

Your bus route 72 and 283. Your say.

Proposed withdrawal of bus route 283
and re-routing of bus route 72.



Proposed changes to Routes 283 and 72

Consultation Report
October 2025

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1. Executive Summary

We recently asked for your views on proposed changes to bus routes 283, 72 and N72.

The consultation ran from **25 July to 7 September 2025**, and we're really grateful to everyone who took the time to share their thoughts.

We proposed withdrawing route 283 between Hammersmith Bus Station and East Acton, and re-routing route 72 to serve White City Estate. This was designed to make sure passengers along the withdrawn section of route 283 would still have access to a bus service.

Our aim was to understand how these changes might affect you—whether positively or negatively—and to hear your views on what worked, what didn't, and why.

We received **709 responses**, including **698 from members of the public** and **11 from stakeholders**. Of those, **637 people shared detailed comments**. Here's a quick summary of what you told us:

- **4%** of comments were positive
- **75%** were negative
- **13%** were neutral
- **8%** were mixed

Some of the key concerns raised included:

- The impact on patients and staff travelling to and from Hammersmith Hospital
- Loss of direct links to White City and Wood Lane stations
- Potential for longer journey times and overcrowding on route 72
- Effects on older, vulnerable and disabled passengers
- Reduced access to places like Wormwood Scrubs and Westfield

A potential campaign not directly relating to the proposals suggesting that we use New Routemaster buses on our services raised 45 responses.

Top five most frequently raised issues

| Comment | Count |
|-------------------------------------|-------|
| General opposition to the proposals | 424 |

| | |
|--|-----|
| Concern that proposals will have a negative impact on patients/staff travelling to/from Hammersmith Hospital | 212 |
| Concern that proposals will result in loss of direct connections (e.g. to White City/Wood Lane) | 141 |
| Oppose longer journey times on new 72 route | 137 |
| Concern that proposals will lead to overcrowding on other routes (e.g route 72) | 128 |

1.1 Next Steps

Thank you to everyone who shared their views during the consultation.

After carefully reviewing all the feedback and looking again at the proposals, we've decided to go ahead with changes to routes 283, 72, and N72.

This means route 283 will be withdrawn, and routes 72 and N72 will be re-routed to serve White City Estate.

We understand this may not be the outcome some of you were hoping for. To help address concerns raised—particularly around longer wait times and safety in the evenings—we're making some changes:

- **Route 272** will run more frequently in the evenings, increasing from every 30 minutes to every 15 minutes, this is still subject to discussions with operators
- **Route 72** will also see more frequent services in the mornings and all day on Sundays, going from every 15 minutes to every 12 minutes.

These changes are planned to start from **13 December 2025**, with the increased evening frequency on route 272 expected to follow in **February 2026**, allowing time for the operator to bring in additional vehicles.

2. About the respondents

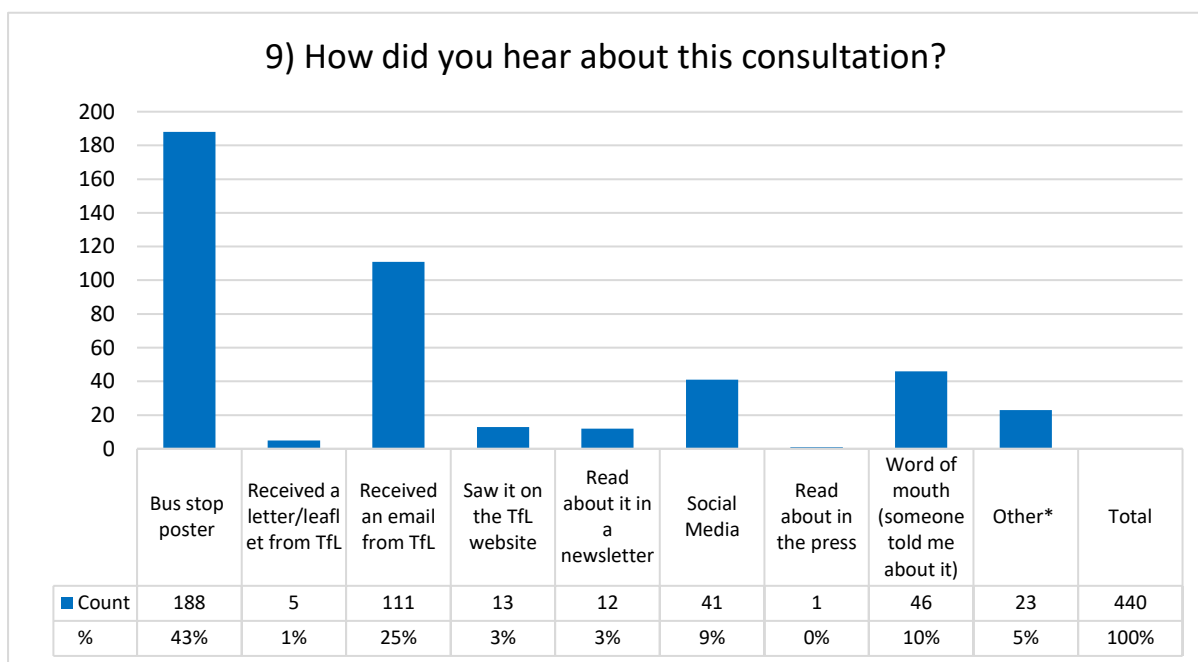
2.1 Number of respondents

| Respondents | Total | % |
|-----------------------|-------|------|
| Public responses | 698 | 98.5 |
| Stakeholder responses | 11 | 1.5 |
| Total | 709 | 100 |

2.2 How respondents heard about the consultation

When asked how customers heard about the consultation the majority found out either through bus stop posters or the email that we send to registered users of TfL services

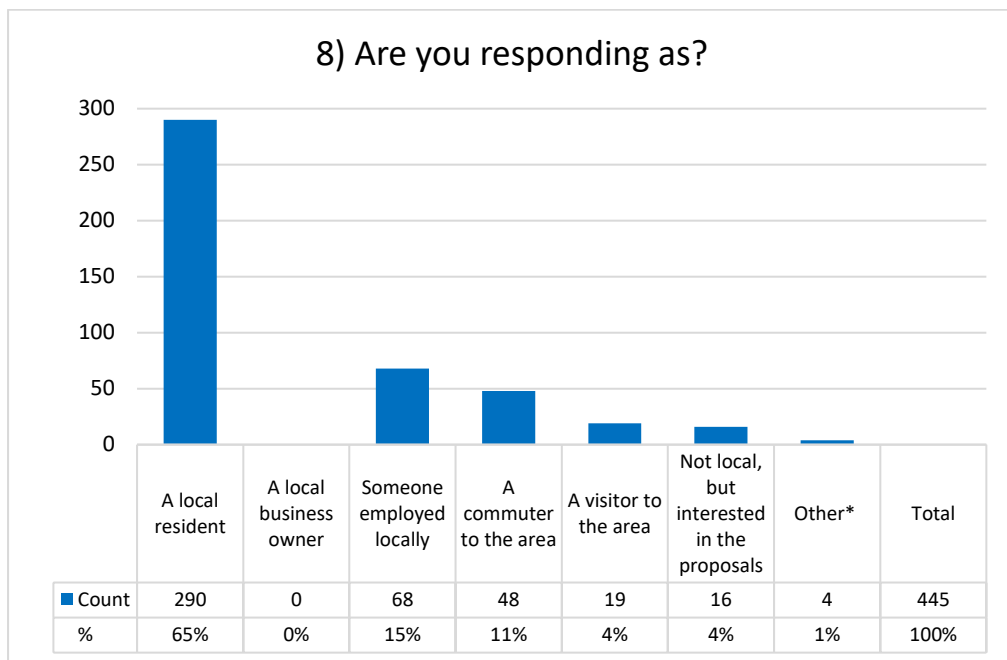
| 9) How did you hear about this consultation? Please select the main way by which you heard. | | |
|---|------------|-------------|
| | Count | % |
| Bus stop poster | 188 | 43% |
| Received a letter/leaflet from TfL | 5 | 1% |
| Received an email from TfL | 111 | 25% |
| Saw it on the TfL website | 13 | 3% |
| Read about it in a newsletter | 12 | 3% |
| Social Media | 41 | 9% |
| Read about in the press | 1 | <1% |
| Word of mouth (someone told me about it) | 46 | 10% |
| Other* | 23 | 5% |
| Total | 440 | 100% |



