses	8	1%
<b>Total</b>	<b>856</b>	<b>100%</b>

\* Section 2.7 provides more information about campaign responses

### 2.2 How respondents heard about the consultation

Table 2 on the next page shows the response to closed Question 10 in our survey: “How did you hear about this consultation? Please select the main way by which you heard”.

A total of 612 respondents (71 per cent of total consultation respondents) answered this optional question. As shown, the most popular way people heard about the consultation was via an email received from TfL, with 183 respondents, 30 per cent of respondents that answered the question selecting this option. The second most popular option selected was via social media recorded by 168 respondents (27 per cent of those that answered the question).

**Table 2: How respondents heard about the consultation**

How respondents heard	Total	%
Received an email from TfL	183	30%
Read about it in the press	25	4%
Social media	168	27%
Saw it on the TfL website	30	5%
Saw a publicity poster	49	8%
Saw signage on street or at a bus stop	120	20%
Other	34	6%
<b>Total</b>	<b>612</b>	<b>100%</b>

## 2.3 Methods of responding

Table 3 below is a record of the methods used to respond to the consultation. As shown, the most popular method of response was via the consultation website online survey where 657 responses were recorded - 77 per cent of total responses.

**Table 3: Methods of responding**

Methods of responding	Total	%
Website – full survey	657	77%
Website – quick response survey	68	8%
Email, paper surveys, letters, phone calls	131	15%
<b>Total</b>	<b>856</b>	<b>100%</b>

As part of detailed analysis, the number of respondents that took part in the consultation in more than one way were noted. This includes respondents that used a single method, but more than once. Table 4 below shows the number of multiple responses that were made, and the different methods used.

**Table 4: Number of multiple responses**

Multiple response methods	Total
Survey and quick response	15
More than one email	6
Survey / Email	2
<b>Total</b>	<b>23</b>

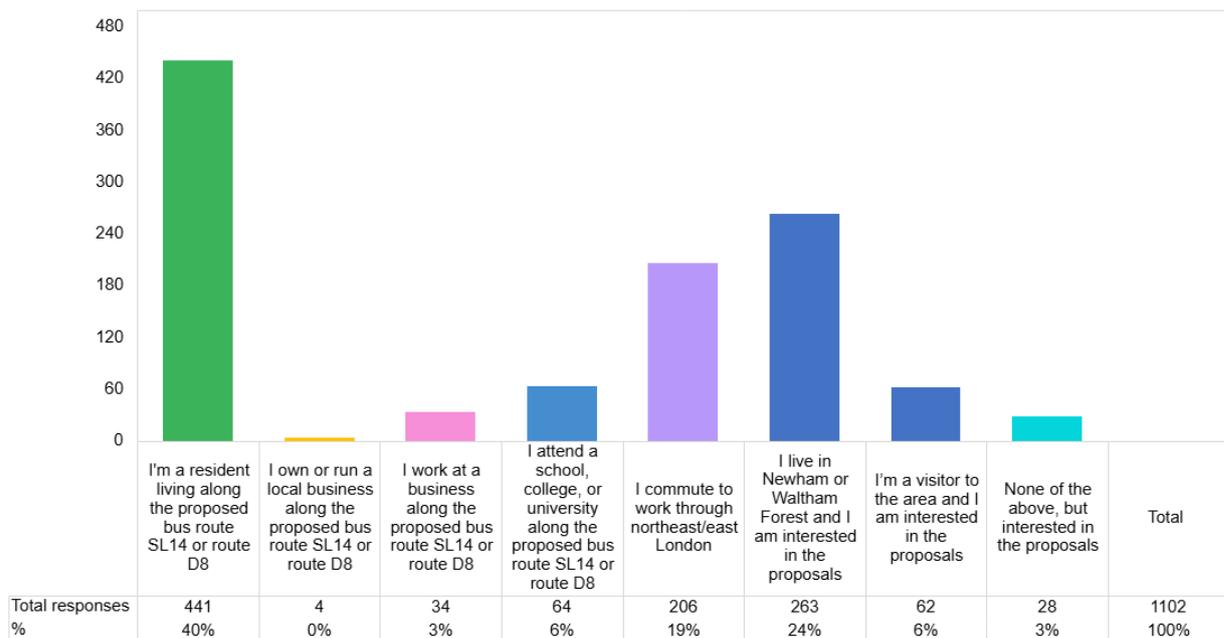
## 2.4 Who responded

To help us understand more about the respondents taking part in our main survey, their connection to the area proposed route SL14 would serve, and to route D8 we asked respondents what encouraged them to complete the survey. Respondents were able to choose more than one option. The results are shown in Figure 1 below.

When taking part in our online survey, respondents were also asked to register. Registration included several demographic questions to help us understand more about who was taking part. Categories included gender, age, ethnicity and disability. Age-range data was approximate.

The demographic data of respondents to the SL14 and D8 consultation is shown in Appendix F: Demographics.

### Question 1: What encouraged you to complete this questionnaire on the SL14 and D8 proposals?



**Figure 1: Respondents connection to the area**

No of responses to Q1: 1,102 (multiple choice)

As shown, the most common connection in response was 'I'm a resident living along the proposed bus route SL14 or route D8' with 441 people (40 per cent of those that answered the question) selecting this option. This was followed by 'I live in Newham or Waltham Forest and I am interested in the proposals' with 263 people (24 per cent of those that answered the question) selecting this option

## 2.5 Visits to our consultation website

Consultation materials were hosted on our online consultation website at the following address: [haveyoursay.tfl.gov.uk/SL14-superloop](http://haveyoursay.tfl.gov.uk/SL14-superloop)

All content contained on the web page, such as maps, materials and Easy Read documents could be downloaded and/or printed via a 'Documents' section. This included a 'Print ready documents' section.

Documents were provided in Microsoft Word and PDF formats to enable easy adaption for people using screen readers.

The website saw approximately 21,500 visits, 5,900 document downloads, and generated 408 new registrations to our site.

## 2.6 Postcode analysis

Respondents were asked to provide their home postcode. Of the 856 responses to the consultation, 509 included a valid postcode. This represented 59 per cent of total responses.

The Walthamstow postal code of E17 was the most common home location among respondents, accounting for 189 of the 509 responses (37 per cent of those that provided a postcode). This was followed by E4, the postal code for Chingford and Highams Park with 136 responses (27 per cent of those that provided a postcode).

**Table 5: Respondents by home postcode**

Postcode	Total	% n~509
E17 5	56	11%
E4 9	48	9%
E17 6	44	9%
E17 8	44	9%
E4 8	42	8%
E4 6	30	6%
E17 7	25	5%
E10 7	23	5%
E4 7	16	3%
E10 5	13	3%
E17 4	12	2%
E15 2	9	2%

Postcode	Total	% n~509
E11 4	8	2%
E14 0	6	1%
E10 6	6	1%
E15 1	6	1%
E20 1	5	1%
E17 3	5	1%
IG8 9	5	1%
E3 2	4	1%
E9 5	3	1%
E14 9	3	1%
E11 1	3	1%
E17 9	3	1%
Other	90	18%
<b>Total</b>	<b>509</b>	<b>100%</b>

Figure 2 below maps respondents by postcode.

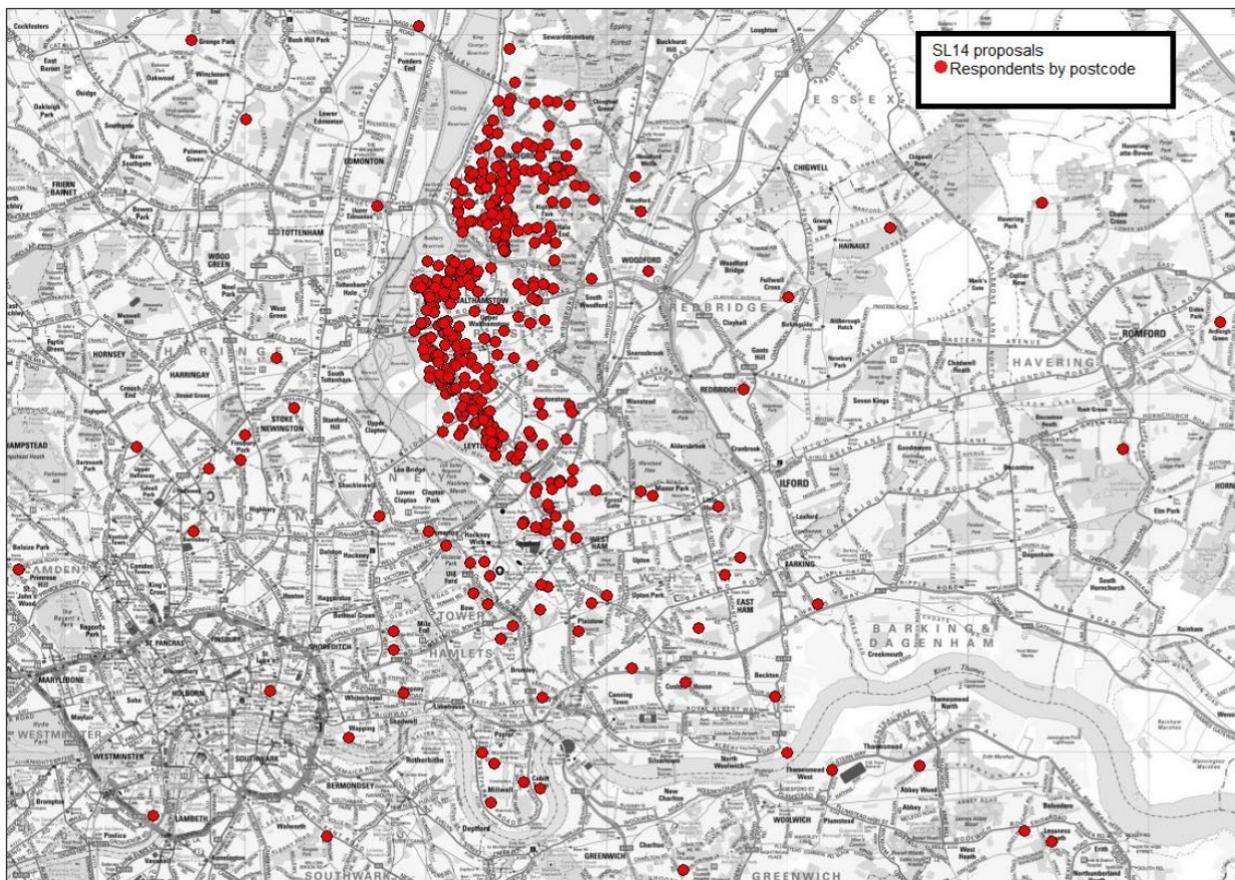


Figure 2: Respondents by postcode

## **2.7 Petitions and campaigns**

Of the 856 responses received, 109 submissions (13 per cent of total responses) have been classified as being part of an organised campaign. This classification was applied due to their submission pattern and the similarity in their comments.

Each individual response has been read and analysed. While each response was slightly different, they shared a sentiment of an expression of support for the use of New Routemaster zero-emission vehicles on London bus services.

In Chapter 3 of this report, where ‘campaign respondents’ answered closed questions in the main consultation survey, separate columns are used to demonstrate this in our presentation of the results. Additionally, any themes raised by ‘campaign respondents’ in open comments that were in scope have been responded to in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

### 3. Summary of all consultation responses

This section summarises the results of the remainder of the consultation survey, under the themes of:

- Current travel preferences
- How the SL14 proposal with changes to route D8 may affect people, positively and negatively
- The proposed SL14 bus stop locations and routeing

Results include issues that were raised by respondents in their written comments, as well as answers to closed questions. Figures shown in this section include all responses, including any stakeholders that responded via the online questionnaire.

All questions were optional, and the number of responses varied between questions.

It should also be noted that where percentage values are shown, these have been rounded to whole numbers. Therefore, the total sum does not always reach 100.

As detailed in Section 2.7, some consultation respondents have been classified as part of a campaign. Where 'campaign respondents' have answered closed questions in the survey, a more detailed breakdown has been presented in a table. The tables show response figures in total, in general, and in campaign response.

A copy of the full consultation survey is shown in Appendix B: Consultation questions.

The more detailed stakeholder analysis can be found later in this report, in Section 3.9 and Appendix D: Summary of stakeholder replies.

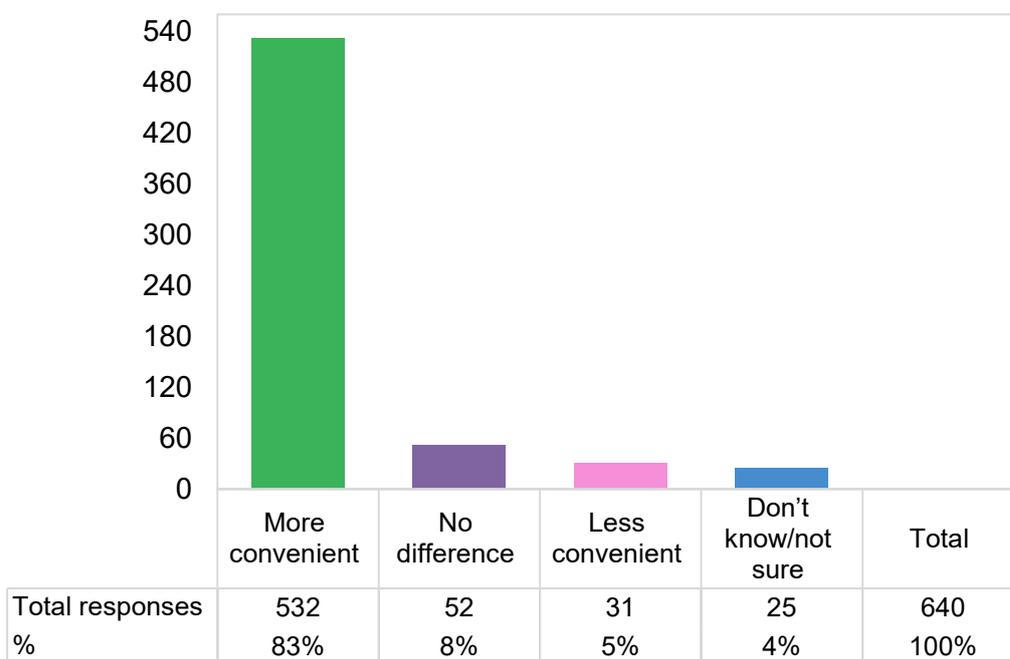
#### 3.1 Summary of responses to Question 4

**Based on our proposals, do you think a new SL14 express route would be more or less convenient for you to use?**

640 people responded to this question.

Figure 3 on the next page shows most respondents (83 per cent) suggested that proposed route SL14 would be more convenient to use. A significantly smaller number of respondents (eight per cent) suggested there would be no difference. Five per cent of respondents indicated the SL14 would be 'less convenient', and four per cent said they 'did not know or were not sure'.

**Based on our proposals, do you think a new SL14 express bus route would be more or less convenient for you to use?**



**Figure 3: Opinions on whether the SL14 would be more or less convenient to use**

No. of responses to Q4: 640

In total, there were 92 responses to Question 4 that have been classified as part of a campaign. All of these selected the 'More convenient' option. Table 6 below shows the breakdown between responses with campaigns removed and campaign responses only.

**Table 6: Opinions on whether the SL14 would be more or less convenient to use**

Do you think a new SL14 express bus route would be more or less convenient	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
More convenient	532	83%	440	83%	92	17%
No difference	52	8%	52	100%	0	0%
Less convenient	31	5%	31	100%	0	0%
Don't know/not sure	25	4%	25	100%	0	0%
<b>Total</b>	<b>640</b>	<b>100%</b>	<b>548</b>	<b>86%</b>	<b>92</b>	<b>14%</b>

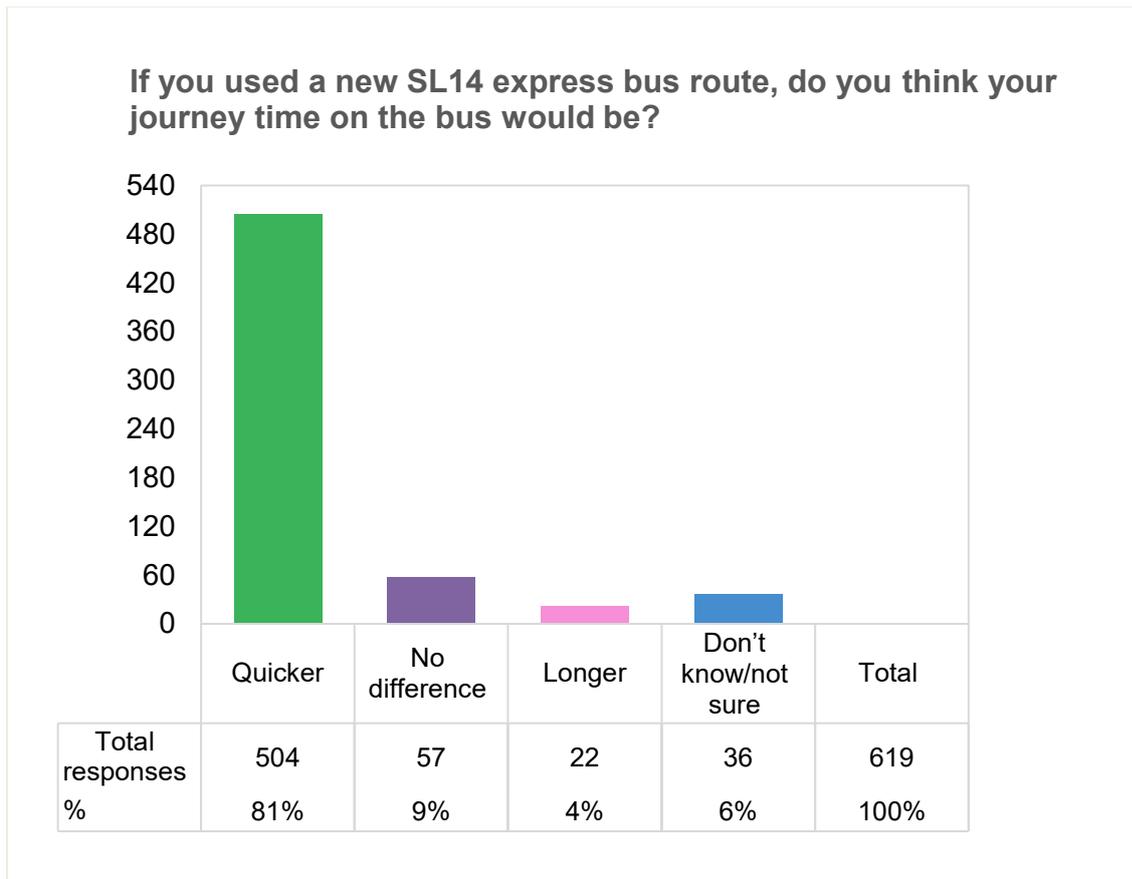
## 3.2 Summary of responses to Question 5

**If you used a new SL14 express bus route, do you think your journey time on the bus would be?**

619 people responded to this question. As shown in Table 7 below and Figure 4 on the next page, most respondents to the question, 81 per cent, thought their journey by bus would be 'quicker' if route SL14 were to be introduced. The second highest response, from 57 respondents (nine per cent of those that answered the question) was that a new route would not make a difference.

