

About this Consultation

Background

London is constantly changing. We continuously review the bus network to ensure services reflect changing demand and deliver value for money. In central and inner London, increased rail capacity and improved active travel options continue to change the way people travel. Demand on many central and inner London routes was declining prior to the coronavirus pandemic, and while the pandemic's long-term impacts on demand are currently unclear, ridership is not expected to fully return to pre-pandemic levels in the near future.

We are therefore reviewing services in central and inner London to ensure they reflect current and projected usage. In regard to these proposals, we have identified a key bus corridor in central London where capacity exceeds passenger demand. This means that we are providing a higher level of service than is required to accommodate the number of passengers travelling on the bus routes on the corridor.

While demand for bus services has been rising since spring 2021, we do not expect it to fully recover to pre-pandemic levels for some time. However, we recognise that for many Londoners and for people who live, work, and visit London, the bus network is one of the most important ways that they travel around the city.

Therefore, we want to simplify the bus network and match bus provision to passenger numbers, to better allocate resource to where passengers need it most. We also want to maintain connections to key locations in and around central London and enable all customers to make their journeys with as much ease as possible. To do this, some structural changes to routes are required.

Our proposals would help to make the bus network simpler, more efficient and connected to key locations. They would also help reduce operating costs and ensure our resources are better aligned to passenger demand – helping us to continue improving services. Londoners would continue to experience an accessible, regular, and reliable bus service.

Why routes 21, 143, 263 and 271?

Our review of bus capacity has identified surplus bus capacity on the Holloway Road, New North Road and Southgate Road corridors. This means we are providing a high number of bus services along these routes at high frequencies, but bus usage is far lower.

Route 271 is currently a 24-hour service, operating between South Grove in Highgate Village and Finsbury Square at Moorgate. The route predominantly operates along Holloway Road, where it shares parallel routes with several other bus routes. The



southern end of the 271 is unique in that it is the only route on Canonbury Road and the north end of New North Road.

Route 21 runs on the same routeing as the 271 between New North Road and Moorgate, and route 263 has the same routeing as the 271 between Archway and Highbury Corner on Holloway Road.

Our proposed scheme would help to simplify the bus network, whilst also providing new links between areas and a new night bus service along the A1000.

What are our proposals?

We are proposing a number of changes as part of this consultation. The proposals are as follows:

- Route 271 would no longer run between Highgate Village and Finsbury Square at Moorgate. Routes 21 and 263 would be rerouted to provide a new structure for the local bus network
- Retain a night bus service called N271, extended to operate between North Finchley and Finsbury Square at Moorgate
- Reroute the 263 via Highgate Village
- Reroute the 143 via Archway Road
- Introduce new school route 620 to run between Archway Station and East Finchley Cemetery. The new service would retain the links for Bishop Douglass School currently provided by route 143
- Cut back route 21 from Newington Green to New North Road and extend to Nags Head so it operates between Holloway and Lewisham Shopping Centre.

The proposals would also mean that the bus stand on South Grove in Highgate Village would no longer be needed and could be removed.

Rerouting the 263 via Highgate Village would mean that key connections between Highgate village and Holloway Road are retained. It would also create new links between Highgate Village and other locations in north London, such as North Finchley, Whetstone, High Barnet, and Highbury Barn. The restructured 263 would also improve access to Whittington Hospital for the areas noted above. The 263 would still operate between Highbury Barn and Barnet Hospital.

Rerouting the 143 via Archway Road would replace broken links as a result of rerouting the 263 and create new links between Archway Road and East End Road, Finchley Central, Hendon and Brent Cross.

The 271 is currently a 24 hour route. N271 bus route would operate on the current 271 routeing, but instead of terminating at Highgate Village it would be extended to North Finchley. This would provide a new night bus along the A1000 between East Finchley and North Finchley – a major road where there is currently no night bus service.

Route 143 currently provides access to Bishop Douglass School from the Highgate Village area. Although we are planning to reroute the 143 via Archway Road, we want to retain this school access. As part of the proposals new school route 620 would be introduced between Archway Station and East Finchley Cemetery to retain the links between Highgate Village and Bishop Douglass School. The 620 would run as a school day service, at school start and end times.

Finally, rerouting the 21 so that it operates between Nags Head Holloway to Lewisham Shopping Centre would replace the unique link that the 271 currently provides between Highbury Corner and Moorgate. It would also create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road. Passengers could still use route 141 between Newington Green and London Bridge in place of route 21.

You can find maps of all of these proposed changes and new routes in the 'documents' section of the consultation web page.

Why are we consulting?

We want to know what you think of our proposals and the impact that these changes may have on your journey. It is important that we understand how changing our services might impact passengers, different groups with protected characteristics, local residents, businesses and stakeholders. We also want to hear any concerns or comments that we may not have already considered in relation to our proposals.

Following the consultation, we will carefully consider every response to inform our final decision on the proposals. Depending on the outcome of the consultation, we may decide to proceed with all, some or none of the proposals.

How might customers be affected?

Restructuring routes 21, 143, 263 and 271 would affect customers in different ways. For example, some current customer journeys using one bus would not be possible, meaning they would have to interchange onto another route to complete their journey (we call these 'broken links'). Additional detail of broken links or interchanges on each of the changed routes can be found in our Equalities Impact Assessment (EqIA) on our website.

However, these restructured routes would also create new connections between areas. Restructuring route 263 would create new links between the Highgate Village area (including Highgate Hill and Whittington Hospital) and areas of like North Finchley, Whetstone, High Barnet and Highbury Barn. Rerouting the 143 would create new connections between Archway Road and areas such as Finchley Central, Hendon and Brent Cross. Rerouting the 21 would provide new links between Holloway Road, Canonbury Road and New North Road and Old Kent Road, New Cross and Lewisham.

Same stop interchange will be possible at many of the bus stops along the routes. Although some bus stops do not have shelters or seating, many of the bus stops where

same stop interchange is possible are accessible, have shelters and seating provision and are in well-lit environments.

Impact on protected groups

We have undertaken an Equalities Impact Assessment (EqIA) for this scheme to understand how groups of people with protected characteristics might be disproportionately impacted by these proposals. We have used the EqIA to help plan this consultation and ensure we have consulted with as many groups and stakeholders who represent the interests of people with protected characteristics.

From the EqIA, we understand that older people, younger people and children, people with disabilities and women and girls might be disproportionately impacted by these proposals, especially where they might need to interchange to another bus to complete their journey.

Whilst in many cases same-stop interchange would be possible along the routes, we still want to understand the impacts on these groups and any other concerns they may have.

You can read the full Equalities Impact Assessment for the scheme on our website.

Have your Say

We want to hear your thoughts on our proposed changes to routes 21, 143, 263 and 271. There are several ways you can make your voice heard.

You can respond to our online survey via Have your Say. To do this, you will need to register with your email address. Your details are kept secure and only used, with your permission, to update you about the outcome of the consultation and our next steps.

If you prefer, you can email your comments to haveyoursay@tfl.gov.uk. Or, you can write to us at FREEPOST TFL HAVE YOUR SAY- (route 21, 143, 263, 271) No stamp is required to write to us.

You can also request paper copies of plans and a response form, copies in Braille, large text or another language by emailing haveyoursay@tfl.gov.uk or writing to us.

You can also ask us a question throughout the consultation, using the 'Questions' tool on the Have your Say page. We also have some Frequently Asked Questions (FAQs) in the 'documents' section of the Have your Say page.