2.3 Who responded

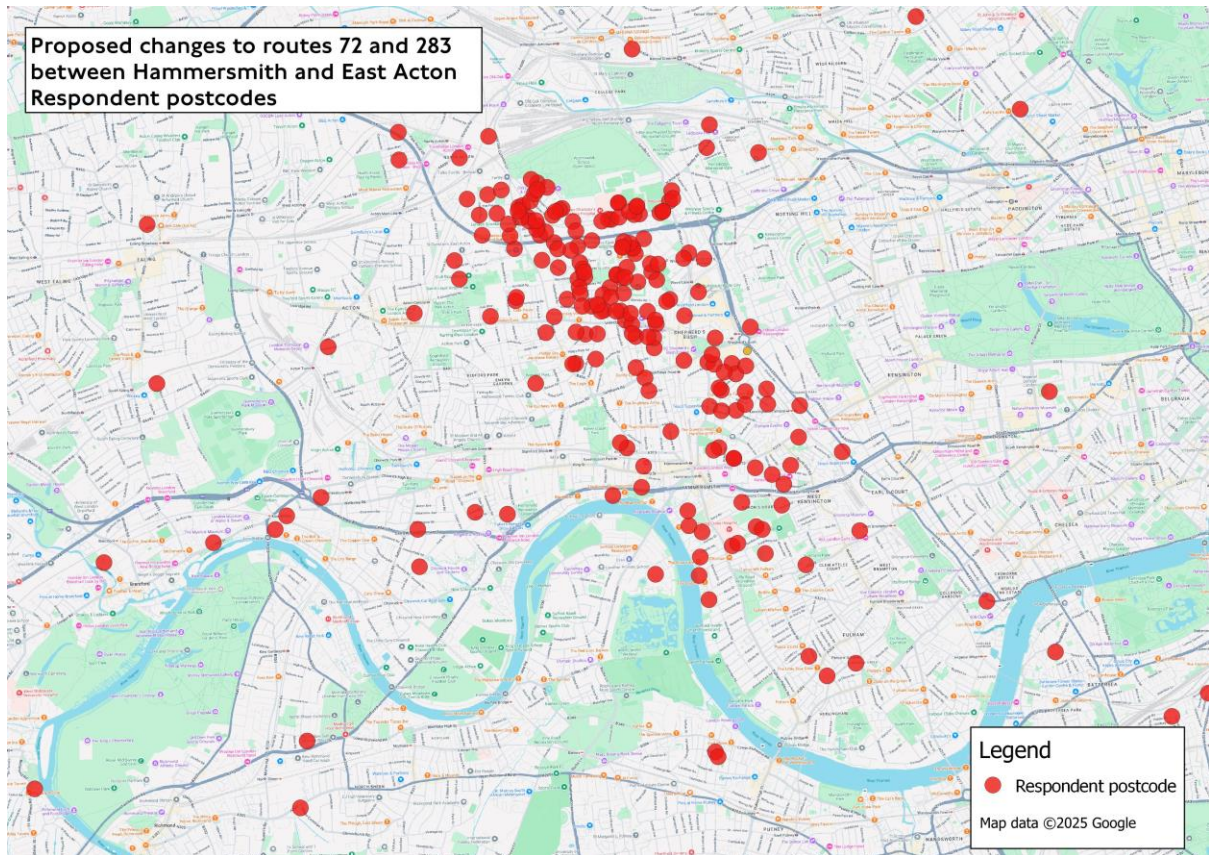
When responding to the consultation we asked people how they wanted to be identified from the list below. The majority of those who answered this question classed themselves as local residents

| 8) Are you responding as? | | |
|--|------------|-------------|
| | Count | % |
| A local resident | 290 | 65% |
| A local business owner | 0 | 0% |
| Someone employed locally | 68 | 15% |
| A commuter to the area | 48 | 11% |
| A visitor to the area | 19 | 4% |
| Not local, but interested in the proposals | 16 | 4% |
| Other* | 4 | 1% |
| Total | 445 | 100% |



Demographic data can be found in appendix *Age data is approximated based on age information provided at registration

2.4 Postcodes analysis



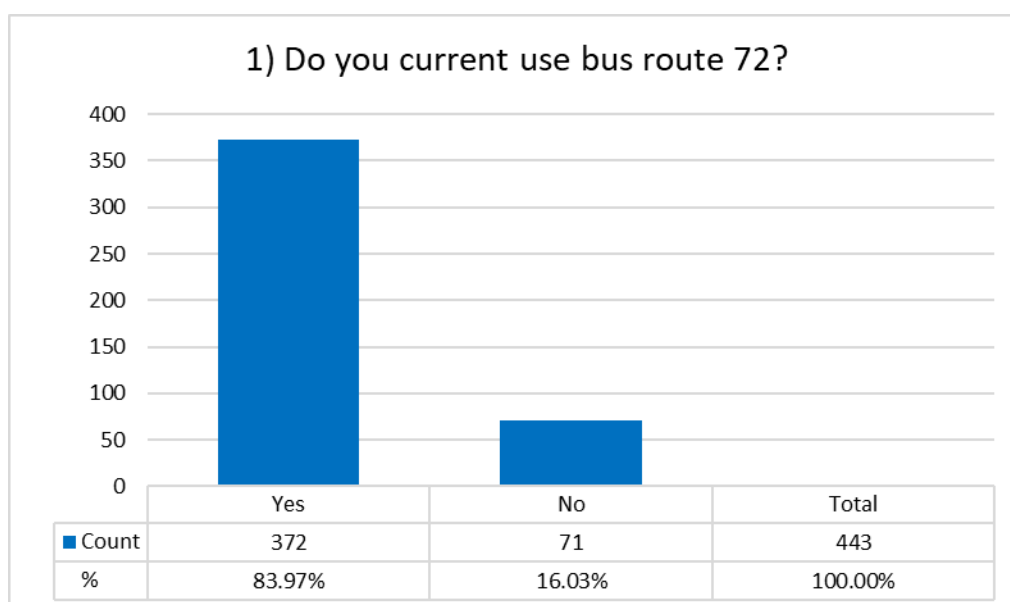
Please note these refer to groupings of postcodes and are not specific locations

3. Summary of all consultation responses

3.1 Summary of responses to Question 1

We asked people responding if they used both buses, question 1 referred to usage of route 72. Of the 434 responses outside of the Routemaster bus campaign, 365 (82 per cent) said they used route 72

| 1) Do you currently use bus route 72? | | | Responses with campaigns removed | | Campaign responses only | |
|---------------------------------------|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Yes | 372 | 83.97% | 365 | 82.39% | 7 | 1.58% |
| No | 71 | 16.03% | 69 | 15.58% | 2 | 0.45% |
| Total | 443 | 100.00% | 434 | 97.97% | 9 | 2.03% |

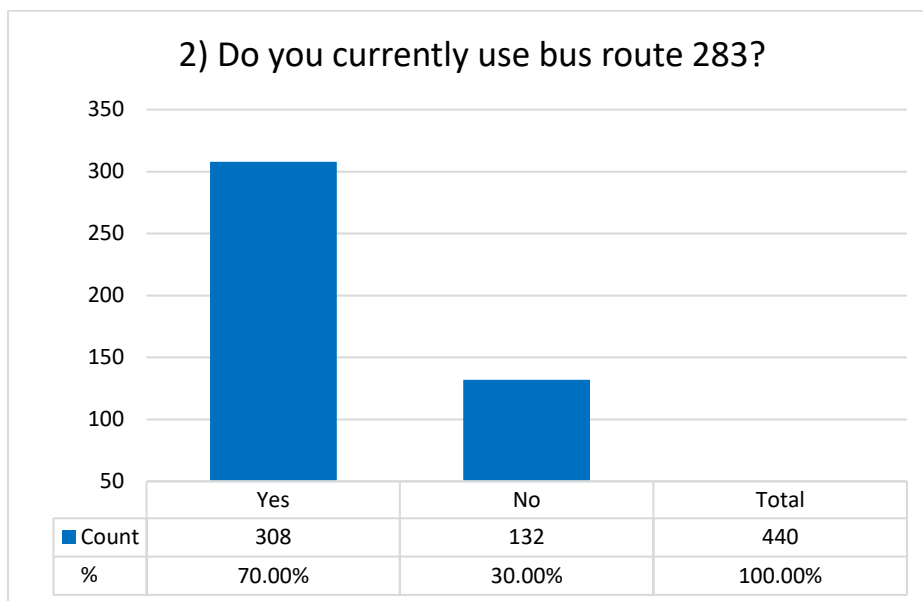


The figures include all responses, including any stakeholders that responded via the online questionnaire.