**Table 7: Journey times**

If you used a new SL14 express bus route, do you think your journey time on the bus would be?	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
Quicker	504	81%	431	86%	73	14%
No difference	57	9%	57	100%	0	0%
Longer	22	4%	22	100%	0	0%
Don't know/not sure	36	6%	36	100%	0	0%
<b>Total</b>	<b>619</b>	<b>100%</b>	<b>546</b>	<b>88%</b>	<b>73</b>	<b>12%</b>



**Figure 4: Opinions on how the SL14 may alter journey times by bus**  
 No. of responses to Q5: 619

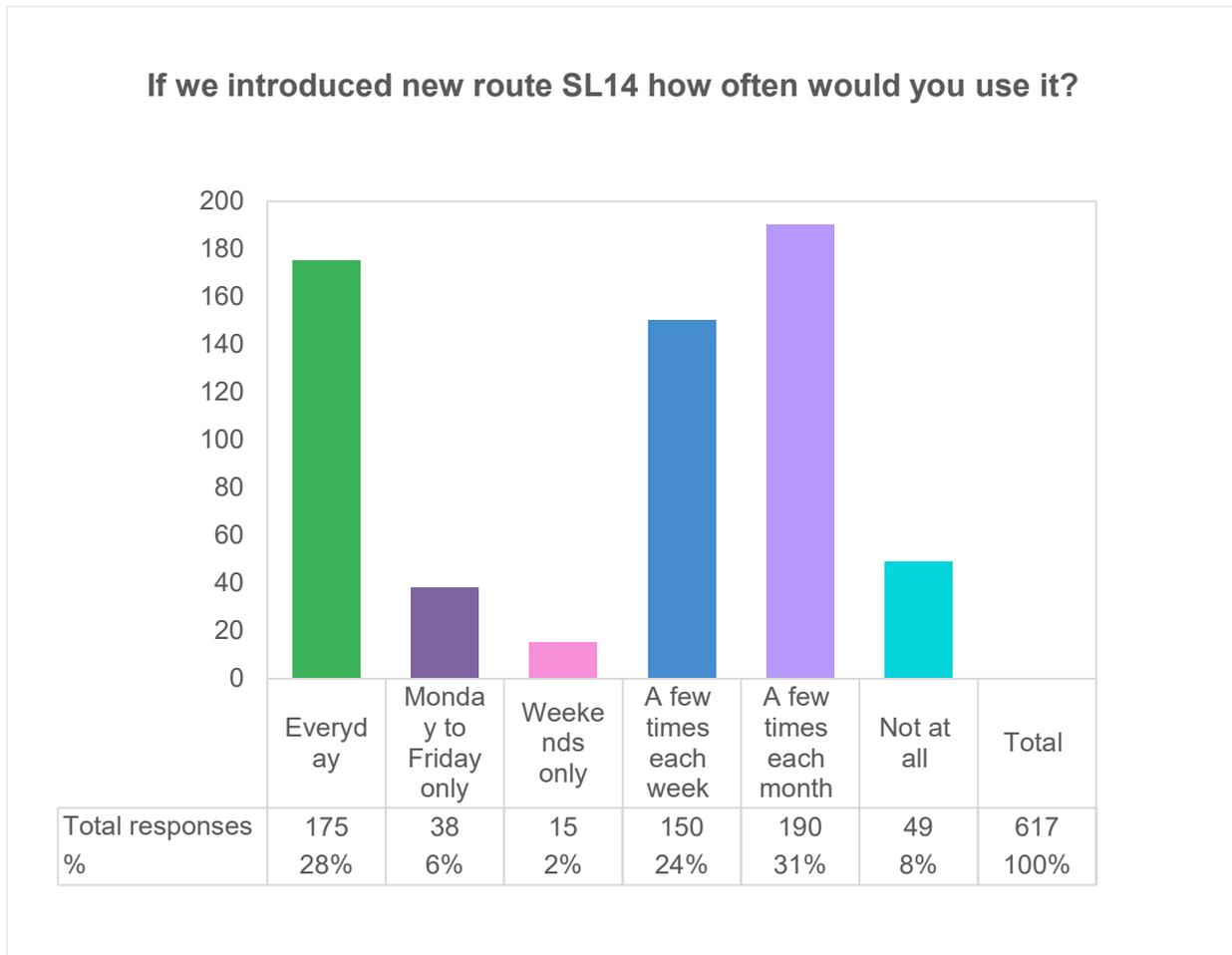
### 3.3 Summary of responses to Question 6

#### If we introduced new route SL14 how often would you use it?

617 people responded to this question. As shown in Table 8 and Figure 5 on the next page, 190 respondents (31 per cent of those that answered the question) said they may use new route SL14 'A few times each month'. A further 175 respondents (28 per cent) said they may use the route 'Everyday'.

**Table 8: Potential bus use**

If we introduced new route SL14 how often would you use it?	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
Everyday	175	28%	103	59%	72	41%
Monday to Friday only	38	6%	38	100%	0	0%
Weekends only	15	2%	15	100%	0	0%
A few times each week	150	24%	150	100%	0	0%
A few times each month	190	31%	190	100%	0	0%
Not at all	49	8%	49	100%	0	0%
<b>Total</b>	<b>617</b>	<b>100%</b>	<b>545</b>	<b>88%</b>	<b>72</b>	<b>12%</b>



**Figure 5: How often new route SL14 may be used**

No. of responses to Q6: 617

### 3.4 Summary of responses to Question 7

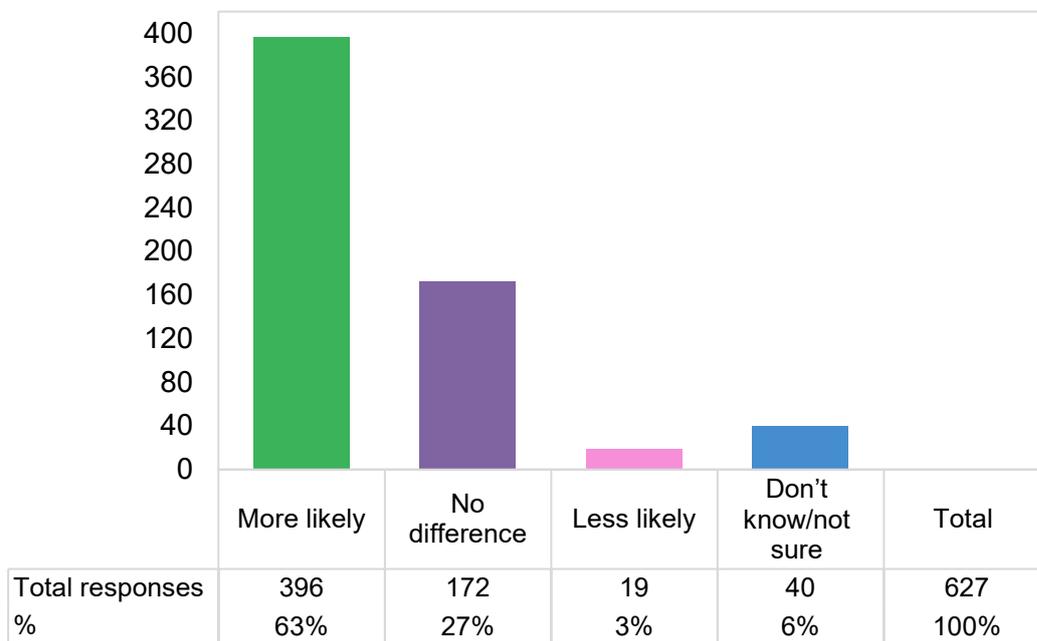
**Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?**

627 people responded to this question. As shown in Table 9 below and Figure 6 on the next page, 396 respondents (63 per cent of respondents that answered this question) said they were 'More likely' to use an express bus route instead of a private car for their journey. A further 172 people (27 per cent of respondents) said the introduction of an express bus route would make 'No difference' to private car use.

**Table 9: Potential bus use instead of private car**

Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
More likely	396	63%	317	80%	79	20%
No difference	172	27%	172	100%	0	0%
Less likely	19	3%	19	100%	0	0%
Don't know/not sure	40	6%	40	100%	0	0%
<b>Total</b>	<b>627</b>	<b>100%</b>	<b>548</b>	<b>87%</b>	<b>79</b>	<b>13%</b>

**Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?**



**Figure 6: Likelihood of using express bus routes rather than private car journeys**  
 No of responses to Q7: 627

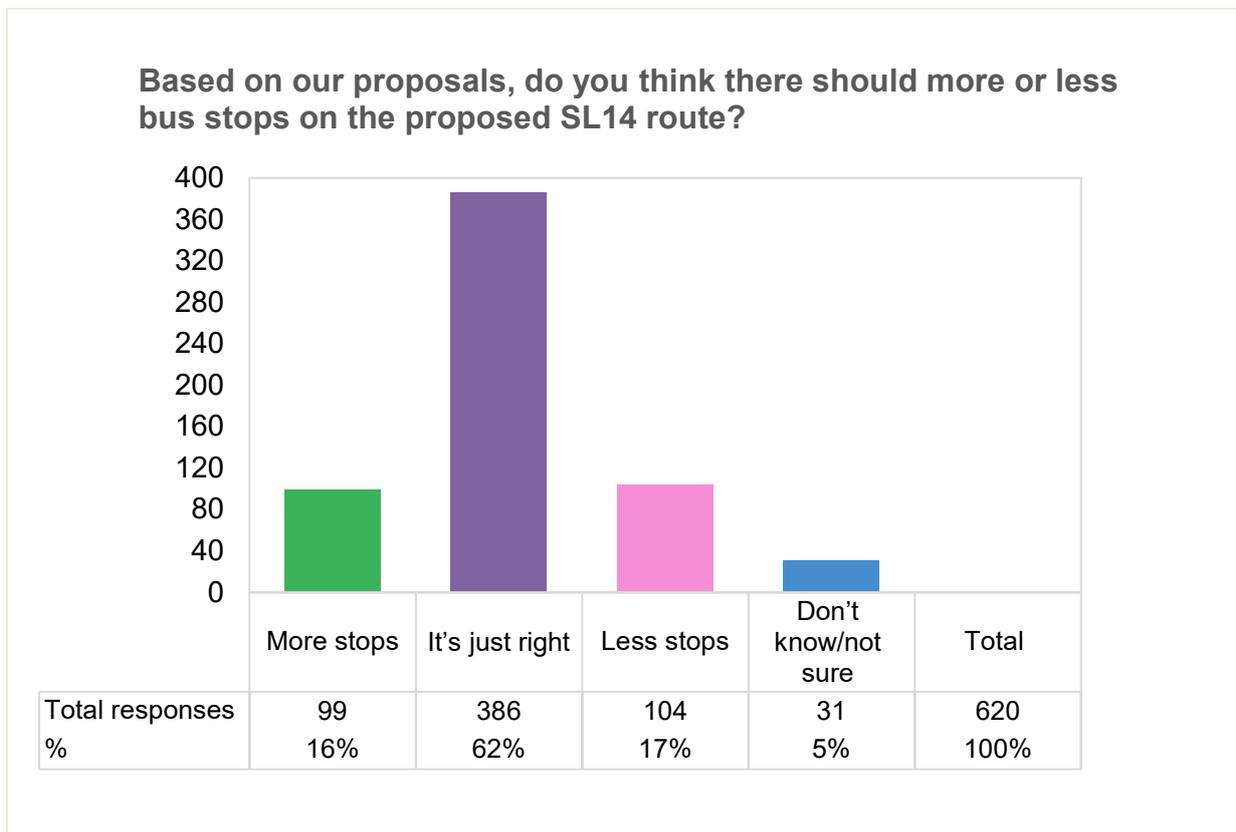
### 3.5 Summary of responses to Question 8

**Based on our proposals, do you think there should more or less bus stops on the proposed SL14 route?**

620 people responded to this question. As shown in Table 10 and Figure 7 on the next page, most respondents considered the number of proposed bus stops along route SL14 as 'just right' with 62 per cent of respondents selecting this option (representing 386 out of the 620 people that responded to the question). A further 104 people (17 per cent) opted for 'Less stops', and 99 people (16 per cent) said there should be 'more stops'.

**Table 10: Preference for more or less bus stops**

Based on our proposals, do you think there should more or less bus stops on the proposed SL14 route?	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
More stops	99	16%	90	91%	9	9%
It's just right	386	62%	325	84%	61	16%
Less stops	104	17%	104	100%	0	0%
Don't know/not sure	31	5%	25	81%	6	19%
<b>Total</b>	<b>620</b>	<b>100%</b>	<b>544</b>	<b>88%</b>	<b>76</b>	<b>12%</b>



**Figure 7: Preference for more or less bus stops along proposed route SL14**

No of responses to Q8: 620

### 3.6 Summary of responses to Question 9

Please use the box below to tell us what you think about the proposed route SL14 and the associated changes to route D8 in Stratford. For example, where you think there should be more or less bus stops, with location details.

714 people provided comments in response to this question.

A free text box gave space for respondents to tell us their thoughts about the proposed SL14 route and the associated changes to route D8 in Stratford. It was also possible to submit views via a quick response facility.

Table 11 presents the 10 most frequent comments made, including from the following categories:

- Individuals
- Individuals identified as part of a classified campaign that made additional in scope comments
- Stakeholders

A further 147 comments were made relating to matters not in the scope of the consultation. These include 109 comments made as part of a classified campaign. Comments that are out of scope have not been included in this top 10.

A full list of all comments made in response to Question 9 (presented as a code frame) can be found in Appendix A: Detailed analysis of comments & our response to issues raised.

**Table 11: Thoughts about the SL14 and D8 proposals – 10 most frequent comments**

Issue	All survey and quick responses
General support	168
Support route as will improve journey times/ connections (e.g. more options/ less bus stops)	130
Suggest route extension to Chingford Station for better connectivity with other transport links/ faster journeys/ access to local amenities	57
Support the number or location of bus stops particularly stops at high-demand locations/ key interchange	52
Other route alteration/ extension suggestions	49
Concern that there are too many bus stops (e.g. between St James Street and Leyton/ Chingford Mount Road or Billet Road/ Blackhorse Lane stretch)	44

Issue	All survey and quick responses
Concern about duplication or overlapping with existing services (e.g. 158/ 97/ 357/ Central Line)	42
Support route as will make essential journeys quicker/ direct (e.g. work/ shopping/ services/ school)	37
Support route as existing bus routes are too crowded (e.g. bus route 97/158)	35
Other bus stop suggestions	32
Suggest route to be re-routed via Walthamstow Central to reduce journey times/improve connectivity	32

### 3.7 Summary of responses to Question 11

**Improving how we consult - Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us?**

614 people responded to this question.

We asked respondents to select the statement which best reflected their experience of accessing consultation information. Options for selection were:

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

As presented in Table 12 on the next page, 325 respondents (53 per cent of those that answered the question) said the consultation information 'met expectations'. A further 236 people, 38 per cent said the information 'exceeded expectations'. Ten per cent of respondents said the information did not meet their expectations.

Table 12 on the next page shows the breakdown between responses with campaigns removed and campaign responses only.

**Table 12: Consultation expectations**

Which of the following statements best reflects your experience of the consultation	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	% of total responses	Count	% of total responses
Exceeded my expectations	236	38%	166	70	70	30%
Met my expectations	325	53%	324	>99%	1	<1%
Partially met my expectations	43	7%	43	100%	0	0%
Did not meet my expectations	10	2%	10	100%	0	0%
<b>Total</b>	<b>614</b>	<b>100%</b>	<b>543</b>	<b>88%</b>	<b>71</b>	<b>12%</b>

### 3.8 Summary of responses to Question 12

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

32 people responded to this question.

With the provision of a free text box, respondents were asked to comment on how the consultation could have been improved if their expectations were not met. There were 50 separate comments made in response. Responses were coded to identify common themes.

Analysis of Question 12 showed the most frequent comment, made by 10 respondents, expressed concern about missing information within the proposals, such as impact assessments related to the layout of some of the bus stops on the proposed SL14 route, journey time information, and rationale for the proposals.

The second most frequent comment was made by nine respondents who held the view the consultation survey questions were too narrow in scope. There was also concern raised by eight respondents who considered the registration to take part in the consultation had discouraged people from taking part.

Other comments were cited less than eight times.

The full code frame is presented Appendix A: Detailed analysis of comments & our response to issues raised.

### **3.9 Stakeholder responses**

This section lists the eight stakeholder replies to the consultation. All stakeholder replies have been read and the comments made have been used to form our decision-making process.

A copy of the stakeholder replies is available in Appendix D: Summary of Stakeholder replies.

#### **Local authorities & statutory bodies**

London Borough Waltham Forest

#### **Government departments, parliamentary bodies & politicians**

Councillor Raja Anwar, High Street ward, London Borough of Waltham Forest

Councillor Emma Best AM, Endlebury ward, London Borough of Waltham Forest;  
Londonwide Assembly member

Councillor Kizzy Gardiner, Lead Member for Children and Young People, London Borough of Waltham Forest

Stella Creasy MP, Member of Parliament for Walthamstow

#### **Community / representative groups**

Eden Girl's School, Waltham Forest

#### **Transport and road user groups**

Enfield Transport Users Group

London TravelWatch

## **4. About the consultation**

### **4.1 Purpose**

The objectives of the consultation were to:

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

### **4.2 Who we consulted**

The consultation was held to listen to what the public and other stakeholders thought about our proposals to introduce new bus route SL14 and associated changes to existing bus route D8 in Stratford.

The aim was to ensure that residents, bus users, commuters, businesses and employers along the proposed SL14 bus route and along route D8 were aware of the consultation and how to have their say.

We consulted with the London Boroughs of Newham, Waltham Forest and Tower Hamlets. This included constituency Members of Parliament, London Assembly members, ward councillors, and other locally elected representatives.

We consulted with London TravelWatch and other organisations interested in transport in London. We also consulted with schools, healthcare settings, community groups and business groups, including Stratford Original and Argall Business Improvement Districts. We also raised awareness of the consultation with other local employers, community, faith, accessibility and resident association groups.

A full stakeholder list is shown in Appendix E: List of stakeholders consulted with.

### **4.3 Dates and duration**

The public consultation ran for a period of six weeks from Thursday 25 September to Wednesday 5 November 2025.

## 4.4 What we asked

The consultation survey contained two open questions and a series of closed questions.

The open questions allowed free text space for comments about what was proposed including proposed bus stop locations, and the consultation process.

The closed questions were designed to understand more about why people were responding, why they may be interested in the proposals, current travel preferences, and sentiment about the number of bus stops and the route itself.

Further closed questions were designed to understand more about who participated in the consultation, how they heard about it, and their relationship to the bus routes in scope. These included optional questions related to each respondents' demographic profile.

The survey concluded with quality control questions related to the consultation process and the materials provided. At this stage, where respondents felt we had not met their expectations, the free text box enabled people to tell us how they may like us to improve the consultation service offered.

The survey can be found in full in Appendix B: Consultation questions.

## 4.5 Methods of responding

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

- It was possible for respondents to complete a consultation questionnaire by visiting our website <https://haveyoursay.tfl.gov.uk/sl14-superloop>
- Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL Have your say (SL14)
- Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service
- We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response

- The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond

## **4.6 Consultation materials and publicity**

Awareness of the consultation was raised through a variety of channels. This included:

- The delivery of over 486,000 emails
- The distribution of approximately 2,000 leaflets
- Social media broadcasts via the Facebook, LinkedIn and X platforms.

Digital graphics were produced and offered to third parties in case they were able to help promote the consultation online.

Sections 4.6.1 to 4.6.4 of this report provide more detail about the methods used.

Copies of the consultation materials including the bus stop poster, and emails to customers and stakeholders, and media activity and examples of online publicity can be found in Appendix C: Consultation materials and publicity.

### **4.6.1 Accessible content**

The consultation materials were provided in standard and easy read formats. Translated and large print materials were available on request. The consultation materials were also available as a British Sign Language video and in audio format.

Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets, or wherever possible exceeds WCAG 2.1, the current global web content accessibility standard Needs.

### **4.6.2 Emails to customers and other stakeholders**

To make people aware of the consultation, emails were sent to people from the following customer groups that had expressed a preference for updates of relevance. This included all concessionary pass holders that had opted to receive updates:

- Customers of bus routes: D8, 158 and 357
- TfL activity relevant to the: E3, E4, E10, E14, E17 and E20 London postal codes

- Customers of: Stratford, Blackhorse Road and Leyton London Underground stations
- Customers of St James's Street and Blackhorse Road London Overground stations
- Customers of Stratford Elizabeth line station; and
- Customers of Stratford, Stratford High Street and Stratford International DLR stations

There were 486,300 customer email recipients. A further 331 emails were sent to stakeholder organisations. On Wednesday 29 October a reminder email was sent to stakeholder organisations to make them aware there was one week left to comment.

#### **4.6.3 Social media and press coverage**

The intention to hold a public consultation for route SL14 and changes to the D8 was announced as part of a press event and accompanying press release. The press release was issued on 24 September 2025 and included details of the launch of new express bus route BL1 as part of the Superloop.

The press outlined details of further Superloop consultations taking place during the remainder of 2025, proposing new routes SL13, SL14 and SL15. The announcement was widely covered in the London press.

On Monday 6 October a social media broadcast was made across the Facebook and 'X' platforms to help raise awareness of the start of the SL14 and D8 consultation.

A further broadcast was made on Monday 27 October 2025 to remind people that consultation would close on Wednesday 5 November.

The first broadcast was seen by approximately 20,700 people. The second broadcast was seen by approximately 28,000 people.

The Mayor of London's office also supported consultation publicity with social media posts about SL14 and D8.

A selection of coverage is shown in Appendix C: Consultation materials and publicity

#### **4.6.4 On-site advertising**

Local bus routes already in place along the proposed route for the SL14 and all bus stops across existing bus route D8 collectively served 140 bus stops. During the consultation period we placed bus stop posters in all local stops where space was available. Sometimes space is not available if it is required for operational messages.

Three-sided signage was also placed at 25 of the proposed SL14 bus stop locations between Stratford and Chingford Hatch.

Subject to the availability of space, when possible SL14 and D8 posters were displayed at the following stations:

- London Underground stations: Blackhorse Road, Walthamstow Central, Leyton and Stratford
- London Overground stations: Blackhorse Road, St James's Street, Walthamstow Central, Queens Road and Stratford
- Elizabeth line at Stratford
- DLR stations at: Stratford, Stratford High Street and Stratford International

#### **4.6.5 Face-to-face leafletting**

To raise awareness of the consultation and encourage people with views to take part, three publicity sessions were held during the consultation period in local areas along the proposed SL14 route. During these sessions approximately 1,300 leaflets were handed out at busy on-street locations.

