

F1457 A1 Equality Impact Assessment (EqIA) form

N.B: the completed form should be emailed to the [Diversity and Inclusion team](#)

Project	W-Routes restructuring
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Produced By	Transport Planner/ Principal Transport Planner	Loïc Reyes
	Signature	Date: 06/12/2023

Accountable	Principal Transport Planner	Stephen Walker
	Signature	Date: 06/12/2023

Reviewed By	Bus Network Planning Manager/ Bus Network Development Manager	Robert Blitz
	Signature	Date: 06/12/2023

Document History	Version	Date	Summary of changes
	Pre-consultation 1.0	29/11/202 2	Draft for approval at BSM
	Pre-consultation 1.1	14/12/202 2	Draft update following comments at BSM 646
	Pre-consultation 1.2	15/06/202 3	Draft update following update at BSM 659
	Post-consultation 2.0	30/11/202 3	Updated to reflect the changes after consultation
	Post-consultation 2.1	04/12/202 3	Updated to reflect the meeting between the Commissioner and LBWF

Project Related Documents	Doc No.	Document title	Relevant Section(s) of this Document
	1	Tranche 865 BSM 649 LR	All
	2	Routes W12 W13 W14 549 Scheme Update BSM 659 LR	All
	3	Routes W12, W13, W14 and 549 – Response to Consultation BSM 672 LR	All
	4	Routes W12, W13, W14, 549 - Consultation Report BSM 672 LR	All



Step 1: Clarifying Aims

Q1. Outline the aims/objectives/scope of this piece of work

The proposed scheme has been developed with the following aims:

- making orbital bus travel better
- encouraging modal shift to public transport by increasing attractiveness of the service at all times
- improving connectivity in Outer London

Summary of proposals and rationale for change

- W-routes (W12, W13 and W14) in London Borough Waltham Forest (LBWF) and London Borough Redbridge (LBR) have been reviewed. A key issue raised by various stakeholders is the accessibility to Whipps Cross Hospital. The proposal is to withdraw route 549 and restructure route W12, W13 and W14 at a higher frequency.
- The proposal improves the access to health care (namely Whipps Cross Hospital) by providing a more frequent, simple and extensive routeing, enables new housing development and represent value for money through optimisation of the bus network. The improved connection to the hospital has previously been requested by various stakeholders (including London Borough Redbridge)
- Where passenger numbers are quoted in this EqIA, they refer to the number of people who travelled on a typical weekday for period 9 2019-20. This predates the COVID-19 pandemic and is therefore considered a 'worse-case' scenario in reference to journeys where interchange would be required in future.

Proposal:

Current

- Route W12 is currently operated between Walthamstow, Coppermill Lane and Wanstead Station at 2 buses per hour (bph) Monday to Sunday at all times.
- Route W13 is currently operated between Leytonstone Station and Woodford Wells at 4 bph Monday to Friday daytime, 3 bph Saturday shopping hours and 2 bph Sundays and all evenings.
- Route W14 is currently operated between Leyton, Asda and Woodford Bridge at 4 bph Monday to Saturday daytime, and 3 bph Sundays and all evenings.
- Route 549 is currently operated between Loughton Station and South Woodford Station every 90 minutes Monday to Saturday daytime only.

The proposal consists in restructuring routes W12, W13 and W14 and withdrawing route 549.

Proposed

- Route W12 would operate between Walthamstow, Coppermill Lane and Woodford Bridge at 4 bph Monday to Saturday daytime and 3 bph Sundays and all evenings. The current structure between Whipps Cross Hospital and Walthamstow, Coppermill Lane would be maintained. It would be re-routed to Leytonstone via route W19 and then would operate to Woodford Bridge via current route W14. It would be diverted between Walthamstow and Whipps Cross from Walthamstow Village to operate via Church Hill Road.



- Route W13 will operate between Woodford Wells and Leyton, Asda at 4 bph Monday to Saturday daytime, and 3 bph Sundays and all evenings. The route will be extended from Leytonstone to Leyton via current route W14.
- Route W14 will be restructured to operate between Loughton Station and Whipps Cross Interchange at 1 bph Monday to Sunday at all times. The route will be the extension of the 549 from South Woodford to Whipps Cross Interchange via Nightingale Lane, Snaresbrook High Street, Snaresbrook Road and Lea Bridge Road. A Sunday and evening service will be introduced on the section between Loughton and South Woodford as it is not currently available on route 549.
- Route 549 will be withdrawn

Q2. Does this work affect passengers? Please provide details of how.