3.2 Summary of Question 2

Of the 432 responses outside of the campaign for Routemaster buses, 302 people (68 per cent) said they used route 283

| 2) Do you currently use bus route 283? | | | Responses with campaigns removed | | Campaign responses only | |
|--|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Yes | 308 | 70.00% | 302 | 68.64% | 6 | 1.36% |
| No | 132 | 30.00% | 130 | 29.55% | 2 | 0.45% |
| Total | 440 | 100.00% | 432 | 98.18% | 8 | 1.82% |

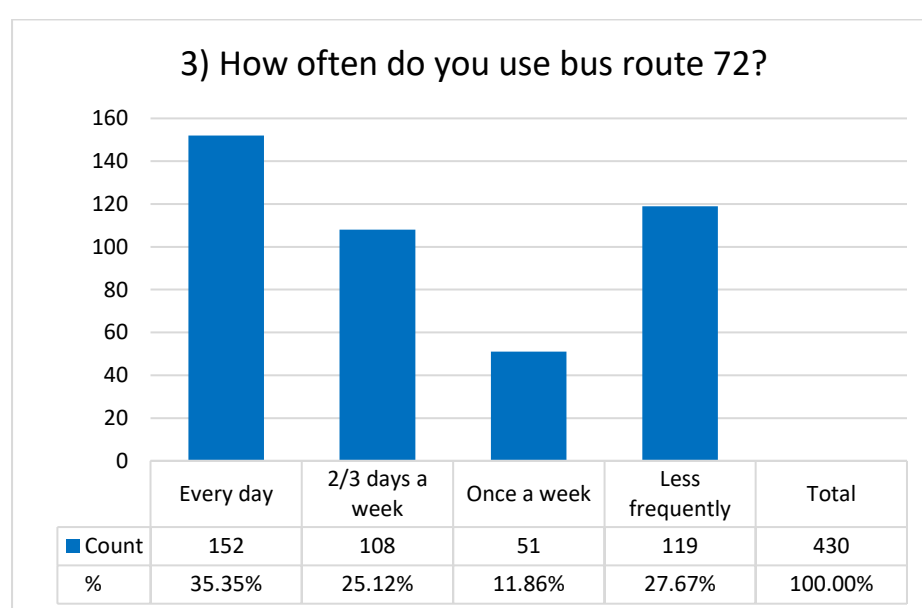


3.3 Summary of Question 3

We asked how frequently people currently use route 72 and of the 426 responses outside the Routemaster bus campaign, the majority responded as everyday users

with 150 (34 per cent) , with those traveling less frequently than once a week making up the second largest number of 118 (27 per cent)

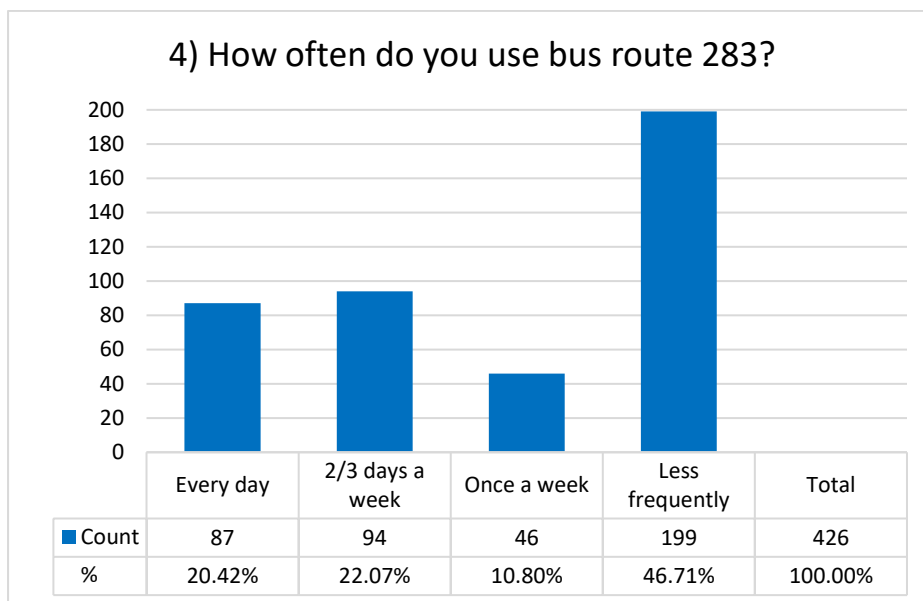
| 3) How often do you use bus route 72? | | | Responses with campaigns removed | | Campaign responses only | |
|---------------------------------------|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Every day | 152 | 35.35% | 150 | 34.88% | 2 | 0.47% |
| 2/3 days a week | 108 | 25.12% | 107 | 24.88% | 1 | 0.23% |
| Once a week | 51 | 11.86% | 51 | 11.86% | 0 | 0.00% |
| Less frequently | 119 | 27.67% | 118 | 27.44% | 1 | 0.23% |
| Total | 430 | 100.00% | 426 | 99.07% | 4 | 0.93% |



3.4 Summary of Question 4

We asked how frequently people currently use route 283 and of the 424 responses outside the Routemaster bus campaign, the majority responded as traveling less frequently than once a week with 198 (46 per cent)

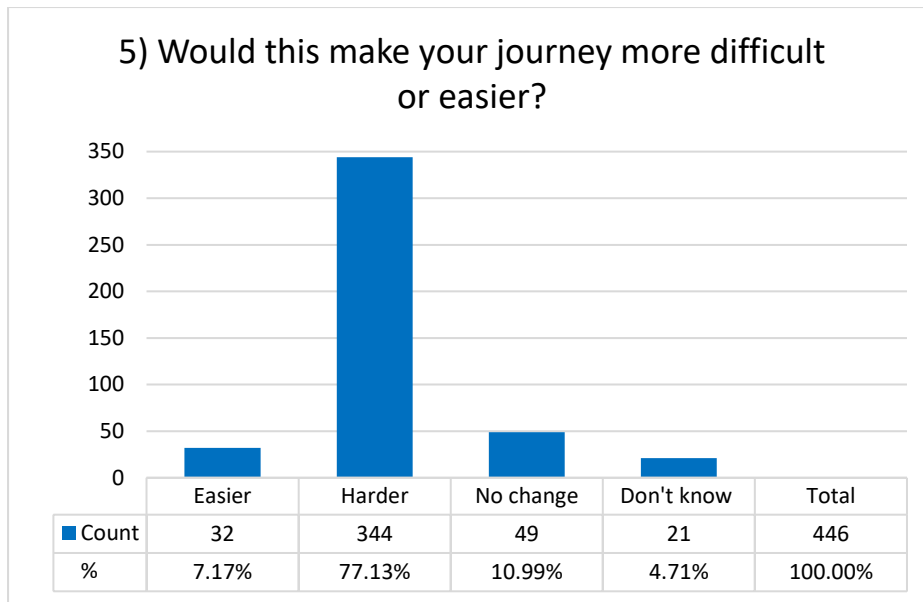
| 4) How often do you use bus route 283? | | | Responses with campaigns removed | | Campaign responses only | |
|--|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Every day | 87 | 20.42% | 86 | 20.19% | 1 | 0.23% |
| 2/3 days a week | 94 | 22.07% | 94 | 22.07% | 0 | 0.00% |
| Once a week | 46 | 10.80% | 46 | 10.80% | 0 | 0.00% |
| Less frequently | 199 | 46.71% | 198 | 46.48% | 1 | 0.23% |
| Total | 426 | 100.00% | 424 | 99.53% | 2 | 0.47% |