The sessions took place as follows:

- Wednesday 8 October 2025 between 14:00-19:00 around Stratford Bus Station and Stratford High Street, along the D8 bus route
- Friday 24 October 2025 between 08:00-13:00 around Leyton Tube station and high road
- Wednesday 29 October 2025 between 14:00-19:00 around Walthamstow Central Tube and bus stations, high street and market, and up to St James's Street station
- Saturday 1 November 2025 between 11:00-16:00 revisiting Stratford Bus Station and the surrounding areas

During the publicity sessions, a variety of local establishments agreed to display leaflets. Across all the sessions, the following venues supported our literature with a further 700 leaflets distributed at:

- Stratford Bus Station
- On board selected D8 buses
- Walthamstow Central Bus Station Information desk
- Walthamstow Central Library
- Walthamstow job centre

- St James's Station
- Leyton Tube Station
- Leyton Library
- Branca Coffee Shop, Leyton

#### **4.6.6 Meetings with stakeholders**

In advance of the consultation, briefings related to the consultation process and what was proposed took place with stakeholders from the London Boroughs of Newham, Tower Hamlets and Waltham Forest.

Briefings were also offered to all stakeholders contacted at the consultation launch.

During the consultation period a meeting request was received from London-wide London Assembly Member, Councillor Emma Best AM. A meeting was held on 11 November 2025 with Ms Best and TfL's Director of Public Transport Service Planning to discuss the proposed routeing for the SL14. Ms Best also submitted a formal response to the consultation.

A summary of the stakeholder responses received in response to consultation can be found in Appendix D: Summary of Stakeholder replies.

## **4.7 Equalities Assessment**

An initial Equalities Impact Assessments (EqIA) was undertaken for the proposals, and this document was placed on the consultation page.

The EqIA sought to identify:

- any effect the proposal could have on people
- how we would propose to minimise any negative impacts

The EqIA was used to help decide if, and how, we might proceed with the proposals.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by proposal, in particular older people, disabled people, pregnant women, and those travelling with small children.

The initial assessment considered the proposed new SL14 route and change to the D8 would impact approximately 1,700 customers on a typical weekday.

Overall, the introduction of a new bus route was expected to be positive for all customers, with increased bus frequency and capacity along its route.

Changes to the D8 may mean while some customer would benefit from improved access to local amenities such as the Queen Elizabeth Olympic Park and shopping leisure, others may need to change bus or walk further, up to five minutes approximately, to complete their journey.

The EqIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process.

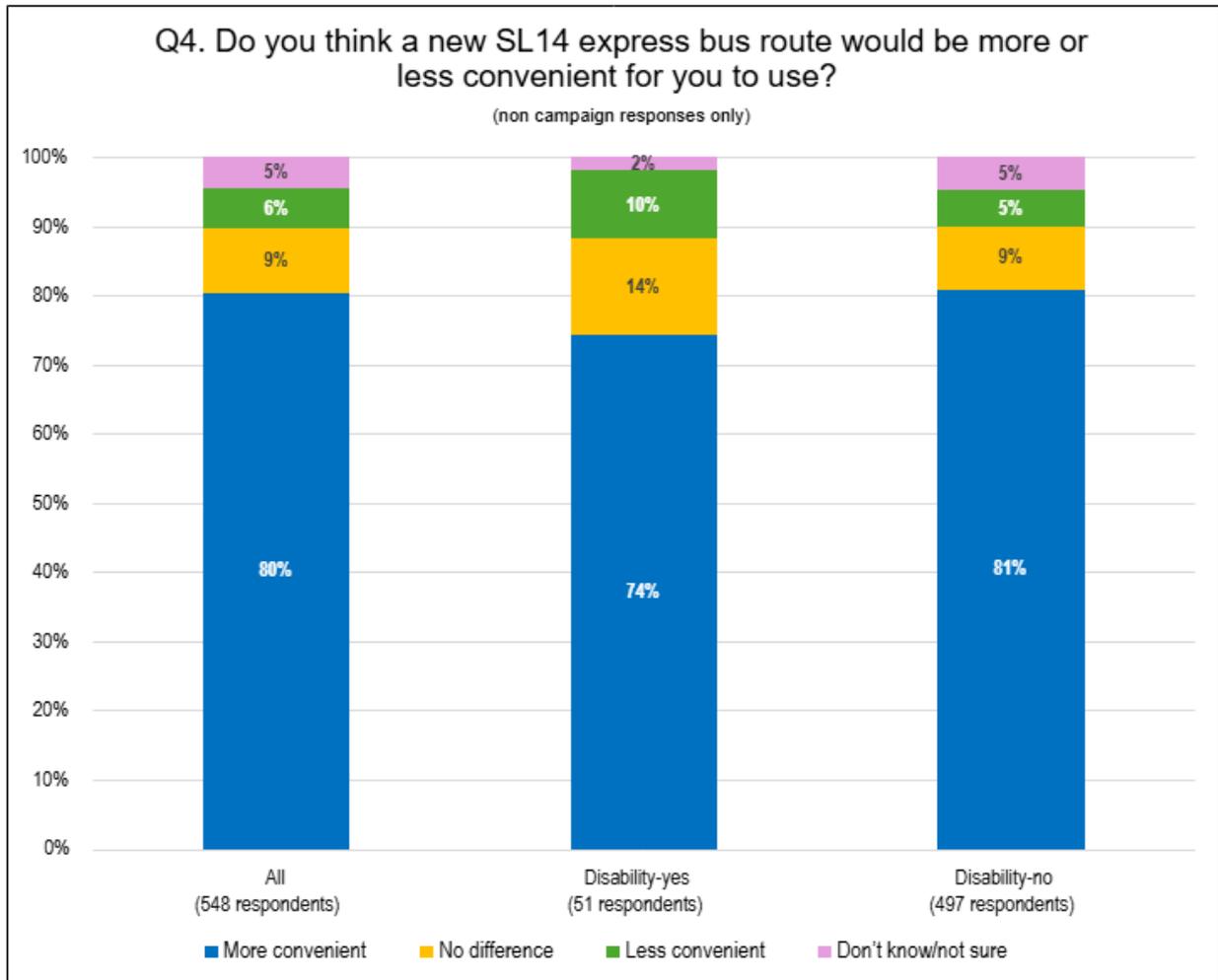
#### **4.7.1 Significance testing by disability status**

The distribution of views about the proposals from respondents that provided their disability status when answering the demographic question 'Do you consider yourself to be disabled as defined by the Equality Act 2010?' was assessed.

The objective was to assess whether disabled respondents were more or less likely to express support for the proposals than the overall respondent base. This statistical significance testing was reviewed for closed Question 4 (convenience of use of the SL14) and with any comments included in the general 'support' and 'oppose' themes of the full code frame, in response to open Question 9, and as presented Appendix A: Detailed Analysis of Comments & our Response to Issues Raised.

In response to Question 4, the assessment identified that disabled people were slightly less likely to say that the SL14 would be more convenient for them (74%) than those who were not disabled (81%). Those who were disabled were also slightly more likely to say that the SL14 would make 'no difference' than those who were not disabled (14 per cent versus nine per cent). Respondents with a disability were also more likely to say the introduction of SL14 would be 'less convenient to them (10 per cent versus five per cent).

The results are shown in Figure 8 on the next page.

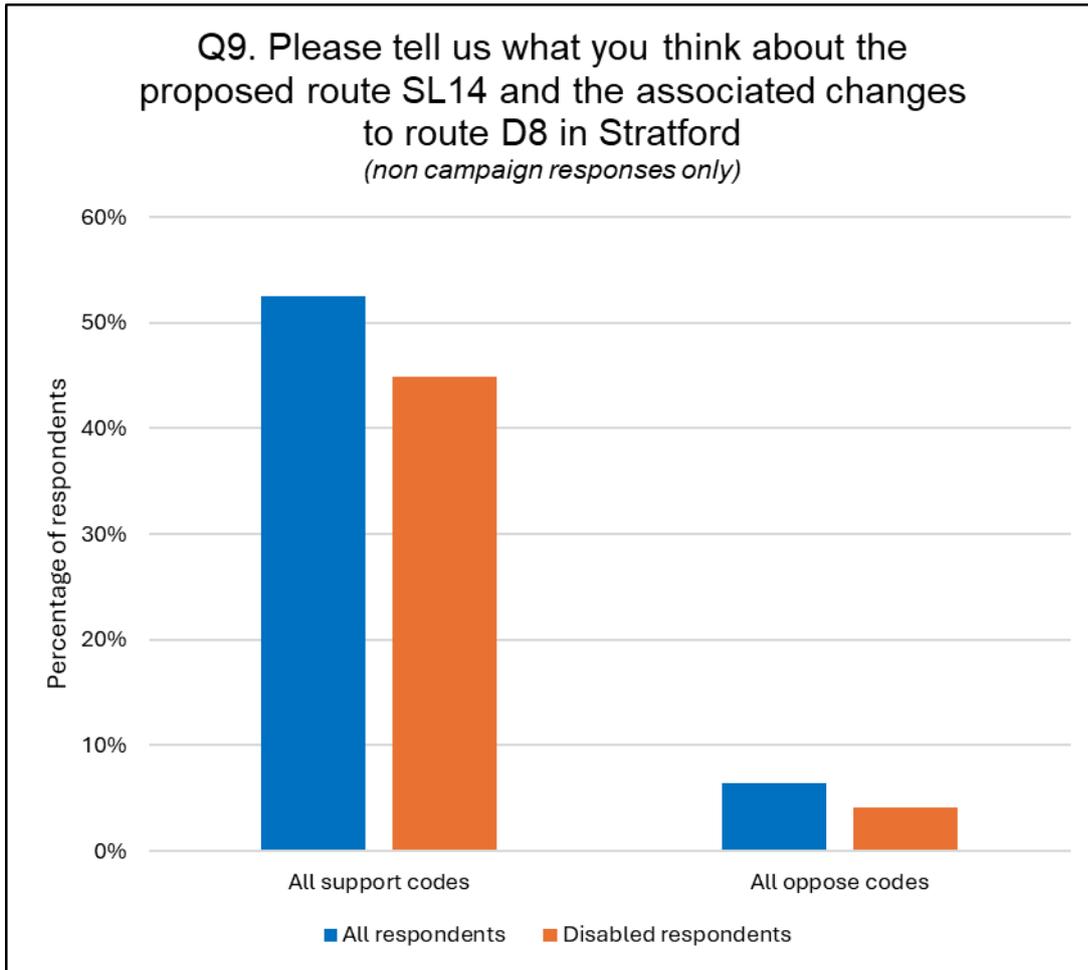


**Figure 8: Convenience of route – statistical significance**

No of responses to Q4: 548

In response to open Question 9, those who raised points under ‘Scheme support’ and ‘Scheme oppose’ themes were also assessed by their disability status provided in their response to sign up Question 19. As before, the objective was to assess whether disabled respondents were more or less likely to express support for the scheme than the overall respondent base.

The results are shown in Figure 9 on the next page.



**Figure 9: Support and oppose – statistical significance**

No of responses to Q9: 604

#### 4.7.2 Inclusive consultation

As part of the consultation, we were keen to hear from a range of community members more likely to use London buses, such as women, disabled people, older people, those on low incomes, and Black, Asian and minority ethnic people.

To encourage participation in the consultation from protected groups, we went to local high streets and leafleted.

The detailed stakeholder list produced for this consultation also helped ensure contact was made with representative groups from the community.

To help remove barriers to taking part in the consultation, as referenced in Section 4.5 of this report, the consultation was provided in a combination of paper based (letters), online (emails and web pages) and non-digital (by telephone and face to face) formats.

It was possible to translate the web page into other languages. We openly invited anyone that required more information to contact us, including via the consultation web page.

## **4.8 Analysis of consultation responses**

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

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

It should be noted that all questions were optional, and participants could choose whether to skip or answer questions. Therefore, as shown in the presentation of the results in Section 3, the total of number of respondents differs for each question.

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

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

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

### Code Frame

The following code frame was generated in response to open question 9: Please use the box below to tell us what you think about the proposed route SL14 and changes to bus route D8 in Stratford. For example, where you think there should be more or less bus stops, with location details

Please also use this box to provide any other feedback you might have on the proposal.

Comments about SL14	All survey and quick responses	General responses	Campaign responses only
<b>Support</b>			
General support	168	168	0
Support route as will improve journey times/ connections (e.g. more options/ less bus stops)	130	130	0
Support route as will help reduce car use or congestion/ avoid high parking costs	14	14	0
Support route as will improve journey by avoiding congestion/ traffic	9	9	0
<b>Opposition</b>			
Concern about limited space and interchange value at Chingford Hatch	23	23	0
General opposition	13	13	0
Concern that the proposals are unlikely to reduce car use	3	3	0
<b>Bus stops</b>			
Support the number or location of bus stops particularly stops at high-demand locations/ key interchange	52	52	0
Concern that there are too many bus stops (e.g. between St James Street and Leyton/ Chingford Mount Road or Billet Road/ Blackhorse Lane stretch)	44	44	0
Other bus stop suggestions	32	32	0

Comments about SL14	All survey and quick responses	General responses	Campaign responses only
Concern that there are not enough bus stops (e.g. between Leyton and Stratford)	17	17	0
Suggest removing one of the bus stops on Church Road due to limited necessity	17	17	0
Suggestion for a bus stop at Waltham Park for interchange with other bus routes (e.g. SL1/ SL2/ 34) or to serve Chapel End residents	14	14	0
Suggest removing bus stop from Guildsway due to limited necessity/ having to walk	13	13	0
Suggest removing bus stop from Shakespeare Road due to limited necessity	12	12	0
Suggestion for a bus stop on Higham Hill Road for a better interchange/ connectivity/ high usage	11	11	0
Suggest relocating bus stop to North Countess Road from Guildsway (as it is more busy/has a bus shelter)	9	9	0
Suggestion for a bus stop at Maryland or Major Road or Drapers Field	9	9	0
Suggest removing bus stop from Grange Park Road due to limited necessity	8	8	0
Suggest removing bus stop from Leonard Road due to limited necessity	8	8	0
Suggest removing bus stop from Queens Road due to limited necessity/safety concerns associated with the bus stop bypass/ overcrowding	7	7	0
Suggestion for a bus stop at Walthamstow Academy	7	7	0
Suggest relocating bus stop to Lea Bridge Road from Gloucester Road due to overcrowding	6	6	0
Suggest removing bus stop from Walthamstow Stadium due to limited necessity	6	6	0
Support bus stop at Shakespeare Road	6	6	0

<b>Comments about SL14</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
Suggestion for a bus stop on Billet Road for a better interchange/ access to local amenities	4	4	0
Support bus stop at Hatch Lane as will provide interchange with other bus routes (e.g. 357)	4	4	0
Suggest removing bus stop from Grove Road to improve journey times	3	3	0
Suggest removing bus stop from Hall Lane due to limited necessity	3	3	0
Suggest removing bus stop from Gloucester Road due to limited necessity/ overcrowding	3	3	0
Suggestion for a bus stop at Chingford Mount or New Road	3	3	0
Suggestion for a bus stop between Shakespeare Road and Guildsway for interchange with other bus routes (e.g. W15)/ to serve residents/ reduce walking distance between stops	3	3	0
Suggestion for a bus stop at Chobham Road or serving Chobham Academy	3	3	0
Suggestion for a bus stop on Lea Bridge Road to improve access to local amenities	3	3	0
Other bus stop comments	1	1	0
<b>Route alteration / extension</b>			
Suggest route extension to Chingford Station for better connectivity with other transport links/ faster journeys/ access to local amenities	57	57	0
Other route alteration/ extension suggestions	49	49	0
Suggest route to be re-routed via Walthamstow Central to reduce journey times/improve connectivity	32	32	0
Suggest route extension to Highams Park for better connectivity with other transport links/ faster journeys/ access to local amenities/ safety/ to support local developments	28	28	0

Comments about SL14	All survey and quick responses	General responses	Campaign responses only
Suggest route to be extended or re-routed via Enfield for better connectivity with North and East London	25	25	0
Suggest route to be extended or re-routed via Stratford City	15	15	0
Suggestion for more interlinks with Central Line and other rail stations (e.g. Woodford/ Leyton/ Leytonstone/ Wood Street/ Mile End/ Debden)	11	11	0
Suggest route extension closer to Central London (e.g. Canning Town/ London Bridge)	9	9	0
Suggest route extension to Woodford for better connectivity with other transport links	8	8	0
Suggest route to be extended or re-routed via Barnet	8	8	0
Suggest route to be extended or re-routed via Stratford International	8	8	0
Suggest route to be extended or re-routed via Waltham Abbey	7	7	0
Suggest route to be re-routed via Chingford Road or Chingford Town Centre	6	6	0
Suggest route to be extended or re-routed via Lea Valley Road	5	5	0
Suggest route to be extended or re-routed via Leyton Baker's Arms	5	5	0
Suggest the route to follow 97 instead of 158 to relieve demand and improve reliability	5	5	0
Suggest route to be re-routed via Hoe Street	4	4	0
Suggest route to be re-routed to go down Forest Road	4	4	0
Suggest route to be extended or re-routed via Sewardstone Road (e.g. for Lee Valley Campsite)	4	4	0
Suggest route to be re-routed via Chingford Road or Highams Park and or to ease pressure on route 97	3	3	0

<b>Comments about SL14</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
Suggest route to be re-routed via Meridian Water	3	3	0
Suggest route to be re-routed via Winchester Road	3	3	0
Suggest route to avoid roads due to traffic (e.g. Chingford Road/ New Road/ Chingford Mount Road)	3	3	0
<b>Frequency / capacity / reliability</b>			
Support route as existing bus routes are too crowded (e.g. bus route 97/158)	35	35	0
Support route as existing bus routes are unreliable (e.g. bus route 97/158)	15	15	0
Suggest operating the route as a 24-hour service or extending service past 00:30 particularly during weekend	4	4	0
Suggest route to operate more frequently particularly during peak hours	3	3	0
Other frequency/capacity/reliability	2	2	0
<b>Journey times</b>			
Concern about increased congestion/ journey times or reduced reliability from adding new routes to already busy or narrow roads (e.g. Markhouse Road, Hatch Lane, New Road)	27	27	0
Concern that excessive intermediate stops may unnecessarily prolong journey times	9	9	0
Suggestion to limit stops to key interchanges to shorten journey times	9	9	0
Other journey times comments	4	4	0
<b>Impact on access to destinations</b>			
Support route as will make essential journeys quicker/ direct (e.g. work/ shopping/ services/ school)	37	37	0
Support route as will make journeys to essential destinations much quicker (e.g. overground/ underground)	9	9	0
Other impact on access to transport/ destination comments	2	2	0

<b>Comments about SL14</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
<b>Accessibility</b>			
Support the route as it will make travel easier and more accessible particularly for less mobile passengers	9	9	0
Concern about extended walking distance to or between bus stops	7	7	0
Concern that the selected bus stops or adding a new bus route will have a negative impact on those with health/ mobility issues or young children/ buggies/ luggage	6	6	0
Concern about access to toilet facilities	4	4	0
Concern about having to walk to access bus stops particularly for less mobile passengers or those with mobility/ health issues or young children/ buggies	3	3	0
Other accessibility/ equality comments	2	2	0
<b>Safety</b>			
Concern about safety from the bus stops that are small/ poorly maintained or frequently overcrowded (e.g. Guildsway/ Gloucester Road/ Blackhorse Road/ Leonard Road/ Queens Road/ Leyton Station)	8	8	0
Concern that walking to or waiting at bus stops especially after dark or without adequate shelter/ seating or lighting poses safety risks particularly for vulnerable passengers	7	7	0
Other safety comments	5	5	0
Concern about safety due to bus stop bypasses (e.g. Blackhorse Road/ Queens Road/ Shakespeare Road)	4	4	0
<b>Traffic / congestion / pollution</b>			
Concern that adding a new route to heavily congested roads will worsen the air quality/ increase pollution/ noise	3	3	0
Other traffic/ congestion/ pollution comments	1	1	0

<b>Comments about SL14</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
<b>Effect of new route on other bus routes</b>			
Concern that the route will lead to reduced service on route 158	19	19	0
Support the route as it will ease pressure on route 158	17	17	0
Support the route as it will ease pressure on existing bus routes/ transport services	7	7	0
Other effect of new route on other bus routes comments	2	2	0
<b>Bus priority</b>			
Suggestion to create more space/ bus lanes to ease bus flow and reduce delays (e.g. double yellow lines to prevent parking)	7	7	0
Suggestion for additional traffic measures to ease the traffic flow to improve journeys (e.g. traffic priority lights/ alternative routes)	6	6	0
Concern that prioritising Superloop routes may delay much-needed improvements to the local bus network in Walthamstow	4	4	0
Concern about bus lanes being blocked (e.g. by parked cars) which could increase congestion and journey times	4	4	0
Other bus priority comments	1	1	0
<b>Businesses</b>			
Support proposals as will have a positive impact on local businesses	2	2	0
<b>Service co-ordination and network efficiency</b>			
Concern about duplication or overlapping with existing services (e.g. 158/ 97/ 357/ Central Line)	42	42	0
Other service coordination and network efficiency comments	10	10	0

<b>Comments about D8</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
<b>Support</b>			
General support	14	14	0
Support route as will improve journey times (e.g. work/ shopping/ home)/ avoid traffic delays	4	4	0
<b>Opposition</b>			
Oppose route as it will remove direct links to Stratford bus or tube station/ High Street	24	24	0
General opposition	14	14	0
<b>Bus stops</b>			
Suggest removing bus stop at Bow Church/Interchange and or St Leonard's Street to improve connectivity and journey times	5	5	0
Support bus stop at Stratford City	4	4	0
Suggest to retain Warton or Ward Road bus stop or provide alternative	3	3	0
Other bus stop comments	1	1	0
<b>Route alteration / extension</b>			
Other route alteration/ extension comments	11	11	0
Suggest route extension to Leyton	6	6	0
Suggest route extension to Stratford International	3	3	0
Suggest route to follow bus route 241	3	3	0
<b>Frequency / capacity / reliability</b>			
Suggest increased frequency	4	4	0
<b>Accessibility</b>			
Concern about having to walk to access bus stops particularly for less mobile passengers	4	4	0
Concern that having to change buses will have a negative impact on those with health/ mobility issues or with young children/ luggage	3	3	0

<b>Comments about D8</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
<b>Journey times</b>			
Concern that the new route will increase journey times particularly due to change of buses	3	3	0
<b>Impact on access to destinations</b>			
Concern that the new route will negatively impact essential journeys (e.g. work/home)	14	14	0
<b>Other</b>			
Don't use D8 route/ don't know	7	7	0
Other concerns/ suggestions	7	7	0

<b>Non-route specific comments</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
Questions about the proposals	6	6	0
Suggestions to improve rail connectivity (e.g. reinstate Hall Farm Curve)	6	6	0
Suggestions to extend or modify other bus routes (frequently mentioned 104/ SL2)	4	4	0
Other additional/ alternative suggestions to improve transport links in the area	3	3	0
Concern about signage and digital information inconsistencies between bus stations and routes	2	2	0
Unclear comment	1	1	0

<b>Comments about the Superloop network</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
Suggestions for future Superloop routes	4	4	0

<b>Out of scope</b>	<b>All survey and quick responses</b>	<b>General responses</b>	<b>Campaign responses only</b>
Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	110	1	109
Other out of scope comments cited on one occasion	25	6	19
Out of scope comment about infrastructure and stop improvements (e.g. countdown screens/ pavement/ lighting/ roads)	4	4	0
Out of scope comment about bus operators or branding	3	3	0
Out of scope comment about other bus route's service reliability or frequency (e.g. 158/ 97)	3	3	0
Other new bus route suggestions	2	2	0

The following code frame was developed in response to open question 16:

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

There were no campaign type responses to question 16.

