



# Bus routes 212, 357 and 657 Proposed change at Hatch Lane, Chingford

Consultation Summary Report  
December 2021

## **Executive summary**

Between 17 September and 15 October 2021, we invited the public and stakeholders to comment on our proposal to reroute bus routes 212, 357 and 657 at Hatch Lane, Chingford in the London Borough of Waltham Forest.

### **Proposal**

Our [proposal](#) was designed to make most bus passengers' journeys quicker, simpler and more direct. Instead of diverting buses off the main road, we suggested buses continue along the A1009 to serve a new bus stop, opposite the old one.

A new pavement level crossing and well-lit path would connect bus passengers to a small shopping parade and homes opposite.

### **Summary of issues raised during consultation**

We received 49 responses to the consultation - 44 from the public and five from stakeholders. A small number of people were concerned about the impact on general traffic, safety, value, older/ disabled people, the green between Hatch Lane and New Road (The Green) and local trade.

### **Next steps**

After careful consideration, we've decided to proceed with our proposal to reroute bus routes 212, 357 and 657 westbound at Hatch Lane, Chingford. Subject to completing road works to install a new bus stop, we would like to introduce this service change in early 2022.

## **Consultation objectives**

The aims of the consultation were:

- To give information that was easy to understand and respond to
- To identify any new issues
- To understand any concerns, objections or endorsements

Our options were to:

- Proceed as planned
- Proceed with a revised plan
- Decide not to proceed

## **Consultation materials and publicity**

To advertise the consultation and encourage feedback, we provided:

- Posters at bus stops at Hatch Lane
  - Webpage <https://haveyoursay.tfl.gov.uk/hatch-lane-route-changes>
  - Online survey
  - Email address
  - Freepost address
  - Emails to local bus passengers and road users, plus key stakeholders
- Example materials are on page 7 and our stakeholder list is on page 12.

## Responses to consultation

We asked two questions about how respondents thought our proposal would impact them. We also asked about the quality of our consultation materials.

### Question 1: How would these bus routes running straight through on the main road (A1009) impact you?

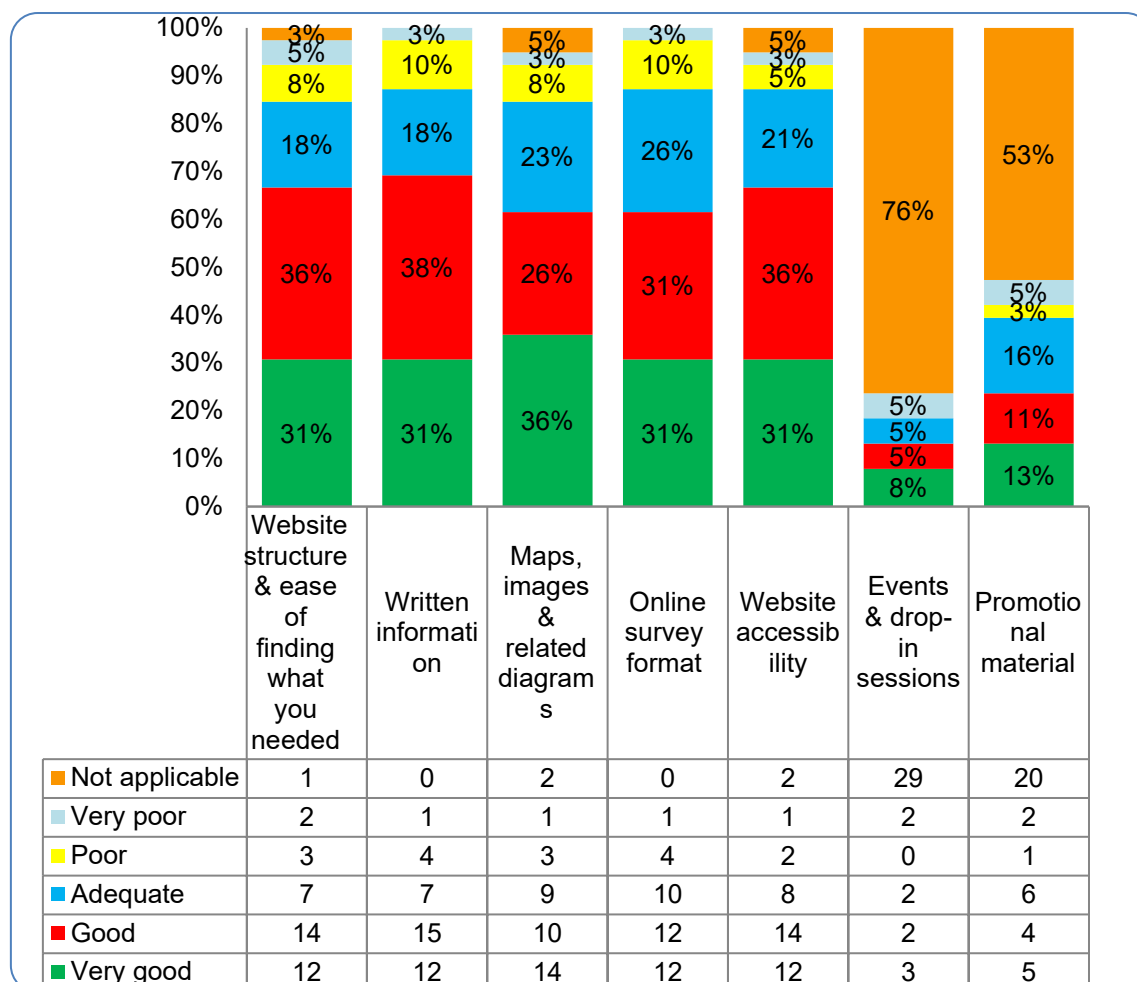
	Count	%
No benefit	20	41%
Quicker	17	35%
Simpler to understand	7	14%
More reliable	5	10%
<b>Total</b>	<b>49</b>	<b>100%</b>