3.5 Summary of Question 5

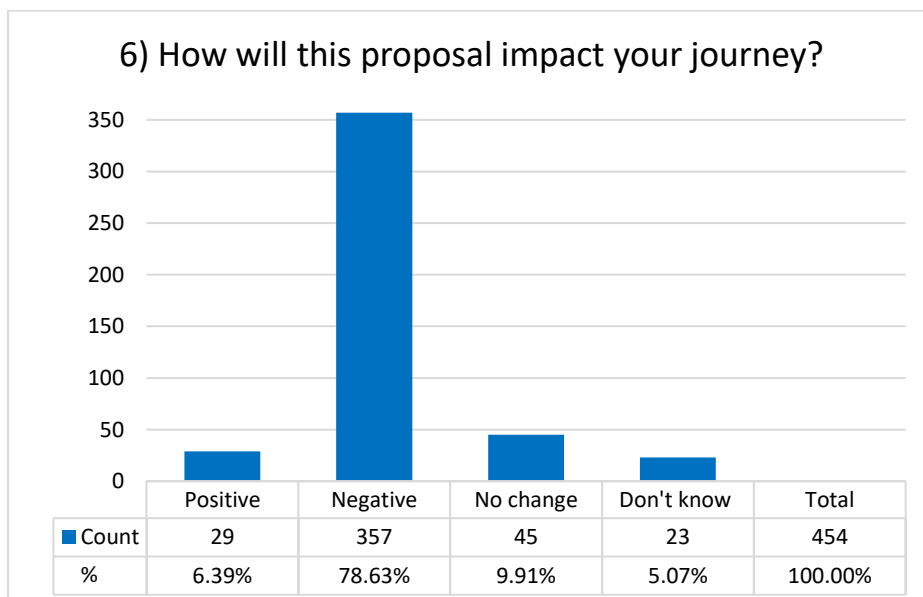
We asked people how the changes would impact their current journeys. Of the 430 response outside of the Routemaster bus campaign, 344 (77 per cent) said it would make it harder

| 5) Would this make your journey more difficult or easier? | | | Responses with campaigns removed | | Campaign responses only | |
|---|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Easier | 32 | 7.17% | 25 | 5.61% | 7 | 1.57% |
| Harder | 344 | 77.13% | 344 | 77.13% | 0 | 0.00% |
| No change | 49 | 10.99% | 47 | 10.54% | 2 | 0.45% |
| Don't know | 21 | 4.71% | 14 | 3.14% | 7 | 1.57% |
| Total | 446 | 100.00% | 430 | 96.41% | 16 | 3.59% |



3.6 Summary of Question 6

| 6) How will this proposal impact your journey? | | | Responses with campaigns removed | | Campaign responses only | |
|--|------------|----------------|----------------------------------|---------------|-------------------------|--------------|
| | Count | % | Count | % | Count | % |
| Positive | 29 | 6.39% | 21 | 4.63% | 8 | 1.76% |
| Negative | 357 | 78.63% | 356 | 78.41% | 1 | 0.22% |
| No change | 45 | 9.91% | 41 | 9.03% | 4 | 0.88% |
| Don't know | 23 | 5.07% | 14 | 3.08% | 9 | 1.98% |
| Total | 454 | 100.00% | 432 | 95.15% | 22 | 4.85% |



3.7 Stakeholder responses

We consulted a wide variety of key affected stakeholders and the full list can be found in appendix E

All stakeholder replies have been read and the comments made have been used to help form our decision making process, the summaries of these replies are available in Appendix D

3.4 Petitions and campaigns

There were no petitions submitted as part of the consultation.

A potential campaign not directly relating to the proposals suggesting that we use New Routemaster buses on our services raised 45 responses:-

4. About the consultation

4.1 Purpose

The objectives of the consultation were to:

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

4.2 Who we consulted

We consulted users and potential users of the 72, N72 and 283 and affected local stakeholders. Explain what areas/demographics/stakeholders we consulted and why.

Explain consultation's scope and/or strategy.

Link to list of stakeholders and distribution maps in appendices.

Link to section in this chapter on Equalities Assessment if appropriate

4.3 Dates and duration

The consultation was open for six weeks between 25 July 2025 and 7 September 2025

4.4 What we asked

We sought to understand how people were currently using the services and what the impacts would be – The questions about the impacts can be found in appendix b

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/routes-72-283>

- Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL Have your say
- Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.
- We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.
- The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond

4.6 Consultation materials and publicity

We sent out 90817 emails to people registered as users of the affected bus routes or who had an interest in changes in the area. We also sent the consultation to 438 key stakeholders including local politicians, resident/user groups and local Business improvement districts. We asked all stakeholders to help us publicise the consultation.

All posters and leaflets included QR codes for easy access to the web page.

Bus stop posters and Toblerone advertising was also located at as many affected stops along the route as possible.

The online web page hosted a series of documents and maps designed to provide respondents with information about the proposals. This included a consultation survey in standard and Easy Read formats. We publicised the consultation on the main tfl.gov.uk website and provided digital assets to help promote the consultation online.

4.7 Equalities Assessment

An initial Equalities Impact Assessment (EqIA) was undertaken for the proposals, and this document was available on the consultation page. The document identified and examined in more detail what positive and negative impacts the proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

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 the proposed changes, in particular older people, disabled people, pregnant women, and those travelling with small children. We were also keen to hear from a range of community members more likely to use London buses, such as women, older people, those on low incomes, and some Black, Asian and minority ethnic people.

We provided access to the consultation in a combination of paper based (leaflets), online (emails and web pages) and non-digital (telephone service) methods to help

remove barriers to taking part. To encourage participation in the consultation from protected groups, Easy Read versions of the consultation document and questions were produced and made available for participants and we targeted bus users and residents in the area where the changes were proposed.

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

4.8 Analysis of consultation responses

The TfL Consultation team analysed the consultation responses ‘in house.’ 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 were peer reviewed within the team before detailed analysis of every comment received could commence.

Where comments were sent to us by email, 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.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered and responded to. Our response to the main issues raised can be found in Appendix A: Response to issues raised. It should be noted that all questions were optional, and consultees could choose whether to skip or answer questions. Therefore, the total of number of respondents differs for each question. It should also be noted that some respondents to the consultation are not included the closed question analysis. This was because email, telephone, letter and paper copy responses were manually entered into the online survey, meaning bus usage, bus journey impact and demographic related data was not captured.

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

Code Frame/

| Routes 72 & 283 open question code frame | |
|--|---|
| | |
| Code | General |
| A01 | General support for the proposals |
| A02 | General opposition to the proposals |
| Code | Impact of withdrawing route 283 |
| B01 | Concern that proposals will lead to overcrowding on other routes (e.g route 72) |
| B02 | Concern that proposals will have a negative impact on patients/staff travelling to/from Hammersmith Hospital |
| B03 | Concern that proposals will increase journey times (e.g. longer routes) |
| B04 | Concern that proposals may increase car usage/traffic levels |
| Code | Changes to routes |
| C01 | Concern that changes to routes 72/N72 will increase noise pollution/impact local residents quality of life |
| C02 | Concern that having to change buses will increase journey times (e.g. longer routes) |
| C03 | Concern that proposals will result in loss of direct connections (e.g. to White City/Wood Lane) |
| C04 | Concern that proposals will impact on access to key destinations (e.g. Wormwood Scrubs/Westfield) |
| C05 | Oppose longer journey times on new 72 route |
| C06 | Suggestion that route 272 should be extended (e.g. to Hammersmith Bridge/Hammersmith Bus Station) |
| C07 | Suggestion that frequency of services should be increased (e.g. on routes 72 and 272) |
| C08 | Suggestion for an alternative route/extension |
| C09 | Other changes to routes comment |
| Code | Accessibility |
| D01 | Concern that proposals will have a negative impact or create accessibility issues for older/vulnerable/disabled people |
| D02 | Concerns that proposals may pose personal safety issues (e.g. to women/older/vulnerable/disabled people) |
| D03 | Concern about possible increased travel costs |
| Code | Other |
| E01 | Suggestion that route 72 should be served by double deck buses to cope with increased passenger numbers |
| E02 | Possible campaign response |
| E03 | Concern that proposals are really about TfL saving money |
| E04 | Unclear comment |
| E05 | Suggestion that TfL should be increasing bus services rather than reducing them |
| Code | Out of scope |
| F01 | Suggestion about vehicle type (e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility) |
| F02 | Comments unrelated to scheme |
| | |
| Routes 72 & 283 consultation quality question code frame | |
| | |
| Code | Quality of consultation |
| G01 | Concern that website was hard to navigate |
| G02 | Concern over website layout/structure |
| G03 | Concern that consultation is a tick-box exercise |
| G04 | Concern that information provided was inaccurate |
| G05 | Concern that information provided was insufficient/not detailed enough |
| G06 | Concern over quality of information on maps/images |
| Code | Consultation response methods |
| H01 | Concern that survey was hard to find |
| H02 | Concern that link to survey didn't work |
| H03 | Concern about registration and/or passwords |
| H04 | Concern that survey questions are biased/very leading |
| H05 | Concern/criticism of question structure |
| H06 | Suggest that response methods could/should be more accessible (e.g. for older people or those with disability/special needs) |
| Code | Consultation promotion methods |
| I01 | Concern that consultation was not advertised/promoted adequately |

Our Response to Issues Raised

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

Issue

Response

Concern that proposals will lead to overcrowding on other routes (e.g route 72)

Demand even in peak hours is far lower than the total capacity that remains on routes 7, 72, 220 and 272. The proposals are not forecast to create crowding on any of the alternative routes. We will keep this under review.