<b>Comments about the consultation</b>	<b>All survey and quick responses</b>
Concern about missing details on proposals (e.g. impact assessments, EqIA, journey times, rationale)	10
Concern that the survey questions were leading/ limited or lacked depth	9
Concern that registration requirements discouraged participation	8
Other suggestions/comments/concerns about the quality of the consultation	7
Concern that the survey or web page access was difficult/ time-consuming	5
Concern that the consultation has not been publicised appropriately or widely enough	4
Concern that multiple TfL accounts create confusion and frustration	3
Concern that the consultation is a "tick-box" exercise	2
Concern that the maps were hard to find/ not mobile friendly	2

## Our Response to Issues Raised

### Comments about SL14

<b>SL14 – Opposition</b>	
<b>Issue</b>	<b>Response</b>
<p>Concern there is limited opportunity to transfer to other public transport if the SL14 terminates at Chingford Hatch.–</p>	<p>The proposed terminus at Chingford Hatch facilitates interchange to route 212, which offers service beyond Chingford Hatch via Friday Hill towards Chingford Station, and via Larkshall Road towards Highams Park and Walthamstow.</p> <p>Chingford Hatch currently has poorer direct public transport links than other areas in the north of Waltham Forest. We consider the introduction of proposed route SL14 would result in a greater level of benefit and improvement in that area than in other potential terminus locations.</p> <p>The London Overground Weaver line already serves both Highams Park and Chingford, with a high frequency service towards Walthamstow.</p> <p>Chingford Hatch is in a gap between stations on the Weaver line, with consequentially lower public transport access. While Chingford Hatch does offer limited opportunity for transfer to other services, this is by design; the introduction of proposed route SL14 would improve the connectivity of the area.</p>
<p>A suggestion the route would be more beneficial if it were extended to Chingford Station.</p>	<p>We explored the option of terminating route SL14 at Chingford Station. Due to the increased route distance involved, more bus vehicles would be required to operate the route.</p> <p>Based on our available data, the benefits of extending the route to Chingford Station</p>

<b>SL14 – Opposition</b>	
<b>Issue</b>	<b>Response</b>
	<p>would not justify this increased cost. Route 97 already offers a direct high frequency connection between Chingford and Stratford, while Chingford Hatch does not have a direct connection.</p> <p>Additionally, due to infrastructure constraints, it would not be possible for route SL14 to terminate at Chingford Station without other changes to the local bus network. This would result in disbenefit for existing passengers.</p>
<p>A view the SL14 proposal would not lead to a reduction in private car use.</p>	<p>In consultation, 63 per cent of respondents stated they were more likely to use an express bus route to replace journeys they make by private car, showing the value of improved public transport.</p> <p>We remain committed to working towards the Mayor’s Transport Strategy, for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041.</p> <p>The SL14 would increase the frequency and capacity of public transport on an already busy corridor. Additionally, new direct journey opportunities would be provided between Chingford Hatch and Blackhorse Lane/Blackhorse Road and onwards to Stratford.</p> <p>As a limited stop service, route SL14 would also offer quicker journey times than existing parallel routes 158 and 357.</p> <p>Increased frequency and capacity alongside higher average speeds would result in lower overall journey times for passengers. There is an established link between journey times and demand. As journey times decrease and capacity</p>

<b>SL14 – Opposition</b>	
<b>Issue</b>	<b>Response</b>
	<p>increases, there is a resulting increase in demand.</p> <p>With improved public transport journey opportunities, the likelihood of more trips to be taken by public transport rather than by private cars increases.</p>
<p>Disappointment the SL14 was not proposed between Enfield and Stratford via Leyton Midland Road, as an express version of route 97.</p>	<p>During the Mayor’s re-election campaign in 2024, a draft “Superloop 2 route map” was shared. This included indicative route options for the expansion of the Superloop network, rather than finalised proposals.</p> <p>Two separate routes were proposed in northeast London; one route was proposed between Barnet and Chingford, and another route between Chingford and Stratford.</p> <p>A single bus route between Enfield and Stratford via Chingford and Walthamstow would cover a long distance of around 12 miles each way. The longer a bus route is, the less reliable it becomes, as there are more opportunities for delays and disruptions.</p> <p>Additionally, current levels of demand along the corridor between Enfield and Chingford have been evaluated and are not likely to be sufficient to justify an express bus service.</p> <p>During the planning process for proposed route SL14, multiple route options were considered. One of these would have followed route 97 via High Road Leyton, Hoe Street, and Chingford Road. However, it was found that this route would offer a lower level of benefits to passengers.</p> <p>Overall journey times would be similar between shared locations (Crooked Billet</p>

<b>SL14 – Opposition</b>	
<b>Issue</b>	<b>Response</b>
	<p>Roundabout to Chingford Hatch) and Stratford via either route option.</p> <p>Demand is greater via route 158 than via route 97.</p> <p>Therefore, the introduction of a new express route and the increase in overall capacity offered by route SL14 would be more beneficial following route 158. For this reason, the route option via route 97 was not taken forward.</p>
<p>Concern the proposal would overlap with or duplicate existing bus services, such as routes 97, 158, 357 and the London Underground Central line.</p>	<p>We plan express bus services where there is a corridor with high levels of existing demand. The guiding principles in express bus service design can be found in our Service Planning Guidelines here: <a href="https://content.tfl.gov.uk/bus-service-planning-guidelines.pdf">https://content.tfl.gov.uk/bus-service-planning-guidelines.pdf</a>.</p> <p>Express bus services work best when they are parallel to local services. This allows all bus stops to maintain high levels of service, while the express route can achieve quicker journey times by stopping only at key locations. For this reason, the SL14 route will run parallel to many existing services, most importantly routes 158 and 357.</p> <p>However, we do not consider this to be unnecessary duplication for the reasons noted above. Additionally, the demand and capacity on the corridor will be monitored on an ongoing basis to ensure that they are well matched across all routes.</p>
<p>The SL14 proposal should have provided more direct links to other Superloop bus routes, in particular SL1 and SL2.</p>	<p>The easiest way to achieve better links with Superloop routes SL1 and SL2 would be for route SL14 to run via Hoe Street and Walthamstow Central.</p>

## SL14 – Opposition

Issue	Response
	<p>This was investigated as an option during the planning of the route. However, the benefits of this option were found to be lower than if route SL14 followed the path of route 158. This is principally due to higher levels of demand by this route.</p> <p>While interchange with key bus routes is an important planning aspect of Superloop routes, the additional benefits of direct interchange with routes SL1 and SL2 would not justify a change to the SL14 route.</p> <p>Interchange is available between the SL14 and SL1 via the bus stops at Walthamstow Stadium (SL14) and Crooked Billet / Walthamstow Avenue (SL1). Stops are around a maximum distance apart of 500 metres or 600 metres (accessible).</p> <p>Following consultation, stopping locations in this location have been investigated further, and we now propose for route SL14 to stop at both Walthamstow Stadium (Stops CD and CS) and Waltham Park Way (Stops CJ and CN).</p> <p>Due to the pedestrian environment around Crooked Billet Roundabout, the inclusion of stops on each side can be justified. This would result in better access to route SL14 for passengers in the area south of the North Circular, including off of Chingford Road.</p> <p>With the inclusion of this additional stop pair, the interchange between route SL1 and SL14 would be improved. Maximum interchange distances between bus stops would reduce to around 250 metres, improving accessibility.</p>

**SL14 – Opposition**

Issue	Response
<p>Criticism the proposal did little to improve bus services between central Walthamstow and Stratford / Leyton.</p>	<p>As noted in other questions, an option was considered during the planning process to run proposed route SL14 via Hoe Street and Walthamstow Central.</p> <p>However, the level of demand via this route, and therefore the expected level of benefit from the introduction of a new route, was lower.</p> <p>For this reason, route SL14 was proposed to run following the path of existing route 158.</p> <p>Central Walthamstow will continue to benefit from high frequency bus routes towards Leyton (58, 69, 97) and Stratford (97)</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<p>Concern too many bus stops are proposed on the route.</p> <p>Consider fewer bus stops to ensure the service can be express. Sections of the proposed route, where it was suggested bus stops could be removed included:</p> <p><u>Chingford / Highams Park</u></p> <ul style="list-style-type: none"> <li>• Chingford Mount Road</li> <li>• Hall Lane</li> <li>• Grange Park Road</li> <li>• Church Road</li> <li>• Grove Road</li> <li>• Higham Hill</li> </ul>	<p>Inevitably a limited stop bus service needs to strike a balance between increasing access to passengers by stopping and providing attractive journey times by missing stops.</p> <p>We have sought to balance this trade off as well as possible and feedback from the consultation suggests many agree, with 62 per cent of respondents considering bus stop numbers were 'just right'. A relatively equal number of respondents thought that there should be 'more stops' (16 per cent) and 'fewer stops' (17 per cent), further suggesting a good balance in the number of stop locations.</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<ul style="list-style-type: none"> <li>• Guildsway</li> </ul> <p><u>Blackhorse Road corridor</u></p> <ul style="list-style-type: none"> <li>• Billet Road to Blackhorse Lane</li> <li>• Walthamstow Stadium</li> <li>• Queens Road, due to this stop being considered already too congested</li> <li>• Shakespeare Road</li> <li>• Leonard Road</li> <li>• Between St James Street and Leyton</li> </ul>	<p>The busiest stop locations for existing passengers on routes 158 and 357 have been selected for proposed route SL14.</p> <p>Not stopping at these locations would mean potentially large numbers of customers not having access to the SL14.</p> <p>Where respondents have suggested the removal of stops due to congestion, this would not be an ideal solution.</p> <p>Express bus services are planned to stop at the busiest bus stop locations, which naturally tend to have higher levels of pedestrian congestion. While this can be an issue, the solution is ideally to improve the waiting environment rather than to avoid further services stopping there.</p> <p>For some sections of route, a relatively greater number of stop locations have been proposed (for example between Blackhorse Road and Lea Bridge Road).</p> <p>This is partly due to the level of congestion on the road network. Where traffic speeds are lower and congestion greater, the travel time impacts of serving more bus stops is relatively lower.</p> <p>In all cases, stopping arrangements will be kept under review.</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<p>A counter view that not enough bus stops had been proposed, with the following locations suggested for additional bus stops, along with our response:</p>	<p>As stated above, inevitably a limited stop bus service needs to strike a balance between increasing access to passengers by stopping and providing attractive journey times by missing stops.</p> <p>Additional stop locations above those already proposed would result in relatively lower levels of additional demand and relatively higher disbenefit to passengers from increased journey times.</p>
<p><b>Suggestions for additional bus stops (north to south)</b></p>	<p>Comments in response continue over several pages:</p>
<p><u>Redbridge</u></p> <ul style="list-style-type: none"> <li>• Woodford County High School</li> </ul>	<p>Woodford County High School would represent a substantial increase in route length, and there are no suitable locations to terminate the route in the area.</p>
<p><u>Billet Road / Blackhorse Lane corridor</u></p> <ul style="list-style-type: none"> <li>• Waltham Park for interchange with SL1, SL2 and 34 and access for Chapel End residents</li> <li>• Billet Road</li> <li>• Walthamstow Academy</li> <li>• Higham Hill where it was considered customer demand would be higher</li> <li>• Between Shakespeare Road and Guildsway to create more interchange points</li> </ul>	<p>An additional stop at Waltham Park Way has been proposed, to facilitate better interchange with routes SL1 and 34 and improve access to route SL14 for residents near the Crooked Billet Roundabout to the south of the North Circular.</p> <p>Relatively fewer stop locations have been proposed on the Billet Road / Blackhorse Lane corridor due to the nature of the road network. Road widths tend to be wider and congestion lower than other parts of the route.</p> <p>For this reason, it is an advantageous location to take advantage of fewer stops compared to route 158 to reduce journey times. Stop locations have been chosen to maximise access while reducing the total number of stops.</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<p><u>Blackhorse Road corridor</u></p> <ul style="list-style-type: none"> <li>Blackhorse Road to interchange with route 230 Walthamstow Market</li> </ul>	<p>At Blackhorse Road, the initially proposed northbound bus stop (BA) already provides same-stop interchange with routes 230 and W16. However, the initially proposed southbound bus stop at Forest Road (BH) does not.</p> <p>Bus stop BH was proposed over Blackhorse Road bus stop BB as it was slightly closer to the entrance of Blackhorse Road station</p> <p>However, bus stop BH has limited pavement width, currently does not have a bus shelter, and does not provide interchange with routes 230 and W16</p> <p>For this reason, and following feedback received, we have changed the southbound bus stop location at Blackhorse Road bus stop BB.</p>
<p><u>Walthamstow</u></p> <ul style="list-style-type: none"> <li>Markhouse Lane</li> <li>Walthamstow bus station</li> <li>South Grove area</li> </ul>	<p>Walthamstow Market, St. James Street, and South Grove/Markhouse Avenue represent an area of concentrated demand.</p> <p>Of the three bus stops in this area, those at St. James Street Overground station are the busiest. From that bus stop location, it is a short walk to Walthamstow High Street (150 metres) and South Grove (200 metres). For this reason, we consider a single stop location would adequately serve passenger demand while minimising delays to passengers.</p> <p>A bus stop at Walthamstow Bus Station would not be possible without a significant diversion or complete change to the SL14 route.</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<p><u>Hackney border</u></p> <ul style="list-style-type: none"> <li>• Lea Bridge Road</li> </ul> <p><u>Leyton</u></p> <ul style="list-style-type: none"> <li>• Church Road/Capworth Street</li> </ul>	<p>Lea Bridge Road is proposed to be served by an adjacent pair of bus stops at Gloucester Road. This stop pair is busier than the stops on the opposite side of the junction on Markhouse Road, and is a short distance away (less than 300 metres). A second pair of bus stops at Lea Bridge Road would not be justified.</p> <p>Likewise, a stop at Church Road / Capworth Street would not be justified for an express route as this is only around 300 metres from the stops at Gloucester Road.</p>
<p><u>Leyton</u></p> <ul style="list-style-type: none"> <li>• Leyton Town Hall</li> <li>• Leyton Orient/Brisbane Road to reduce private car use for events</li> <li>• A stop between Stratford and Leyton i.e. Thornham Grove/ Chobham Road</li> </ul>	<p>Stopping at Buckingham Road (the bus stop closest to the Leyton Orient stadium) was considered but was not found to be worthwhile. This stop location is adjacent to the stops at Grange Park Road, which is significantly busier.</p> <p>The Leyton Orient stadium is less than 300 metres from stops at Grange Park Road. Otherwise, it can still be accessed from bus stops at Buckingham Road using routes 58, 69, 97, and 158.</p> <p>Likewise, a bus stop at Leyton Library (for Leyton Town Hall) was considered but was not identified to be worthwhile.</p> <p>Route SL14 is proposed to stop at the adjacent pair of bus stops at Leyton Station. These bus stops are busier and offer interchange with the London Underground Central line.</p> <p>The distance between these pairs of bus stops is less than 400 metres. Therefore, an additional bus stop at Leyton Library would not be justified for an express bus service.</p>

<b>SL14 – Bus stops - proposed / alternative locations</b>	
<b>Issue</b>	<b>Response</b>
	<p>Stops between Leyton Station and Stratford were considered, but customer demand on this section is relatively low.</p> <p>At stops with relatively lower levels of demand, the journey time impacts of stopping more frequently outweigh the potential benefits gained by passengers boarding at those stops.</p>
<p><u>Newham/ Stratford/ East Village</u></p> <ul style="list-style-type: none"> <li>• Major Road or Drapers Fields (for the QEII Olympic Park)</li> <li>• Maryland</li> <li>• Chobham Academy</li> <li>• Liberty Bridge</li> <li>• A stop on route that allows interchange with the D8</li> </ul>	<p>A bus stop at Maryland station would require a substantial diversion to proposed route SL14, adding to journey times to Stratford.</p> <p>Passengers in the Maryland area could reach proposed route SL14 by using bus route 69 and interchanging at Leyton Station, or by using bus route 257 and interchanging at Stratford.</p> <p>Likewise, a bus stop on route SL14 that allows interchange with route D8 would involve a lengthy diversion or a change to the start and end point of the route. This would not result in a greater level of benefit for passengers than the current proposals.</p> <p>All bus stop locations will remain under review going forward as part of our continuous monitoring of the bus network.</p>
<p><b>Suggestions for bus stops to be relocated (north to south)</b></p>	<p>Comments in response continue over several pages:</p>
<p><u>Chingford / Highams Park</u></p> <ul style="list-style-type: none"> <li>• Stand the SL14 at Friday Hill instead of Hatch Lane to provide more, accessible space</li> </ul>	<p>Bus standing options in the Chingford Hatch area are constrained by infrastructure requirements.</p> <p>Hatch Lane is the only suitable standing location for route SL14 that has been identified. The proposed first and last stops</p>

**SL14 – Bus stops - proposed / alternative locations**

Issue	Response
<ul style="list-style-type: none"> <li>• Endlebury Road instead of New Road for less congestion</li> <li>• Rowden Road/Loxham Road instead of Leonard Road</li> </ul>	<p>on route SL14 offer shelters and a good amount of space for waiting passengers. Additionally, all proposed stops on route SL14 are accessible.</p> <p>Routeing via Endlebury Road instead of New Road would add a significant amount of distance to route SL14 (around 1.1 miles each way).</p> <p>Additionally, Endlebury Road is narrower than New Road and does not currently have any bus services. This means that residents would need to be consulted, and any bus service would be more likely to be delayed due to parked vehicles.</p> <p>For these reasons, Endlebury Road was not considered a viable alternative to New Road.</p> <p>Of the existing bus stops on Chingford Road / Chingford Mount Road, the busiest stops have been proposed to be served by route SL14.</p> <p>The stops at Leonard Road are much busier than those at Rowden Road / Loxham Road. Passengers at these bus stops would be less than 400 metres away from the closest SL14 stop at Walthamstow Stadium.</p>
<p><u>Billet Road / Blackhorse Road corridor</u></p> <ul style="list-style-type: none"> <li>• North Countess Road instead of Guildsway due to this stop being more popular and with a bus shelter</li> <li>• Lawrence Avenue or Worcester Road where more bus services are needed when compared to Forest Road or Shakespeare Road</li> </ul>	<p>On Billet Road, the existing bus stop locations at North Countess Road, Guildsway, and Higham Hill Road are all similarly busy.</p> <p>However, as an express bus service, proposed route SL14 cannot directly serve all these stops.</p>

**SL14 – Bus stops - proposed / alternative locations**

<b>Issue</b>	<b>Response</b>
<ul style="list-style-type: none"><li>• Place proposed Blackhorse Lane bus stops north of Forest Road where it was considered safer for customer to wait</li><li>• Bus stop BE at Blackhorse Road where there is more pavement space than proposed bus stop BA</li></ul>	<p>As noted earlier, relatively fewer stop locations have been proposed on the Billet Road corridor. Stop locations have been chosen to maximise access while reducing the total number of bus stops. Guildsway has thus been chosen as a consolidated midpoint for three busy bus stop locations.</p> <p>While the stop pair at Guildsway only has a shelter in the southbound direction, this is the direction with the majority of boarding passengers. Therefore, the lack of shelter in the northbound direction is not as impactful.</p> <p>However, all bus stops will be reviewed in detail before the route is introduced to identify whether any improvements can be made.</p> <p>Of the existing stops on Blackhorse Lane, the pair at Shakespeare Road is much busier than others. Therefore, this stop location has been proposed for route SL14 rather than other options such as Lawrence Avenue or Worcester Road.</p> <p>At Blackhorse Road, the main northbound bus stop for the station is bus stop BA to the south of Forest Road. Bus stop BA is much closer (40 metres compared to 150 metres with a road crossing) to the station entrance than the next stop at Forest Road (Stop BE). This makes the stop more attractive to passengers interchanging with the London Underground.</p>
<p><u>Walthamstow</u> Markhouse Road instead of Queens Road, as would be useful for Sybourn School</p>	<p>The Sybourn school would already be well-served by the proposed stop locations on route SL14. Bus stops at Gloucester Road are within 400 metres of both the primary and the infant schools.</p>

**SL14 – Bus stops - proposed / alternative locations**

<b>Issue</b>	<b>Response</b>
<p><u>Hackney border</u> Lea Bridge Road or Capworth Street instead of Gloucester Road</p>	<p>Around the junction between Markhouse Road, Church Road, and Lea Bridge Road, the busiest bus stop location has been proposed. This is the bus stop pair at Gloucester Road.</p> <p>Bus stops at Lea Bridge Road and Capworth Street have lower demand and are within a short walk of the stops at Gloucester Road for passengers who wish to access route SL14.</p>
<p><u>Newham/ Stratford/ East Village</u> A different stop in Stratford Bus Station for the SL14 start/end point due to congestion at bus stop A.</p>	<p>Stratford Bus Station benefits from a large waiting area and extended length bus stops. This allows multiple buses to serve the same stop at the same time.</p> <p>Route SL14 is proposed to serve the same bus stop as route 158 (bus stop A) to ensure passengers with a choice between routes can board the first service that arrives. The introduction of a new service to this stop is not expected to cause operational issues.</p>
<p>If new route SL14 uses bus stand HH at Hatch Lane, assurance is sought that buses will be instructed to turn off engines and generators when not required.</p>	<p>Instructions to bus drivers will be the same as for all other TfL bus stands. Drivers are instructed to turn off engines where possible.</p>

**SL14 – Bus stops - proposed / alternative locations**

<b>Issue</b>	<b>Response</b>
Please explain the rationale for opting to place a SL14 bus stop at Shakespeare Road?	<p>The bus stop location at Shakespeare Road was chosen as this is the busiest existing stop location on Blackhorse Lane.</p> <p>The two adjacent stop pairs, at Worcester Road and Priestly Way, are the second and third busiest bus stops on this corridor.</p> <p>Therefore, serving Shakespeare Road results in the best coverage of existing demand with the fewest stop locations. This follows our express bus service design guidelines of maximising access while minimising journey times.</p>
A request that all bus stops proposed for SL14 have next bus information (Countdown) digital information available to help customers decide which bus to board.	All proposed bus stops on route SL14 will be reviewed in detail before the route is introduced to identify whether any improvements can be made to the passenger experience, including Countdown signs.