### Question 2: Please tell us your comments about our proposals to relocate the bus stop onto the main road

<b>Support</b>	<b>No.</b>
Support proposal	13
Changes will have a positive impact on journeys	4
Changes will reduce pollution	1
<b>Opposition and concerns</b>	
Concern changes will have a negative impact on traffic flow and or pollution	17
Concern changes will be a hazard to pedestrians or and other road users	8
Concern about cost/value for money	7
Concern changes are unnecessary	6
Concern changes will inconvenience elderly/ disabled who rely on buses	5
Concern changes will have a negative impact on The Green	5
Concern about the location of the new bus stop	4
Concern changes will have a negative impact on local businesses/ shops	3
Concern changes raise safety issues for solo travellers at night	1
Concern site/road not suitable for the changes	1
<b>Suggestions</b>	
Suggest incorporating a bay or slip	4
Suggest improving transport links instead	2
Suggest arranging adequate light and shelter	2
Suggest relocating bus stop opposite Ashwood Close	1
Suggest changing the junction and or make a one way exit road	1
Suggest installing electric vehicle charging points at existing bus stop rather than on Blackthorne Drive by the Post Office	1
<b>Neutral</b>	
Changes will have no or negligible impact	2



**Question 5: What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?**



## Stakeholder response summaries

- 1. Hatch Lane ward Cllr Marion Fitzgerald:** Opposes proposal. Concerned about impact on general traffic & the green
- 2. Hatch Lane ward Cllr Justin Halabi:** Opposes proposal. Concerned about impact on general traffic
- 3. Hatch Lane ward Cllr Tim James:** Opposes proposal. Concerned about impact on older passengers. Suggests one or two bus routes use existing stop
- 4. Heathlands Care Home:** No issues with proposed change
- 5. Waltham Forest Deputy Leader, Cllr Loakes:** Supports proposal

## **Equalities Impact Assessment**

We carried out an [Equalities Impact Assessment](#) before public consultation.

This highlighted that some people, such as older or disabled people, tend to use buses more than others. We acknowledge the extra distance can be challenging. To help mitigate the impact, Waltham Forest council will be installing pavement level crossings and a new well-lit path. We will also be providing a bus stop shelter and seating at the new stop. These improvements will make it easier, safer and more comfortable for everyone, but particularly for older people and disabled people.

