Your Superloop. Your Say.

A new Superloop express bus service SL12.



Superloop expansion

Proposed new bus route SL12

Consultation Report September 2025



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1. Executive Summary

During spring 2025 we announced proposals to expand the Superloop bus network to include additional express bus routes.

This included a proposal for a new limited-stop express bus route to operate between Gants Hill and Ferry Lane in Rainham. The route would be numbered SL12. We held a public consultation on this proposal between 28 March and 23 May 2025.

Our proposal aimed to reduce journey times and provide quicker orbital connections between local centres, railway stations, hospitals, and employment centres. The proposal would also create new journey links between key destinations in northeast and east London. The SL12 route was designed to operate alongside other local bus routes, including popular routes into Ilford, Barkingside and Rainham.

Through consultation we shared bus stop locations and sought feedback as to whether these were the right places for the bus stops on the proposed route, as well as thoughts on the proposals in general.

There were 805 responses to the consultation. Of these:

- 652 were from members of the public
- 127 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; and,
- 26 were from other stakeholders representing the collective views of organisations, communities, and public transport users

The consultation provided a variety of feedback, with most comments received from the community and current bus passengers. The proposals were widely supported with many respondents stating that the introduction of the SL12:

- Would be more convenient for them (79 per cent)
- Would be more likely to use an express bus route than a private car (69 per cent)
- Offered the right amount of bus stops along the route (50 per cent)

Supportive comments included that the introduction of route SL12 would improve public transport connectivity, journey options and journey times in east London. Respondents also supported improved public transport access to the Ferry Lane

Industrial Estate in Rainham, noting there was not a current bus service in place for access to employment.

A variety of alternative route and bus stop location comments suggestions were received. Suggestions included to reroute the SL12 to serve Hornchurch and the St George's Health and Wellbeing Hub instead of Elm Park, and for an additional bus stop at Rainham Tesco.

Comments raising concerns were infrequent. Those cited were related to a preference for the SL12 not to start or end at Gants Hill, and a suggestion the route could start or end at Leytonstone instead.

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 SL12.

The route will be introduced as proposed with two changes:

- In response to feedback received, SL12 will be rerouted in Rainham to additionally serve Rainham Tesco bus stop F in both directions
- The route will also serve bus stops Y and Z for access to Romford Station, instead of bus stops V and T. This change will provide customers with a greater choice of bus routes to choose from when travelling south from bus stop Y, and when travelling north from bus stop Z in Romford

We also considered suggestions such as rerouteing the SL12 via Hornchurch and the St George's Health and Wellbeing Hub instead of Elm Park, extending the route to Leytonstone, and rerouteing to enter the grounds of King George's Hospital. After careful evaluation, these proposals will not be taken forward. This decision reflects the need to maintain express journey times and route reliability, balanced with the additional operational costs associated with these requests.

We will continue to monitor bus services in the area as part of our continual review of the London bus network.

It is expected new route SL12 will be introduced later in 2026. The route will run every 12 minutes during Monday to Saturday daytimes and every 15 minutes during Sundays, evenings and early mornings.

Its launch date will be communicated nearer to the time and be supported with comprehensive customer information.

The following table show the five most frequent issues raised in consultation and a summary of our response.

Top five most frequently raised issues	Our response
A suggestion to reroute the SL12 via Hornchurch town centre, including the St George's Health and Wellbeing Hub, instead via Elm Park.	We thank respondents for the detailed alternative proposal submitted for the SL12. While this was given careful consideration it has been decided not to adopt this proposal due to the impact it would have on journey times and operational costs. Stakeholder feedback for many years has been for a bus route to serve the Business Improvement District south of the A13 and for improved north-south travel in Havering – essentially meaning quicker journey times. From the very south of Havering, Elm Park is a notable destination for existing passengers given it is a local centre and has an Underground station. It is also on a more direct route towards Romford, which is an obvious passenger objective. Routeing via Hornchurch and the new St George's Wellbeing Hub would make the route a mile longer in each direction increasing passenger journey times and undermining a design objective for the route. It would also significantly increase operating costs. Although routeing via Hornchurch would result in another local centre being served, the additional trips would be offset by foregone travel to the Elm Park area as well as trips lost to longer journey times
A suggestion the SL12 service also stops at Rainham Tesco	In response to consultation, we will reroute the SL12 to serve Rainham Tesco bus stop F in both directions, at all times.

This change has been made because the necessary routeing to access the Ferry Lane Industrial Estate, together with the barrier of the railway line, meant that the SL12 was not serving Rainham as effectively as it might. Re-routeing to Tesco helps to mitigate these issues and provides another passenger objective that customers may find useful. The re-routeing can be achieved with negligible impact on operating costs. It has been decided not to adopt this suggestion. However, we will continue to monitor bus services in the area as part of our continual review of the London bus network. Diverting off the A12 to enter King George Hospital grounds would incur a A suggestion the SL12 service also significant journey time delay to stops in the grounds of King George passengers, many of whom would not Hospital be travelling to the hospital. This in turn would undermine the attractiveness of the service. There would also be a significant increase in operating costs. However, the SL12 will serve bus stops C and D on the A12 and some customers will find this of use. There would be significant operational A suggestion to extend the SL12 route issues to overcome from extending the to Leytonstone SL12 route further west, such as to Leytonstone. This includes securing space for buses to stand and much Concern related to the start/end of the higher operating costs. SL12 route in Gants Hill due to bus Route 66 and the London Underground congestion, with a suggestion the route Central line provide onward connections could start/end further west from the SL12 to the west including Leytonstone at Gants Hill.

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 805 responses to the consultation. This included 779 responses from the public and 26 responses received from stakeholders. As shown in Table 1 below, most respondents were individual members of the public, 127 of which responded as part of a campaign.

Table 1: Number of respondents

Respondents	Total	%
Public responses	652	81
Campaign responses*	127	15
Stakeholder responses	26	3
Total	805	100

^{*} Section 2.7 provides more information about campaign responses.

2.2 Methods of responding

Table 2 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 where we recorded 631 responses (78 per cent of total responses)

Table 2: Methods of response

Methods of responding	Total	%
Website	631	78
Email	160	20
Letter	5	<1
Telephone	9	1
Total	805	100

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 3 below shows the number of multiple responses that were made, and the different methods used.

Table 3: Number of multiple responses

Methods of responding: multiple responses	Total	% (n~805)
Main survey plus quick response	14	2
Email plus main survey	7	<1
Email plus quick response survey	3	<1
More than one email	4	<1

2.3 How respondents heard about the consultation

Figure 1 below shows the response to closed Question 8 in our survey: "How did you hear about this consultation? Please select the main way by which you heard".

A total of 587 respondents (73 per cent of total consultation respondents) answered this optional question. As shown, the most popular way people heard about the consultation was via social media, with 194 respondents, 33 per cent of respondents that answered the question selecting this option. The second most popular option selected was via an email received from TfL with 148 respondents (25 per cent of those that answered the question) selecting this option.

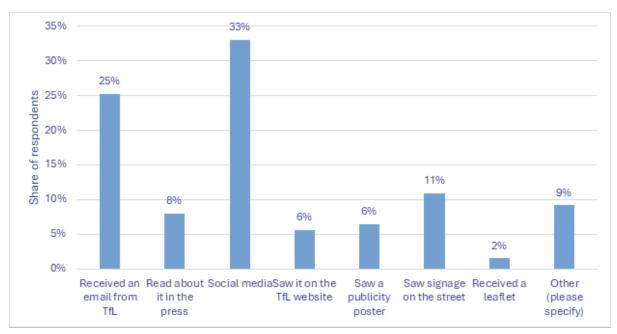


Figure 1: How respondents heard about the consultation

No of responses to Q8: 587

There were 108 campaign responses to Question 6. Most campaign respondents that answered the question selected 'Social media'. Table 4 shows the breakdown between general and campaign responses.

Table 4: How respondents heard about the consultation

How did you hear about this consultation? Please select the main way by which you heard	Total count	% (n~587)	General response count	%	Campaign response count	%
Received an email from TfL	148	25	148	25	0	0
Read about it in the press	47	8	47	8	0	0
Social media	194	33	90	46	104	54
Saw it on the TfL website	33	6	32	97	1	3
Saw a publicity poster	38	6	37	37	1	3
Saw signage on the street	64	11	62	97	2	3
Received a leaflet	9	2	9	2	0	0
Other (please specify)	54	9	54	9	0	0
Total	587	100	479	n/a	108	n/a

2.4 Who responded

To help us understand more about the respondents taking part in our main survey and their connection to the area proposed route SL12 would serve, 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 2 on the next page.

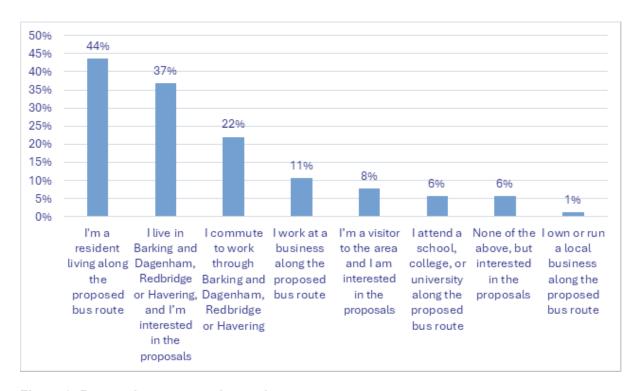


Figure 2: Respondents connection to the area

No of responses to Q1: 810 (Multiple choice)

As shown, the most common connection in response was 'I'm a resident living along the proposed bus route' with 44 per cent of respondents selecting this option. This was followed by 'I live in Dagenham, Redbridge, or Havering, and I am interested in the proposals' with 37 per cent of respondents.

2.5 Visits to our consultation website

Consultation materials were hosted on our online consultation website at the following address: haveyoursay.tfl.gov.uk/SL12-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 16,800 visits, 6,400 document downloads, and generated 327 new registrations to our site.

2.6 Postcodes analysis

Respondents were asked to provide their home postcode. Of the 805 responses to the consultation, 436 included a valid postcode. This represented 54 per cent of total responses.

RM13 was the most common postcode among respondents, accounting for 79 of the 805 responses (10 per cent), followed by RM12 with 50 responses (six per cent) and IG2 with 30 (four per cent).

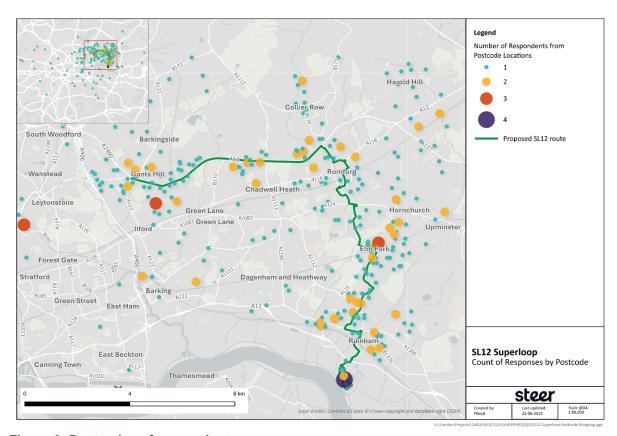


Figure 3: Postcodes of respondents

2.7 Petitions and campaigns

Of the 805 responses received, 127 responses (15 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 suggestion related to bus vehicle types for use on the proposed routes, and for use as graphics on the consultation website.

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.

In addition to this, any themes raised by 'campaign respondents' in open comments and that are 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 SL12 may affect people, positively and negatively
- The proposed SL12 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 3.10 and Appendix E: Summary of stakeholder replies.

3.1 Summary of responses to Question 4

Based on our proposals, do you think a new SL12 express route would be more of less convenient for you to use?

588 people responded to this question.

As shown in Figure 4 below, most respondents (79 per cent) suggested that proposed route SL12 would be more convenient to use, while a smaller proportion of respondents suggested there would be no difference (10 per cent). Six per cent of respondents indicated they did not know or where not sure, and five per cent said it would be 'less convenient'.

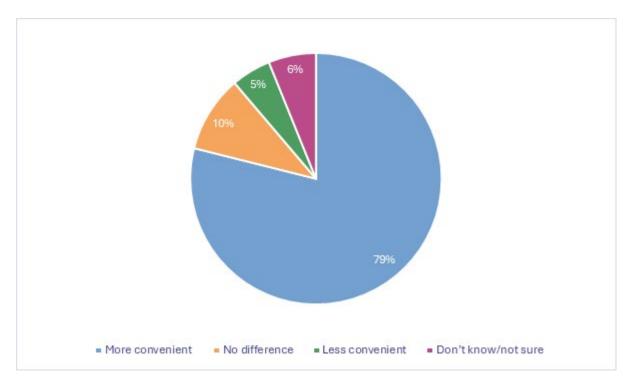


Figure 4: Opinions on whether the SL12 would be more or less convenient to use No of responses to Q4: 588

In total, there were 109 responses to Question 4 that have been classified as part of a campaign. The majority of these selected the 'More convenient' option. Table 5 on the next page shows the breakdown between general and campaign responses.