Concern that proposals will have a negative impact on patients/staff travelling to/from Hammersmith Hospital

We recognise the proposals will reduce the number of buses that provide access to Hammersmith Hospital but routes 7, 72 and 272 would remain serving the Hospital, which provides 15 bph during daytimes hours.

Concern that proposals will increase journey times (e.g. longer routes)

Some journeys will get longer either due to increased wait times or due to the re-routing of the 72 service via the White City Estate. This could increase journey times by up to 10 minutes. However a high frequency of service would remain for most journeys.

Concern that proposals may increase car usage/traffic levels

The proposed bus network still retains a high level of service for nearly all key connections in the Hammersmith – East Acton bus network. It is unlikely to cause significant modal transfer from bus to car as high frequency bus options will remain.

Changes to route

| | |
|--|--|
| Concern that changes to routes 72/N72 will increase noise pollution/impact local residents quality of life | The number of buses operating will either remain the same or decrease, depending on where residents are. This should not increase noise pollution or residents quality of life. |
| Concern that proposals will result in loss of direct connections (e.g. to White City/Wood Lane) | Some small instances will be created where direct connections between certain areas are no longer possible but these are quite specific. I.e. the link from East Acton/Brunel Road to the Wood Lane will no longer be possible but the majority of key links will remain. The number of passenger who would need to change bus is 140 trips per day. |
| Concern that having to change buses will increase journey times (e.g. longer routes) | Some journeys will get longer either due to increased wait times or due to the re-routing of the 72 service via the White City Estate. This could increase journey times by up to 10 minutes. However a high frequency of service would remain for most journeys. |
| Concern that proposals will impact on access to key destinations (e.g. Wormwood Scrubs/Westfield) | All key destinations affected by the proposed changes will still be accessible by a high frequency of service on routes 7, 72, 220 and 272. |
| Oppose longer journey times on new 72 route | Although journey times will increase the increase in evening and Sunday frequencies will help to mitigate that and new journey options will be possible |
| Suggestion that route 272 should be extended (e.g. to Hammersmith Bridge/Hammersmith Bus Station) | Extending route 272 is not required to meet capacity and would therefore have limited benefit. This could be considered further if capacity south of Shepherd's Bush is needed in the future. |

Suggestion that frequency of services should be increased (e.g. on routes 72 and 272)

The frequency of routes 72 and 272 will be kept under review and could be increased if demand requires it in the future. It is our intention to increase frequency on route 272 during all evenings from 2 to 4 bph, as mitigation for the proposals.

Suggestion for an alternative route/extension

Accessibility

Concern that proposals will have a negative impact or create accessibility issues for older/vulnerable/disabled people

We recognise that more vulnerable passengers and those with protected characteristics could be negatively impacted by these proposals and this is covered in the accompanying EqIA.

Concerns that proposals may pose personal safety issues (e.g. to women/older/vulnerable/disabled people)

We recognise that more vulnerable passengers and those with protected characteristics could face greater personal safety issues due to longer wait at bus stops, especially out of daytime hours. It is our intention to increase frequency on route 272 during all evenings from 2 to 4 bph, as mitigation which should improve this issue during evenings.

Concern about possible increased travel costs

The Hopper fare allows customers to interchange between bus routes as long as this is within 60 minutes of starting their journey. The peak journey time from one end of the 283 to the other currently is 40 minutes so no passengers should incur extra travel costs.

Other comments

Suggestion that route 72 should be served by double deck buses to cope with increased passenger numbers

The single deck vehicles that will operate on route 72 are sufficiently large to provide

enough capacity to meet demand.

| | |
|--|---|
| Concern that proposals are really about TfL saving money | The changes will ensure that we are making the best use of our resources across the network and that they are concentrated in the areas they are needed |
|--|---|

Appendix B: Consultation questions

1 - Do you currently use bus route 72?

2 - Do you currently use bus route 283?

3 - How often do you use bus route 72?

4 - How often do you use bus route 283?

5 - Would this make your journey more difficult or easier?

6 - How will this proposal impact your journey?

8 - Are you responding as?

9 - How did you hear about this consultation?

Please select the main way by which you heard.

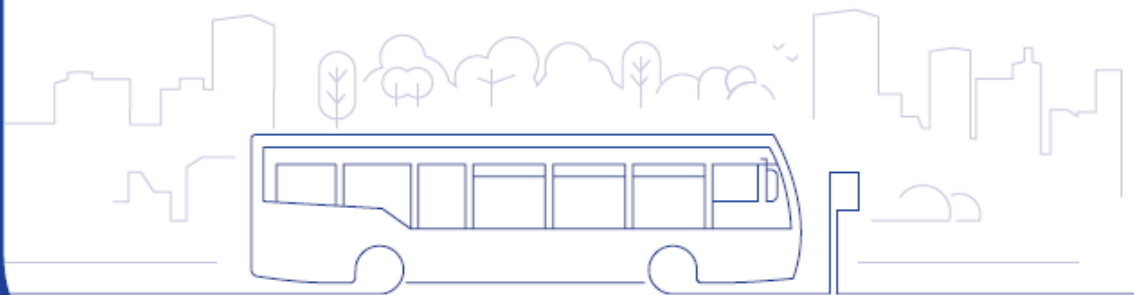
10 - Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g. interest group, charity, or trade body). (Choose one option)

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

Appendix C: Consultation letter/leaflet

Your bus route 72 and 283. Your say.

Proposed withdrawal of bus route 283
and re-routing of bus route 72.



Have
your
say

We are proposing to withdraw bus route 283 from Hammersmith to East Acton and re-route bus route 72 to cover the sections previously served by route 283. Our aim is to better match capacity to demand in the area.

For more information, to view maps and have your say, please scan the QR code or:

Visit: tfl.gov.uk/routes-72-283

Email: haveyoursay@tfl.gov.uk

Telephone: 020 3054 6037 (call back service)

Write to: Freepost TfL Have Your Say (routes 72 and 283)

Consultation ends Sunday 7 September 2025.

MAYOR OF LONDON



| Your bus route 72 and 283. Your say. | | | Your bus route 72 and 283. Your say. | | | Your bus route 72 and 283. Your say. | | |
|---|--|--|---|--|--|---|--|--|
| <p>Proposed withdrawal of bus route 283 and re-routing of bus route 72.</p>  | | | <p>Proposed withdrawal of bus route 283 and re-routing of bus route 72.</p>  | | | <p>Proposed withdrawal of bus route 283 and re-routing of bus route 72.</p>  | | |
|  <p>Have your say</p> | | |  <p>Have your say</p> | | |  <p>Have your say</p> | | |
| <p>For more information, to view maps and have your say, please scan the QR code or:</p> <p>Visit: tfl.gov.uk/routes-72-283</p> <p>Email: haveyoursay@tfl.gov.uk</p> <p>Telephone: 020 3054 6037 (call back service)</p> <p>Write to: Freepost TfL Have Your Say (routes 72 and 283)</p> <p>Consultation ends Sunday 7 September 2025.</p> | | | <p>For more information, to view maps and have your say, please scan the QR code or:</p> <p>Visit: tfl.gov.uk/routes-72-283</p> <p>Email: haveyoursay@tfl.gov.uk</p> <p>Telephone: 020 3054 6037 (call back service)</p> <p>Write to: Freepost TfL Have Your Say (routes 72 and 283)</p> <p>Consultation ends Sunday 7 September 2025.</p> | | | <p>For more information, to view maps and have your say, please scan the QR code or:</p> <p>Visit: tfl.gov.uk/routes-72-283</p> <p>Email: haveyoursay@tfl.gov.uk</p> <p>Telephone: 020 3054 6037 (call back service)</p> <p>Write to: Freepost TfL Have Your Say (routes 72 and 283)</p> <p>Consultation ends Sunday 7 September 2025.</p> | | |
| <p>MAYOR OF LONDON</p>  <p>TRANSPORT FOR LONDON EVERY JOURNEY MATTERS</p> | | | <p>MAYOR OF LONDON</p>  <p>TRANSPORT FOR LONDON EVERY JOURNEY MATTERS</p> | | | <p>MAYOR OF LONDON</p>  <p>TRANSPORT FOR LONDON EVERY JOURNEY MATTERS</p> | | |

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.