## **Responses to issues raised**

Below are our responses to the common issues raised during consultation:

### **Concern about impact on traffic flow and pollution**

Waltham Forest council is responsible for this section of the A1009 and has kindly provided this response: 'The Council acknowledges that moving/placing bus stops in general traffic lanes, particularly on single carriageway roads, may mean that general traffic has to wait behind a stationary bus when passengers are boarding and alighting at the stop.

Nonetheless, these instances tend to be transient in nature, depending on the number and frequency of the routes serving stop, and generally of a short duration (dependent on boarding and alighting numbers). In the case of Hatch Lane, the stop is served by two day-time routes (and a school bus route), and pre-pandemic passenger figures were relatively low, suggesting that instances of buses being stationary at the stop will not be excessive, and dwell times are likely to be low. Overall, the benefits to bus journey times and reliability are seen to significantly outweigh the very minor inconvenience private vehicle users may experience when having to occasionally wait for around 30 seconds behind a stationary bus.'

### **Concern about safety of new bus stop**

Three new pavement level crossings will help slow traffic down. The raised crossings will also help pedestrians to see and be seen when crossing the road. The route across the road and The Green will be well lit. All these improvements will be delivered by Waltham Forest.

### **Question if value for money or worthwhile**

To prevent a car led recovery to the pandemic, we need to continuously invest to improve bus journeys. Quick, direct and reliable bus journeys are essential to make bus trips attractive, sustainable choices. In this case, the time savings and additional reliability generated justify the cost and represent good value for money.

### **Concern about impact of moving bus stop on older / disabled passengers, and local trade**

We feel that the new bus stop, which will have well-lit pavement level

crossings, maintains good links to the small shopping parade. We acknowledge that some passengers may find this walk difficult, however some will benefit from being closer to their next destination on the north side of the road. We are providing a more reliable, quicker service for the vast majority of our through-passengers, some of whom will be older or disabled passengers.

**Concern changes will damage The Green /suggest bus stop lay-by**

We will minimise the impact on The Green by retaining existing trees and placing the bus stop on the main road (instead of a bus stop lay-by). We hope that the path will help open up The Green for more people to enjoy.

## **Our decision and next steps**

After careful consideration, we have decided to go ahead with our proposal.

Once the road works are completed, bus routes 212, 357 and 657 will continue along the main road to serve a new bus stop on the green, opposite the old one. We hope this will be in early 2022.

## Appendix 1 – Consultation materials

### Bus stop poster

# Have your say

## Proposed change on routes 212, 357 and 657

We are proposing to make a change to a bus stop served by westbound buses on routes 212 towards Walthamstow, 357 towards Whipps Cross and School route 657 towards Walthamstow. Westbound buses would no longer serve stop HS on Hatch Lane near the junction with Blackthorne Drive and would instead serve a new stop on New Road.

Please see the map below for details of the changes.

For further details, or to let us know your views visit:  
[haveyoursay.tfl.gov.uk/hatch-lane-route-changes](https://haveyoursay.tfl.gov.uk/hatch-lane-route-changes)  
Alternatively email us at [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk),  
or write to us at **FREEPOST TFL HAVE YOUR SAY**  
To have your say, please contact us by **15 October 2021**

**MAYOR OF LONDON**

**TRANSPORT FOR LONDON**  
EVERY JOURNEY MATTERS

## Residents Letter

Transport for London



Transport for London  
Local Communities and  
Partnerships

FREEPOST TFL  
CONSULTATIONS

[Consultations@tfl.gov.uk](mailto:Consultations@tfl.gov.uk)

0343 222 1234

1 September 2021

Dear Resident,

We're writing to consult you about our proposals for bus routes 212, 357 and 657 at Hatch Lane, Chingford:

- 212 runs from Chingford station to Walthamstow, St James Street station
- 357 runs from Chingford Hatch to Whipps Cross bus interchange
- 657 runs from Crooked Billet, Sainsbury's to Bancroft's school, term time only

### Background

Currently, these routes are briefly diverted off the A1009 westbound to serve a bus stop on Hatch Lane (HS) next to Blackthorne Drive in Chingford.