Table 5: Opinions on whether the SL12 would be more or less convenient to use, by response category

Based on our proposals, do you think a new SL12 express route would be more or less convenient for you to use?	Total count	% (n~588)	General response count	%	Campaign response count	%
More convenient	464	79	370	80	94	20
No difference	58	10	57	98	1	2
Less convenient	30	5	30	100	0	0
Don't know / not sure	36	6	22	61	14	39
Total	588	100	479	n/a	109	n/a

3.1.1 Geographic distribution of responses to Question 4

Figure 5 below shows the geographic distribution of how respondents answered Question 4. The spread of positive sentiment ('more convenient') and negative sentiment ('less convenient') is shown with respect to the proposed route. Those locations marked as 'other' include those who selected 'no difference', 'don't know / not sure' and those who did not provide a valid postcode.

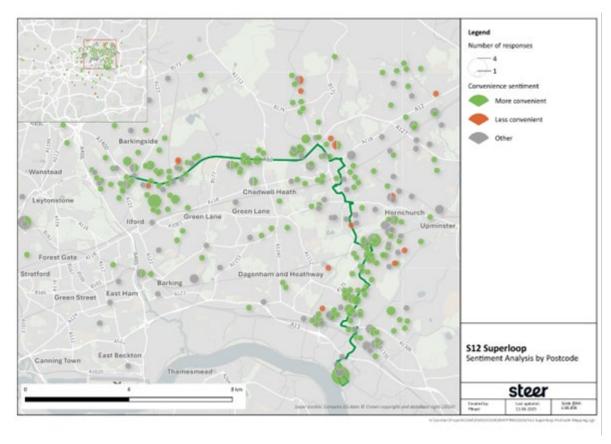


Figure 5: Opinions on whether the SL12 would be more or less convenient to use

3.2 Summary of responses to Question 5

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

483 people responded to this question.

As shown in Figure 5 below, most respondents, 69 per cent, suggested they were 'More likely' to use an express bus route instead of a private car for their journey. A further 21 per cent or respondents said this would have 'No difference'.

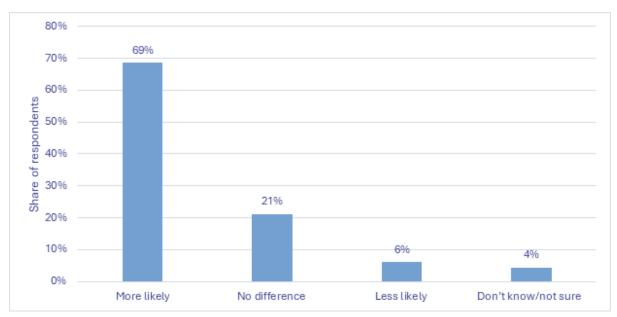


Figure 5: Likelihood of using express bus routes rather than private car journeys No of responses to Q5: 483

In total, there were 13 responses to Question 5 that have been classified as part of a campaign. Most of these respondents selected 'More likely' when answering this question. Table 6 on the next page shows the breakdown between general and campaign responses.

Table 6: Likelihood of express bus use to replace private car use by response category

Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?	Total count	% (n~483)	General response count	%	Campaign response count	%
More likely	331	69	321	97	10	3
No difference	102	21	102	21	0	0
Less likely	29	6	29	6	0	0
Don't know/not sure	21	4	18	86	3	14
Total	483	100	470	n/a	13	n/a

3.3 Summary of responses to Question 6

Based on our proposals, do you think there should more or less bus stops on the proposed SL12 route?

572 people responded to this question. As shown in Figure 6, most respondents considered the number of proposed bus stops along route SL12 as 'It's just right' with 50 per cent selecting this option (representing 284 out of the 572 people that responded to the question). A further 37 per cent opted for 'More stops', eight per cent said they did not know or were not sure, and six per cent opted for 'Less stops'.

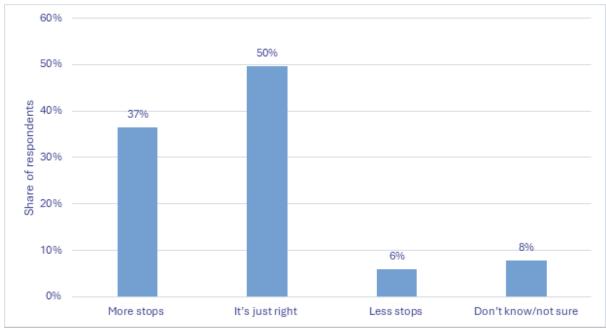


Figure 6: Preference for more or less bus stops along proposed route SL12

No of responses to Q6: 572

There were 98 campaign responses to Question 6. Most campaign respondents that answered the question (31 per cent) selected the 'More stops' option. Table 7 shows the breakdown between general and campaign responses.

Table 7: Bus stop preferences along proposed route SL12 by response category

Based on our proposals, do you think there should more or less bus stops on the proposed SL12 route?	Total count	% (n~572)	General response count	%	Campaign response count	%
More stops	209	37	144	69	65	31
It's just right	284	50	276	97	8	3
Less stops	34	6	33	97	1	3
Don't know/not sure	45	8	21	47	24	53
Total	572	100	474	n/a	98	n/a

3.4 Summary of responses to Question 7

Please use the box below to tell us what you think about the proposed route SL12. For example, where you think there should be more or less bus stops, with location details

665 people responded to this question.

A free text box gave space for respondents to tell us their thoughts about the proposed SL12 route such as where it was felt there should be more or less bus stops, with location details. It was also possible to submit views via a quick response facility.

Comments were received from 665 respondents, representing 83 per cent of the total responses to the consultation.

Table 8 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 127 comments were made relating to matters not in the scope of the consultation. These include 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 7 (presented as a code frame) can be found in Appendix A: Detailed analysis of comments & our response to issues raised.

Table 8: Thoughts about the proposals

Theme	Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Support	General support for the proposals	203	111	92
Support	Support for improved connectivity and journey options/times	149	115	34
Suggestion – additional bus stop	Suggestion for a stop at Rainham Tesco	54	39	15
Suggestion – alternative route	Suggestion to re-route via Hornchurch area / town centre	38	38	0
Support	Support for the number of stops proposed	30	30	0
Support	Support for improved access to Ferry Lane Industrial Estate	28	28	0
Suggestion – additional bus stop	Suggestion to stop at King George Hospital	28	28	0
Suggestion – alternative route	Suggestion to re-route via St George's Health and Wellbeing Hub in Hornchurch	24	24	0
Suggestion – extend route	Suggestion to extend the route to Leytonstone	21	21	0
Concern – proposed route	Concern about starting / terminating route in Gants Hill	18	18	0

3.4.1 Face to face session feedback

To raise awareness of the consultation and encourage people with views to take part, four publicity sessions were held during the consultation period. These focussed on local areas where the SL12 was proposed to stop. The main objective of the sessions was to encourage people to respond to the consultation.

During these sessions approximately 1,500 leaflets were handed out at busy onstreet locations. More details about the face-to-face publicity sessions, including locations and some of the local businesses visited can be found in Section 4.6.5 of this report.

3.5 Summary of responses to Question 9

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?

583 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 Figure 7, many respondents (50 per cent) said the consultation material met their expectations. A further 42 per cent said the material exceeded expectations. Two per cent of respondents said it did not meet their expectations.

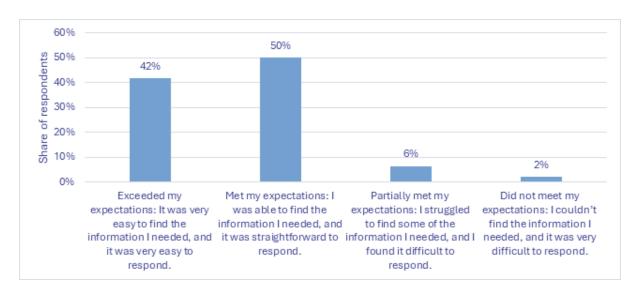


Figure 7: Accessing the consultation and materials

No of responses to Q9: 583

3.6 Summary of responses to Question 10

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

34 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 34 separate comments made in response to this question. Responses were coded to identify common themes.

Analysis of Question 10 showed the most frequent comment, made by nine respondents, noted concern there had been difficulty accessing the consultation survey.

The second most frequent comment was made by seven respondents who noted they had issues with the registration process when wanting to take part in the online survey.

A further five respondents held the view they considered the consultation survey questions were too narrow in scope.

Other comments were raised less than five times.

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

3.7 Stakeholder responses

This section lists the 26 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 E: Summary of Stakeholder replies.

Local authorities & statutory bodies

London Borough of Havering

London Borough of Redbridge

London Borough of Waltham Forest

Government departments, parliamentary bodies & politicians

Julia Lopez MP, Member of Parliament for Hornchurch & Upminster

Elly Baker AM, Greater London Authority, Londonwide Assembly Member

Keith Prince AM, Greater London Authority, London Assembly Member for Havering and Redbridge

Councillor Mugglestone, Cabinet Member for Environment and Elm Park ward, London Borough of Havering

Councillor Vincent, St Andrews ward and on behalf of the Hornchurch Residents Association, London Borough of Havering

Councillor McArdle, Rainham & Wennington ward, London Borough of Havering

Councillor Williams, Upminster ward and on behalf of Havering Residents Association, London Borough of Havering

Councillor Stanton, Beam Park ward, London Borough of Havering

Councillor Middleton, St Andrews ward, London Borough of Havering

Councillor O'Sullivan, Mayor of Havering and St Andrews ward councillor, London Borough of Havering

Councillor Misir, Marshalls and Rise Park ward, London Borough of Havering

Councilor Nunn, Elm Park ward, London Borough of Havering

Councillor Brar, Newbury ward, London Borough of Redbridge

Healthcare

Barking, Havering and Redbridge University Hospitals NHS Trust

Healthwatch Havering

Community / representative groups

Havering Youth Council

Transport and road user groups

London TravelWatch

Business, employers, employees

Insightful Environments, Steelcase (South East – t/a Insightful Environments)

Mason Pearson Brothers Limited

QSL London Limited

Stellafoam Limited

Tailored Futures CIC

Wanis International warehouse team

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

The consultation was held to listen to what the public and other stakeholders thought about our proposals to introduce new bus route SL12.

The aim was to ensure that residents, bus users, commuters, businesses and employers along the proposed SL12 bus route were aware of the consultation and how to have their say.

We consulted with the London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest. 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 with the London Riverside BID who were able to assist with access to a variety of businesses from the Ferry Lane industrial estate area. 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 eight weeks from Friday 28 March to Friday 23 May 2025.

An additional two weeks were included in the consultation period to account for UK bank holidays that occurred during that time.

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. 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

Several channels were made available through which people could respond to the consultation. These included:

- Via the online survey hosted on the consultation website: tfl.gov.uk/superloop-SL12
- Bus stop posters, leaflets and on-street signage with a QR code for easy access to the consultation website
- By email to haveyoursay@tfl.gov.uk

- By post to Freepost, TfL Have Your Say (no stamp required)
- By telephone where a call back service was provided for respondents to speak with the consultation team and ask questions. The phone line number was 020 3054 6037
- Completion and return of a paper survey or a fillable PDF. Paper surveys were available on request by post or could be downloaded from the consultation website

The consultation website provided a 'quick response' option as a time-saving way to take part.

A question-and-answer facility was also available throughout the consultation period to support people requiring additional information to help with their response. This facility received nine entries during the consultation period. All questions were responded to publicly, enabling any visitors to the website to follow the question-and-answer dialogue.

4.6 Consultation materials and publicity

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

- The delivery of over 90,400 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 4.6.5 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 can be found in Appendix C: Consultation materials.

Media activity and examples of online publicity can be found in Appendix D: Consultation publicity and social media.