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<p>There was an expectation the proposed SL14 route may start/end further north in Enfield.</p> <p>Will a further extension of SL14 from Chingford Mount to Enfield town centre, or a restructure another local bus route to create access to the Superloop for Enfield residents be considered?</p>	<p>During the Mayor of London’s re-election campaign in 2024, a draft “Superloop 2 route map” was shared. This included indicative route options for the expansion of the Superloop network, rather than finalised proposals. Two separate routes were proposed in northeast London; one route was proposed between Barnet and Chingford, and another route between Chingford and Stratford.</p> <p>A single bus route between Enfield and Stratford via Chingford and Walthamstow would cover a long distance of around 12 miles each way. The longer a bus route is, the less reliable it becomes, as there are more opportunities for delays and disruptions.</p> <p>Additionally, current levels of demand along the corridor between Enfield and Chingford have been evaluated and are not likely to be sufficient to justify an express bus service.</p>
<p>Concern Chingford Hatch may not be suitable for the SL14 to stand due to bus congestion and lack of bus driver welfare facilities</p>	<p>Multiple options for the northern terminus of route SL14 were considered. Balancing infrastructure availability and constraints with expected passenger demand, Chingford Hatch was identified as the most suitable location.</p> <p>Bus congestion is not expected to be an issue in this location, with only two other bus routes serving the area (plus one school route). Additional bus standing facilities will be reviewed with Waltham Forest council, including for bus driver welfare facilities.</p>

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<p>A recommendation the SL14 route avoided some roads affected by traffic congestion, namely:</p> <ul style="list-style-type: none"> <li>• Chingford Road</li> <li>• New Road</li> <li>• Chingford Mount Road</li> </ul>	<p>Concerns relating to general levels of congestion on the route have been noted. However, there are limited alternatives available on the existing road network for a direct route between Stratford and Chingford. Therefore, the proposed route is thought to be the most feasible.</p> <p>The majority of respondents (63 per cent) said that they would be more likely to use an express bus route to replace journeys that they make by private car. Improved bus services on the SL14 corridor could lead to some modal shift, resulting in reduced congestion from private vehicles.</p>
<p>A series of recommendations for the proposed SL14 route to take an <b>alternative route</b> were made. These are addressed north to south as follows (comments continue over several pages):</p>	
<p><u>Chingford / Lee Valley / Highams Park:</u></p> <ul style="list-style-type: none"> <li>• Stewardstone Road for access to Lee Valley Campsite</li> <li>• Station Road then to Chingford Station for a direct link to National Rail interchange at Chingford</li> <li>• Highams Park and Winchester Road, then to Crooked Billet roundabout to maintain coverage through Highams Park, link via Winchester Road, and continue south via Crooked Billet</li> <li>• Chingford Road or Highams Park to ease demand for route 97 by providing additional capacity/coverage</li> </ul>	<p>Multiple route options and northern terminus locations were considered for route SL14 as part of the planning process. Options are constrained by the availability of bus standing infrastructure, the road network, passenger demand levels, and strategic priorities.</p> <p>Options that were previously considered as a northern terminus included:</p> <ul style="list-style-type: none"> <li>• Chingford Station</li> <li>• Highams Park</li> <li>• Chingford Mount</li> <li>• Yardley Lane Estate</li> </ul> <p>Main route options that were previously considered include:</p> <ul style="list-style-type: none"> <li>• Via route 97 (Chingford Road, Hoe Street, High Road Leyton)</li> </ul>

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<p><u>Walthamstow (Wood Street / Town Centre)</u></p> <ul style="list-style-type: none"> <li>• Wood Street instead of St James’s Street to prioritise Wood Street Overground interchange and town centre access.</li> <li>• Forest Road, considered a better match with customer demand</li> <li>• Hoe Street to improve links between residential areas, retail and rail</li> <li>• Walthamstow Central instead of Blackhorse Road to improve connectivity with the London Underground</li> <li>• Via current route 97 instead of 158, considered as more reliable and a better route to match customer demand</li> </ul> <p><u>Leyton town centre</u></p> <ul style="list-style-type: none"> <li>• Leyton High Road to Leyton Green to serve Leyton’s local centre while maintaining southbound continuity</li> <li>• Orient Way to save time, noting Leyton and avoid duplication in Leyton</li> </ul>	<ul style="list-style-type: none"> <li>• Via route 97 and 257 (Whipps Cross and Leytonstone)</li> <li>• Via Temple Mills Lane and Orient Way</li> </ul> <p>For various reasons, these options were discounted. Either the infrastructure was not suitable for the proposed route, or the option was not found to offer the highest level of benefits.</p> <p>Other proposed alternative routeings that have not already been investigated are treated as follows:</p> <p>Lee Valley Campsite off of Sewardstone Road is already served by route 215. This route offers a service every 20 minutes towards Walthamstow Central. Passengers could interchange with route SL14 at Hall Lane in Chingford Mount.</p> <p>Operating route SL14 to Lee Valley Campsite would be around 1.8 miles longer each way than the current proposal.</p> <p>There is not enough passenger demand on the section of route 215 north of Chingford Mount to justify the additional cost of running route SL14 to Lee Valley Campsite.</p> <p>Running route SL14 to Highams Park would result in lower levels of benefit through improved public transport access than other terminus locations in the north of Waltham Forest.</p> <p>This is due to the existing railway connection provided by the Overground Weaver line, that provides access to Walthamstow Central in five minutes and St James Street in seven minutes.</p>

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<p><u>Stratford / London Underground and National Rail</u></p> <p>More Central line Tube stations and National Rail such as Woodford, Leyton/stone, Wood Street, Mile End and Debden to create more interchange opportunities with the Central line, Overground and National Rail</p>	<p>An express bus service can offer a more transformative change to areas that are not already served by public transport options and can do so quicker than existing bus services.</p> <p>For the same reason, the benefits of serving Chingford Station are lower than for serving the Chingford Hatch area.</p> <p>Our bus service planning guidelines note express bus services should avoid the duplication of parallel rail services except where there are issues of insufficient capacity.</p> <p>Likewise, serving more Central line stations on route SL14 would go against this non-duplication principle of express bus service planning.</p>
<p><u>Other</u></p> <p>Meridian Water for access to the Lea Valley growth area and rail interchange</p>	<p>Serving Meridian Water would not be possible without a significant change to proposed route SL14. It would also prevent the route from serving Chingford Mount or other areas of high demand.</p> <p>Meridian Water can be accessed from route SL14 via interchange with routes 34 and SL1 at stops around Crooked Billet Roundabout.</p>
<p>Recommendations the SL14 be further extended, with the following additional locations proposed as potential start or end points:</p> <p><u>North options</u></p> <ul style="list-style-type: none"> <li>• Mansfield Roundabout (Chingford)</li> <li>• Highams Park</li> <li>• Ponders End</li> </ul>	<p>Potential further extensions to the proposed SL14 route would not offer good value for money (in terms of passenger benefits) or would be unworkable due to infrastructure requirements.</p> <p>Extensions that would offer insufficient passenger benefits to justify the additional operating costs include:</p> <ul style="list-style-type: none"> <li>• Highams Park</li> </ul>

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<ul style="list-style-type: none"> <li>• Lea Valley Road</li> <li>• Harold Wood</li> <li>• Loughton</li> <li>• Debden</li> <li>• Barnet</li> <li>• Gilwell Park</li> <li>• Waltham Abbey</li> </ul> <p><u>South options</u></p> <ul style="list-style-type: none"> <li>• Stratford City / International</li> <li>• Bow Church</li> <li>• Leamouth</li> <li>• Canning Town</li> <li>• Canary Wharf</li> <li>• London Bridge</li> <li>• Barking</li> <li>• East Ham</li> </ul>	<ul style="list-style-type: none"> <li>• Ponders End</li> <li>• Lea Valley Road</li> <li>• Loughton (partly due to duplication of Central Line)</li> <li>• Gilwell Park</li> <li>• Waltham Abbey</li> <li>• Canning Town (duplication of Jubilee Line / DLR)</li> <li>• Canary Wharf (duplication of Jubilee Line / DLR)</li> </ul> <p>Extensions that would not be feasible due to infrastructure requirements (possibly in addition to insufficient passenger benefits) include:</p> <ul style="list-style-type: none"> <li>• Mansfield Roundabout (no bus standing facilities)</li> <li>• Harold Wood (13 miles off proposed route)</li> <li>• Debden (insufficient bus standing facilities and Central line duplication)</li> <li>• Barnet (10 miles off proposed route)</li> <li>• Stratford City / International (route SL14 is proposed to operate from Stratford Bus Station to ensure that the same stops as route 158 are served)</li> <li>• Bow Church (no bus standing facilities and duplication of DLR)</li> <li>• Leamouth (no bus standing facilities and duplication of Jubilee Line / DLR)</li> <li>• London Bridge (six miles off route, unsuitable roads, and duplication of Jubilee Line)</li> </ul>

**SL14 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
	<ul style="list-style-type: none"> <li>• Barking (five miles off route, duplication of indirect rail link and direct rail link from Walthamstow)</li> <li>• East Ham (four miles off route, no bus standing facilities, duplication of indirect rail link)</li> </ul>

**SL14 – frequency / capacity / reliability**

Issue	Response
<p>Concern the SL14 would be impacted by traffic congestion, particularly given that the parallel 158 route had recorded some of the lowest average bus speeds in London.</p>	<p>Bus priority plays a key role in our plans for a faster, more reliable and efficient bus network as set out in our Bus Action Plan, and we are working with London’s boroughs to develop plans for new bus lanes.</p>
<p>A suggestion more traffic management is introduced in the SL14 route area to provide bus priority. These included:</p> <ul style="list-style-type: none"> <li>• Bus lanes</li> <li>• More double yellow lines</li> <li>• More parking restrictions and enforcement of illegal parking</li> <li>• Bus priority at traffic lights</li> </ul>	

**SL14 – frequency / capacity / reliability**

<b>Issue</b>	<b>Response</b>
<p>Suggestion the SL14 should operate more frequently, including:</p> <ul style="list-style-type: none"><li>• During peak travel hours</li><li>• Into the nighttime past 00:30 – particularly at weekends</li></ul>	<p>The proposed frequency for the SL14 has been designed to offer a high frequency turn up and go route. We expect this to help alleviate any overcrowding in initial stages. Most of the new Superloop services have launched with a service of five buses per hour during Monday to Saturday daytimes.</p> <p>However, we will continually review all bus routes that serve the area to ensure buses are meeting passenger demand and to make any adjustments if these are required.</p>
<p>Please advise the expected journey time on the SL14 between St James' and Stratford, and how this compares to the same trip on route 158.</p>	<p>The expected journey time on route SL14 between St James Street and Stratford is approximately 27 minutes at peak times and 22 minutes at off-peak times Monday to Friday.</p> <p>This compares to current journey times on route 158 of approximately 32 minutes at peak times and 27 minutes at off-peak times Monday to Friday.</p> <p>Note that these journey times are approximate and subject to change.</p>
<p>Noting the SL14 route would conveniently serve several local schools, it will be important to look at timetabling and capacity particularly around school start and end times.</p>	<p>As stated above, the proposed frequency for the SL14 has been designed to offer a high frequency turn up and go route. We expect this to help alleviate any overcrowding in initial stages. School start and end times will be included in the high frequency turn up and go service period for route SL14.</p> <p>However, we will continually review all bus routes that serve the area to ensure buses are meeting passenger demand and to</p>

<b>SL14 – frequency / capacity / reliability</b>	
<b>Issue</b>	<b>Response</b>
	make any adjustments if these are required.
Concern about increased congestion/ journey times or reduced reliability from adding new routes to already busy or narrow roads (e.g. Markhouse Road, Hatch Lane, New Road)	<p>As stated above, bus priority plays a key role in our plans for a faster, more reliable and efficient bus network as set out in our <a href="#">Bus Action Plan</a>, and we are working with London’s boroughs to develop plans for new bus lanes.</p> <p>The SL14 bus route is designed to provide quicker journey times on the Stratford to Chingford Mount corridor.</p> <p>The majority of respondents (63 per cent) said that they would be more likely to use an express bus route to replace journeys that they make by private car. Improved bus services on the SL14 corridor could lead to some modal shift, resulting in reduced congestion from private vehicles.</p>
Concern that excessive intermediate bus stops may unnecessarily prolong journey times.	Potential bus stops for the SL14 were chosen taking into consideration customer demand and access to town centres, stations / interchanges and other selected strategic locations. Our aim was to balance connectivity and journey times.
Suggestion to limit SL14 bus stops to key interchanges to shorten journey times.	

<b>SL14 – accessibility / safety</b>	
<b>Issue</b>	<b>Response</b>
<p>Noted some proposed SL14 bus stops are designed with Shared Use Bus Boarders* (SUBBs).</p> <p>Implementation of SUBBs has been paused*, therefore existing bus stops with the layout should have been highlighted in the SL14 initial EqIA document</p>	<p>Concerns relating specifically to bus stop locations with respect to Shared Use Bus Boarders (SUBBs) have been noted. There are multiple bus stops on proposed route SL14 that feature SUBBs. These are (including proposed changes and additions as part of this consultation review):</p> <ul style="list-style-type: none"> <li>• Waltham Park Way (each direction)</li> <li>• Guildsway (northbound)</li> <li>• Shakespeare Road (northbound)</li> <li>• Blackhorse Road Station (each direction)</li> <li>• Queens Road (each direction)</li> </ul> <p>All these stop locations are already served by our bus services and were installed before new guidance from the Department for Transport was issued to local authorities. No new SUBBs are planned as part of the SL14 scheme. We are reviewing the implications on existing SUBBs in London and will work with London borough councils to consider the appropriate next steps.</p> <p>Bus stops with SUBBs were not highlighted in the initial EqIA that was shared alongside the consultation as they are classed as existing infrastructure.</p> <p>The proposals for route SL14 do not directly result in any changes to bus stop infrastructure, but all proposed stops on route SL14 will be reviewed in detail before the route is introduced to identify whether any improvements can be made.</p>
<p>Concern the Bus Stop Bypass* (BSB) at proposed SL14 bus stop BM (Shakespeare Road, Walthamstow) does not contain the full safety design features. TfL and the London Borough of Waltham Forest should rectify this.</p>	

\* A Bus Stop Bypass (BSB) is where a cycle track routes behind the bus passenger boarding area, used on routes with higher volumes of cyclists and buses. Passengers do not board or alight directly from or into a cycle track

\*A Shared Use Bus Boarder (SUBB) comprises a cycle facility running between the bus stop cage and the footway and shelter, with bus passengers boarding and alighting onto and across the cycle track, used in locations with low flows and limited space.

\*Government announced a pause on implementation of further SUBBs on 20 November 2025 and have recently issued further statutory guidance to support the delivery of safe cycle infrastructure at bus stops in a way that balances the safety of all road users.

<b>SL14 – accessibility / safety continued</b>	
<b>Issue</b>	<b>Response</b>
<p>Criticism the SL14 would not safely or conveniently connect with Superloop route SL1 at Crooked Billet roundabout. Such as due to waking distance, environment, via the underpass.</p> <p>Consider altering the route to serve bus stops CH and CE on Chingford Road instead where accessibility and connections can be improved.</p>	<p>Our proposals have been modified following consultation responses relating to interchange opportunities around Crooked Billet Roundabout.</p> <p>An extra pair of bus stops on route SL14 are now proposed at Waltham Park Way (stops CJ and CN).</p> <p>The addition of these stops should not have a significant impact on journey times and will improve access to bus stops on Chingford Road from route SL14. Interchange will thus be made easier between route SL14 and routes 34 and SL1.</p>
<p>Concern about the lack of pavement waiting space / passing space for pedestrians at some of the proposed bus stops. These included:</p> <ul style="list-style-type: none"> <li>• Guildsway in Walthamstow, which also lacked a bus shelter. Consider using a stop closer to Walthamstow Academy (outside the Co-Op) where there is more space</li> <li>• Blackhorse Road bus stop BA. Consider instead stop BE where there is more pavement space</li> <li>• Hatch Lane where the SL14 may terminate with concern</li> </ul>	<p>On Billet Road, the existing bus stop locations at North Countess Road, Guildsway, and Higham Hill Road are all similarly busy.</p> <p>However, as an express bus service, proposed route SL14 cannot directly serve all of these stops. Bus stop locations have been chosen to maximise access while reducing the total number of stops.</p> <p>Guildsway has thus been chosen as a consolidated midpoint for three busy stop locations.</p> <p>While the stop pair at Guildsway only has a shelter in the southbound direction, this is the direction with the majority of passenger boarding demand. Therefore, the lack of</p>

**SL14 – accessibility / safety continued**

<b>Issue</b>	<b>Response</b>
<p>this will affect customers with wheelchairs, buggies and prams, and luggage accessing routes 357 and 212</p>	<p>shelter in the northbound direction is not as impactful. However, all stops will be reviewed in detail before the route is introduced to identify whether any improvements can be made.</p> <p>At Blackhorse Road, the main northbound bus stop for the station is bus stop BA to the south of Forest Road. Bus stop BA is closer (40 metres vs. 150 metres with a road crossing) to the station entrance than the next bus stop at Forest Road (bus stop BE).</p> <p>This makes the bus stop more attractive to passengers interchanging with the Underground, and it is considered that the waiting area around this stop is sufficient.</p> <p>Additionally, the introduction of route SL14 will increase the frequency of bus services at the bus stop, which should reduce the number of people waiting to board at peak times.</p> <p>Accessibility of the bus stop at Hatch Lane (bus stop HH) will not be impacted by the proposals for route SL14 to stand at this location.</p> <p>Routes 212, 357, and 657 will continue to serve Hatch Lane. Any necessary modifications to this bus stop will be agreed with the London Borough of Waltham Forest to ensure route SL14 can safely stand here alongside the existing bus routes.</p>