Pre-pandemic figures indicate this stop was used by 600 passengers on weekdays, 330 passengers on Saturdays and 180 passengers on Sundays.

### Proposals

To make journeys more reliable, direct and quicker, we're proposing buses continue straight along the A1009 and no longer serve this short section of Hatch Lane.

Pre-pandemic surveys suggest that the vast majority of passengers pass through this part of Hatch Lane - 1,200 passengers on weekdays, 1,000 passengers on Saturdays and 500 passengers on Sundays.

A new bus stop would be located on the A1009, adjacent to the old one. A new path across the green and pavement level crossing would provide access to the food shop, takeaway, bookmakers and residential properties opposite. The 25m walk would typically take about 30 seconds. The path would be lit at night.

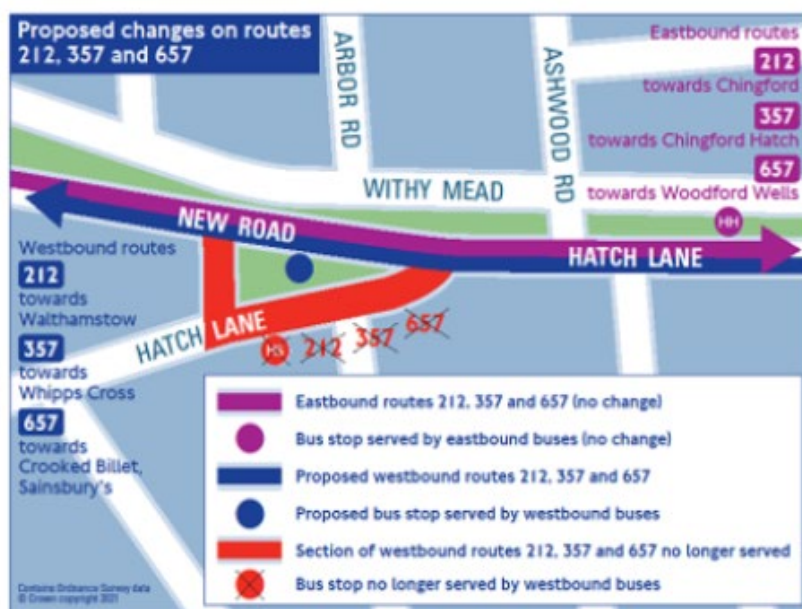
The old bus stop (HS) on Hatch Lane would be removed. Buses would no longer serve this short section of Hatch Lane.

MAYOR OF LONDON



VAT number 756 2769 90





### Have your say

For more information, including a map showing the changes, visit our website  
<https://haveyoursay.tfl.gov.uk/hatch-lane-route-changes>


Please tell us what you think by completing the survey on our website, email us  
 at [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk) or write to us at FREEPOST TFL HAVE YOUR SAY

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


Yours sincerely

**Zenobia Hammond**  
 Consultation Specialist  
 Transport for London

[Home](#)[Plan a journey](#)[Status updates](#)



# Buses



Dear Jon,


We are proposing to change bus routes 212, 357 and 657 at Hatch Lane, Chingford.

These changes should make journeys quicker, direct and more reliable.

To find out more and tell us what you think, please [visit our website](#).

Yours sincerely,

Louise Cheeseman  
Director of Bus Operations



Why not walk or cycle if you can?

## Stakeholder email

Good morning

We're writing to consult you about our proposals for bus routes 212, 357 and 657 at Hatch Lane, Chingford:

- Route 212 that runs from Chingford station to Walthamstow, St James Street station
- Route 357 that runs from Chingford Hatch to Whips Cross bus interchange
- Route 657 that runs from Crooked Billet, Sainsbury's to Bancroft's school, term time only

### Background

Currently, these routes are briefly diverted off the A1009 westbound to serve a bus stop on Hatch Lane (HS) next to Blackthorne Drive in Chingford.

Pre-pandemic figures indicate this stop was used by 600 passengers on weekdays, 330 passengers on Saturdays and 180 passengers on Sundays.