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 SL12 consultation, emails were sent to people from the following customer groups that had expressed a preference for customer updates of relevance:

- Customers of bus routes: SL1, 66, 165 and 366
- Activity relevant to the: IG1, IG2, IG3, RM6, IG7, RM7, RM1, RM2, RM12, IG11, RM13 postal codes
- Customers of the London Underground stations at Gants Hill, Newbury Park, Elm Park, Barking, Upney, Becontree, Dagenham Heathway, Dagenham East, Barkingside
- Customers of the London Overground stations at Barking, Romford, Barking Riverside
- Customers of the Elizabeth line stations at Ilford, Seven Kings, Goodmayes, Chadwell Heath, Romford, Gidea Park

There were 90,100 email recipients.

A further 327 emails were sent to stakeholder organisations

4.6.3 Social media and press coverage

The intention to hold a public consultation for route SL12 was announced as part of a press event and accompanying press release on 31 January 2025 covering the proposed expansion of the Superloop express bus network.

A further dedicated press release was issued on 28 March 2025 to mark the launch of the SL12 consultation which included a supportive quote from Councillor Ray Morgon, Leader of Havering Council

The announcement was widely covered in the east London press.

On Friday 28 March a social media broadcast was made across the Facebook, LinkedIn and 'X' platforms to help raise awareness of the start of the consultation.

A further broadcast was made during the week of 12 May 2025 to remind people that consultation would close on Friday 23 May.

The first broadcast was seen by approximately 93,000 people. The second broadcast was seen by approximately 33,000 people.

The Mayor of London's office also supported consultation publicity with social media posts about SL12.

A selection of coverage is shown in Appendix D: Consultation publicity and social media

4.6.4 On-site advertising

Local bus routes already in place along the proposed route for the SL12 collectively served 153 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 27 of the proposed bus stop locations between Gants Hill and Dunedin Road in Rainham.

4.6.5 Face-to-face leafletting

To raise awareness of the consultation and encourage people with views to take part, four publicity sessions were held during the consultation period in local areas along the proposed SL12 route. During these sessions approximately 1,600 leaflets were handed out at busy on-street locations.

The sessions took place as follows:

- Friday 4 April 2025 between 14:00-19:00, Romford town centre, including Western Road, the High Street, South Street, the Brewery Centre and The Liberty centre.
- Saturday 12 April 2025 revisiting Romford town centre including Romford station, the High Street, the market and the Mercury shopping centre and The Liberty Centre areas
- Friday 9 May 2025 between 08:00-13:00 in the Elm Park London
 Underground station area and the village including St Nicholas Avenue, Elm
 Park Ave Avenue the Library, and the supermarkets
- Wednesday 21 May 2025 in Gants Hill including the Tube station and local shops, and at King George Hospital

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

- C-Gadget
- Elm Park Library
- Elm Park Pharmacy
- Elm Park Tube station
- Flavors café
- Hairdot.com
- Haven House Hospice Shop
- King George Hospital
- Nail Elm Spa
- Paul Falltrick Hairdressing
- Poppins Café
- Queen's Hospital
- Richard House Children's Hospice charity shop
- Romford Job Centre
- Romford Library
- Romford Shopping Hall
- Sapphire Ice and Leisure
- The British Heart Foundation

4.6.6 Meetings with stakeholders

In advance of the consultation, briefings related to the consultation process and what was proposed were provided to stakeholders from the London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest. Briefings were also offered to all stakeholders contacted at the consultation launch.

A summary of the stakeholder responses received in response to consultation can be found in Appendix E: 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 SL12 route was expected to provide new, more direct travel opportunities with attractive journey times. An increase in bus capacity and reduced wait times was also expected. It was therefore considered these attributes would benefit all passengers and in particular, passengers with protected characteristics.

Overall, the initial EqIA concluded the proposed introduction of route SL12 would result in widespread benefits across three outer London boroughs, with no identified disbenefits.

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

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

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 SL12) and with any comments included in the 'support' and 'concern' themes of the full code frame, in response to open Question 7, 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 SL12 would be more convenient for them than those who were not disabled (76 per cent versus 83 per cent). Those who were

disabled were also slightly more likely to say that the SL12 would be less convenient than those who were not disabled (six per cent versus five per cent).

The results are shown in Figure 8 below:

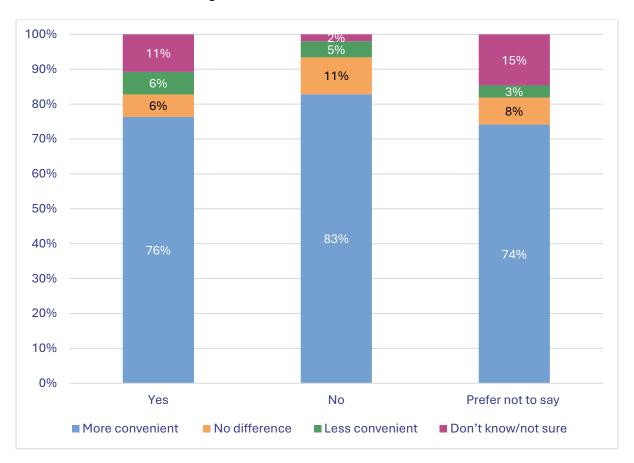


Figure 8: Convenience of using SL12 (Q4) cross-tabulated with Disability (Q19)

In response to open Question 7, those who raised points under the 'Scheme support' and 'Scheme concern' 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.

As shown in Figures 9 and 10 on the next page, across all scheme elements, the proportion of disabled respondents who expressed support was consistently higher or the same as the overall respondent group. This suggests that disabled people were more likely to support the SL12 proposals.

Support for the Scheme (SSS Codes)

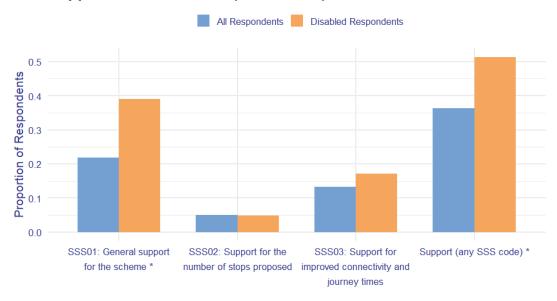


Figure 9: Comparison of scheme support by disability status



Figure 10: Comparison of scheme concern by disability status

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 leafletted.

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 4.6 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

The consultation outcomes were analysed independently.

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

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

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

Open question 7: Please use the box below to tell us what you think about the proposed route SL12. 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.

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Support			
General support for the proposals	203	111	92
Support for improved connectivity and journey options/times	149	115	34
Support for the number of stops proposed	30	30	0
Support for improved access to Ferry Lane Industrial Estate	28	28	0
Support as scheme will encourage mode shift	11	11	0
Other supportive comments grouped as cited infrequently	10	9	1
Support because route will improve access for those with reduced mobility / their carers	5	4	1
Support as scheme will relieve demand pressures on other bus services	4	4	0
Support as scheme will help residents and visitors make safer journeys	2	2	0
Support for improved transport for women	1	1	0

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Concern – SL12 bus stops			
Concern there are too many stops around Romford	11	11	0
Concern over number of stops between Rainham and Elm Park	10	10	0
Concern over the number of stops on Eastern Avenue	2	2	0
Concern about poor connection to SL2 at Gants Hill	5	5	0
Concern – SL12 bus route, frequency, capa	acity		
Concern about starting / terminating route in Gants Hill	18	18	0
Concern that existing bus services along route are overcrowded	15	15	0
General comments grouped as cited infrequently	15	15	0
Concern about long journey times from general traffic congestion	8	7	1
Concern route was cut back from Leytonstone / change of plans	7	7	0
Concern about current slow journey times on the 66 service	5	5	0
Opposition to bus lanes being built along the route due to potential impact on general traffic	3	3	0
Concern about congestion on A12 impacting journey times	3	3	0
Concern frequency of route 66 would be reduced with introduction of SL12	2	2	0
Concern buses in the area are already at capacity in AM Peak	1	1	0

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Concern – general			
Concern there are already enough bus options	17	17	0
Concern the scheme is unnecessary	8	8	0
Concern – equality / accessibility			
Concern about access for those with limited mobility (e.g. due to age or disability)	16	15	1
Concern proposed stops are too far away from each other for those with mobility issues	9	7	2
Suggestions - general			
General suggestions grouped as cited infrequently	26	26	0
Suggestions – SL12 bus route, frequency, capacity			
Suggestion to re-route via Hornchurch area / town centre	38	38	0
Other alternative SL12 bus route suggestions grouped as cited infrequently	36	36	0
Suggestion to re-route via St George's Health and Wellbeing Hub in Hornchurch	24	24	0
Suggestion to extend the route to Leytonstone	21	21	0
Suggestion to extend to Upminster	17	17	0
Suggestion to extend the route towards Lakeside/ Grays/ Chafford Hundred/ Aveley	16	16	0
Suggestion to extend via Redbridge / Wanstead stations	13	13	0
Suggestion to extend to Ilford station	12	12	0
Suggestion to re-route via Dagenham	10	10	0

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Suggestion for increased bus priority measures on the scheme route	9	4	5
Suggestion for route extension to Stratford	8	8	0
Suggestion for the SL12 to be a night service	7	7	0
Suggestion to re-route via Collier Row/ Marks Gate/ north of Romford	7	7	0
Suggestion for route extension to east Rainham (inc. Abbey Wood Lane, Upminster Road North, Cemetery)	6	6	0
Suggestion to re-route via Chadwell Heath Station / surrounding area	6	6	0
Suggestion to extend the route to Barking	5	5	0
Suggestion to extend the route to Wanstead	5	5	0
Suggestion to extend the route to Whipps Cross	5	5	0
Suggestion to extend the route to Gallows Corner	4	4	0
Suggestion to extend the route to Walthamstow Central	3	3	0
Suggestion to route via Coronation Drive / Coronation Road	3	3	0
Suggestion for SL12 to be a more frequent service than suggested	3	3	0
Suggestion that the Ferry Lane Industrial Estate should be served by a local stopping service instead of SL12	2	2	0
Support for alternative route proposal via Hornchurch suggested from Healthwatch Havering	2	2	0

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Suggestions – SL12 bus stops			
Suggestion for a stop at Rainham Tesco	54	39	15
Other bus stop suggestions grouped as cited infrequently	40	40	0
Suggestion to stop at King George Hospital	28	28	0
Other bus stop suggestions grouped as cited infrequently	17	16	1
Suggestion for an additional stop at Rainham Road / Cherry Tree Lane		15	0
Suggestion for a stop at Rainham station / Interchange	13	13	0
Suggestion to stop at Romford Market / North Street	13	11	2
Suggestion for an additional stop on Ferry Lane	11	11	0
Suggestion for an additional stop on Roneo Corner	9	9	0
Suggestion for a stop at Romford bus garage	8	8	0
Suggestion for a stop at Harrow Lodge Park	6	6	0
Suggestion to stop at Beam Park estate/ proposed Beam Park station	6	6	0
Suggestion for additional stop at Chestnut Avenue	5	5	0
Suggestion to reduce the overall number of stops on the proposed route	3	3	0
Suggestion for improved lighting at bus stops along the route	2	1	1
Suggestion for SL12 to use different stops in Romford Centre due to overcrowding	1	1	0

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
General			
General requests for further information	12	12	0
Other equality/ accessibility comments grouped as cited infrequently	12	11	1
Other comments grouped as cited infrequently	5	5	0
General comments about the Superloop bus network	3	3	0
General comments about bus stops on other Superloop services	2	2	0
Out of scope			
Suggestion about vehicle type e.g. tram- style/double decker electric/new Routemasters/zero-emission buses/vehicle accessibility	127	0	127
General comments about other bus routes in London, grouped as cited infrequently	22	22	0
General comments grouped as cited infrequently	7	6	1

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

Comment (code)	All survey and quick response	Non- campaign response only	Campaign response only
Concern about difficulty in accessing the survey	9	9	0
Concern about issues with registration to access consultation	7	7	0
Comment regarding mistake on the maps provided	5	5	0
Concern that some questions were too narrow in scope	5	5	0
Concern the survey was not adequately advertised	4	4	0
Concern about level of information provided	2	2	0
Concern about lack of communication from TfL	2	2	0
Concern that there were too few open questions	2	2	0
Concern that views won't be listened to	1	1	0
Concern that questions are leading / biased	1	1	0
New Routemaster campaign response related to images used in consultation – out of scope	1	0	1

Our Response to Issues Raised

SL12 bus stops / suggested bus stop locations

Issue	Response
In Gants Hill a bus stop should be added for terminating services, such as stop CH on Cranbrook Road (in addition to a stop for Eastern Avenue).	Stop CH will be the last stop on the SL12 route in the Gants Hill direction.
Where possible SL12 bus stops should have same stop interchange with other local routes. This includes in Gants Hill where a connection with the SL2 bus stop for Walthamstow is requested.	The SL12 will provide same stop interchange at those stops it serves. Providing same stop interchange with the SL12 towards Walthamstow would require a convoluted re-routeing and significantly increase operating costs.
Consider use of Perth Road bus stand in Gants Hill with a relocation from the eastern to the western side to better accommodate future development.	We will work closely with the London Borough of Redbridge to deliver this arrangement.
In Romford, the bus stops selected for Romford stations would be more logical as bus stop Z instead of stop V towards Gants Hill and stop Y instead of stop T towards Rainham.	We now plan to make this change.