**SL14 – accessibility / safety continued**

<b>Issue</b>	<b>Response</b>
<p>The gap between proposed bus stops between Guildsway and Shakespeare Road is described as almost one mile in distance.</p> <p>Consider adding a bus stop to reduce this gap for people not able to walk long distances.</p>	<p>Route SL14 is generally proposed with shorter gaps between bus stops than some other Superloop routes.</p> <p>The nature of the road network and distribution of existing passenger demand means the Billet Road and Blackhorse Lane corridor can be served by relatively fewer bus stops.</p> <p>This then allows for faster journey times while serving the areas of strongest demand.</p> <p>While the distance between proposed stops at Guildsway and Shakespeare Road is approximately 0.9 miles, the maximum distance along the corridor that passengers may need to walk would be 0.43 miles, or around 700 metres.</p> <p>This distance is not considered excessive for an express bus service. All existing bus stops will remain served by route 158, offering a high frequency service during all daytimes.</p>

**SL14 – accessibility / safety continued**

<b>Issue</b>	<b>Response</b>
<p>Noted the new route would serve many local schools, therefore it will be important to engage with schools around safety and citizenship to help reduce school / postcode rivalry and tension. Similarly, bus drivers on the potential route should be briefed / trained around safety and security.</p>	<p>Issues related to transport crime and antisocial behaviour are among our key priorities.</p> <p>There are local transport policing teams in every London borough covering the public transport system. These teams provide a visible and familiar presence on the network.</p> <p>Metropolitan Police Safer Transport Teams focus primarily on the bus and road networks. They engage with the public, staff and local communities to identify local concerns and take effective and appropriate action to deal with issues affecting the transport system.</p> <p>We keep our policing colleagues informed when consulting on and implementing bus service changes.</p> <p>Once bus route SL14 comes into operation, monitoring would include reports to the correct authorities for any illegal and or antisocial behaviour.</p> <p>In addition to this, and in advance of the new bus route entering service we will ensure our bus operator is aware of local concerns and can brief its colleagues accordingly.</p>

**SL14 – accessibility / safety continued**

<b>Issue</b>	<b>Response</b>
<p>The proposal adds further buses and associated congestion along Markhouse Road where residents are concerned about air quality and the effect this may have on health, particular for those with respiratory conditions.</p>	<p>Our entire bus network is operated by low or zero-emission vehicles.</p> <p>Additional bus services along Markhouse Road are expected to increase the attractiveness of public transport, and may reduce the likelihood of residents using private vehicles for some journeys.</p> <p>Most respondents (63 per cent) said they would be more likely to use an express bus route to replace journeys that they make by private car.</p> <p>Improved bus services on the SL14 corridor could lead to some modal shift, resulting in reduced congestion from private vehicles.</p>
<p>Concern the Hatch Lane/Chingford Hatch terminal point offered no refreshment or toilet break facilities for bus drivers. If the service used Chingford Station facilities would be far improved.</p>	<p>Due to infrastructure constraints and the nature of existing demand, operating route SL14 to Chingford Station is not feasible.</p> <p>We will work with the London Borough of Waltham Forest to identify a solution to provide driver welfare facilities at Hatch Lane.</p> <p>This would come with the additional benefit of providing such facilities to drivers on route 357, which also terminates there.</p>
<p>A further comment that if the SL14 could start/end at Chingford Station this would create step-free access for customers to interchange between trains and buses.</p>	<p>As noted elsewhere, due to infrastructure constraints and the nature of existing demand, operating route SL14 to Chingford Station is not feasible.</p> <p>Passengers will be able to interchange to other bus routes to reach Chingford Station from route SL14 (via route 212 from Hatch Lane, or via route 444 from Grove Road, or via route 97 from Hall Lane).</p>

<b>SL14 - effect on other local bus routes</b>	
<b>Issue</b>	<b>Response</b>
Concern the introduction of the SL14 may result in a reduced frequency on parallel route 158. Customer numbers should be carefully monitored, and frequency restored if demand required this.	It is expected the SL14 and its parallel bus routes will have sufficient capacity to meet demand, however we will continue to keep demand under review and adjust frequencies as appropriate as part of our continual review of the bus network.
Concern that prioritising Superloop routes may delay much-needed improvements to the local bus network in Walthamstow.	<p>We recognise public transport helps better connect the area to the rest of London and will continue work with local authorities to develop plans for road, rail and bus infrastructure in Walthamstow.</p> <p>The Superloop network is providing customers with quicker journey times to key town centres, hospitals, schools and transport interchanges, helping to make sustainable bus travel a more popular and affordable option for people in outer London.</p>

### Comments about D8

<b>D8 - opposition</b>	
<b>Issue</b>	<b>Response</b>
Opposed to changes the D8 due to the loss of a direct transport links to Stratford Bus Station / Tube / High Street.	<p>Unfortunately, infrastructure limitations at Stratford Bus Station mean that there is not enough space for route SL14 in addition to all routes currently operating there. This relates to the amount of space available for bus standing.</p> <p>All possible options were investigated to allow for route SL14 to operate to</p>
Criticism the SL14 proposal results in a change to the D8 which may affect residents in Poplar and people south of Bow.	

## D8 - opposition

Issue	Response
<p>Criticism the D8 changes will negatively impact journeys, including:</p> <ul style="list-style-type: none"><li>• Increased journey times, including overall journey times for people needing to change bus to reach their destination</li><li>• Inconvenience for people with mobility / accessibility issues when changing bus such as loss of seating and space to board</li></ul>	<p>Stratford. Route D8 was identified as the route that could be modified with the least disbenefit to passengers. The proposals are for this route's terminus to change from Stratford Bus Station to Stratford City Bus Station.</p> <p>While this may result in some negative impacts to passengers, it was found to be the best available option. Part of the reason for this is that route D8 has the lowest passenger demand of any daytime route currently operating at Stratford Bus Station.</p> <p>Additionally, the majority of passengers on the route are not interchanging with another bus service at Stratford Bus Station.</p> <p>Additional details can be found in the initial EqIA for these changes. A summary follows:</p> <ul style="list-style-type: none"><li>• Around 40 per cent of existing passengers on route D8 would still be able to access Stratford Bus Station and Stratford High Street by using a different bus route from the same stop</li><li>• Of the remaining 60 per cent of passengers who would be affected by the proposed changes with no alternative direct route</li><li>• Around 10 per cent of existing passengers on route D8 currently interchange with rail services at Stratford. These passengers would still enjoy direct bus service to Stratford. Walking distances from Stratford City Bus Station to Underground, Overground, DLR, and National Rail platforms at</li></ul>

**D8 - opposition**

<b>Issue</b>	<b>Response</b>
	<p>Stratford are shorter than from Stratford Bus Station for some services, and longer for others. These passengers therefore are expected to experience only limited impacts from the changes to route D8 on average, mainly due to slightly longer journey times to Stratford City Bus Station</p> <p>Likewise, around 35 per cent of existing passengers on route D8 do not interchange with any other services at Stratford. These passengers are going to or from destinations in the Stratford area.</p> <p>The remaining 15 per cent of existing passengers on route D8 will experience the majority of disbenefit from the proposals. Around 10 per cent of existing passengers on route D8 interchange with other bus services at Stratford Bus Station. These passengers would be required to either walk between Stratford City Bus Station and Stratford Bus Station, or interchange to another bus service to reach Stratford Bus Station in future.</p> <p>Around five per cent of existing passengers on route D8 access the other pairs of stops that would be unserved in future. These passengers would need to walk from a stop further away or interchange to another service to complete their journeys.</p> <p>Passengers who need to interchange to other bus services to complete their journeys because of these changes can take advantage of the Hopper Fare. When you use pay as you go at adult rate on buses and trams, our Hopper fare gives</p>

<b>D8 - opposition</b>	
<b>Issue</b>	<b>Response</b>
	<p>you unlimited journeys (made within one hour of touching in) for £1.75. Hopper fare also applies to discounted rate travel.</p> <p>All journeys will still be accessible. Routes between Stratford City Bus Station and Stratford Station, Stratford Bus Station, and Stratford Town Centre have step-free access. Bus stops where passengers may need to interchange as a result of these proposals are also accessible and feature real-time information screens.</p>

<b>D8 – bus stops - proposed / alternative locations</b>	
<b>Issue</b>	<b>Response</b>
<p>Noted the importance of improved directions between Stratford Bus Station and Stratford City Bus Station should the D8 be moved – current wayfinding information was not considered clear.</p>	<p>We thank respondents for this suggestion. Wayfinding signage in the Stratford area, particularly relating to access to/from/between Stratford Bus Station and Stratford City Bus Station will be reviewed.</p> <p>Additionally, there will be publicity and wayfinding guidance at Stratford Bus Station for passengers on route D8 to ensure that they are aware of how to access the route when it is moved to Stratford City Bus Station.</p>
<p>Suggestion the D8 bus stop at Warton Road continues to be served before the route diverts to Stratford City, or for an additional bus stop to be installed on the route closer to Stratford Bus Station.</p>	<p>The bus stops at Abbey Lane (Stop L) and Warton Road (Stop M) on Stratford High Street will continue to be served by route D8 before the route diverts to Stratford City Bus Station.</p>
<p>Consider improving access between the D8 bus stops and residences in Canary Wharf / Stratford DLR stations.</p>	<p>This is out of scope of the current consultation but will be noted in case of a future review in the Canary Wharf area.</p>

**D8 – bus stops - proposed / alternative locations**

Issue	Response
<p>A request to consider additional bus stops on D8, including to:</p> <ul style="list-style-type: none"> <li>• Chobham Academy</li> <li>• Stratford International</li> <li>• Honour Lea Avenue</li> <li>• Billets Gardens</li> </ul>	<p>Any extension to route D8 beyond Stratford City Bus Station would incur the requirement for an extra vehicle on the route.</p> <p>The level of passenger benefits achieved by these route extensions would not meet our benefit-cost standards.</p> <p>These destinations can be reached by walking or by interchanging to other bus services at Stratford City Bus Station.</p>
<p>Consider keeping bus route D8 the same and moving route 238 to Stratford City Bus Station instead.</p>	<p>Route 238 has nearly double the daily demand of route D8 at Stratford. In addition, fewer passengers on route D8 than on route 238 interchange with other bus services at Stratford Bus Station.</p> <p>This means the level of disruption and disbenefit from moving route D8 to Stratford City Bus Station is less than that if route 238 were moved.</p>

**D8 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
<p>What is the rationale for the D8 proposal to reroute to Stratford City Bus Station. It is not clear why D8 needs to be affected – i.e. the SL14 could serve Stratford City instead.</p> <p>Please also explain why there is not enough space for the D8 to remain at Stratford Bus Station.</p>	<p>Our express bus planning guidelines make the case for the majority of express routes to have a parallel all-stopping local route.</p> <p>For this to result in the intended benefit, the all-stopping route and the express route must serve the same bus stops.</p> <p>This enables passengers both to interchange between the two, and for passengers to wait at a single stop and board the first bus that will get them to their destination the fastest.</p>

**D8 – proposed routeing / route change / extension requests and suggestions**

<b>Issue</b>	<b>Response</b>
	<p>Thus, it is considered essential for route SL14 and route 158 to share the same stop at all common points on the route.</p> <p>If route SL14 served Stratford City Bus Station and route 158 continued to serve Stratford Bus Station, this would mean passengers would have to choose which stop to walk to and therefore which service to wait for.</p> <p>With a high frequency service on the corridor, many passengers arrive at the stop without consulting a timetable, and board the first suitable service.</p> <p>This means that the two suitable options are for:</p> <ul style="list-style-type: none"><li>a) both route SL14 and 158 to operate from Stratford Bus Station; or</li><li>b) both route SL14 and 158 to operate from Stratford City Bus Station.</li></ul> <p>For the same reason as route 238 is less suitable to be moved from Stratford Bus Station than route D8, route 158 is even less suitable.</p> <p>Route 158 is one of the busiest bus services at Stratford Bus Station. Therefore, moving this service to Stratford City Bus Station would be particularly disruptive to many more passengers than those affected by moving route D8.</p> <p>Space requirements at bus stations come from the need for bus vehicles to stand out of service between trips where they are operating. This stand time ensures that the service can operate more reliably, as the vehicles are not required immediately once they reach the end of a route.</p>

**D8 – proposed routeing / route change / extension requests and suggestions**

Issue	Response
	<p>Depending on the frequency of a route, different numbers of stand spaces are required. The more frequent a route is, the more stand spaces are required to operate the service reliably.</p> <p>Stratford Bus Station currently has all its bus standing spaces allocated. In order for route SL14 to have a sufficient number of bus standing spaces at Stratford, two spaces must be freed up.</p> <p>Route D8 is currently allocated two standing spaces, therefore the removal of this route to Stratford City Bus Station will provide sufficient capacity.</p>
<p>A suggestion the D8 is extended elsewhere including to:</p> <ul style="list-style-type: none"> <li>• Leyton, via route 158</li> <li>• Stratford International</li> <li>• parallel to bus route 241</li> <li>• Leyton Mills retail park, after Stratford City Bus Station</li> <li>• Blackhorse Road</li> <li>• East Village / Violets Gardens</li> <li>• Wanstead</li> <li>• Lea interchange</li> <li>• Homerton</li> <li>• Drapers Field</li> </ul>	<p>Any extension to route D8 beyond Stratford would incur the requirement for at least one extra vehicle on the route.</p> <p>The level of passenger benefits achieved by these route extensions would not meet our benefit-cost standards.</p> <p>These destinations can be reached by walking or by interchanging to other bus services.</p>
<p>A suggestion the D8 towards Crossharbour no longer serves Bow Street and St Leonard’s Street to save its overall journey time.</p>	<p>Route D8 currently operates a loop via Bow Road, Bromley High Street, and St Leonard’s Street in the Crossharbour direction.</p> <p>The reason for this is to improve access to Bow Church and further west down Bow Road. Without this loop, the closest stop on route D8 to Bow Church would be around 400 metres away. This would</p>

**D8 – proposed routeing / route change / extension requests and suggestions**

<b>Issue</b>	<b>Response</b>
	<p>include the need for passengers to cross Bow Roundabout.</p> <p>While the removal of this loop would speed up journey times towards Poplar, there would be a high level of disbenefit to passengers from doing so.</p> <p>Around 10 per cent of passenger demand on route D8 is currently to or from stops on Bow Road, Bromley High Street, and St Leonard's Street.</p>

**D8 – frequency / capacity / reliability**

<b>Issue</b>	<b>Response</b>
<p>Please advise how the proposed change of route for the D8 would affect its overall journey time.</p>	<p>It is not expected that the change in operation of route D8 from Stratford Bus Station to Stratford City Bus Station will result in a significant change to journey times. The journey time should increase by around one minute.</p>
<p>A frequency increase may be required if the D8 route changes. The route was described as popular and useful.</p> <p>Also noted that if the D8 is rerouted access will improve to the London Aquatic Centre, which is popular destination for bus users and more people are likely to use the service.</p>	<p>It is expected that route D8 and its parallel bus routes will have sufficient capacity to meet passenger demand.</p> <p>However we will continue to keep demand under review and adjust frequencies as appropriate as part of our continual review of the bus network.</p>

<b>D8 – accessibility / safety</b>	
<b>Issue</b>	<b>Response</b>
<p>Noted that as some passengers on route D8 may in the future need to change bus or walk for access to Stratford High Street and bus station. If the route is altered, where necessary, pavements and street lighting should be improved to promote personal safety.</p>	<p>The section of Stratford High Street between Warton Road and Stratford Bus Station is generally busy, well-overlooked, and well-lit.</p> <p>The area has also seen extensive recent development including improvement to the pedestrian environment.</p>
<p>It is important to ensure bus stops on route SL14 have digital next bus information (Countdown) to reduce use at bus stops of personal digital devices in public, in particular at night. This would reduce personal safety concerns.</p>	<p>Many proposed stops on route SL14 feature digital real-time information screens (Countdown). These stops are:</p> <ul style="list-style-type: none"> <li>• Hall Lane (both directions)</li> <li>• Leonard Road (both directions)</li> <li>• Walthamstow Stadium (southbound)</li> <li>• Blackhorse Road (both directions)</li> <li>• St James Street (northbound)</li> <li>• Grange Park Road (both directions)</li> <li>• Leyton Station (both directions)</li> </ul> <p>All bus stops will be reviewed in detail before the route is introduced to identify whether any improvements can be made.</p>
<p>The initial EqIA made reference to bus stops with shelters and lighting being available where customers may need to interchange. Please clarify if this applies to all interchange bus stops.</p>	<p>Passengers on route D8 who would in future need to interchange to complete their journey are expected to primarily use bus stops at Abbey Lane (bus stop L) and Warton Road (bus stop M) on Stratford High Street.</p> <p>These bus stops would offer same-stop interchange between route D8 and other routes on Stratford High Street that would continue to operate to/from Stratford Bus Station (such as routes 25, 276, 425).</p> <p>Bus stops L and M have shelters, lighting and real-time information screens.</p> <p>Bow Flyover (Stop P) also offers same-stop interchange with the same features.</p>

<b>D8 – accessibility / safety</b>	
<b>Issue</b>	<b>Response</b>
	Passengers may also choose to interchange at other stops, which also offer shelters and lighting, but not real-time information – these include Marshgate Lane (bus stop W) or Bow Church (bus stop J).
Concern the addition of the D8 to Stratford City Bus station would congest the bus stand and bus driver facilities, noting the facilities are also used by coach operators.	There is sufficient spare capacity at Stratford City Bus Station for additional TfL bus routes to terminate and stand here.  Additional space has been created recently with route 241 being extended to Hackney Wick, Here East, and no longer standing at Stratford City Bus Station.

### Comments about the Superloop network

<b>Superloop network</b>	
<b>Issue</b>	<b>Response</b>
<p>Suggestions for further Superloop routes be added to the London bus network, including between:</p> <ul style="list-style-type: none"> <li>• Leyton and Greenwich and Eltham via the A12</li> <li>• Chingford Hatch and Oakwood or New Barnet</li> <li>• Edmonton Green and London Bridge as an express version of route 149</li> <li>• Tottenham Hale and Enfield Lock</li> </ul>	<p>We thank respondents for these suggestions and will continue to work with the Mayor of London on proposals to further expand the Superloop network to provide additional express bus routes.</p>
<p>Suggestions for some changes to existing Superloop route services included:</p> <ul style="list-style-type: none"> <li>• Extension of the SL2 from Walthamstow Central to St James Street</li> </ul>	

<b>Superloop network</b>	
<b>Issue</b>	<b>Response</b>
<ul style="list-style-type: none"> <li>• Extension of the SL2 towards South Grove</li> </ul>	
Concern that Superloop buses are not quicker than regular London bus routes.	The Superloop bus network is already providing customers with quicker journey times to key town centres, hospitals, schools and transport interchanges, helping to make sustainable bus travel a more popular option for people in outer London.
The Superloop concept is confusing the public and routes should remain circular. When adding express bus routes the services should have the 'X' suffix.	<p>We have developed dedicated branding for bus routes that form part of the Superloop network and related customer information to distinct them from other bus routes.</p> <p>When developing this branding, customer research on route numbers showed no preference or enhanced understanding for use of "X" prefixes versus "SL".</p>
It is important to ensure buses on the SL14 route are Superloop branded and features are consistent with those on other express routes. This will incentivise customers attracted to the brand and image.	<p>Vehicles on route SL14 are planned to receive dedicated route branding and Superloop colours in the same manner as other routes in the Superloop network.</p> <p>This dedicated branding ensures that passengers can immediately recognise the service as distinct from other bus routes.</p>

### Comments in general

<b>General bus comments / general bus safety and accessibility comments</b>	
<b>Issue</b>	<b>Response</b>
A request TfL reviews and improves public transport connectivity in the area more widely. Suggestions include:	<p>This is outside of the scope of the current consultation.</p> <p>However, we will continue to keep demand under review and adjust frequencies as</p>

<b>General bus comments / general bus safety and accessibility comments</b>	
<b>Issue</b>	<b>Response</b>
<ul style="list-style-type: none"> <li>• North of Waltham Forest such as in Highams Park where residents are concerned there is a lack of transport options</li> <li>• In the Walthamstow area such as between Blackhorse Road – Lloyd Park – Hoe Street.</li> </ul>	<p>appropriate as part of our continual review of the bus network.</p> <p>We also undertake area reviews of the bus network and works with local councils to improve bus services wherever possible.</p>
<p>A suggestion TfL helps to introduce more public toilets around key transport hubs to enable more people to access services with convenience.</p>	<p>Access to toilets is crucial for giving people - especially older customers, disabled people and those with young children - the confidence to use our network.</p> <p>We are committed to increasing the number of public toilets that are available across the transport network.</p> <p>In 2025, we unveiled new accessible customer toilets at Seven Sisters and White Hart Lane London Overground stations, with Clapton station and Morden and Amersham London Underground stations to follow soon - following funding by the Mayor to improve and increase the number of accessible toilets on the TfL network and help remove barriers to travel.</p>
<p>A suggestion TfL may attract more people out of private cars and onto buses if these were warmer in winter, and had seat dividers to preserve personal space, in particular for women travelling alone and often subject to people sitting too close to them.</p>	<p>We are committed to improving the passenger experience on our buses.</p> <p>We are in the process of renewing our fleet with new zero-emission buses across London.</p> <p>These new buses feature several improvements for passengers over previous vehicles, including:</p> <ul style="list-style-type: none"> <li>• USB charging</li> <li>• Higher-backed seating</li> <li>• Adjustable interior lighting</li> </ul>

<b>General bus comments / general bus safety and accessibility comments</b>	
<b>Issue</b>	<b>Response</b>
	<ul style="list-style-type: none"> <li>• Better ventilation and air cooling</li> <li>• Upgraded CCTV</li> <li>• New priority seat covers</li> </ul> <p>In consultation, the majority of respondents (63 per cent) said that they would be more likely to use an express bus route to replace journeys that they make by private car.</p> <p>Improved bus services on the SL14 corridor could lead to some modal shift, resulting in reduced congestion from private vehicles.</p>
London Buses should be monitored for speed where these serve 20mph roads.	As part of our commitment to Vision Zero, all new vehicles entering our bus fleet have Intelligent Speed Assistance (ISA) fitted as standard, and we continue to retrofit older vehicles. ISA ensures buses do not exceed the local signed speed limit.
London bus routes are regularly subject to noise and vibration due to potholes and TfL should request these are fixed along the SL14 route if it is to be introduced.	We work with local councils to ensure that the bus network can operate safely and comfortably across London.
Customers would appreciate a name and contact telephone number to raise issues about bus services with TfL.	Customers can contact us via the channels publicised on our website. For issues with bus services, customers are invited to see <a href="https://tfl.gov.uk/help-and-contact/contact-us-about-buses">https://tfl.gov.uk/help-and-contact/contact-us-about-buses</a> .
Several suggestions made relating to other local bus routes or suggestions for new routes included: <ul style="list-style-type: none"> <li>• Introduce a new bus link between east London and Stratford City</li> </ul>	We thank respondents for these suggestions and will continue to work with the Mayor of London on proposals to further expand and improve the London bus network.