### Our proposals

To make journeys more reliable, direct and quicker, we're proposing buses continue straight along the A1009 and no longer serve this short section of Hatch Lane.

Pre-pandemic surveys suggest that the vast majority of passengers pass through this part of Hatch Lane - 1,200 passengers on weekdays, 1,000 passengers on Saturdays and 500 passengers on Sundays.

A new bus stop would be located on the A1009, adjacent to the old one. A new path across the green and pavement level crossing would provide access to the food shop, takeaway, bookmakers and residential properties opposite. The 25m walk would typically take about 30 seconds. The path would be lit at night.

The old bus stop (HS) on Hatch Lane would be removed. Buses would no longer serve this short section of Hatch Lane.

### Have your say

For more information, including a map showing the changes, please visit our website: <https://haveyoursay.tfl.gov.uk/hatch-lane-route-changes> by Friday 15 October 2021.

Please tell us what you think by completing our online survey or contacting us via email at: [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk). You can also write to us at FREEPOST TFL HAVE YOUR SAY.

Thank you for taking the time to read our proposals. We hope to hear from you soon.

Yours faithfully

**Zenobia Hammond**

Local Communities & Partnerships  
Transport for London

## Appendix 3 - List of stakeholders consulted

### Elected representatives

Iain Duncan Smith MP, Member of Parliament for Chingford & Woodford Green
Sem Moema AM, London Assembly Member for Islington, Hackney & Waltham Forest
London Borough of Waltham Forest, Hatch Lane ward councillors

### Local authorities

London Borough of Waltham Forest
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### Organisations

A B O U T
AA
Abellio
Access in London
AccessAble
Action on Disability and Work UK
Action on Hearing Loss
Addison Lee
Advocacy for All
Age Concern Waltham Forest
Age UK
Age UK London
Age UK Waltham Forest
Aid & Trade London
Alzheimer's Society
Alzheimer's Society Waltham Forest
Anxiety Alliance
Argall BID
Arriva
Asian People's Disability Alliance
Aspire
Association of British Drivers
Association of Car Fleet Operators
Association of Muslims with Disabilities
Asthma UK and British Lung Foundation
ATCoaches t/a Abbey Travel,
ATOMONOUS
Attitude is Everything
Bancrofts School
Better Transport
BlindAid

Blue Triangle Buses Limited / Docklands Buses Limited / London Central Bus Company Limited / London General Transport Services Limited / Metrobus Limited
British Blind Sport
British Motorcycle Federation
British Polio Fellowship
British Youth Council (BYC)
Buses4homeless
C T Plus C I C
Camden People First
Campaign for Better Transport
Canal & River Trust London
Carers First
Centre for accessible environments
Charcot-Marie-Tooth UK
Chartered Institute of Logistics and Transport (CILT)
Chauffeur and Executive Association
Chelmsford Area Access Group
<u>Chingford Islamic Society</u>
<u>Chingford mosque</u>
City of London Police
Clean Air London
Computer Cab
Confederation of Passenger transport
Contact a Family
CoolTan Arts
Costain
Cross River Partnership
CVU
Cyclists Tourist Club (CTC)
DABD (UK)
Dbrief Monthly
DeafBlind UK
Department for Transport (DfT)
Dial-a-Cab
Disability Alliance
Disability Horizons
Disability Rights UK
Disabled Go
Disabled Motoring
DMD Pathfinders
Dogs for Good
DPTAC



DriverNet
Duchenne UK
East London and Essex Liberal Synagogue
East London Bus and Coach Company Ltd/ South East London and Kent Bus Company Ltd
East London Vision
Ehlers Danlos Support UK
ELB Partners
End Violence Against Women
Ensignbus
Epsom Coaches / Quality Line
European Dysmelia Reference Information Centre
Eyes For Success
Fawcett Society
Federation of Small Businesses
Freight Transport Association
Friends of the Earth
Galop
GBM Drivers
Gendered Intelligence
GIRES
GirlGuiding
GLA Strategy Access Panel members
Golden Tours (Transport) Ltd,
Greater London Authority
Greater London Forum for Older People
Guide Dogs
Guide Dogs for the Blind Association
HCT Plus
Health Poverty Action
Hearing Dogs UK
Heathlands Care Home
Higham Residents Association
Hinghams Park and Chingford Shul (Synagogue)
Human Rights & Equalities Network
Inclusion London
Independent Disability Advisory Group
Institute of Advanced Motorists
ITS United Kingdom
JAMI (Jewish Association for Mental Health)
JenningsBet
Jigsaw