Issue Response Consider less bus stops along the route to ensure the service can be express. Suggested route sections where stops could be removed included: Along the A12 – limited Inevitably a limited stop bus service needs to bus stops to just at Barley strike a balance between increasing access to Lane, Chadwell Heath, passengers by stopping and providing attractive Whalebone Lane then fast journey times by missing stops. to Romford We have sought to balance this trade off as well • Rainham - Elm Park as possible and feedback from the consultation Romford suggests many agree. Specific bus stops that it was Not stopping at these locations would mean suggested were not required potentially large numbers of passengers not included: having access to the SL12. However, stopping Cherry Tree Lane arrangements will be kept under review. **Dunedin Road** East Road Horns Road Mungo Park Road Queen's Hospital grounds Western Road As above, a limited stop bus service needs to Consider additional bus stops strike a balance between increasing access to along the proposed SL12 passengers by stopping and providing attractive route – with the following journey times by missing stops. We have sought locations noted: to balance this trade off as well as possible and Ilford/Chadwell Heath feedback from the consultation suggests many Aldborough Road agree. Stopping at these locations would reduce Bawdsey Avenue the attractiveness of a limited stop service. Billet Road However, stopping arrangements will be kept under review. Eastern Avenue King George's Hospital Some of these suggestions would require a regrounds routeing of the bus route. Somerville Road For example, serving the grounds of King South Havering George Hospital, Beam Park Estate or Hornchurch would significantly increase both the Beam Park estate/ end-to-end journey time of the bus making it less proposed station

attractive to passengers as well as significantly

increasing the cost of operating the service.

Romford

Issue	Response
 Cedar Road Mercury Gardens Romford bus garage Romford Market Romford/North Street Rainham Cherry Tree Lane Ferry Lane (two stops in the area noting Coldharbour Way and Salomons Way) Lamson Road north Rainham rail station Rainham Tesco Roneo Corner South End Road near Britons school Upper Rainham Road Hornchurch Chestnut Avenue Harrow Lodge Park Heron Flight Avenue Hornchurch Country Park 	Consequently, we are not intending to make these changes at the present time. However, we'll continue to keep the route under review once it is introduced. One exception that has been made it that we now plan to serve Rainham Tesco. This change has been made because the necessary routeing to access the industrial estate together with the barrier of the railway line meant that the SL12 was not serving Rainham as effectively as it might. Re-routeing to Tesco helps mitigate these issues as well as providing another passenger objective that customers may find useful. The rerouteing can be achieved with negligible impact on operating costs.
Concern the bus stops at Gants Hill (Parham Drive/Perth Drive) did not connect well with bus routes SL2 or 179	The SL12 will provide same bus stop interchange with the SL12 and 179 at stop CH on Cranbrook Road.
A suggestion the SL12 be designed one bus stop every one kilometre.	Bus stops have been selected primarily on where most users of the 66, 165 and 365 currently board or alight since this is likely to be where passengers most wish to travel to or from, but also with reference to the geographical spread of stops.

SL12 bus route / suggested alternative routes

Issue	Response
An alternative route via Hornchurch instead of Elm Park is suggested which would link with the new St George's Wellbeing Hub and may be considered more	Stakeholder feedback for many years has been for a bus route to serve the Business Improvement District south of the A13 and for improved north-south travel in Havering — essentially meaning quicker journey times. From the very south of Havering, Elm Park is a notable destination for existing passengers given it is a local centre and has an Underground station. It is also on a more direct route towards Romford, which is an obvious passenger objective. Routeing via Hornchurch and the new St
beneficial to residents. The rationale for the proposal via Elm Park should be explained.	George's Wellbeing Hub would make the route a mile longer in each direction increasing passenger journey times and undermining a design objective for the route. It would also significantly increase operating costs.
	Although routeing via Hornchurch would result in another local centre being served, the additional trips would be offset by foregone travel to the Elm Park area as well as trips lost to longer journey times.
A counter suggestion for Hornchurch from some that prefer the SL12 to serve Elm Park, to consider changing route 652 so it served the Wellbeing Hub and extended	Route 652 is a schooldays only bus service that operates three journeys per day. Converting it to operate at Superloop frequencies seven days a week would have considerable cost implications.
to Cranham to link up with the Cranham Health Centre.	We will continue to keep the local bus network under review.

Issue	Response
The route should start/end in Leytonstone as had been expected in earlier proposals and to maximise connectivity benefits of the new route.	Route 66 and the Central line provide onward connections to Leytonstone from the SL12 at Gants Hill. There would be significant operational issues to overcome by extending the route to Leytonstone such as providing bus standing space at Leytonstone and much higher operating costs. For these reasons it is not proposed to extend the SL12 to Leytonstone.
Suggestions for the following alternative routeings also included via: • A connection with the Central line Epping branch • Barnet – Stratford via Walthamstow and Leyton • Collier Row/ Marks Gate (north of Romford) • Coronation Drive/Road • Elm Park station – South End Lane - Cherry Tree Lane • Elm Park via Rainham Road • Gants Hill - Upminster - Rainham • Gidea Park before Romford • Mawney Road instead of Western Road • Rom Valley Way instead of Queen's Hospital • Route 252 between Romford and Rainham • Goodmayes and Seven Kings • Seven Kings, Becontree and upper Chadwell	The SL12 routeing consulted upon was broadly welcomed by respondents. Many of the suggestions for alternative routeings would effectively withdraw the route from those who welcomed the proposal. The suggested alternative routeings would also have significant cost implications in many cases. However, we will continue to keep the local bus network under review.

Issue	Response
Heath (instead of Romford) Stratford and Rainham instead of Gants Hill Stratford to Rainham Upminster and Ilford instead of Gants Hill Whalebone Lane south Suggestions for the SL12 to be further continued with the following destinations/route	
 extensions proposed: Abbey Wood Lane and Upminster Road North Aveley Barking Barnet and Stratford via Walthamstow and Leyton Canary Wharf to connect with the SL4 CEME Innovation Centre in Rainham Chafford Hundred station Fullwell Cross, Barkingside Gallows Corner Harold Hill Ilford station Lakeside Shopping Centre Leytonstone station (as referred to in more detail above) Ockendon south/ station Snaresbrook South Woodford Stratford Walthamstow Central Wanstead Wanstead High Street 	Extending the SL12 further would have a significant impact on operating costs. It would also detrimentally impact the ability to operate a reliable bus service which we know is a key requirement for customers.

Issue	Response
Whipps Cross / Whipps Cross HospitalWoodford	
A suggestion Ferry Lane Industrial Estate be served by a local stopping service instead of SL12. For example, extending route 103 to Ferry Lane so the SL12 can terminate close to Rainham station.	It is expected that stops will be provided on Ferry Lane to provide access to Rainham station to/from the south. The SL12 routeing will also be amended to serve Rainham Tesco in both directions, also improving access to the station and the wider Rainham area.

SL12 proposals – general comments, suggestions and queries

Issue	Response
Would the Freedom Pass and other concessionary tickets be accepted on the SL12?	Normal bus fares would apply on route SL12, including the Hopper bus fare that permits unlimited journeys for £1.75, made within one hour of touching in.
	Freedom passes and all other concessionary passes would also be valid, subject to the usual restrictions.
When would the SL12 route start to operate?	New route SL12 will be introduced during 2026. The launch date will be communicated nearer the time, supported with comprehensive customer information.
A request to ensure bus driver toilets were available at each end of the proposed SL12 route.	We will be working with the London Boroughs of Havering and Redbridge with the intention of delivering such facilities for bus drivers.

SL12 bus frequency / timetables

Issue	Response
Consider alternating the SL12 service between Ferry Lane and Rainham Tesco during off peak times when it was considered less buses into the industrial estate would be needed.	The SI12 will now serve Rainham Tesco in both directions on all journeys.
A request for the SL12 to run more frequently than proposed	The SL12 will operate initially every 12 minutes (every 15 minutes evenings, weekends and early mornings). Demand will be monitored, and frequency amended if appropriate.
A suggestion the SL12 should operate as a 24-hour service, or with a night-bus service	This would significantly increase operating costs and is not recommended at the present time. However, the route will operate from around 05:00 to 00:30 every day.
A request that SL12 bus timings start from 05:00 and run later than 00:00 to support shift workers and Rainham bus garage colleagues	The final timetable has yet to be determined but it is expected that the route will operate from broadly 05:00 to 00:30 every day.

Traffic / congestion / service reliability

Issue	Response
Concern the SL12 would be affected by traffic congestion which may affect its reliability. Concern noted:	Traffic congestion is a risk to the successful operation of the SL12, including at both these locations.
 along the A12 where routes 66 and 296 were delayed Junction in Havering at North Road/A12, Elm Park Avenue/Coronation 	We will mitigate these risks by working with the bus operator to build a realistic timetable and by advocating the importance of bus priority to highway authorities.

Issue	Response
Drive, Rosewood Avenue/Wood Lane, and Cherry Tree Lane/New Road	
Bus lane infrastructure should be provided or improved along the route to improve bus priority.	Noted. We will continue to advocate for bus priority.
Concern the addition of a further bus route would add to congestion on the existing transport network and general traffic. The following locations were identified as already adequately served by buses: • Gants Hill • Cherry Tree Lane • Romford town centre • Mungo Park Road	Buses represent only a small proportion of the number of vehicles on the road. In addition, the bus network – together with other policy interventions – can assist in reducing the overall number of vehicles on the road, helping to reduce congestion.
Concern existing bus services in the area may be reduced if the SL12 were introduced – such as the 66.	The bus network is kept under regular review with frequencies and capacity adjusted to ensure limited resources are being used as effectively as possible.

Accessibility

Issue	Response
Concern about access between Rainham station and the proposed SL12 bus stop at Rainham station south side due to a requirement to use a pedestrian crossing over the railway line and a lengthy ramp.	In response to consultation, the SL12 will now serve Rainham Tesco in both directions. This will help mitigate this concern.

Issue	Response
Concern the SL12 would not serve the grounds of King George's Hospital.	Diverting off the A12 to enter King George Hospital grounds would incur a significant journey time delay to passengers, many of whom would not be travelling to the hospital. This in turn would undermine the attractiveness of the service. There would also be a significant increase in operating costs. For these reasons, it is not intended to amend the SL12 routeing at this time. However, it will serve stops C and D on the A12 and some
	customers will find this of use.
Concern proposed SL12 bus stops are too far away to key destinations such as Rainham Tesco, creating barriers for disabled people and with mobility issues	In response to consultation, the SL12 will now serve Rainham Tesco in both directions. This will help mitigate this concern.

Safety and security

Issue	Response
The walking route between Rainham station and the SL12 bus stop at Rainham station south side needs to be well lit to increase personal safety	These concerns will be passed on to the highway authority.
Concern the access from Rainham station to the proposed bus stop is unsafe and takes 10 minutes to walk	In response to consultation, the SL12 will now serve Rainham Tesco in both directions. This will help mitigate this concern.

Monitoring

Issue	Response
Due to concern about poor driving along the A12, consider monitoring bus drivers to ensure they are providing a smooth ride for passengers, particularly those using buses to travel to hospitals.	Both TfL and bus operators undertake driver quality monitoring using qualified external and, where appropriate, internal assessors. Each driver is assessed periodically with a report provided to the relevant manager as part of our safety assurance process. Operators are measured against a standard with remedial actions put in place if under performance is identified.

SL12 concerns / suggestions / questions

Issue	Response
Concern the SL12 route is not a good use of resources for the following reasons:	
 The route did not meet the needs of residents in Rainham There were already enough bus routes operating in the area and these should be improved instead There is a preference for more reliable travel by private car 	The Superloop express bus network is a Mayoral commitment and has proved very popular with passengers. Since the initial Superloop routes were introduced, there have been many calls for a route in Havering. We hope the SL12 will also prove very popular with customers.
Why is the SL12 not proposed to serve Ilford station?	Extending the SL12 route to Ilford would significantly increase operating costs. Relatively easy interchange can be made from the SL12 onto many routes into Ilford at Gants Hill, including the SL2.