Imperial College Healthcare NHS Trust

Imperial College Healthcare NHS Trust has expressed serious concerns about Transport for London's proposed changes to bus routes 72 and 283, which currently serve Hammersmith Hospital. The Trust warns that withdrawing the 283 route would drastically reduce accessibility to the hospital, especially given its distance from any Underground station and limited parking. They emphasize that bus services are essential for patients, visitors, and staff, and any reduction could create significant barriers to healthcare access. The Trust also highlights the lack of clarity around how TfL plans to address service frequency, capacity for prams and wheelchairs, and safety for staff traveling late at night.

The Trust further outlines the high demand already placed on routes 72 and 283, noting that both are single-decker buses with limited capacity, and that route 283 serves several schools, increasing usage. They argue that even switching to double-decker buses would not resolve accessibility issues. Staff have raised concerns about longer, less reliable journeys and safety risks associated with the proposed changes. The Trust stresses that the removal of the 283 would negatively affect not only hospital staff and patients but also local communities, including families and vulnerable passengers. They urge TfL to reconsider the withdrawal and provide detailed plans to meet the needs of all affected groups.

London Borough of Hammersmith and Fulham

Hammersmith & Fulham Council opposes Transport for London's proposed changes to bus routes 72 and 283, citing serious concerns about the impact on residents, workers, and visitors in the Old Oak and Wormwood Scrubs area. The council acknowledges TfL's financial pressures but stresses that this part of the borough already suffers from poor transport accessibility and physical isolation due to infrastructure like the A40 Westway. Route 72 currently provides vital connections to multiple tube stations, bus hubs, and town centres, serving one of the borough's most deprived areas. Replacing it with a slower, less direct route would increase travel times and reduce access, particularly affecting those with mobility impairments who rely on the 283 for access to key health services.

The council also highlights that route 72 serves several critical destinations including hospitals, schools, and prisons, and that the proposed changes would disrupt access for staff, students, and visitors. Additionally, the area is a hub for sports and leisure activities, which depend on current bus services for accessibility. With the upcoming four-year closure of Old Oak Common Lane due to HS2 works, the community will face even greater isolation. The council warns that implementing route changes

before this closure would compound the problem, cutting off access both to the north and south and leaving residents with severely limited transport options.

Wormholt Residents Association

The Wormholt Residents association strongly oppose these changes. They note that many people are older, or unwell, others have young children or work shifts and all rely on the buses.

Re-routing the 72 leaves many having to change bus along Wood Lane. This is not a safe area to be waiting for buses, especially late at night. This will put many groups of people in danger. Often the bus wait is already too long and the buses are too full, adding to the time and stress of the journey.

Rupa Huq MP Ealing and Acton Central

Rupa Huq strongly opposes the proposed closure of the 283 bus route and the rerouting of the 72, describing the move as short-sighted and damaging to community mobility. The 283 currently serves a vital corridor that includes hospitals, schools, a prison, and GP surgeries, and its removal would severely impact access for many constituents. The MP highlights that East Acton and White City are key transport hubs for thousands of residents, especially women concerned about safety during late-night travel. The proposed changes would disproportionately affect poorer areas in the north of the borough, reinforcing existing inequalities and making essential services harder to reach.

The MP also emphasizes the broader social and educational impact, noting that the 283 supports elderly residents, students, and families traveling across the borough. The route is crucial for connecting underserved communities to healthcare and education, including institutions like Imperial College and Latymer School. A resident's complaint about the new N72 causing disturbances further illustrates local dissatisfaction. The MP warns that the changes risk deepening the divide between affluent and disadvantaged areas and urges Transport for London to withdraw the proposal immediately to avoid isolating vulnerable communities.

London TravelWatch

London TravelWatch raised significant concerns about Transport for London's proposed changes to bus route 72, particularly the impact of broken journeys. The Equality Impact Assessment (EqIA) notes that 151 trips per day would be disrupted, forcing passengers to change buses. This is especially problematic for older and disabled passengers, or those with children or luggage, who rely on direct services for ease and comfort. Changing buses adds time, uncertainty, and potential cost—especially if the transfer exceeds the 60-minute Hopper fare window. Safety concerns are also highlighted, particularly for women and vulnerable passengers waiting at bus stops at night, with insufficient clarity from TfL on how many would be affected.

The proposal also risks longer and less reliable journeys, with up to 10 extra minutes added to key routes, potentially leading to early curtailments. While TfL has identified interchange points with shelters and some real-time information screens, London

TravelWatch urges improvements, including installing Countdown screens at all stops. They also call for careful monitoring of crowding, frequency, and reliability, and demand transparency around how savings from the changes will be reinvested.

Cllr Wesley Harcourt, Cabinet Member for Climate Change and Ecology

Cllr Harcourt voiced strong opposition to the proposed changes to bus routes 72 and 283, citing the disproportionate impact on vulnerable residents. They note that the ward they represent is among the most deprived in London, with high levels of disability, unemployment, and low car ownership, making public transport essential. The councillor emphasizes that buses are the only viable and affordable transport option for many, especially given the inaccessibility of East Acton tube station. Routes 72 and 283 are crucial for accessing healthcare services, including Queen Charlotte's & Chelsea Hospital, Hammersmith Hospital, and Parkview Health Centre, as well as local schools—one of which is a special school serving children from nearby estates.

The councillor warns that removing or altering these routes would deepen the isolation felt by residents in this northern part of the borough, which is already overlooked in contrast to the investment in HS2 and Old Oak Common Station developments. The proposed changes would not only disrupt access to essential services but also exacerbate existing inequalities. With the added burden of noise and disruption from nearby construction and the anticipated four-year closure of a major route, the councillor urges TfL to reconsider and maintain the current bus services to protect the wellbeing and mobility of the community.

Cllr Steve Donnelly East Acton Ward

Concerned that no justification was given for the changes other than an explanation of matching capacity to demand

Wood Lane Tennants and Residents Association

The Chair of the Tenants and Residents Association (TRA), noted their groups opposition to Transport for London's proposed changes to bus routes 72 and 283. They argue that the current services should remain unchanged, as they are vital for the community—particularly for older people, vulnerable individuals, and families with children. The proposed changes would lead to longer travel times, increased difficulty in reaching key destinations like White City station and Hammersmith Hospital, and potential disruptions to important appointments. The representative also expressed frustration with the consultation process, suggesting it feels performative and lacks genuine engagement with affected residents.

Concerns were raised about the accessibility and inclusivity of the consultation itself, which relied heavily on signage, emails, and online notices, rather than direct outreach like door-knocking.

Clarion Housing Group

The Chair of Clarion Housing group objects to the proposed changes to Bus Routes 283, 72, and N72. The routes are relied upon daily by residents of over 300

properties in the area which are made up of different , as well as by pupils and staff of our local school. Any reduction or rerouting would significantly disrupt access to education, employment, healthcare, and essential services—particularly for those without alternative transport options. It would further greatly impact those that financially rely on the bus route at wood lane and can only travel a small distance to utilise these services.

The 283, 72, and N72 are not just bus routes; they are lifelines for families, elderly residents, and students. Removing or altering them would isolate parts of our community and increase congestion as more people are forced to rely on cars or taxis. It would also undermine efforts to promote sustainable travel and reduce carbon emissions. As you are further aware, there are car free schemes which further puts a reliance on such services local to the area.

Du Cane Estates Residents Association

The Du Cane Estate Residents' Association strongly opposes the proposed changes to bus routes 72 and 283, emphasizing that residents rely heavily on these services due to planning restrictions that prevent them from holding borough parking permits. The 72 and 283 routes are essential for daily commuting, accessing healthcare, and ensuring safe travel—particularly for women during winter evenings when walking under the A40 flyover feels unsafe. The removal of the N72 night service would leave a gap in coverage between key tube stations and Du Cane Road, affecting residents who depend on public transport for late-night travel, especially during extended weekend tube hours.

The 283 route is vital for access to Parkview Health Centre, local schools—including one for children with special needs—and an NHS dentist. Both buses are frequently used by wheelchair and buggy users, and overcrowding often forces them to wait for the next service. The proposed changes would disproportionately affect low-income residents, shift workers, and families, many of whom cannot afford Underground fares. DCERA also criticizes the timing of the consultation, noting that an early September deadline excludes many parents and non-native English speakers from participating. They urge TfL to maintain current bus services to support accessibility, safety, and community wellbeing.

Old Oak Alliance

The Old Oak Alliance oppose Transport for London's proposed removal of the 283 bus route and rerouting of the 72, citing serious consequences for accessibility and community wellbeing. These changes would eliminate the only direct bus link to Hammersmith, forcing longer, more difficult journeys with no viable alternatives, especially for elderly and disabled residents. The area, already isolated and underserved by rail or underground services, relies heavily on these routes for access to hospitals, schools, shops, and transport hubs. The proposals also undermine the area's potential growth, particularly as it sits within major development zones like HS2 and OPDC. Instead of cuts, residents have long advocated for extending the 283 to improve connectivity.