<b>General bus comments / general bus safety and accessibility comments</b>	
<b>Issue</b>	<b>Response</b>
<ul style="list-style-type: none"> <li>• Extend bus route 104 to Stratford City</li> <li>• Withdraw route 357 between Chingford Mount and Chingford Hatch to serve Crooked Billet Sainsburys instead</li> <li>• Introduce a new bus route between Lea Bridge Station and Stratford via Orient Way</li> <li>• A new bus route between Chingford Bus Station and Whipps Cross Hospital via Woodford</li> </ul>	
<p>Criticism of digital information at local bus stops due to the variation in reliable information – 158 information is reliable however 97 and 58 information was poor.</p>	<p>We apologise to those who may experience unreliable digital information on some routes. As part of our Bus Action Plan, we are committed to renewing and improving our bus customer information systems and infrastructure.</p>

### **Out of scope**

<b>Out of scope</b>	
<b>Issue</b>	<b>Response</b>
<p>A request for the SL14 route to be awarded to Stagecoach for its operation to provide a fair balance of companies operating buses in London.</p>	<p>We cannot comment on the commercial award process for route SL14. The route will be awarded according to the same competitive bidding process as TfL follows with other routes on its network.</p>
<p>A request to investigate and improve reliability on bus routes 97 and 158.</p>	<p>We have passed comments related to other bus routes not in scope for consultation to our Customer Services colleagues.</p>
<p>Suggestion about vehicle types to use on bus route SL14 (e.g. tram</p>	<p>Although we cannot commit to a specific vehicle type being used on buses in London, we do commit to offering an inclusive customer experience which</p>

<p>style/ double decker/ electric/ New Routemaster design).</p>	<p>makes travelling by bus easy, comfortable and accessible to all.</p> <p>We expect route SL14 to operate using double deck buses with Superloop accessibility and on-board facilities such as USB charging points and travel information.</p>
<p>TfL should instead reopen the Hall Farm Curve direct rail link between Chingford, Walthamstow and Stratford.</p>	<p>This is out of scope of the current consultation.</p> <p>However, this has been discussed in other forums, including at the London Assembly. In 2023, Deputy Mayor Seb Dance noted that:</p> <p>“TfL is ensuring that the [Hall Farm Curve] route is safeguarded, so the planning process does not become a problem if we do solve the funding issues going forward...There is a potential case to be made for additional rail links, whether previous or new, where they would add connectivity. Hall Farm would be no exception, but there are a number of real problems to do with capacity, particularly at Stratford Station at the moment, where the station is already at full capacity.”</p>
<p>TfL should explore the introduction of more Tram networks in London.</p>	<p>This is out of scope of the current consultation. However, the Mayor responded to a question about tram extensions in 2024, stating:</p> <p>“Transport for London (TfL) is not currently undertaking any research into future extensions of the tram network. Extending the network has been considered previously, with an extension to Sutton included in my Transport Strategy. However, work on this extension was paused in 2019 as there was no strong transport case and no funding for delivery.</p>

	<p>For development on tram network extensions to restart, there would need to be a material change to the case for the scheme, additional Government funding and a firmer commitment to local sources of funding. At present, any available funding for the tram network is most effectively spent on maintaining and enhancing the existing network rather than progressing extensions.</p> <p>Should any additional funding for expanding London’s transport network become available, TfL would undertake research to assess where available funding should best be prioritised. This would include assessing the case for extensions to the tram network to review whether they would be affordable and make good use of public funds.”</p>
<p>A suggestion to add a passenger lift for use at Blackhorse Road Underground Station.</p>	<p>This is out of scope of the current consultation. TfL and the Mayor are committed to expanding step-free access across the public transport network. More details can be found at <a href="https://tfl.gov.uk/travel-information/improvements-and-projects/step-free-access">https://tfl.gov.uk/travel-information/improvements-and-projects/step-free-access</a>.</p>

### Comments about the consultation

<b>Consultation process</b>	
<b>Issue</b>	<b>Response</b>
<p>Concern about lack of publicity for the consultation.</p>	<p>As described in Section 4.6 of this report, awareness of the consultation was raised in a variety of ways. With over 1800 responses to the consultation recorded we are pleased with the volume of people that were aware of the consultation and how to take part.</p> <p>Publicity included:</p> <ul style="list-style-type: none"> <li>• The delivery of over 486,000 emails</li> </ul>

<b>Consultation process</b>	
<b>Issue</b>	<b>Response</b>
	<ul style="list-style-type: none"> <li>• The distribution of approximately 2,000 leaflets</li> <li>• Social media broadcasts via the Facebook, LinkedIn and X platforms</li> </ul> <p>Sections 4.6.1 to 4.6.5 of this report provide more detail about the methods used. Copies of the consultation materials including the bus stop poster, emails to customers and stakeholders and social media can be found in Appendix C: Consultation materials and publicity.</p>
Concern that not enough information was provided about proposals.	<p>We apologise if respondents felt there was not sufficient information provided in consultation.</p> <p>If respondents have any questions about proposals we are sharing, we would encourage them to contact us through the channels provided. We are happy to clarify any element of the material to help support people in understanding the proposals.</p>
Concern D8 bus drivers and its customers did not have sufficient time to comment on the proposals.	<p>The public consultation took place over six weeks, our typical consultation length. We are sorry if some respondents felt more time was required. Should this be the case in the future then please contact us so we can assist with specific situations.</p>
Concerned the survey questions were inadequate/ biased/ limited in scope	<p>The consultation survey questions were designed to understand who was interested in taking part in the consultation and how they believed the proposals may impact them.</p> <p>In addition to the closed questions, there was also a facility for respondents to</p>

<b>Consultation process</b>	
<b>Issue</b>	<b>Response</b>
	<p>give their views about the proposals via a free text box, with no character limits.</p> <p>We do not consider there was any restriction as to how people commented, and this is reflected in the variety of feedback we have received.</p>
<p>Criticism the network style consultation map showing the proposals was not geographically accurate for the Chingford Hatch area.</p>	<p>Our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents.</p> <p>We will ensure any corrections required are addressed in future iterations of the SL14 route map.</p>
<p>Concern the feedback from consultation would not be listened to or would not affect the decision.</p>	<p>When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest.</p> <p>We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.</p> <p>Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively.</p> <p>The feedback we receive through consultation is used as part of our decision-making process.</p>
<p>Concern about having to register to take the survey.</p>	<p>We ask participants to register when they respond online to our consultations for the first time. This is to enable us to notify people of the outcome of the project of interest, or to provide an update; also, to allow us to notify people about other projects that may be of interest to them.</p>

<b>Consultation process</b>	
<b>Issue</b>	<b>Response</b>
	<p>Registration also helps us to ensure people adhere to our community guidelines, designed to underpin a safe, constructive environment for everyone using 'Have your say'.</p> <p>While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, it was also possible for responses to be submitted by email and post.</p> <p>A Freepost address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.</p>

## Appendix B: Consultation questions

### About you

To help us understand a bit more about you, please answer the following two questions:

#### **Q.1 What encouraged you to complete this questionnaire on the SL14 and D8 proposals?**

I'm interested in the proposals because (you can choose more than one option):

- I'm a resident living along the proposed bus route or route D8
- I own or run a local business along the proposed bus route or route D8
- I work at a business along the proposed bus route or route D8
- I attend a school, college, or university along the proposed bus route or route D8
- I commute to work through north and northwest London
- I live in Newham or Waltham Forest and I am interested in the proposals
- I'm a visitor to the area and I am interested in the proposals
- None of the above, but interested in the proposals

#### **Q.2 Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g. interest group, charity, or trade body). (Choose one option)**

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

#### **Q3. If you are responding as an official representative of an organisation, then please provide your organisation name below**

### How would the SL14 and D8 proposals affect you

To help us understand how our proposals could change your travel habits around east and northeast London please answer the following questions.

#### **Q.4 Based on our proposals, do you think a new SL14 express route would be more or less convenient for you to use?**

- More convenient
- No difference
- Less convenient
- Don't know/not sure

**Q.5 If you used a new SL14 express bus route, do you think your journey time on the bus would be?**

- Quicker
- No difference
- Longer
- Don't know/not sure

**Q.6 If we introduced new route SL14 how often would you use it?**

- Every day
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month
- Not at all

**Q.7 Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?**

- More likely
- No difference
- Less likely
- Don't know/not sure

### **About the proposed SL14 route**

To help us understand your thoughts and feelings about the SL14 proposal, please answer the following two questions:

**Q.8 Based on our proposals, do you think there should more or less bus stops on the proposed SL14 route?**

- More stops
- It's just right
- Less stops
- Don't know/not sure

**Q.9 Please use the box below to tell us what you think about the proposed route SL14. For example, where you think there should be more or less bus stops, with location details.**

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

- Received an email from TfL

- Read about it in the press
- Social media
- Saw it on the TfL website
- Saw a publicity poster
- Saw signage on the street
- Received a leaflet
- Other (please specify)

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

- Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.

**Q.12 If we did not meet your expectations, please tell us how you would like us to improve our consultation service in the future.**

- Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we are consulting on, then please return to **Question 8** above and leave your feedback there.

**Q.13 It is always good to talk and we are always keen to discuss how we will improve our consultation service going forward. If you would be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below**

- Yes – I would like to take part in online surveys or quick polls
- Yes – I would like to take part in focus groups or webinars
- No – I am not interested in taking part in this research

### **About you**

If you would like us to keep you informed about the outcome of this consultation. Please also provide us with your name and email address or postal address. All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, [please visit our privacy policy](#).

# Appendix C: Consultation materials and publicity

## Bus stop poster and leaflet

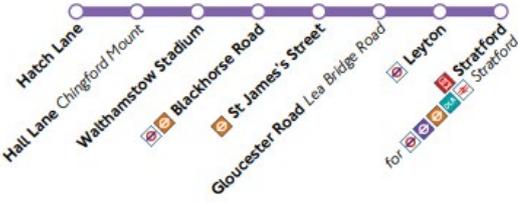
### Your Superloop. Your Say.

A new Superloop express bus service.



**Proposed express route SLI4**

**i** Main bus stops only. Full list online or on request.



**We propose to expand the Superloop network in east and northeast London with new route SLI4 between Stratford bus station and Chingford Hatch. As part of this proposal the D8 would be rerouted at Warton Road to Stratford City bus station.**

For more details and to have your say, please scan the QR code, or:

- Visit: [haveyoursay.tfl.gov.uk/SLI4-superloop](https://haveyoursay.tfl.gov.uk/SLI4-superloop)
- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: **FREEPOST TFL HAVE YOUR SAY (SLI4)**



The closing date for comments is **Wednesday 5 November 2025.**

MAYOR OF LONDON



### Your Superloop. Your Say.

A new Superloop express bus service.



**We propose to expand the Superloop network in east and northeast London with new route SLI4 between Stratford bus station and Chingford Hatch. As part of this proposal the D8 would be rerouted at Warton Road to Stratford City bus station.**

For more details and to have your say, please scan the QR code, or:

- Visit: [haveyoursay.tfl.gov.uk/SLI4-superloop](https://haveyoursay.tfl.gov.uk/SLI4-superloop)
- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: **FREEPOST TFL HAVE YOUR SAY (SLI4)**

The closing date for comments is **Wednesday 5 November 2025.**



MAYOR OF LONDON



## Customer emails

Home Plan a journey Status updates

Your Superloop.  
Your Say.  
A new Superloop  
express bus service SL14



Transport for London 

Dear Miss [REDACTED]

Today we've launched a consultation proposing to expand the Superloop express bus network with new route SL14.

The proposed service would provide an express bus link between Stratford Bus Station and Chingford Hatch, via Walthamstow and Leyton. As part of this proposal, bus route D8 would be rerouted to Stratford City Bus Station.

Visit our [SL 14 consultation webpage](#) to read more about these proposals, view maps and provide your feedback.

[Have your say](#)

Alternatively, you can:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: Freepost TfL Have Your Say (SL14) (no stamp required)

The consultation ends on Wednesday 5 November 2025.

Geoff Hobbs  
Director of Public Transport Service Planning



TRANSPORT FOR LONDON

HELLO

Here's an update from the Have Your Say team on our latest consultation activity.

We'd love to hear your thoughts on the following proposals:

- The second, more detailed phase of consultation on [Pedicab licensing](#) closes on 20 October 2025
- We have two new express Superloop routes being consulted on:
  - [SL13 - Hendon to Ealing Broadway \(and changes to route E7\)](#) closes on 22 October 2025
  - [SL14 - Stratford bus station to Chingford Hatch \(with changes to route D8\)](#) closes on 5 November 2025
- [Changes to buses in Barnes](#). This consultation will end on 22 October 2025
- We're still looking for your thoughts on proposals for [changes to bus priority in Carshalton](#). The consultation closes on 29 September 2025.

We've recently published updates on a number of bus schemes, including the [SL12 \(Superloop\)](#), [188](#), [419](#) and several school routes, including the [673](#), [695](#), [697](#) and [698](#).

And we've also closed out consultations on a pair of road schemes in [East Putney](#) and the [A21 Sevenoaks Road](#).

There's a [full list of open and closed projects](#) here.

As ever, thank you for sharing your views and helping us build better transport in London.

## Stakeholder emails

**From:** TfL Have Your Say <[SMBHaveyoursay@tfl.gov.uk](mailto:SMBHaveyoursay@tfl.gov.uk)>

**Sent:** 25 September 2025 09:47

**To:** TfL Have Your Say <[SMBHaveyoursay@tfl.gov.uk](mailto:SMBHaveyoursay@tfl.gov.uk)>

**Subject:** Superloop expansion – proposed new route SL14

Good morning

Today we have launched a consultation proposing to expand the Superloop express bus network in northeast and east London with a new express bus route between Stratford Bus Station and Chingford Hatch, via Walthamstow. The route would be numbered SL14.

As part of this proposal, existing route D8 would be rerouted at Warton Road to Stratford City Bus Station.

We consider the SL14 would:

- Expand the Superloop express bus network and encourage more sustainable journeys in northeast and east London
- Create new, direct bus journey opportunities for customers travelling between Chingford Hatch and Blackhorse Road / Blackhorse Lane and onwards to Stratford
- Reduce bus waiting times and crowding at bus stops, including for customers using route 158
- Offer a quicker, alternative bus option for current customers on route 158

### Find out more

Through consultation we invite you to have your say about what is proposed. [Click here](#) to read more about these proposals, view maps, and provide your feedback. Alternatively, you can:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: Freepost TfL Have Your Say (SL14) (no stamp required) |

### Consultation ends on Wednesday 5 November 2025

We are keen to hear what everybody thinks about this proposal and would be grateful for your help to raise awareness of the consultation.

Please feel free to share this email with your own contacts as you find appropriate. Our consultation team can also send digital images for use for newsletter entries or social media posts.

Please also let us know if you have any questions about the proposals, or if you would like us to brief you in more detail. We'd be happy to hear from you.

Geoff Hobbs

Director, Public Transport Service Planning



One week to left to comment: Superloop expansion consultation - proposed new route SL14



TfL Have Your Say  
To

Retention Policy TfL Exchange Online Retention Policy (7 years)

Expires 27/10/2032

TfL Unclassified



Wed 29/10/2025 09:42

Good morning

Following our email last month, I'm writing to remind you there is one week remaining to share your views on our proposals for a new Superloop express bus route SL14, and a local change to existing bus route D8 in Stratford.

Your feedback is important to us. If you would like to comment, please do so by **midnight on Wednesday 5 November 2025**.

### Find out more

[Click here](#) to read more about these proposals, view maps, and provide your feedback. Alternatively, you can:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: Freepost TfL Have Your Say (SL14) (no stamp required)

We look forward to hearing from you.

Best wishes  
Michelle Wildish  
Consultation team



## Social media

 **TfL**   
@TfL

Have your say on the new Superloop SL14 service! 

It would run between Stratford Bus Station and Chingford Hatch.

In Stratford, route D8 would be rerouted at Warton Road to Stratford City Bus Station.

Find out more and have your say now:



haveyoursay.tfl.gov.uk  
SL14 - proposed express bus service between Stratford b...  
Find out about our proposals for an express bus service between Stratford bus station and Chingford Hatch with ...

5:00 pm · 6 Oct 2025 · 12.3K Views

 2     3     10        

 **TfL**   
@TfL

There's still time to have your say on the new Superloop bus route SL14. 

Share your views before 5 November



haveyoursay.tfl.gov.uk  
SL14 - proposed express bus service between Stratford b...  
Find out about our proposals for an express bus service between Stratford bus station and Chingford Hatch with ...

5:00 pm · 27 Oct 2025 · 23K Views

 7     6     9     1    

## Selection of other publicity

Public notices Newsletters Jobs Book an ad Cars Homes Local listings Local info

**Newham Recorder**

News Sport Things to do Lifestyle Education Property Offers Notices

News Crime Traffic & Travel Local Council Business Weather Health Housing Education Obituaries UK News

St Angela's  
CATHOLIC SCHOOL

## THE CATHOLIC GIRLS' SCHOOL FOR YOUR CHILD



### Superloop SL14 route proposed to link Stratford and Chingford

5 HRS AGO SUPERLOOP TRANSPORT FOR LONDON TRANSPORT STRATFORD



A public consultation has begun on Superloop route SL14 (Image: TfL)

**WALTHAM FOREST ECHO**

NEWS FEATURES COMMENT EVENTS SPORT CHINGFORD WALTHAMSTOW LEYTON LEYTONSTONE ABOUT ADVERTISE SUPPORT

Placing adverts with your local community newspaper supports us to deliver more high-quality local journalism in the borough! [Click here to get a quote.](#)

Chingford-News

### TfL consults on new Stratford to Chingford bus route

© 25 September, 2025 4:44 pm @ 2 Min Read

25 September, 2025

The proposed SL14 would run between Stratford Bus Station and Chingford Hatch (Hatch Lane) via Walthamstow

Share This!



**TRANSPORT FOR LONDON** Plan a journey Status updates Maps Fares Help & contacts

Boroughs & communities Your borough Waltham Forest

## Waltham Forest

We partner with Waltham Forest to implement the Mayor's Transport Strategy in the borough.

- ▼ What we are working on in Waltham Forest
- ▼ Our assets in Waltham Forest
- ▼ Local Implementation Plan (LIP)

### What we are working on in Waltham Forest

#### Superloop consultation

We are [proposing to expand the Superloop network](#) with new route SL14 between Stratford bus station and Chingford Hatch. As part of the proposal, existing route D8 would be rerouted at Warton Road, to Stratford City bus station.

## **Appendix D: Summary of Stakeholder replies**

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

### **Local authorities & statutory bodies**

#### **London Borough Waltham Forest**

Response from Councillor Clyde Loakes, Deputy Leader on behalf of the Council.

Supported the proposals.

Said the SL14 route would represent a positive step towards improving public transport connectivity in the north of the borough, particularly at Chingford Hatch where a lack of existing public transport connections had been highlighted in areas such as between Chingford, Blackhorse Road and Stratford.

Further welcomed the SL14 proposing to operate alongside existing bus routes 158 and 357 which it considered would help alleviate crowding on services, particularly during peak times.

Said the Council had long campaigned on behalf of residents for improved public transport in the north of the borough, to support shared goals of creating a greener and healthier London. Added the new bus route would positively benefit all residents that lived and worked in these areas including older people, disabled people and those on low incomes due to the TfL commitment to keep bus fares affordable, and to improve bus stop and boarding/alighting accessibility.

Concern was expressed about a potential frequency reduction for route 158, as it said this would impact on some residents. However, the Council acknowledged this impact may be reduced with the introduction of the SL14 route, that may result in a frequency increase for bus services in the area overall. The Council added that a reduced frequency on the 158 may also benefit Albert Crescent, the terminal for the route in Chingford Mount. A reduction to the number of buses standing at this key town centre location could they said, unlock significant improvements to the public realm, in line with its current Local Regeneration Fund.