Issue	Response
Concern the SL12 route is not a good use of resources for the following reasons:	
 The route did not meet the needs of residents in Rainham There were already enough bus routes operating in the area and these should be improved instead There is a preference for more reliable travel by private car 	The Superloop express bus network is a Mayoral commitment and has proved very popular with passengers. Since the initial Superloop routes were introduced, there have been many calls for a route in Havering. We hope the SL12 will also prove very popular with customers.
Would bicycles on buses be considered at the weekends on the SL12 as it would provide great access to Hornchurch Country Park for cycling?	Folded cycles can be carried on buses at the drivers' discretion. However non-folding bicycles are not permitted on buses.
Will we consider allocating the SL12 route to Arriva Barking?	We determine bus operators for a given bus route through a competitive tendering process.

Superloop network

Issue	Response
Suggestions for further Superloop routes be added to the London bus network, including: • Ilford to Southend to help people access more employment, shopping and leisure	We will continue to work with the Mayor of London on proposals to further expand the Superloop network to provide additional express bus routes. As part of this we will take account of these suggested connections as we continue to review the operation of the Superloop bus network into the future.

Issue	Response
between London and	Visit our Superloop expansion web page for the
Essex	latest information:
 A Superloop link to 	https://haveyoursay.tfl.gov.uk/superloop-
Dagenham Heathway	<u>expansion</u>
 A Superloop link to 	
Seven Kings and	
Goodmayes	
A route between	
Rainham and North	
Greenwich via Excel	
and the Silvertown	
Tunnel	
A route via Woodford	
station	
Tottenham Hale station	
to Edmonton station	
A criticism the current	
Superloop network is not a	The Superloop bus network is already providing
genuine expansion of the	customers with quicker journey times to key town
London bus network. For	centres, hospitals, schools and transport
example, some routes had	interchanges, helping to make sustainable bus
been renamed or restructured,	travel a more popular option for people in outer London.
and some existing routes ran	LONGON.
less frequently.	

Comments about other bus routes

Issue	Response
Additional bus services should also be considered in the western part of the Rainham Riverside business improvement district area.	Noted. We will continue to keep the local bus network under review.
Consider extending route 103 to Ferry Lane instead.	We will see how the SL12 performs and keep the local bus network under review.

Issue	Response
Consider extending route 256 to the St George's hub in Hornchurch.	The 256 already serves stops B and D on Suttons Lane near the Hub.
Consider increasing bus capacity for Queen's Hospital .	New route SL12 will bring another 5 double deck buses per hour in each direction at Queen's hospital increasing bus capacity.
Consider extending route 372 to create a north-south link in Havering. Also, a call for a service improvement on the 372, described as unreliable and with poor condition vehicles.	We will continue to keep the 372 under review including regular monitoring of its performance in close co-operation with the bus operator.
If the SL12 cannot go to Leytonstone, consider extending route 145 instead	Route 145 currently terminates at Leytonstone Station.
Extend routes 296 or 66 to create a link between King George's and Queens Hospitals.	Route SL12 will provide a link between the two hospitals.
Further future bus services should be considered for other parts of Havering such as: • Hornchurch • Upminster • Collier Row • Harold Hill • Beam Park to support future growth • From Cranham for better access to medical settings and to St George's Hub • Rainham to King George Hospital – St George's Hub • Rainham – Upminster	We will continue to keep the local bus network under review.

Issue	Response
Rainham to the City or to DLR connections	
 A bus route across the Thames 24-hour bus into central London 	
Consider using the resources to reinstate route 25 to Oxford Circus instead	There are no plans at the present time to extend the 25 to Oxford Circus.

Other concerns / queries

Issue	Response
Public transport in London is described as unaffordable, for people that do not qualify for concessionary passes. What is TfL doing to reduce the cost of travel?	Fares are set by the Mayor of London. The Mayor has sought to freeze fares as well as introduce the hopper fare allowing bus passengers unlimited journeys within an hour.
A request for TfL to reintroduce the one-day bus and tram ticket to help customers when they may lose access to bank cards and oyster cards (such as due to temporary loss or theft).	Customers can buy Day Travelcards (paper tickets) from the following locations: • ticket machines at Tube, DLR, London Overground, Elizabeth line and National Rail stations • from ticket offices at London Overground, Elizabeth line and National Rail stations • at Visitor Centres • at the Tramlink Shop in Croydon For more information about fares and tickets please visit the TfL website: https://tfl.gov.uk/fares/

Consultation process and materials

Issue	Response
	Any feedback received or queries raised during a public consultation period that may affect how respondents interpret our proposals are responded to as soon as possible.
	This ensures people have all the pertinent information they need to respond to the consultation. Consultation maps are always indicative and would not necessarily represent a confirmed new or changed bus route.
Concern the proposed SL12 route map was inaccurate with: • Use of a closed road in Rainham • Incorrect routeing via Hainault Street instead of North Street for	We were made aware the consultation proposal map inadvertently showed use of a closed road in Rainham on 28 March, when the consultation started. We updated this map on the next working day (Monday 31 March) to note the proposed SL12 routeing in Rainham as New Road/Dunedin Road - Dovers Corner roundabout - Bridge Road - Lamson Road - Ferry Lane.
access to the A12	We also clarified that proposed new bus stops for access to Rainham station south side would be situated on Lamson Road and Ferry Lane.
	In the case of the routeing shown into North Road on the map, we did not consider this would alter views about the proposed routeing or which bus stops the SL12 may serve.
	Bus stop information was also provided in detail in the 'Proposed timings and bus stops' section of the web page.

Concern the feedback from consultation would not be listened to or would not affect the decision	When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest. 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. Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process.
Concern about level of information provided	Our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents. We apologise if this was not the case for some respondents. In such instances, where respondents considered they did not have enough information about the proposals then we would have been happy to assist further via our online 'Questions' tool, or by email or telephone as explained on our web page. Use of the term 'double deck' in the consultation narrative was also criticised as not making it clear how accessible the proposed new bus would be. We would reassure that all London buses are fully accessible, including double deck vehicles.
Concern about lack of communication from TfL, with reference to telephone call backs not taking place as soon as expected	A telephone call back service is offered across all our consultations. According to our records, all requests for a call back for the SL12 consultation were responded to within a reasonable time frame during the consultation period. We therefore apologise if this was not the case for everyone.
Concern the survey was not adequately advertised including to all residents in Romford	As described in Section 4.6 of this report, awareness of the consultation was raised in a variety of ways. This included: • The delivery of over 90,400 emails • The distribution of approximately 2,000 leaflets • Social media broadcasts via the Facebook, LinkedIn and X platforms.

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, and emails to customers and stakeholders can be found in Appendix C: Consultation materials. Media activity and examples of online publicity can be found in Appendix D: Consultation publicity and social media. Concern about issues with Where there was difficulty using links to access registration to access the website, registration, or our survey we consultation apologise for any inconvenience. However, this was not a widespread issue, and many respondents did not experience or report difficulty. As above, in instances, where respondents encountered any difficulty then we would have been happy to assist further via our online 'Questions' tool, or by email or telephone. 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 Concern about difficulty in may be of interest to them. accessing the survey and a criticism of the need to Registration also helps us to ensure people register to take part adhere to our community guidelines, designed to underpin a safe, constructive environment for everyone using 'Have your say'. 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. 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

The consultation survey questions were criticised for the following reasons:

- They were too narrow in scope
- There were too few open questions
- The questions were leading and biased

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.

In addition to the closed questions, there was also a facility for respondents to give their views about the proposals via a free text box, with no character limits.

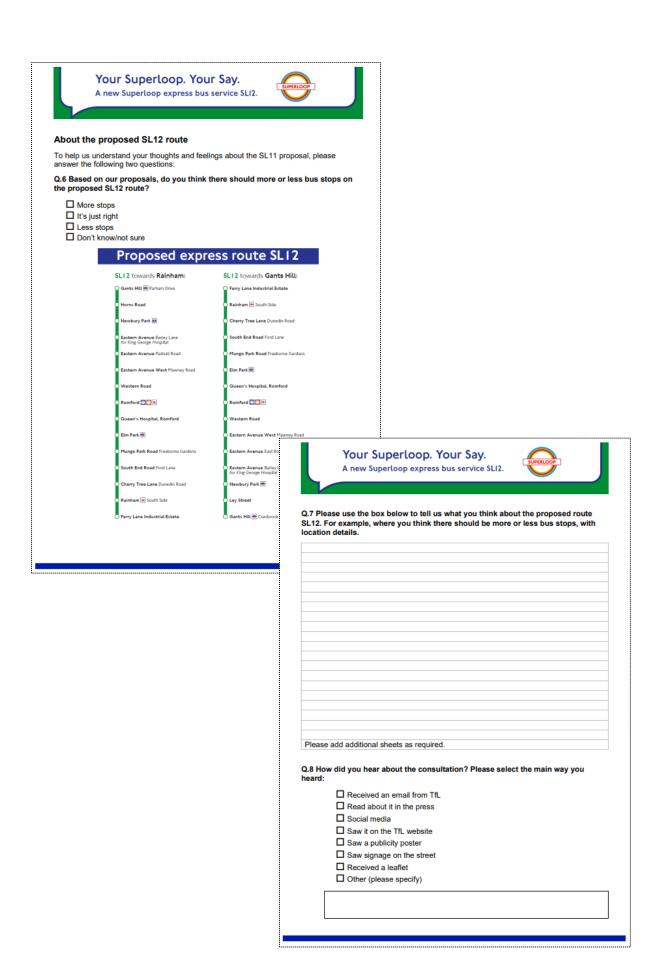
We do not consider there was any restriction as to how people commented, and this is reflected in the variety of feedback we have received.

Not in scope

Issue	Response
Suggestion about vehicle types to use on bus route SL12 (e.g. tram style/ double decker/ electric. New Routemaster design	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 makes travelling by bus easy, comfortable and accessible to all. We expect route SL12 to operate using double deck buses with Superloop accessibility and onboard facilities such as USB charging points and travel information.
Consider the introduction of a ferry over the Thames at Rainham	We thank respondents for this comment which will be passed on to planning colleagues for their consideration.

Appendix B: Consultation questions

Your Superloop. Your Say. A new Superloop express bus service SLI2.	
Survey questions About you	
To help us understand a bit more about you, please answer the fol questions:	llowing two
Q.1 What encouraged you to complete this questionnaire on the SI I'm interested in the SL12 proposal because (you can choose more than I'm a resident living along the proposed bus route I own or run a local business along the proposed bus route I own at a business along the proposed bus route I attend a school, college, or university along the proposed bus route I own that to work through Barking and Dagenham, Redbridge or I own that I will be a proposals I'm a visitor to the area and I am interested in the proposals None of the above, but interested in the proposals	on one option): route or Havering m interested in the
official representative of an organisation (e.g. interest group, charity (Choose one option) As an individual As an official representative of an organisation Q.3 If you are responding as an official representative of an organisation name below	Your Superloop. Your Say. A new Superloop express bus service SLI2. How would the SL12 proposal affect you
	To help us understand how our proposals could change your travel habits around Barking and Dagenham, Redbridge and Havering, please answer the following two questions. Q.4 Based on our proposals, do you think a new SL12 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 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



Your Superloop. Your Say. A new Superloop express bus service SLI2. Improving how we consult When we consult, we want to provide you with accessible, useful, and easy to understand information. We also want to make it as easy as possible for you to share your thoughts, feelings, and feedback on our proposals. We like to think we do this well, but we recognise that there are always lessons we can learn to help us do this better. To help us constantly improve our consultation service, we'd appreciate just 2 minutes of your time to tell us what you think about this service. Q.9 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. $\hfill \square$ 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 could not find the information I needed, and it was very difficult to respond Your Superloop. Your Say. A new Superloop express bus service SLI2. Q.10 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 pleas return to Question 7 above and leave your feedback there. Please add additional sheets as required Q.11 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

Your Superloop. Your Say.

A new Superloop express bus service SLI2.



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:

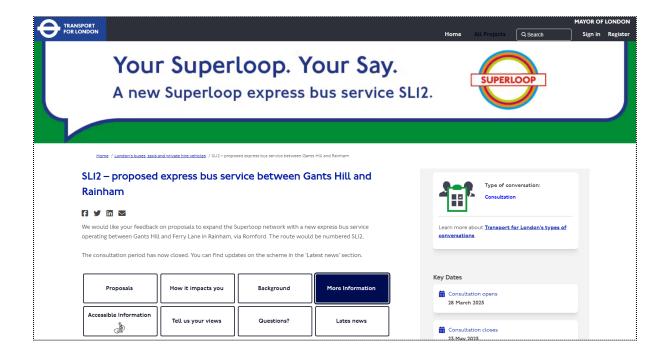
All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our privacy policy.