The proposals are expected to impact passengers with interchange required to make some journeys in future, and new journey opportunities created through the provision of new direct links. The impact on passengers has been considered based on network usage for Period 9 2019-20. This predates the COVID-19 pandemic and is therefore considered a 'worse-case' scenario in reference to journeys where interchange would be required in future.

Restructuring routes W12, W13 and 549 and withdrawing route W14 would generate 700 broken trips (or about 9.5% of existing trips on route W12 and W14). The detailed expected impacts are set out below:

Negative impacts

Current route W14 passengers

Woodford Bridge to South Woodford

- Re-routeing the W12 to terminate at Woodford Bridge would retain links currently provided by route W14 between Leytonstone and Woodford Bridge. However, approximately 80 daily trips are made on route W14 between the section Woodford Bridge to South Woodford and the section Leytonstone to Leyton. Those passengers would need to change between proposed bus routes W12 and W13.
- For eastbound journeys, same-stop interchange between route W12 and W13 would be available at 6 stops from Leytonstone to Wanstead.
- For westbound journeys, same-stop interchange between route W12 and W13 would be available at 6 stops from Wanstead to Leytonstone.

Snaresbrook to South Woodford

- Re-routeing the W13 to terminate at Leyton, Asda would retain existing links between Wanstead and Leyton. However, approximately 70 daily trips are made on route W14 between the section Snaresbrook to South Woodford and the section Leytonstone to Leyton. Those passengers would need to interchange between proposed bus routes W12 and W13 to complete their journey in the future.
- For eastbound journeys, same-stop interchange between route W12 and W13 would be available at 6 stops from Leytonstone to Wanstead.



- For westbound journeys, same-stop interchange between route W12 and W13 would be available at 6 stops from Wanstead to Leytonstone.

Current route W12 passengers

Snaresbrook Road (The Forest & Eagle Pond stops)

- Re-routeing the W12 to operate via Leytonstone instead of Snaresbrook Road would break approximately 120 daily trips from stops SN and SP “The Forest” and stops SM and SR “Eagle Pond” on Snaresbrook Road.
- The proposed change to route W14 would maintain links to Whipps Cross Interchange, Nightingale Lane and South Woodford Station.
- Passengers travelling towards the section between Whipps Cross and Coppermill Lane would have to change between route W12 and W14 at Whipps Cross Interchange. Route W14 would serve stop R “Whipps Cross Bus Stand” while proposed route W12 would serve stop M “Whipps Cross Bus Stand” approximately 70 metres away. For some trips between “The Forest” and Walthamstow Central passengers could also use route 20 to get to their final destinations without the need to interchange. This represents approximately 40 trips.
- Passengers travelling to Wanstead High Street would have to change between route W14 and W12 at Snaresbrook Station. Route W14 and route W12 would both serve stop SC “Snaresbrook Station”. This represents approximately 20 trips.
- Passengers travelling towards the section between Snaresbrook and South Woodford Station would have to change between route W14 and W12 at Snaresbrook Station. Route W14 would serve stop SC “Snaresbrook Station” while proposed route W12 would serve stop SJ “Snaresbrook Station” less than 50 metres away. Passengers would need to cross Snaresbrook High Street to interchange between the two stops. This represents approximately 60 trips.
- Passengers travelling from/to the Snaresbrook Road section would experience a frequency decrease from a bus every 30 minutes to a bus every 60 minutes.

Whipps Cross Road

- Re-routeing the W12 to operate via Leytonstone instead of Snaresbrook Road would break approximately 30 daily trips from stops S and T “James Lane” and stops H and E “Whipps Cross Hospital” on Whipps Cross Road.
- The stops would still be served by route 257.
- Passengers travelling towards the section between Whipps Cross and Coppermill Lane would have to change between route W12 and 257 at either Whipps Cross Interchange or Walthamstow Central. Route 257 serves stop G “Whipps Cross Bus Stand” while proposed route W12 would serve stop M “Whipps Cross Bus Stand” less than 50 metres away. For trips between “James Lane” and “Whipps Cross Hospital” and Walthamstow Central passengers can use route 257 to get to their final destinations without the need to interchange. This represents less than 5 trips.
- Passengers travelling towards the section between Snaresbrook and South Woodford Station would have to change between route W12 and 257 around Whipps Cross Interchange. Route 257 serves stop G “Whipps Cross Bus Stand” while proposed route W12 would serve stop A “Whipps Cross/Wood Street” about 160 metres away. Passengers would need to cross Lea Bridge Road to interchange between the two stops. This represents approximately 20 trips.
- Passengers travelling towards the Nightingale Lane section would have to change between route 257 and W14. Route 257 serves stop G “Whipps Cross Bus Stand” while