Noted since the start of the SL14 and D8 consultation; it had received several communications from residents in Higham's Park and other parts north of the borough that were not on the proposed SL14 route and considered they had a lack of public transport options. The Council would therefore welcome further discussion with TfL about improving connectivity further in the north of the borough.

The Council concluded it was grateful for recent engagement on the proposals would welcome advance sight of any future bus proposals that may impact Waltham Forest residents, and an opportunity to resolve any impact prior to wider consultation.

**Government departments, parliamentary bodies & politicians**

**Councillor Raja Anwar, High Street ward, London Borough of Waltham Forest**

Supported the proposals.

Considered the SL14 would be a good service for local residents, enabling easier visits to family and friends.

**Councillor Emma Best AM, Endlebury ward, London Borough of Waltham Forest; Londonwide Assembly member**

Supported the proposals.

Welcomed investment into the outer ULEZ zone, which Ms Best noted as previously promised and would be welcomed by many.

Said that to truly make this a game-changing proposal, the SL14 route should start at Chingford Station, potentially stopping at the top of Station Road.

Concluded by commenting on current buses at Chingford Hatch, described as often stacked up with driver breaks clearly being taken. Therefore, concern further bus route starts or terminations could not be comfortably accommodated at this location. The bus stop was described as not built for this purpose – noting also no refreshment or toilet facilities for bus drivers.

**Councillor Kizzy Gardiner, Lead Member for Children and Young People, London Borough of Waltham Forest**

Noted the SL14 would serve schools across the borough. Added that seven of the 17 secondary schools in Waltham Forest would be located close to a bus stop, which would improve public transport access with more travel options.

However, there was concern about the impact on bus capacity, particularly around school finishing times when demand was likely to be high. Existing tensions between schools and postcodes was also a consideration which could affect how busy and potentially challenging the service may become at peak times.

Safety was the Councillors central concern, and a fatal stabbing on the 158 bus route in March 2023, which followed the same corridor was referenced.

Given this history and the number of schools served, it was suggested that safety considerations be prioritised, including direct engagement with schools that considered additional safety measures, and potential bus driver training. Councillor Gardiner expressed a willingness to discuss these matters further.

### **Stella Creasy MP, Member of Parliament for Walthamstow**

Ms Creasy wrote to TfL to share constituent comments about the proposals. The comments were added to the consultation feedback for consideration as part of our decision-making process.

### **Schools/ Education**

#### **Eden Girl's School, Waltham Forest**

Supported the proposals.

Described the proposed SL14 bus route as very beneficial for school students and staff.

Added the school had two catchment areas – 50 per cent of students were local to the school itself, and 50 per cent were local to Walthamstow Queen's Road station. Currently the school was only served by bus route 158, and this service was described as typically overcrowded, noting the route also served 10 further schools in the area.

As a result of demand for the 158, students were often not able to board or were regularly late which impacted learning time. There was concern many parents and carers resorted to private car use to get to and from school. This raised safeguarding issues around increased congestion and pollution and more traffic around the school.

A new, faster bus route would benefit the school community and the community at large. The school therefore looked forward to its arrival.

### **Transport and road user groups**

#### **Enfield Transport Users Group**

Supported the proposals.

Described the SL14 as a positive enhancement to orbital connectivity between Chingford Hatch, Walthamstow, and Stratford.

The group noted a reasonable expectation the SL14 route would continue north to Enfield Town or Ponders End, which it considered currently lacked strong connections to Chingford Mount and the wider north-east corridor.

Added that an extension of the SL14 to Enfield would strengthen access to Enfield town centre and improve integration with the borough's transport network.

If it were not possible to extend the SL14 to Enfield, then the group suggested a connecting bus link between Enfield and Chingford Mount could be achieved through restructuring an existing route or introducing a new service, thereby ensuring residents in the Enfield area could access the Superloop effectively.

### **London TravelWatch**

Supported the proposals.

Stated it had called for more orbital and limited stop bus routes for some years. It noted people valued being able to travel across boroughs, often for important appointments including healthcare appointments, for school, work, and shopping.

Also supported that the SL14 would connect with other bus routes, Elizabeth line, Tube, London Overground, DLR and National Rail services. Stated that by doing so, it would help connectivity and bring new, speedier connections to the boroughs of Newham and Waltham Forest.

Commented on the operation of Superloop services in the wider bus network where it noted average bus speeds in London continued to fall year on year, and on existing parallel route 158 the average speed was lower the London median point. Therefore, while it supported the Superloop, it noted concern services would be affected by traffic congestion. Said TfL needed to redouble efforts to give buses priority on London's roads to help ensure Superloop services were an enduring success.

While proposed SL14 bus stop locations were supported, there was concern noted that some of the proposed stops were designed as Shared Use Bus Boarders (SUBBs), where a cycle lane ran directly between the bus stop and the pavement. The absence of a reference to SUBBs in the EqIA document was questioned and while the stakeholder recognised SUBBs are classed as existing infrastructure they were integral to the passenger journey, and it was considered an oversight not to have included reference to them.

SUBBs were noted as a concern for London TravelWatch; described as dangerous for all bus passengers, in particular for visually impaired or blind passengers. It noted TfL recognised this risk in its iBus announcements before some - but not all - SUBB stops that passengers should 'cross the cycle lane with caution.' Similarly, the Department for Transport had asked all English local authorities to pause the implementation of SUBBs. Said TfL should take necessary action to address the problems SUBBs presented and stressed the importance that Superloop services be accessible to everyone.

A further concern was noted of the bus stop bypass at stop BM/Shakespeare Road. It stated the bus stop did not contain the full safety design features for either cyclists or bus passengers. Said this should be rectified by Waltham Forest council in conjunction with TfL using updated guidance from TfL's Bus Stop Bypass Design Guidance Review, which it understood was currently ongoing.

Noted as positive the SL14 would provide extra capacity for route 158 between Stratford and Chingford Mount, as this may helpfully free up space for passengers using the 158 at stops which would not be served by the SL14. Also for a section of route 357 between Hatch Lane and Walthamstow Stadium; and for passengers on route 108 who, for access Stratford City Bus Station, would experience an increase in overall frequencies where the D8 ran parallel to the 108 in the future.

However there was a negative impact associated with the introduction of the SL14 in a reduced frequency on the 158 during Monday to Saturday daytimes. Urged TfL to carefully monitor passenger numbers on the 158 and to restore the frequency to current levels if demand required.

Referring to the local change to route D8 in Stratford, passenger impact related to broken journeys was noted as significant as around 200 passengers would either have to walk between the two bus stations or interchange twice to complete their journeys in future. Interchange interrupted and delayed journeys and was described as inconvenient and stressful, particularly for people with accessibility issues. Added that where necessary Newham council should ensure pavement quality and street lighting by bus stops and on the affected routes was made as good as possible.

Added that passengers can be concerned for their safety when waiting at bus stops, especially at night, when more vulnerable. The availability of Countdown was therefore important because its absence meant people with digital devices may not want to use them in these locations, particularly at night.

Described a passing mention in the EqIA that where an interchange was required 'passengers have bus shelters and lighting at stops'; and sought clarification this covered all the interchange bus stops.

Commenting on consultation material, while it acknowledged the Superloop network map was intended to be schematic rather than geographically accurate, said the northern end of the SL14 should show have shown Chingford Hatch as a right turn rather than a left turn.

## Appendix E: List of stakeholders consulted with

### Local authorities & statutory bodies

London TravelWatch
London Borough of Newham
London Borough of Tower Hamlets
London Borough of Waltham Forest
London Borough of Hillingdon

### Government departments, parliamentary bodies & politicians

Rt Hon. Sir Iain Duncan Smith MP – Member of Parliament for Chingford & Woodford Green
Calvin Bailey MP – Member of Parliament for Leyton & Wanstead
Stella Creasy MP – Member of Parliament for Walthamstow
Apsana Begum MP – Member of Parliament for Poplar & Limehouse
Uma Kumaran MP – Member of Parliament for Stratford & Bow
Sem Moema AM – London Assembly Member - North East
Unmesh Desai AM – London Assembly Member – City and East
Lord Shaun Bailey of Paddington AM – London Assembly Member - Londonwide
Ms Elly Baker AM – London Assembly Member - Londonwide
Ms Emma Best AM – London Assembly Member - Londonwide
Mr Andrew Boff AM – London Assembly Member - Londonwide
Ms Hina Bokhari OBE AM – London Assembly Member - Londonwide
Ms Zoë Garbett AM – London Assembly Member - Londonwide
Mr Alessandro Georgiou AM – London Assembly Member - Londonwide
Ms Susan Hall AM – London Assembly Member - Londonwide
Mr Zack Polanski AM – London Assembly Member - Londonwide
Ms Caroline Russell AM – London Assembly Member - Londonwide
Mr Alex Wilson AM – London Assembly Member - Londonwide

Greater London Authority Strategy Access Panel members
Greater London Authority Transport Committee
London Councils

Stratford ward councillors, London Borough of Newham
Maryland ward councillors, London Borough of Newham
Stratford Olympic Park ward councillors, London Borough of Newham
Blackwall and Cubitt Town ward councillors, London Borough of Tower Hamlets
Bow East ward councillors, London Borough of Tower Hamlets
Bromley North ward councillors, London Borough of Tower Hamlets
Bromley South ward councillors, London Borough of Tower Hamlets
Canary Wharf ward councillors, London Borough of Tower Hamlets
Lansbury ward councillors, London Borough of Tower Hamlets

Poplar ward councillor, London Borough of Tower Hamlets
Cathall ward councillors, London Borough of Waltham Forest
Chapel End ward councillors, London Borough of Waltham Forest
Grove Green ward councillors, London Borough of Waltham Forest
High Street ward councillors, London Borough of Waltham Forest
Higham Hill ward councillors, London Borough of Waltham Forest
Larkwood ward councillors, London Borough of Waltham Forest
Lea Bridge ward councillors, London Borough of Waltham Forest
Leyton ward councillors, London Borough of Waltham Forest
Markhouse ward councillors, London Borough of Waltham Forest
St. James ward councillors, London Borough of Waltham Forest
Valley ward councillors, London Borough of Waltham Forest
William Morris ward councillors, London Borough of Waltham Forest

### **Accessibility / environmental groups**

Access in London
Age UK London
Age UK Waltham Forest
Alzheimer's Society Waltham Forest
Asian People's Disability Alliance
Aspire
Attitude is Everything
BlindAid
British Blind Sport
Business Disability Forum
Campaign for Better Transport
Carers First
Centre for accessible environments
Clean Air London
DABD (UK)
DeafBlind UK
Disability Alliance
Disability Horizons
Disability Rights UK
Disabled Go
Disabled Motoring
Disabled Persons Transport Advisory Committee
Dogs for Good
European Dysmelia Reference Information Centre
Friends of the Earth
Greater London Forum for Older People
Guide Dogs for the Blind Association
Guide Dogs
HCT plus

Health Poverty Action
Historic England
Inclusion London
Independent Disability Advisory Group
JAMI (Jewish Association for Mental Health)
Joint Mobility Unit
Leonard Cheshire
Living Streets and Living Streets - Newham
London Older People's Strategy Group
London Wetland Centre (South)
London Wildlife Trust
Mumderground
Mumsnet
National Federation of the Blind UK
NCT Newham
No Panic
Parkinson's UK Waltham Forest
President National Federation of the Blind of the UK
Prince's Trust
PrioritEyes Ltd
RNIB
Royal London Society for Blind People
Scope
Sense
Shopmobility Waltham Forest
Stay Safe
Suzy Lamplugh
Team Margot
Terrence Higgins Trust
The Association of Guide Dogs for the Blind
The British Dyslexia Association
The Royal Association of Deaf People (RAD)
The Royal Parks
Thomas Pocklington Trust
Trailblazers, Muscular Dystrophy UK
Transport for All
Waltham Forest Dementia Action Alliance
Waltham Forest Streets for All
Wheels for Wellbeing
Whizz Kidz

## Transport and road user groups, research groups

Abellio London Limited/ Abellio West London Limited
Abellio
Arriva London
ASLEF
Brent Community Transport
Citymapper
Confederation of Passenger transport
Cross River Partnership
Cycle Newham
Epsom Coaches / Quality Line
Enfield Transport Users Group
Galop
Gendered Intelligence
GIRES
Golden Tours (Transport) Ltd,
Logistics UK
London First
London General
London Living Streets
London Omnibus Traction Society
London Road Safety Council
National Express
OnCue Transport
Ortegalink
PCS
Portaramp UK Limited
RMT Union
Road Danger Reduction Forum
Road Safety Markings Association
Roadpeace
Stagecoach
The Big Bus Company Ltd
Transport Associates Network
Transport Focus
Unicycle Network
Unions Together
Unite the Union
Walk London
Women in Transport

## **Business, employers, employees**

Bannatyne Health Club
British Athletics
Community Cafe
E20
Fusion foods
HuskBrewing
Stratford Original BID
Visitor Economy Advisor
Wake Up Docklands
West Ham United FC

## **Healthcare and emergency services**

City of London Police (TMO for City of London)
City of London Police
Francis Road Medical Centre
Great Ormond Street Hospital for Children NHS Foundation Trust
Healthwatch Newham
Healthwatch Waltham Forest
Higham Hill Medical Centre
King's College Hospital NHS Foundation Trust
London Ambulance Service NHS Trust
London Fire Brigade
Metropolitan Police (TMO for Brent/Ealing/Harrow/Hillingdon)
Metropolitan Police Service
NHS Property Services
Nursing and Midwifery Council
Royal College of Nursing
Whipps Cross Hospital

## **Community / other representative groups**

Anjuman-e-Islamia Jamia Mosque
Ascension Church & Community Centre
Bonny Downs Baptist Church
Bow Muslim Cultural Centre
Brick Lane Music Hall
Bryant Street Methodist Church
Catholic Parish of the Royal Docks
Central Baptist Church

Chingford Line User Group
Christian Hope Ministry
Church of England Parish of East Ham - St Bartholomew's Church & St Mary Magdalene's
Commun-it Waltham Forest
Community Transport Waltham Forest
Compost CIC
Custom House Baptist Church
Durning Hall Community Centre
East Ham Elim Church
Emmanuel Christian Centre
Forest Baptist Church
Glad Tidings Church
Gurdwara Sikh Temple
Hainault Road Baptist Church
Harmony Hall
High Street South Methodist Church
Higham Residents Association
Highams Park United Reformed Church
Highway Church
Hope Baptist Church
Hope Church Newham
Kingsway International Christian Centre
Lea Bridge Library
Leytonstone United Free Church
Living Flames Baptist Church
London Cycling Campaign (Waltham Forest)
London Faiths Forum
Loughton Trinity Methodist Church
Major Road Baptist Church
Manor Park Christian Centre
Masjid Al Taweed
Masjid e Umer - Walthamstow Central Mosque
Mauritian Islamic Welfare Association
Ministry of Restoration International Pentecostal Church
Newham Family Information Service
Noor-ul- Islam Mosque
Our Lady and St George Catholic Church
Our Lady of Grace & St Teresa
Quwwat-UI-Islam Society
Radha Krishna Temple
Ridgeway Church Chingford
Shernhall Methodist Church
South Chingford Congregational Church
South Leytonstone Area Development Association (SLADA)
Sri Mahalakshmi Temple

St Anne's Roman Catholic Church
St Antony's Church
St John's Church
St Luke's Church
St Mark's Church
St Mary's Parish Church
St Michael and All Angels Church
St Saviour's Church, Walthamstow
St Stephen's Church
St. Anne's Church
St. Paul and St. James Church
Stewardstone Evangelical Church
Stratford Islamic Association
Stratford Newtown Methodist Church
The Asian Centre Waltham Forest
The Islamic Sharia Council
The Parish of Chingford
The Redeemed Christian Church of God
UKIM - Masjid Bilal & Islamic Centre (East Ham Branch)
Victory Outreach Church
Waltham Forest Community Hub
Waltham Forest Faith Communities Forum
Waltham Forest Islamic Association - Ghousia Masjid
Waltham Forest News Waltham Forest
Waltham Forest Family Information Service
Walthamstow Leisure Centre
Walthamstow Pump Museum
Walthamstow Seventh Day Adventist
Walthamstow Tool Library
Wesleyan Christian Centre
West Ham Baptist Tabernacle
West Ham Parish Church
Winchester Road Methodist Church
Woodford Green United Free Church
Woodford Road Methodist Church
Woodgrange Baptist Church

## **Schools / education**

Bobby Moore Academy (Academy)
Bow Nursery
Bow School
Building Crafts Academy
Burnside School

Carpenters Primary School
Chase Lane Primary School
Chobham Academy (Academy)
Colegrave Primary School
Earlham Primary School
East London Arts and Music
Eden Girl's School
Gainsborough Primary School
Greenwich University
London Academy of Excellence
London Design & Engineering
Manorfield Primary School
Marnier Primary School
Newham College of Further Education
Newham Collegiate Sixth Form Centre
Newham Sixth Form College
Park Primary School
Poplar Works
Skills for Growth
South Chingford Foundation School
St Angela's and St Bonaventure's Sixth Form
Stratford School Academy (Academy)
Thomas Gamuel Primary School
University of East London - Uni Sq
Whittington Primary Academy
William College
Woolmore Primary School

## Appendix F: Demographics

When taking part in our online survey, respondents are asked to register. Registration includes several demographic questions to help us understand more about who is taking part. Categories include disability, gender, age, and ethnicity.

The demographic data of respondents to the SL14 and D8 consultation is shown in the following tables. Where data was presented by respondents also classified as being part of a campaign, each table shows the breakdown between general and campaign responses.

	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	%	Count	%
<b>Disability*</b>						
Yes	126	23%	59	47%	67	53%
No	422	77%	414	98%	8	2%
<b>Total</b>	<b>548</b>	<b>100%</b>	<b>473</b>	<b>86%</b>	<b>75</b>	<b>14%</b>

\*A disability is any long-term physical or mental impairment that has a negative and long-term substantial negative impact on the ability to carry out day to day activity. This definition includes many non-visible impairments and long-term health conditions.

	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	%	Count	%
<b>Gender</b>						
Gender neutral/Agender	6	1%	1	17%	5	83%
Man	268	44%	266	99%	2	1%
Non-binary	15	2%	4	27%	11	73%
Trans man	11	2%	1	9%	10	91%
Trans woman	69	11%	1	1%	68	99%
Woman	235	39%	224	95%	11	5%
I use a different term	1	0%	0	0%	1	100%
<b>Total</b>	<b>605</b>	<b>100%</b>	<b>497</b>	<b>82%</b>	<b>108</b>	<b>18%</b>

<b>Age group</b> <i>(age data is approximate)</i>	Count	%	Count	%	Count	%
under 16	20	3%	18	90%	2	10%
16-20	126	21%	37	29%	89	71%
21-25	39	7%	24	62%	15	38%
26-30	44	7%	41	93%	3	7%
31-35	63	11%	63	100%	0	0%
36-40	58	10%	58	100%	0	0%
41-45	65	11%	65	100%	0	0%

	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	%	Count	%
46-50	40	7%	40	100%	0	0%
51-55	39	7%	39	100%	0	0%
56-60	26	4%	26	100%	0	0%
61-65	33	6%	33	100%	0	0%
66-70	21	4%	21	100%	0	0%
71+	21	4%	21	100%	0	0%
<b>Total</b>	<b>595</b>	<b>100%</b>	<b>486</b>	<b>82%</b>	<b>109</b>	<b>18%</b>

Ethnic group	Total Responses		Responses with campaigns removed		Campaign responses only	
	Count	%	Count	%	Count	%
Asian or Asian British – Bangladeshi	14	2%	14	100%	0	0%
Asian or Asian British – Chinese	12	2%	10	83%	2	17%
Asian or Asian British – Indian	14	2%	14	100%	0	0%
Asian or Asian British – Other	19	3%	15	79%	4	21%
Asian or Asian British – Pakistani	18	3%	16	89%	2	11%
Black or Black British – African	18	3%	18	100%	0	0%
Black or Black British – Caribbean	20	3%	20	100%	0	0%
Black or Black British – Other	6	1%	3	0%	3	0%
Mixed/Dual Heritage – Mixed Other	20	3%	14	70%	6	30%
Mixed/Dual Heritage – White and Asian	12	2%	8	67%	4	33%
Mixed/Dual Heritage – White and Black African	3	1%	3	100%	0	0%
Mixed/Dual Heritage – White and Black Caribbean	3	1%	3	100%	0	0%
Other Ethnic Group	33	6%	8	24%	25	76%
Other Ethnic Group – Arab	10	2%	4	0%	6	0%
Other Ethnic Group – Kurdish	3	1%	0	0%	3	0%
Other Ethnic Group – Latin American	10	2%	3	30%	7	70%
Other Ethnic Group – Turkish	10	2%	3	30%	7	70%
White – British	250	43%	242	97%	8	3%
White – Irish	14	2%	13	93%	1	7%
White – Other	94	16%	68	72%	26	28%
Gypsy, Roma or Irish Traveller	3	1%	0	0%	3	0%
<b>Total</b>	<b>586</b>	<b>100%</b>	<b>479</b>	<b>82%</b>	<b>107</b>	<b>18%</b>