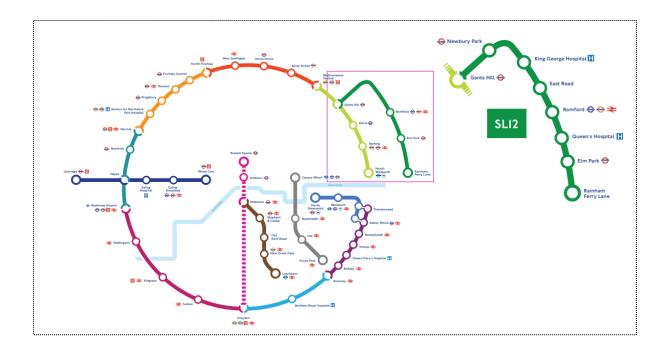
Name:	
Email:	
Address:	
Postcode:	

Thank you for your time

Appendix C: Consultation materials

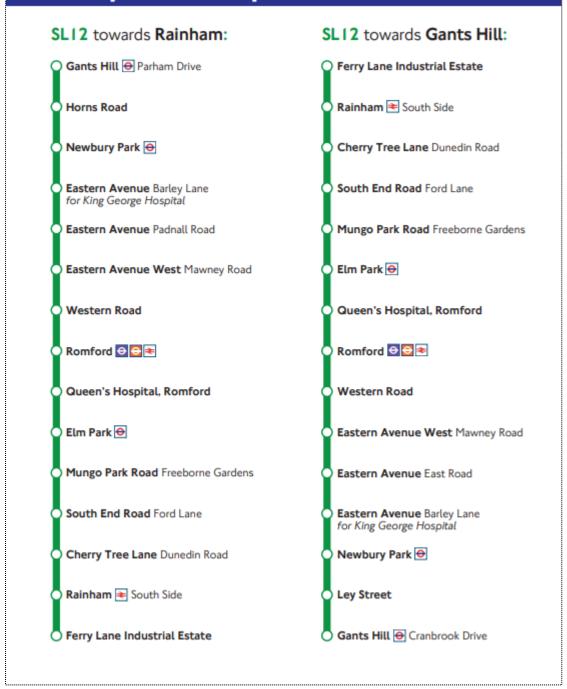
Web page images and consultation maps





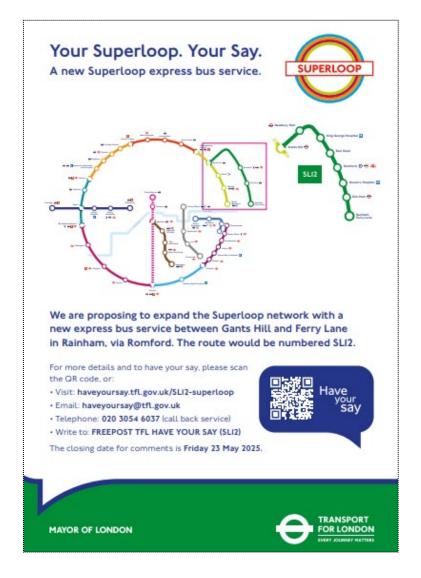


Proposed express route SL12



Bus stop leaflet and poster





Appendix D: Consultation publicity and social media

On street publicity







Stakeholder and customer emails

Have your say on proposed new Superloop express bus service SL12



Today we have launched a consultation proposing a further expansion of the Superloop express bus network in outer London with a new service ants Hill and Rainham, via Romford. The route would be numbered SL12.

The SL12 route aims to create direct journey links between key destinations in north-east and east London and would operate alongside other local bus routes, including popular routes into Ilford, Barkingside and Rainham.

Operating as an express bus service with limited stops, the SL12 aims to reduce journey times and provide quicker orbital connections between local centres, railway stations, hospitals, and employment centres.

Our proposals for the SL12 are the third of three Superloop consultations launched in 2025 so far, as we continue to develop this network of express

Click here to read more about these proposals, view maps and proposed bus stops, and provide your feedback. Alternatively, you can:

- Email: haveyoursay@tfl.gov.uk
 Telephone: 020 3054 6037 (call back service)
 Write to: Freepost TfL Have Your Say (SL12) (no stamp required)

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

Yours faithfully

Geoff Hobbs Director, Public Transport Service Planning





Transport for London



Dear Miss Payne,

Today we have launched a consultation to propose a further expansion of the Superloop express bus network, with a new service between Gants Hill and Rainham, via Romford. The route would be called SL12.

The SL12 route would help to create direct journey links between key destinations in north-east and east London and would operate alongside other local bus routes, including routes into Ilford, Barkingside and Rainham.

Operating as an express bus service with limited stops, the SL12 would aim to reduce journey times and provide quicker orbital connections between local centres, railway stations, hospitals and employment centres.

Please visit our website to read more about the proposals, view maps and proposed bus stops and to provide your feedback.

Have your say

Alternatively, you can:

- Email haveyoursay@tfl.gov.uk
 Telephone 020 3054 6037 (call-back service)
- · Write to Freepost TfL Have Your Say (SL12) no stamp required

The consultation closes on Friday 23 May.

Geoff Hobbs

Director of Public Transport Service Planning, Transport for London

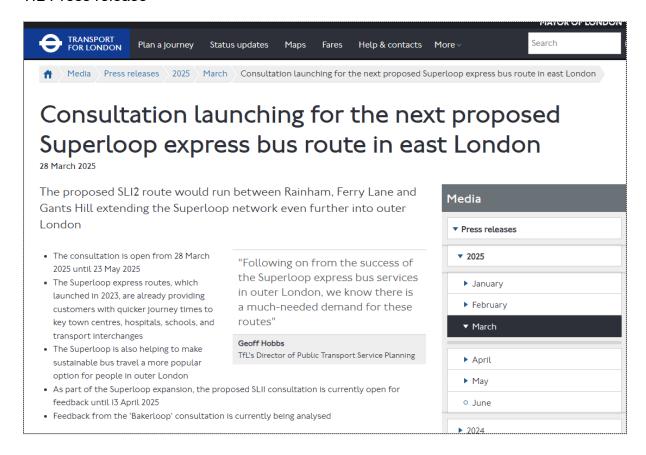






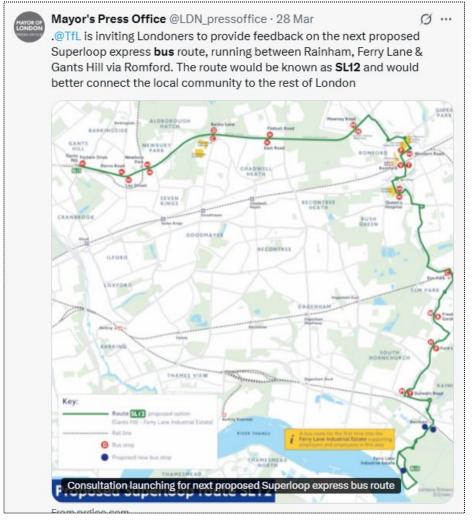


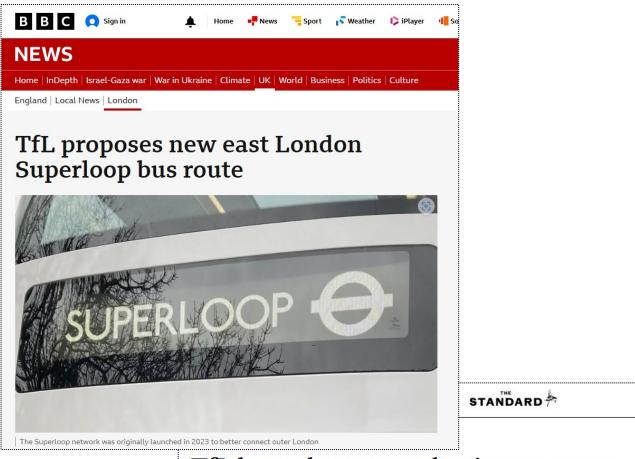
TfL Press release











TfL launches consultation on new Superloop express bus route through north-east London

The route would link several Tube and railway stations with two local hospitals and an industrial estate on the banks of the Thames



ONE OF THE SUPERLOOP DOUBLE DECKER BUSES

ROSS LYDALL

Appendix E: Summary of Stakeholder replies

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

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

Local authorities & statutory bodies

London Borough of Havering

The London Borough of Havering expressed **support** for the proposed route and emphasised its alignment with the borough's strategic goals for improved north-south connectivity and sustainable transport. The proposal was seen as a vital step toward reducing car dependency and supporting major housing and employment growth areas identified in Havering's Local Plan.

They welcomed the route's proposed frequency and seven-day operation. They also welcomed the inclusion of key destinations such as Romford, Rainham, and Ferry Lane, part of the London Riverside Business Improvement District (BID). They appreciated a direct link between King George and Queens Hospitals, which addressed long-standing healthcare access concerns. However, they also restated an interest in further discussion about longer term plans for to increase bus capacity at Queen's Hospital and the explore opportunities to introduce further bus services to St George's Health and Wellbeing Hub in Hornchurch.

Despite its overall support, the Council raised several concerns and suggestions for improvement. It requested further discussion with TfL to explore additional services to underserved areas like Hornchurch, Upminster, Collier Row, and Harold Hill. The Council also highlighted the need for complementary infrastructure upgrades to improve bus journey times, such as junction improvements and bus priority measures.

They questioned the rationale behind routing the SL12 via Elm Park instead of Hornchurch and suggested exploring route adjustments to better serve Rainham Station, while acknowledging the trade-offs involved. Additionally, they advocated for enhanced connectivity to the western side of the London Riverside BID and proposed potential service extensions, including leveraging Section 106 contributions.

The response underscored the importance of collaborative working between Havering and TfL, praising recent engagement and encouraging the development of formal action plans beyond the SL12 proposals. They shared findings from recent travel surveys that demonstrated strong demand for improved public transport among BID employees and employers, reinforcing the case for expanded services.

They committed to supporting necessary highway changes and asked that TfL considered the feedback provided as part of a broader strategy to enhance bus connectivity across the borough. Havering looked forward to continued dialogue and being kept informed as the proposals evolve.

London Borough of Redbridge

The London Borough of Redbridge noted **concern**. They stated that the proposed SL12 bus route did not currently include plans to serve the upcoming Billet Road development from the A12 Eastern Avenue. They recommend bus stops be added near Somerville Road or a more suitable location once construction begins on the Redbridge section of the development.

While acknowledging the SL12 was proposed to serve King George's Hospital, it was noted the designated bus stops on Eastern Avenue were approximately 700 metres from the hospital entrance. They stated this distance may discourage use and lead to public perception that the hospital was not truly served by the route. To improve borough-wide hospital access, they proposed extending the SL12 to Whipps Cross Hospital, thereby enhancing connectivity across the borough.

There was objection to the proposal for the SL12 to terminate at the Cranbrook Road car park, which would require the removal of the current height restriction infrastructure. The following concerns were cited: the lack of direct interchange with the SL2 route, increased pressure on the pedestrian crossings and subways at Gants Hill Roundabout, and the potential for greater fly-tipping and other anti-social behaviour due to necessary infrastructure changes.

Instead, the Borough preferred maintaining the Perth Road bus stand, with a proposed relocation from the eastern to the western side, stating it considering this would better accommodate the route and future community developments.

London Borough of Waltham Forest

The London Borough of Waltham Forest noted **concern**. They expressed disappointment the proposed SL12 route did not extend into Leytonstone town centre, as has been expected following initial proposals shared by the Mayor of London. The Council emphasised Leytonstone's importance as a major transport hub in the borough, offering key connections via the Central and Suffragette lines.

They stated that excluding Leytonstone from the route was a missed opportunity to enhance orbital connectivity, which they understood as a core aim of the Superloop network.

While the Council supported improved public transport, it raised concerns about the potential impact of the SL12 on existing local bus services, particularly route 66, which served Leytonstone. Assurance was sought that the frequency and reliability of local bus services would not be compromised, and clear and transparent communication regarding any changes to existing routes or service levels resulting from the SL12 implementation was requested.

They also looked forward to further collaboration with TfL to ensure that bus services were maintained and improved, especially in areas where they considered there were service deficiencies and in areas undergoing significant growth.

The Council also requested early pre-engagement on any proposed bus service changes that may affect its residents, with the aim of addressing potential issues before broader public consultation.