Beyond the proposed changes, residents raised concerns about the poor performance of the 228 bus service, citing infrequent and unreliable service, lack of

infrastructure, and inaccurate digital information. They also called for early activation of the Elizabeth Line at Old Oak Common, which would be transformative for the community, and criticized outdated plans for double-decker buses to serve HS2. The planned closure of Old Oak Common Lane for HS2 works will further isolate the community. Additionally, residents expressed frustration over TfL's lack of meaningful engagement and requested specific actions, including maintaining current bus routes, improving the 228 service, committing to Elizabeth Line activation, and assigning a dedicated TfL contact to liaise with the community.

Andy Slaughter MP Hammersmith and Chiswick

Concerned that some roads/bus stops that would no longer be served as a result of these changes

Wanted to better understand why TfL has decided to withdraw the 283 and not the 72.

Cllr Dr Adam Peter Lang Brook Green Ward

Would like the 283 retained

Appendix E: List of stakeholders consulted with

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| London Hire Ltd |
| AccessAble |
| Transport for All |
| Inclusion London |
| Access in London |
| Disabled Go |
| Disabled Motoring |
| Inclusion London |
| Joint Mobility Unit |
| Wheels for Wellbeing |
| Wheels for Wellbeing |
| GLA Strategy Access Panel members |
| GLA Strategy Access Panel members |
| Portaramp UK Limited |
| OnCue Transport |
| TfL's Valuing People |
| TfL's Valuing People |
| Access in London |
| Centre for accessible environments |
| London European Partnership for Transport |
| Age UK London |
| Age UK |
| Age UK London |
| Greater London Forum for Older People |
| London Older People's Strategy Group |
| Clean Air London |
| TPH for Heathrow Airport |
| Unite the Union |
| SITA UK |
| Heathrow Community Engagement Board |
| BT |
| Confederation of Passenger transport |
| Confederation of Passenger transport |
| Confederation of Passenger transport |
| Stagecoach |
| Stagecoach |

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| National Express |
| London General |
| Abellio |
| Arriva London |
| Arriva London |
| Metroline Travel Limited/ Metroline West Limited |
| Epsom Coaches / Quality Line |
| Abellio London Limited/ Abellio West London Limited |
| HCT plus |
| Business Disability Forum |
| Carers First |
| London Chamber of Commerce and Industry (LCCI) |
| London Chamber of Commerce and Industry (LCCI) |
| Confederation of British Industries |
| Confederation of British Industries |
| Federation of Small Businesses |
| London Gypsies & Travellers |
| London Cycling Campaign |
| London Cycling Campaign |
| London Cycling Campaign |
| Cross River Partnership |
| Space Syntax |
| Planning Design |
| Urban Movement |
| Space Syntax |
| Royal Town Planning Institute (RTPI) |
| Royal Institute of Chartered Surveyors |
| Disability Rights UK |
| Disability Alliance |
| Disability Rights UK |
| Team Margot |
| Asian People's Disability Alliance |
| Disability Horizons |
| Scope |
| Queen Elizabeth's Foundation for Disabled People |
| One Place East |
| Disability Rights UK |
| Action on Disability and Work UK |
| Transport Associates Network (Ann Frye) |
| DABD (UK) |
| Dogs for Good |

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| Disabled Persons Transport Advisory Committee |
| European Dysmelia Reference Information Centre |
| Leonard Cheshire |
| Research Institute for Disabled Consumers |
| Scope |
| Sense |
| Trailblazers, Muscular Dystrophy UK |
| Disability Alliance |
| Disability Rights UK |
| Disability Rights UK |
| Disability Rights UK |
| Action on Disability and Work UK |
| DeafBlind UK |
| National Autistic Society |
| Whizz Kidz |
| NHS Property Services |
| EDF Energy |
| UK Power Networks |
| National Grid |
| Institution of Civil Engineers |
| Institution of Civil Engineers |
| Tony Gee and Partners |
| Skanska |
| Opinari Ltd |
| Friends of the Earth |
| London Wetland Centre (South) |
| Friends of the Earth |
| The Royal Parks |
| London Faiths Forum |
| Central London NHS Trust |
| DeafBlind UK |
| The Royal Association of Deaf People (RAD) |
| Attitude is Everything |
| Action on Hearing Loss |
| Historic England |
| Great Ormond Street Hospital for Children NHS Foundation Trust |
| Cross River Partnership |
| London First |
| London First |
| British Land |

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| The British Dyslexia Association |
| GIRES |
| The Lesbian and Gay Foundation - LGBT Carers Online Forum |
| Gendered Intelligence |
| Galop |
| Stonewall |
| Terrence Higgins Trust |
| Chartered Institute of Logistics and Transport (CILT) |
| JAMI (Jewish Association for Mental Health) |
| No Panic |
| Mumsnet |
| Mumderground |
| Metropolitan Police Service |
| Department for Transport |
| Department for Transport |
| Department for Transport |
| NCT |
| PCOrentals |
| Addison Lee |
| The Bike Project |
| Campaign for Better Transport |
| Roadpeace |
| Campaign for Better Transport |
| Campaign for Better Transport |
| London Road Safety Council |
| Stay Safe |
| Road Safety Markings Association |
| Road Danger Reduction Forum |
| GBM Drivers |
| Driveteck |
| Unions Together |
| Unite the Union |
| Unite |
| RMT Union |
| RMT Union |
| ITS Automotive |
| PCS |
| ASLEF |
| Citymapper |
| London TravelWatch |

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| Confederation of Passanger transport |
| Confederation of Passanger transport |
| Transport Focus |
| Kelly Group |
| Guide Dogs |
| Guide Dogs for the Blind Association |
| RNIB |
| RNIB |
| BlindAid |
| British Blind Sport |
| Guide Dogs for the Blind Association |
| Guide Dogs for the Blind Association |
| Guide Dogs for the Blind Association |
| Thomas Pocklington Trust |
| National Federation of the Blind |
| National Federation of the Blind of the UK |
| President National Federation of the Blind of the UK |
| PrioritEyes Ltd |
| Royal London Society for Blind People |
| Thomas Pocklington Trust |
| Thomas Pocklington Trust |
| London Living Streets |
| Living Streets |
| Walk London |
| Women in Transport |
| Suzy Lamplugh |
| Prince's Trust |
| Logistics UK |

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| St. Katherine's Church |
| Shepherd's Church |
| Our Lady of Fatima Catholic Church |
| St. Michael and St. George |
| Tabernacle Christian Centre |
| St. Stephen & St. Thomas Church |
| St. Luke's Church |

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| St. Nicholas' Greek Orthodox Church |
| Chinese Church in London |
| The Great Commission Ministry |
| Shepherds Bush Road Methodist Church |
| St. Simon's Church |
| St. Aidan of Lindisfarne R C Church |
| The Syriac Centre |
| Holy Trinity Catholic Church |
| St. Mary's West Kensington |
| Hungarian Reformed Church |
| St. Augustine's Catholic Church |
| St. Paul's Hammersmith |
| House of Worship Christian Church |
| Rivercourt Methodist Church |
| The Living God Church |
| Ravenscourt Baptist Church |
| Grace Church Hammersmith |
| CCI UK |
| Masjid Ezzeitouna |
| Fine Islamic Centre |
| Shepherd's Bush Masjid |
| Faizan e Imam Shafai Masjid |
| Masjid Daar us Sunnah |
| Hammersmith Hospital |
| Charing Cross Hospital |

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| Hammersmith Surgery |
| Brook Green Medical Centre |
| Sterndale Surgery |
| Milson Road Health Centre |
| The Bush Doctors |
| Richford Gate Medical Practice |
| Shepherds Bush Medical Centre |
| The New Surgery |
| Parkview Centre for Health and Wellbeing |
| The Medical Centre |
| John Perryn Primary School |
| Ark Conway Primary Academy |
| Ark Bentworth Primary Academy |
| Wormholt Park Primary School |
| St. John XXIII Catholic Primary School |
| Ark White City Primary Academy |
| St. Stephen C of E Primary School |
| Miles Coverdale Primary School |
| Jack Tizard School |
| Greenside Primary School |
| Flora Gardens Primary School |
| Addison Primary School |
| Brackenbury Primary School |
| St. Paul's CE Primary School |
| West London Free School |