John Hersov and Co (Valuing People (TfL's learning disability group))
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Kenny Stuart LTD
Kids Inc Nurseries
KPL Solicitors
Licensed Taxi Drivers Association
Living Streets
London Ambulance Service
London Ambulance Service NHS Trust
London Cab Drivers Club
London Councils
London Cycling Campaign
London European Partnership for Transport
London Faiths Forum
London Fire and Emergency Planning Authority
London Fire Brigade
London Fire Brigade (LFEPA)
London First
London General
London Gypsies & Travellers
London Hire Ltd
London Living Streets
London Older People's Strategy Group
London Omnibus Traction Society
London Private Hire Board
London Region National Pensioners Convention
London Road Safety Council
London Suburban Taxi-drivers' Coalition
London Taxi PR
London TravelWatch
London United Busways Ltd,
London Vision
London Visual Impairment Forum
London Wildlife Trust
Longshaw Primary Academy
Look Ahead
Love Chingford
Love North Chingford
Mauritian Islamic Welfare Association
Metroline Ltd
Metropolitan Police

Motorcycle Action Group
Mumderground
Mumsnet
National Asthma Campaign
National Autistic Society
National Express Ltd
National Federation of the Blind
NCT
NCT Waltham Forest
Netmums
Network Rail
NHS Property Services
No Panic
NUS
Older People's Mental health services
On Demand Transport
One Place East
Parkinson's UK
Parkinson's UK Waltham Forest
PCO rentals
President National Federation of the Blind of the UK
Pride London
Prince's Trust
PrioritEyes Ltd
Queen Elizabeth's Foundation for Disabled People
RAC Motoring Foundation
Rainbow Hamlets
Real
Refugee Action
Research Institute for Disabled Consumers
RMT London Taxi
RNIB
Road Danger Reduction Forum
Road Haulage Association
Road Safety Markings Association
Roadpeace
<u>Roma (Romanian association)</u>
Royal London Society for Blind People
Royal Society of Blind Children
Runnymede Trust
Scope
<u>SEND kids</u>

Sense
Shopmobility Waltham Forest
Stagecoach
Stay Safe
Stonewall
Strategic Access Panel
Stroke Association
Sullivan Bus and Coach
Sustrans
Suzy Lamplugh
Swallow Coaches
Team Margot
Terrence Higgins Trust
The Asian Centre Waltham Forest
The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,
The Bike Project
The British Dyslexia Association
The Driver-Guides Association
The Lesbian and Gay Foundation - LGBT Carers Online Forum
The Original Tour
The Royal Association of Deaf People (RAD)
The Salvation Army
Thomas Pocklington Trust
Thoughtistic
Tour Guides
TPH for Heathrow Airport
Trailblazers, Muscular Dystrophy UK
Transport Associates Network (Ann Frye)
Transport Focus
Transport for All
Uber
Unite the Union
Uno (University Bus)
Vision 2020
Vujon Indian Takeaway
Walk London
Waltham Forest children and young people
Waltham Forest Cycling Campaign
Waltham Forest Dementia Action Alliance
Waltham Forest Disability Group Resource Centre
Waltham Forest Faith Communities Forum

Waltham Forest Islamic Association - Ghousia Masjid
Waltham Forest LCC
Waltham Forest Mobility Forum
Waltham Forest News Waltham Forest
Waltham Forest Parent Forum (under 25s)
Waltham Forest Streets for All
<u>Waltham Forest Turkish Association</u>
Waltham Forest Vision
Waltham Forest wheelchair services
Waltham Forest Alzheimers UK
Waltham Forest Dementia Action Alliance
Waltham Forest Family Information Service
Wheels for Wellbeing
Whizz Kidz
Women in Transport
<u>Woodford Muslim Cultural Centre</u>
YMCA