Government departments, parliamentary bodies & politicians

Julia Lopez MP, Member of Parliament for Hornchurch & Upminster

In a letter to the Mayor of London, Julia Lopez MP expressed cautious **support** for the proposals and welcomed efforts to extend the Superloop bus network the borough. However, the Member of Parliament (MP) raised concern the proposed route bypassed her Hornchurch & Upminster constituency entirely, an area described as home to a significant population, key transport links, and major health infrastructure.

The MP highlighted a specific alternative proposed by Healthwatch Havering, which rerouted the SL12 through Hornchurch town centre and past the newly opened St George's Health and Wellbeing Hub. The importance of the Hub was emphasised, noting its integrated health services and its design to encourage public transport use. The MP considered a current lack of direct TfL services from Rainham, Beam Park, or local hospitals to the Hub undermined its accessibility and purpose.

The letter outlined several benefits of the proposed route adjustment, including improved connectivity between major hospitals and health facilities, better service to

a more densely populated area, and enhanced reliability by avoiding congested roads. The MP noted strong support from local stakeholders and argued that adopting this revised route would address long-standing transport inequalities while aligning with the Mayor of London's goals of equitable access and sustainable mobility.

Elly Baker AM, Greater London Authority, Londonwide Assembly Member

Assembly Member Baker wrote in specific support for the views of local ward councillors in Rainham that the SL12 should have additional bus stops running in both directions at Rainham Tesco Extra.

The Assembly Member argued that an additional stop at Tesco, which was also a major local interchange with bus routes 165, 287, 372 and 652, would improve access to the store for residents.

The current proposed bus stops for the SL12 on Dunedin Road and those for Rainham station were described as a considerable distance from the store, and it would not be possible to carry heavy shopping these distances.

Keith Prince AM, Greater London Authority, London Assembly Member for Havering and Redbridge

Assembly Member Prince **supported** the proposal for the SL12 and added that while the route would be an improvement, an alternative routing suggested by HealthWatch Havering (and summarised later in this section) would be preferred. The alternative suggested a route via Hornchurch instead of Elm Park, to link up with health services.

To further endorse the HealthWatch Havering proposal the Assembly Member wrote to the Mayor of London and the Transport for London Commissioner stating how he hoped the benefits of the alternative proposal would be recognised and endorsed. The alternative was also raised at Mayors Question Time on 22 May 2025.

Councillor Barry Mugglestone, Cabinet Member for Environment and Elm Park ward, London Borough of Havering

Councillor Mugglestone **supported** the proposal and emphasised some of the benefits for Havering. These included: fast bus links between King George and Queen's Hospitals, a north-south route from Romford to Rainham in support of local business, and connection with the London Underground District Line at Elm Park.

The Councillor suggested two key improvements: extending access to the Rainham business improvement district route northward to Harold Hill and introducing an eastwest route linking Romford, Hornchurch, and Upminster.

Councillor Bryan Vincent, St Andrews ward and on behalf of the Hornchurch Residents Association, London Borough of Havering

Councillor Vincent wrote to record agreement with comments made by Councillors Middleton and O'Sullivan endorsing an alternative route for the SL12 via Hornchurch town centre instead of via Elm Park.

The Councillor added surprise the route had not been planned via Hornchurch town centre where it was considered there would be more customers than there were in Elm Park. It was suggested the Elm Park routeing may have been decided due to unfamiliarity with the area. Therefore, a route via Romford – Hornchurch – Rainham was more advantageous.

Councillor Jacqueline McArdle, Rainham & Wennington ward, London Borough of Havering

Councillor McArdle submitted comments to echo views of residents, related to bus services in the Rainham area. Comments relevant to the SL12 proposals queried why Gants Hill was proposed for Superloop services. Residents held the view they could easily connect with the London Underground Central line via West Ham and Stratford.

Other general comments related to other bus services included:

- A request for a 24-hour or a night bus service to central London to support residents who currently had to leave events early to get home, shift workers who wanted a more affordable option than cars, and noting the District Line was not a 24-hour service
- That route 365 only served south Hornchurch and Beam Park to Romford. It
 was not of use for Rainham Village or Upminster Road North area. It was
 suggested the 365 should be directed via the A13 to connect with the DLR
 stations or the City of London

- A direct bus to King George's Hospital in Ilford and/or St George's Hub in Hornchurch. Currently this journey required one to two bus changes and a long walk
- A direct bus to Upminster, noting this journey took 10 minutes in a car but currently over one hour via bus, with change at Hornchurch or train change at Barking
- A viable bus route across the Thames
- A question as to why buses first go into Dagenham to then come back to The CEME Innovation Centre which was close to Rainham Village
- A comment that buses stopped short of Rainham Village forcing residents to take two buses with longer journey times
- A complaint that bus routes 165 and 287 served Tesco via Abbey Wood Lane, which as a residential road, was not considered suitable for frequent bus services, with instances of house shaking, cracks, road damage and noise

There was also a query related to the naming of Rainham rail stations.

Councillor Jacqueline Williams, Upminster ward and on behalf of Havering Residents Association, London Borough of Havering

Councillor Williams proposed the SL12 route should include a connection between Upminster and Rainham – rather than Elm Park, and stated the following reasons:

- Upminster was less than five miles from Rainham with no direct bus link and people wishing to visit Rainham by public transport were currently travelling eight miles via two bus connections
- By car Upminster to Rainham takes 14 minutes and by current bus services it takes over one hour
- It was not possible to access Rainham from Upminster and Cranham (via routes 370 and 248) without travelling to Hornchurch
- Upminster and Cranham were as close to Rainham as Elm Park, yet people from Upminster and Cranham were currently travelling further on public transport than those living in Elm Park
- Bus route 372 already served Elm Park Rainham which took 20 minutes. In comparison, residents of Upminster & Cranham took approximately one hour to travel to Rainham

Councillor Matthew Stanton, Beam Park ward, London Borough of Havering

Councillor Stanton **supported** the proposals, with a particular regard for the improved access to Ferry Lane.

Councillor Paul Middleton, St Andrews ward, London Borough of Havering

Councillor Middleton **supported** the proposed inclusion of Havering in the Superloop network and welcomed the SL12 between Gants Hill and Rainham.

The Councillor also offered an alternative route with maps for consideration, from Queen's Hospital, via Hornchurch town centre. This alternative was described as extremely useful for access to Havering's second largest town centre and with better connections, and access to The Queen's Theatre.

Two potential routes were described from Queens Hospital (if not turning left into Upper Rainham Road):

- Left at Abbs Cross Lane (avoiding the town centre) with a first bus stop in Abbs Cross Lane, before continuing down Abbs Cross Lane, into South End Road and up to The Cherry Tree to rejoin the current proposed SL12 route; or
- 2. Hornchurch Road, into Hornchurch town centre with a potential bus stop, then Station Lane to its junction with Southend Road and back up to The Cherry Tree

The Councillor noted a preference for option 2. This route could also potentially serve Hornchurch Tube station and Hornchurch Country Park which could encourage the use of the park for healthy recreation.

Councillor Gerry O'Sullivan, Mayor of Havering and St Andrews ward councillor, London Borough of Havering

Councillor O'Sullivan wrote in **support** of the alternative route proposal for the SL12 via Hornchurch town centre instead of via Elm Park, as suggested by Councillor Middleton. The Councillor described amazement Elm Park was proposed for the SL12 route and not Hornchurch town centre, described as a far larger area than Elm Park and said there was no reasonable argument for leaving Hornchurch out.

In further support for a route via Hornchurch, Councillor O'Sullivan added that several residents asked why it was excluded from the route, several of whom worked for companies in the Ferry Lane industrial estates area. Following a recent meeting with a director of a company based in Ferry Lane the Councillor had been informed they had employees who live in Hornchurch but had to drive to work because there were no bus routes to Ferry Lane.

Councillor Robby Misir, Marshalls and Rise Park ward, London Borough of Havering

Supported the proposal.

Councillor Stephanie Nunn, Elm Park ward, London Borough of Havering

Councillor Nunn **supported** the proposal and stated Havering needed bus services for residents wanting to travel north to south in the borough. The Councillor further stated a Superloop route would be useful for Queens Hospital.

Councillor Sunny Brar, Newbury ward, London Borough of Redbridge

Councillor Brar supported the proposal.

The Councillor highlighted the potential to enhance local transport infrastructure and reduce regional inequalities. Support was shown for considered benefits of the route. This included the routes connection of Gants Hill and Rainham via Romford, faster travel times, improved access to key destinations like Romford and the Elizabeth line, and better integration with existing transport services, including King George's Hospital and Queens Hospital, and industrial estates.

Positive feedback was given regarding the service's proposed operational plan, which included service seven days a week from early morning to late night. The councillor commended the proposal's inclusivity and reliability, particularly what was considered as a potential to benefit older residents, people with disabilities, and those on low incomes. The SL12 proposal was viewed as a transformative project that aligned with broader goals of accessibility and economic support across Redbridge, Havering, and Romford.

Councillor Brar also raised a few concerns and requested further information, should any negative impacts be identified during the consultation, such as bus stop relocations or highway modifications at Gants Hill and Ferry Lane. To address these issues and ensure successful implementation, the Councillor Brar requested a meeting to discuss the project in more detail and explore collaborative opportunities.

Healthcare

Barking, Havering and Redbridge University Hospitals NHS Trust

The Trust wrote to highlight its support for an amended SL12 route via Hornchurch, as proposed by Healthwatch Havering. It explained that as an anchor organisation, it supported the proposal as part of its ongoing commitment to sustainable development, improving accessibility, fostering community engagement, and enhancing long-term population health outcomes of residents.

The Trust also noted the alternative route had the potential to provide a low-carbon, reliable transport link between the key healthcare facilities of King George Hospital, Queen's Hospital, and St George's Health and Wellbeing Centre. It added this would

reduce car dependency and support environmental goals. It would also improve access to care, enhance operational efficiency across healthcare sites, and offer a more affordable travel option for patients, staff, and visitors.

The Trust also echoed Healthwatch Havering's concerns about the current placement of bus stops, which may pose accessibility challenges for individuals with limited mobility. It said that given Havering's aging population, the importance of addressing this issue must be stressed to ensure the route amendment was fully inclusive and asked that these concerns be considered to maximise the benefits of the proposed changes for all community members.

Healthwatch Havering

Healthwatch Havering noted its **support** for proposed route SL12, describing it as very welcome. However, the organisation wished to present an alternative route for the section of route between Roneo Corner and South End Road in Havering.

The suggested change diverted the proposed the route through Hornchurch town centre and included a bus stop at the newly opened St George's Health and Wellbeing Hub. The stakeholder argued this adjustment would better serve key healthcare facilities, improve access for individuals with limited mobility, and align with sustainability goals by encouraging public transport use over car travel. The alternative proposal was submitted with a detailed suggested stop list in Hornchurch and comparable route maps.

Healthwatch Havering also suggested its alternative route would enhance access to healthcare, serve a more populous area, and improve connectivity for patients, staff, and volunteers at St George's Hub. It also highlighted a potential to reduce congestion and improve service reliability compared to the originally proposed SL12 route through Elm Park.

Concern was also raised about the current distance of bus stops for local routes 252 256 and 193 from St George's Hub, which posed challenges for people with restricted mobility. The stakeholder advocated for the installation of a bus stop closer to the facility, regardless of whether the route amendment was accepted.

The proposal was supported by several local health and community organisations, reinforcing its perceived value and community backing. These included Havering Volunteer Centre, the Outer North East London Health Overview and Scrutiny Committee, St George's Health and Wellbeing Centre Management Board, and Havering Integrated Care and Social Prescribing Network.

The proposal was also endorsed by other local stakeholders as detailed elsewhere in this section of the report.

Community / representative groups

Havering Youth Council

The Youth Council commented it would have liked to have seen more locations detailed in the route map proposal. For example, landmarks or nearby shopping centres – noting Western Road was the bus stop for The Liberty shopping centre. It went to comment that it would be possible that people using the route from more than four miles away would not know stop details and would require this level of extra guidance.

The Council also suggested the bus stops on the proposed route be more evenly spaced out in terms of distance.

Transport and road user groups

London TravelWatch

Supported the proposal to introduce route SL12.

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, medical appointments, school and work.

Also supported that the SL12 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 Barking and Dagenham, Havering and Redbridge.

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. Therefore, while it supported the Superloop, it noted concern services would be affected by traffic congestion. London TravelWatch therefore called on us to redouble efforts to give buses the priority needed on London's roads, working productively with local authorities.