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| St. Mary's Catholic Primary School |
| Larmenier & Sacred Heart Catholic School |
| Kensington Wade School |
| Melcombe Primary School |
| Ark Burlington Danes Academy |
| Woodlane High School |
| Pheonix Academy |
| Cambridge School |
| Hammersmith Academy |
| Godolphin and Latymer School |
| St. Paul's Girls' School |
| Sacred Heart High School |
| Healthwatch |
| Age UK Hammersmith and Fulham |
| Hammersmith and Fulham Disability Group Forum |
| Metropolitan Police |
| Action on Disability |
| Transport for All |
| Hammersmith and Fulham Family Information Service |
| Press office Hammersmith and Fulham |
| Metropolitan Police Service |
| Hammersmith & Fulham Safer Transport Team |
| Westway Community Transport |
| London Cycling Campaign (Hammersmith and Fulham) |
| London Cycling Campaign Hammersmith & Fulham |

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| SOBUS |
| Hammersmith Society |
| QPR F.C. (Operations Team) |
| QPR F.C. (Operations Team) |
| <u>Hammersmith & Fulham Chamber of Commerce</u> |
| Shepherd's Bush Community Association |
| Hammersmith Mall Residents Association |
| W12 Shopping Centre Director (Shepherd's Bush) |
| Westfield London (Car Park & Estate Executive) |
| Westfield London (Centre Operations and Estate Manager) |
| HMP Wormwood Scrubs |
| Hammersmith Hospital & Queen Charlotte's and Chelsea Hospital |
| Hammersmith Hospital & Queen Charlotte's and Chelsea Hospital |
| Hammersmith Hospital & Queen Charlotte's and Chelsea Hospital |
| Imperial College London (Wood Lane) |
| Imperial College London (Head of Estates) |
| Imperial College London (White City Campus Mgr) |
| West London Local Chambers (of commerce) |
| Old Oak Common & Park Royal Corporation (Head of Comms) |
| Old Oak Neighbourhood Forum |
| Imperial College (Sustainability Clinical & Innovation Lead) |
| St Mary's Hospital (Sustainability & Improvement Programme Manager) |
| Hammersmith BID |
| Livat Shopping Centre (Formerly King's Mall) |
| West Ealing BID |

Appendix F: Demographics

| Ethnic group | Total responses | % | Responses with campaigns removed | | Campaign responses only | |
|---|-----------------|--------|----------------------------------|----------------------|-------------------------|----------------------|
| | | | Count | % of total responses | Count | % of total responses |
| Asian or Asian British – Bangladeshi | 5 | 0.95% | 5 | 0.95% | 0 | 0.00% |
| Asian or Asian British – Chinese | 14 | 2.65% | 11 | 2.08% | 3 | 0.57% |
| Asian or Asian British – Indian | 15 | 2.84% | 15 | 2.84% | 0 | 0.00% |
| Asian or Asian British – Other | 24 | 4.54% | 21 | 3.97% | 3 | 0.57% |
| Asian or Asian British – Pakistani | 12 | 2.27% | 11 | 2.08% | 1 | 0.19% |
| Black or Black British – African | 13 | 2.46% | 13 | 2.46% | 0 | 0.00% |
| Black or Black British – Caribbean | 13 | 2.46% | 13 | 2.46% | 0 | 0.00% |
| Black or Black British – Other | 5 | 0.95% | 5 | 0.95% | 0 | 0.00% |
| Mixed/Dual Heritage – Mixed Other | 13 | 2.46% | 6 | 1.13% | 7 | 1.32% |
| Mixed/Dual Heritage – White and Asian | 5 | 0.95% | 2 | 0.38% | 3 | 0.57% |
| Mixed/Dual Heritage – White and Black African | 2 | 0.38% | 2 | 0.38% | 0 | 0.00% |
| Mixed/Dual Heritage – White and Black Caribbean | 8 | 1.51% | 8 | 1.51% | 0 | 0.00% |
| Other Ethnic Group | 15 | 2.84% | 2 | 0.38% | 13 | 2.46% |
| Other Ethnic Group – Arab | 6 | 1.13% | 6 | 1.13% | 0 | 0.00% |
| Other Ethnic Group – Kurdish | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Other Ethnic Group – Latin American | 5 | 0.95% | 4 | 0.76% | 1 | 0.19% |
| Other Ethnic Group – Turkish | 1 | 0.19% | 1 | 0.19% | 0 | 0.00% |
| White – British | 129 | 24.39% | 126 | 23.82% | 3 | 0.57% |
| White – Irish | 14 | 2.65% | 14 | 2.65% | 0 | 0.00% |

| | | | | | | |
|--------------------------------|------------|----------------|------------|---------------|-----------|--------------|
| White – Other | 85 | 16.07% | 76 | 14.37% | 9 | 1.70% |
| Prefer not to say | 119 | 22.50% | 118 | 22.31% | 1 | 0.19% |
| Gypsy, Roma or Irish Traveller | 1 | 0.19% | 0 | 0.00% | 1 | 0.19% |
| Do not wish to disclose | 25 | 4.73% | 25 | 4.73% | 0 | 0.00% |
| Grand Total | 529 | 100.00% | 484 | 91.49% | 45 | 8.51% |

| Age group* | Total responses | % | Responses with campaigns removed | | Campaign responses only | |
|--------------------|-----------------|----------------|----------------------------------|----------------------|-------------------------|----------------------|
| | | | Count | % of total responses | Count | % of total responses |
| Under 16 | 9 | 2.20% | 9 | 2.20% | 0 | 0.00% |
| 16-20 | 59 | 14.39% | 22 | 5.37% | 37 | 9.02% |
| 21-25 | 32 | 7.80% | 24 | 5.85% | 8 | 1.95% |
| 26-30 | 40 | 9.76% | 40 | 9.76% | 0 | 0.00% |
| 31-35 | 34 | 8.29% | 34 | 8.29% | 0 | 0.00% |
| 36-40 | 36 | 8.78% | 36 | 8.78% | 0 | 0.00% |
| 41-45 | 34 | 8.29% | 34 | 8.29% | 0 | 0.00% |
| 46-50 | 40 | 9.76% | 40 | 9.76% | 0 | 0.00% |
| 51-55 | 34 | 8.29% | 34 | 8.29% | 0 | 0.00% |
| 56-60 | 26 | 6.34% | 26 | 6.34% | 0 | 0.00% |
| 61-65 | 25 | 6.10% | 25 | 6.10% | 0 | 0.00% |
| 66-70 | 13 | 3.17% | 13 | 3.17% | 0 | 0.00% |
| 71+ | 28 | 6.83% | 28 | 6.83% | 0 | 0.00% |
| Grand Total | 410 | 100.00% | 365 | 89.02% | 45 | 10.98% |

**Please note age data is approximate*

| Disability | Total responses | % | Responses with campaigns removed | | Campaign responses only | |
|--------------------|-----------------|----------------|----------------------------------|----------------------|-------------------------|----------------------|
| | | | Count | % of total responses | Count | % of total responses |
| Yes | 77 | 14.47% | 59 | 11.09% | 18 | 3.38% |
| No | 295 | 55.45% | 291 | 54.70% | 4 | 0.75% |
| Prefer not to say | 160 | 30.08% | 144 | 27.07% | 16 | 3.01% |
| Grand Total | 532 | 100.00% | 494 | 92.86% | 38 | 7.14% |

| Gender | Total responses | % | Responses with campaigns removed | | Campaign responses only | |
|--------|-----------------|---|----------------------------------|----------------------|-------------------------|----------------------|
| | | | Count | % of total responses | Count | % of total responses |

| | | | | | | | |
|------------------------|------------|----------------|--|------------|---------------|-----------|--------------|
| Gender neutral/Agender | 3 | 0.55% | | 2 | 0.36% | 1 | 0.18% |
| Man | 152 | 27.74% | | 152 | 27.74% | 0 | 0.00% |
| Non-binary | 9 | 1.64% | | 5 | 0.91% | 4 | 0.73% |
| Trans man | 5 | 0.91% | | 0 | 0.00% | 5 | 0.91% |
| Trans woman | 27 | 4.93% | | 0 | 0.00% | 27 | 4.93% |
| Woman | 227 | 41.42% | | 220 | 40.15% | 7 | 1.28% |
| I use a different term | 1 | 0.18% | | 0 | 0.00% | 1 | 0.18% |
| Prefer not to say | 124 | 22.63% | | 124 | 22.63% | 0 | 0.00% |
| Grand Total | 548 | 100.00% | | 503 | 91.79% | 45 | 8.21% |