proposed route W14 would serve stop R “Whipps Cross Bus Stand” less than 50 metres away. Passengers would need to cross Pyppe Way to interchange between the two stops. This represents less than 10 trips.

Lea Bridge Road

- Re-routing the W12 to operate via Leytonstone instead of Snaresbrook Road would break approximately 10 daily trips from stops “Hainault Court” on Lea Bridge Road.
- The proposed change to route W14 would maintain links to Whipps Cross Interchange, Nightingale Lane and South Woodford Station.
- Passengers travelling towards the section between Whipps Cross and Coppermill Lane would have to change between route W12 and W14 at Whipps Cross Interchange. Route W14 would serve stop R “Whipps Cross Bus Stand” while proposed route W12 would serve stop M “Whipps Cross Bus Stand” approximately 70 metres away. For some trips passengers can use route 20 to get to their final destinations including Walthamstow Central without the need to interchange. This represents less than 5 trips.
- Passengers travelling towards the Wanstead High Street section would have to change between route W14 and W12 at Snaresbrook Station. Route W14 and route W12 would both serve stop SC “Snaresbrook Station”. This represents less than 5 trips.
- Passengers travelling towards the section between Snaresbrook and South Woodford Station would have to change between route W14 and W12 at Snaresbrook Station. Route W14 would serve stop SC “Snaresbrook Station” while proposed route W12 would serve stop SJ “Snaresbrook Station” less than 50 metres away. Passengers would need to cross Snaresbrook High Street to interchange between the two stops. This represents less than 5 trips.

Nightingale Lane (Hail & Ride section)

- Re-routing the W12 to terminate at Woodford Bridge instead of Wanstead would break approximately 80 daily trips from the Nightingale Lane section on Charnwood Drive, Colvin Gardens, Elmcroft Avenue, Stanstead Road, Grosvenor Road.
- The Nightingale Lane (Hail & Ride) section would be served by proposed route W14 instead which would serve South Woodford and Whipps Cross Interchange.
- Passengers travelling towards the section between Whipps Cross and Coppermill Lane would have to change between route W12 and W14 at Whipps Cross Interchange. Route W14 would serve stop R “Whipps Cross Bus Stand” while proposed route W12 would serve stop M “Whipps Cross Bus Stand” approximately 70 metres away. This represents approximately 20 trips.
- Passengers travelling towards the Wanstead High Street section would have to change between route W12 and W14. Proposed routes W12 would serve stop SE “Wanstead Place” while route W14 would serve the Hail & Ride section approximately 80 metres away. This represents approximately 30 trips.
- Passengers travelling towards the section between Snaresbrook and South Woodford Station would have to change between route W12 and W14 at South Woodford Station. Proposed routes W12 and W14 would both serve stop Z “George Lane Chigwell Road”. This represents approximately 20 trips.
Passengers travelling from/to the Hail & Ride section would experience a frequency decrease from a bus every 30 minutes to a bus every 60 minutes.

Walthamstow Village

- Route W12 currently serves Grosvenor Park Road, Pembroke Road, Orford Road, Beulah Road and Addison Road towards Wanstead and Church Lane, Vestry Road,



East Avenue, Orford Road, Pembroke Road and Grosvenor Park Road towards Walthamstow.