Commenting on proposed SL12 bus stop locations we were asked to ensure that where possible, same stop interchange with other bus routes was provided. The following bus stop suggestions were made, noting some adjustment would allow passengers to better plan journeys based on bus arrival times (Countdown) for the SL12 and local routes:

- Consider adding an additional bus stop for terminating buses at Gants Hill in addition to at Eastern Avenue. Bus stop CH on Cranbrook Road would for example, allow interchange with the SL2 and seven other bus routes
- For Romford Station, consider serving bus stop Z instead of V towards Gants Hill for connection with the 66. For services towards Rainham bus stop Y seemed more sensible than proposed bus stop T as more customers would benefit, such as those on routes 252 and 365

The introduction of the SL12 to Ferry Lane industrial estate was described as significantly positive however concern was noted there was only one bus stop proposed in Rainham and access to Rainham station had limited accessibility. It was requested therefore we work with local partners to ensure the SL12 bus stop and connection to the station itself be made as easy as possible.

Commenting on other local bus services, the importance of maintaining existing service levels was stressed.

Referring to how the SL12 consultation was advertised, the stakeholder expressed disappointment with reference to the style of publicity used. For example, criticism of the use of the Superloop network map instead of a focussed SL12 network map to depict proposed bus stops and the lack of a geographic map on the leaflets. Noting a clear preference for use of route specific maps and geographic maps for BL1 publicity used earlier this year, we were asked why this style was not replicated for the SL12 materials.

An inaccuracy with the SL12 consultation map was also highlighted related to the final westbound bus stop at Gants Hill named as Cranbrook Road, and not Drive, and that bus stop ET was not shown.

Business, employers, employees

The following comments were received from key business, employment and employee stakeholders based the Ferry Lane area of Rainham:

Insightful Environments, Steelcase (South East – t/a Insightful Environments)

Insightful Environments noted the importance for them of a bus route to and from Rainham Station and Ferry Lane South Industrial Estate to help colleagues. They expected the new route would help employees and visitors who currently had an unsafe walk from the station to its site.

Mason Pearson Brothers Limited

Supported the proposal and stated its introduction would be hugely beneficial for its staff, help with future staff recruitment, and make its location much more accessible.

The company added that many employees did not drive and instead took the train to Rainham station. From there they had a 30-minute walk to get to Ferry Lane Industrial Estate.

QSL London Limited

Supported the proposal and described it as having good implications. The company highlighted some benefits it would see from an opportunity to access the workplace without a vehicle. This included reduced traffic congestion, better access and choices of workplace for people seeking employment, and scope for employers to expand their recruitment area.

Stellafoam Limited

Supported the proposal stating the organisation was strongly in favour of the SL12.

Tailored Futures CIC

Supported the proposal adding that the organisation cared most about access for its staff to a by bus between Rainham station - Ferry Lane - Coldharbour Lane which could provide more convenient travel through the area. It explained how at present employees were having to book private hire vehicles or walk between the rail station and work.

Wanis International warehouse team

The warehouse manager, on behalf of all colleagues, expressed support for the proposal, believing the introduction of a bus service would be highly beneficial for Ferry Lane.

It was noted employees did not currently have access to personal transport and walked approximately 25 minutes from Rainham train station. While this was manageable during the summer months, it became significantly more challenging in winter when daylight was reduced.

The team also highlighted that a new bus route could make Ferry Lane a more accessible and attractive option for future employees who did not own a vehicle.

Appendix F: List of stakeholders consulted with

Local authorities & statutory bodies

London Borough of Barking and Dagenham
London Borough of Havering
London Borough of Redbridge
London Councils
Greater London Authority
London TravelWatch

Government departments, parliamentary bodies & politicians

Margaret Mullane MP	Member of Parliament for Dagenham and Rainham
Julia Lopez MP	Member of Parliament for Hornchurch and Upminster
Wes Streeting MP	Member of Parliament for Ilford North
Jas Athwal MP	Member of Parliament for Ilford South
Andrew Rosindell MP	Member of Parliament for Romford
Unmesh Desai AM	London Assembly Member for City and East
Keith Prince AM	London Assembly Member for Havering and Redbridge
Londonwide Assembly members	London Assembly
Transport Committee	Greater London Authority
Councillor Ray Morgon	London Borough of Havering
Chadwell Heath ward councillors	London Borough of Barking & Dagenham
Beam Park ward councillors	London Borough of Havering
Elm Park ward councillors	London Borough of Havering
Emerson Park ward councillors	London Borough of Havering
Havering-atte-Bower ward councillors	London Borough of Havering
Hylands and Harrow Lodge ward councillors	London Borough of Havering
Marshalls & Rise Park ward councillors	London Borough of Havering
Mawneys ward councillors	London Borough of Havering

Rainham and Wennington ward councillors	London Borough of Havering
Rush Green & Crowlands ward councillors	London Borough of Havering
South Hornchurch ward councillors	London Borough of Havering
Squirrels Heath ward councillors	London Borough of Havering
St Albans ward councillors	London Borough of Havering
St Andrews ward councillors	London Borough of Havering
St Edwards ward councillors	London Borough of Havering
Barkingside ward councillors	London Borough of Redbridge
Chadwell ward councillors	London Borough of Redbridge
Cranbrook ward councillors	London Borough of Redbridge
Newbury ward councillors	London Borough of Redbridge
Seven Kings ward councillors	London Borough of Redbridge
Valentines ward councillors	London Borough of Redbridge

Accessibility / representative groups

Barking & Dagenham Access Group & IIDP
Carers Hub (Carers of Barking and Dagenham)
Disablement Association Barking and Dagenham (DABD)
Eastside Youth Havering
Independent Disability Advisory Group
Just Say Parents Forum
Lifeline Projects
NIA
National Federation of the Blind UK
NCT Havering
Positive Parents
Rainbow Trust Children's Charity
Redbridge Disability Group Association
Redbridge Disability Group Consortium
Redbridge Pensioners Forum
Romford Autistic Support Group
Tapestry

TfL Youth Panel
The Association of Guide Dogs for the Blind
The Association of Guide Dogs for the Blind
The Purple Penguin Club
Transport for All
Transport for All

Other transport and road user groups

Campaign for Better Transport
Ortegalink
Royal Mail

Education

Draper's Brookside Junior School
Drapers' Mayland Primary School
Drapers' Pyrgo Priory Primary School
Elm Park Primary School
Emerson Park Academy
Engayne Primary School
Gaynes School
Gidea Park College
Gidea Park Primary School
Hacton Primary School
Hall Mead Academy
Harold Court Primary School
Harold Wood Primary School
Harris Academy Rainham
Harris Rainham Sixth Form
Harrow Lodge Primary School
Hilldene Primary School
Hornchurch High School
Hylands Primary School
Immanuel School
KORU
La Salette Catholic Primary School
Langtons Infant School
Langtons Junior Academy
Lime Academy - Forest Approach
Lime Academy - Ravensbourne School
Marshalls Park Academy
Mead Primary School
Nelmes Primary School
Newtons Primary School
Oakfields Preparatory Schools

Oasis Academy Pinewood
Olive AP Academy
Parklands Primary School
Parsonage Farm Primary School
Rainham Village Primary School
Redden Court Academy
Rise Park Infant School
Rise Park Junior School
Routes4Life
Sacred Heart of Mary Academy
Sanders School
Scargill Infant School
Scargill Junior School
Scotts Primary School
Squirrels Heath Infant School
Squirrels Heath Junior School
St Alban's Catholic Primary School
St Edward's CofE School & Sixth Form College
St Edward's CofE VA Primary School
St Joseph's Catholic Primary School
St Mary's Catholic Primary School
St Mary's Hare Park Primary School
St Patrick's Catholic Primary School
St Peter's Catholic Primary School
St Ursula's Catholic Primary School
Suttons Primary School
The Bridge
The Brittons Academy
The Campion School
The Compass School
The Coopers' Company & Coborn School

The Frances Bardsley Academy for Girls
The James Oglethorpe Primary School
The Mawney Foundation School
The R J Mitchell Primary School
The Royal Liberty School
Towers Federation - Towers Infant
Towers Federation - Towers Junior
Upminster Infant School
Upminster Junior School
Whybridge Infant School
Whybridge Junior School
Redbridge Institute of Adult Education
Little Heath School
New City College Redbridge Campus
Newbridge School, Barley Lane
Parklands Primary School, Romford
New City College / Rainham Construction

Business groups

Barking & Dagenham Chamber of Commerce
Hainault Business Park BID
Ilford BID
In Ilford BID
London Riverside BID
London Riverside Business Improvement District (BID)

Community groups

Ashurst Drive Baptist Church
Chadwell Heath South Residents Association
Eastern Avenue Baptist Church

Essex Wildlife Trust
Faizan-e-Farooq-e-Azam
Gants Hill Library
Havering Islamic Cultural Centre
Havering residents association
Havering Voluntary and Community
Ilford Synagogue
Imamia Mission London UK
Jubilee Church Ilford
London Cycling Campaign - Barking & Dagenham
London Cycling Campaign - Havering
London Cycling Campaign - Redbridge
NCT- Redbridge
Our Lady of La Salette RC Church
Rainham Hall National Trust
Rainham Leisure Centre
Rainham Library
Redbridge Buddhist Cultural Centre
Redbridge Council for Voluntary Services
Redbridge Cycling Centre
Romford Central Library
Romford Smallholders Society
South West Essex Reform Synagogue
St Albans RC Church, Elm Park
St Edward the Confessor RC Church
St John and St Matthew Parish Church, South Hornchurch
St Nicholas Church. Elm Park
The Liberty centre, Romford
Transition Town Ilford
Vision Redbridge Libraries

Healthcare and emergency services

Barking & Dagenham Care Commissioning Group
Barking, Havering & Redbridge Hospital
City of London Police
Havering Care Commissioning Group
Healthwatch Barking & Dagenham
Healthwatch Havering
Healthwatch Redbridge
London Ambulance Service NHS Trust
London Fire Brigade
Metropolitan Police
Metropolitan Police
NHS Property Services
Royal College of Nursing
The Redbridge Surgery
Western Road Medical Centre, Romford

Appendix G: 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 gender, age, ethnicity and disability.

The demographic data of respondents to the SL12 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.

Please tell us your gender	Total count	% (n~728)	General response count	% of total count	Campaign response count	% of total count
Gender neutral/agender	12	2	2	<1	10	1
Man	267	37	265	36	2	<1
Non-binary	30	4	5	<1	25	3
Trans man	16	2	4	<1	12	2
Trans women	64	9	5	<1	59	8
Woman	166	23	153	21	13	2
I use a different term	5	<1	0	0	5	<1
Prefer not to say	168	23	167	99	1	<1
Totals	728	100	601	83	127	17

What age group are you*?	Total count	% (n~550)	General response count	% of total count	Campaign response count	% of total count
Under 15	62	11	23	4	39	7
16-20	128	23	44	8	84	15
21-25	54	10	50	9	4	<1

What age group are you*?	Total count	% (n~550)	General response count	% of total count	Campaign response count	% of total count
26-30	33	6	33	6	0	0
31-35	32	6	32	6	0	0
36-40	31	6	31	6	0	0
41-45	37	7	37	7	0	0
46-50	32	6	32	6	0	0
51-55	41	7	41	7	0	0
56-60	28	5	28	5	0	0
61-65	32	6	32	6	0	0
66-70	15	3	15	3	0	0
71+	25	5	25	5	0	0
Prefer not to say	0	0	0	0	0	0
Totals	550	100	423	77	127	23

^{*}Age-range data is approximate

Please tell us your ethnic group	Total count	% (n~714)	General response count	% of total count	Campaign response count	% of total count
White	292	41	260	36	32	<5
Other Ethnic Group	57	8	6	<1	51	7
Asian or Asian British	99	14	88	12	11	2
Black or Black British	40	6	36	5	4	<1
Mixed/ Dual Heritage	43	6	21	3	22	3
Gypsy, Roma or Irish Traveller	1	<1	0	0	1	<1
Prefer not to say/do not wish to disclose	182	25	177	25	5	<1

Totals 714 100 588 82 126

Do you consider yourself to be disabled as defined by the Equality Act 2010?	Total count	% (n~716)	General response count	% of total count	Campaign response count	% of total count
Yes	105	15	42	6	63	9
No	335	47	330	46	5	1
Prefer not to say	276	39	201	28	75	10
Totals	716	100	594	83	122	17

^{*}Please note that a disability is any long-term physical or mental impairment that has a negative and long-term substantial negative impact on your ability to carry out day to day activity. This definition includes many non-visible impairments and long-term health conditions.