- As part of the discussion with stakeholders, LB Waltham Forest requested that our proposals be amended to divert the W12 via Church Hill Road to meet their aspirations for Walthamstow Village.
- The W12 would operate via Church Hill Road, Prospect Hill Road and Shernhall Street instead of Walthamstow Village would break approximately 310 daily trips from stop K “Grosvenor Park Road”, stop L “Queen’s Road” on Hoe Street and the roads that form part of Hail and Ride section in Walthamstow Village which are listed above.
- There would be no bus service in Walthamstow Village while stops K and L on Hoe Street would still be served by routes 20, 55, 69, 97, 230, 257, 357, W15 and W19.
- Stops on Church Hill Road would be served by routes 212 and W16, stops on Shernhall Street would be served by route W12 and W16 and stops on Lea Bridge Road would be served by routes 20, 56, 230, 257, 357, W15 and W19.
- Some passengers would have to walk up to 500 metres to access the bus network namely those currently boarding or alighting on Pembroke Road and Orford Road.
- 44% of passengers on the Hail and Ride section are Freedom Pass holders either disabled or older people. It is expected that the diversion would have a disproportionate impact on people with mobility issues.
- Routes on Hoe Street and Lea Bridge Road would provide connection to Walthamstow and Whipps Cross Hospital while routes on Shernhall Street and Church Hill Road would maintain connection to Walthamstow, Whipps Cross, Wanstead and South Woodford.

Positive impacts

Route W12 passengers

- Passengers travelling on the section between Coppermill Lane and Whipps Cross and between Snaresbrook and South Woodford Station would benefit from a frequency increase at all times. The proposal would provide 4 bph on Monday to Saturday daytime instead of 2 bph and 3 bph on Sundays and all evenings instead of 2 bph. An estimated 1,900 trips on weekdays, 1,250 trips on Saturdays and 900 trips on Sundays would benefit from shorter waiting time.
- Re-routeing the W12 to operate via Leytonstone instead of Snaresbrook Road would provide new direct links between Coppermill Lane/Walthamstow Village and Leytonstone. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.
- Re-routeing the W12 to terminate at Woodford Bridge instead of Wanstead would provide new direct links between Coppermill Lane/Walthamstow Central/Walthamstow Village and Woodford Bridge. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.
- Re-routeing the W12 to operate via Leytonstone instead of Snaresbrook Road would provide quicker links between Coppermill Lane/Walthamstow Central/Walthamstow Village/Whipps Cross Hospital and Wanstead. Passengers travelling between these locations would have quicker journey times in future.
- Diverting the W12 from Walthamstow Village to operate both ways via Church Hill Road would simplify the network and improve the legibility of the routing.



Route W13 passengers

- Re-routing the W13 to terminate at Leyton, Asda would provide new direct links for existing passengers in Hermon Hill/Woodford Green/Woodford Wells to the section between Leyton, Asda and Leytonstone Station. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.
- Passengers travelling on the section between Woodford Wells and Leytonstone Station would also benefit from a frequency increase on weekends and all evenings. The proposal would provide 4 bph on Saturday daytime instead of 3 bph and 3 bph on Sundays and all evenings instead of 2 bph. An estimated 1,600 trips on Saturdays, 850 trips on Sundays and 240 trips on weeknights would benefit from shorter waiting time.

Route W14 passengers

- Re-routing the W12 to terminate at Woodford Bridge would provide new direct links for existing passengers on the section between Woodford Bridge and South Woodford to Walthamstow Central/Walthamstow Village/Whipps Cross Hospital. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.

Route 549 passengers

- Re-routing the W14 to terminate at Whipps Cross Interchange would provide new direct links between Buckhurst Hill/Woodford/Loughton and Snaresbrook/Whipps Cross/Nightingale Lane. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.
- Passengers travelling on the section between Loughton and South Woodford would also benefit from a frequency increase at all times as well as the introduction of an evening and Sunday service. The proposal would provide 1 bph at all times instead of a bus every 90 minutes Monday to Saturday daytime. An estimated 250 trips on Mondays, 120 trips on Saturdays would benefit from shorter waiting time.
- Extending the W14 to Whipps Cross Interchange would provide quicker links between Nightingale Lane and Whipps Cross. Passengers travelling between these locations would have quicker journey times in future.

Other passengers

- Re-routing the W12 to operate via Church Hill Road, Prospect Hill Road and Shernhall Street instead of Walthamstow Village would create new direct travel opportunities to Whipps Cross, Leyton, Wanstead, South Woodford and Woodford Bridge.
- Church Hill Road is currently served by route 212 every 8 to 9 minutes. Existing passengers would have a frequency increase to a bus every 5 to 6 minutes to Walthamstow Central.



• Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

Age

Older People

- 41% of passengers using route W12, 32% of passengers using route W13, 31% of passengers using route W14 and 14% of passengers using route W14 are 'Older Person's Freedom Pass' holders.¹
- 10% of the London Borough of (LB) Waltham Forest and 12% of LB Redbridge residents are aged 65 or over.²
- 8% of bus users in London are aged 65 or over, which is lower than the population of London as whole (11 per cent).³
- The bus is a key form of transport for people aged 65 and over, with 61% saying they use the bus at least once a week (the same amount as for all Londoners).⁴

Young People

- 11% of passengers using route W12, 27% of passengers using route W13, 19% of passengers using route W14 and 15% of passengers using route W14 are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket' holders.⁵
- 34% of the LBs Waltham Forest and Redbridge residents are young people under 25.⁶
- 29% of bus users in London are young people under 25, which is lower than the population of London as a whole (32%).⁷

Disability

- 5% of passengers using route W12, 3% of passengers using route W13, 4% of passengers using route W14 and 1% of passengers using route W14 are 'Disabled Person's Freedom Pass' holders.⁸
- 15% of the LBs Waltham Forest and Redbridge residents have a disability which limits their day today activities.⁹
- 10% of bus users in London are disabled¹⁰, which is lower than the population of London as a whole (14%)¹¹.
- Data on bus usage by carers is not currently available.

¹ Oyster Data P9 2018.

² <https://www.ons.gov.uk/census/2011census>

³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁴ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁵ Oyster Data P9 2018.

⁶ <https://www.ons.gov.uk/census/2011census>

⁷ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁸ Oyster Data P9 2018.

⁹ <https://www.ons.gov.uk/census/2011census>

¹⁰ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹¹ <https://www.ons.gov.uk/census/2011census>



Gender

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- 50% cent of LBs Waltham Forest and Redbridge residents are women and 50% are men.¹²
- 57% of day bus users in London are women, which is higher than the population of London as a whole (51%).¹³
- 43% of day bus users in London are men, which is lower than the population of London as a whole (49%).¹⁴
- The bus is the second most frequently used type of transport (after walking) among women, with 63% using the bus at least once a week. Women are also more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14% compared with 28%). 34% cent of women say they are generally worried compared with men (27%).¹⁵

Gender Reassignment

- Data on bus usage by individuals who share this protected characteristic is not currently available at any level.
- Data on LBs Waltham Forest and Redbridge residents who share this protected characteristic is not currently available.
- Individuals who have undergone or are undergoing gender reassignment are statistically more vulnerable to verbal and physical abuse.¹⁶ One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.¹⁷ Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.¹⁸

Marriage/Civil Partnership

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LBs Waltham Forest and Redbridge residents who share this protected characteristic is not currently available.

¹² <https://www.ons.gov.uk/census/2011census>

¹³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹⁴ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

¹⁶ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁷ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁸ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



Pregnancy/Maternity

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LBs Waltham Forest and Redbridge residents who share this protected characteristic is not currently available.
- Women make up fifty-seven per cent of the ridership on buses in London¹⁹ and a significant number of these may be accompanied by young children or may be pregnant. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.²⁰

Race

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- 53% of LBs Waltham Forest and Redbridge residents are from BAME communities.²¹
- 47% of LBs Waltham Forest and Redbridge residents are White.²²
- 47% of bus users in London are from BAME communities²³, which is higher than the population of London as a whole (40%).²⁴
- 53% of bus users in London are White²⁵, which is lower than the population of London as a whole (60%).²⁶
- BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White).²⁷
- The bus is the second most frequently used type of transport (after walking) among BAME people, with 65% using the bus at least once a week.²⁸

¹⁹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

²¹ <https://www.ons.gov.uk/census/2011census>

²² <https://www.ons.gov.uk/census/2011census>

²³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²⁴ <https://www.ons.gov.uk/census/2011census>

²⁵ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²⁶ <https://www.ons.gov.uk/census/2011census>

²⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

²⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



Religion/Belief

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- A summary of the percentages for LBs Waltham Forest and Redbridge residents, who share this protected characteristic, is set out in the following table.²⁹

Redbridge and Waltham Forest	All	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Number of residents	537,219	227,694	3,827	37,616	11,472	121,540	18,586	2,341	77,153	36,990
Percentage of residents	100%	42%	1%	7%	2%	23%	3%	0%	14%	7%
London - number of residents	8,173,941	3,957,984	82,026	411,291	148,602	1,012,823	126,134	47,970	1,694,372	692,739
London - percentage of residents	100%	48%	1%	5%	2%	12%	2%	1%	21%	8%

Table 2: Summary of the percentage of residents by Religion/Belief in LBs Waltham Forest and Redbridge and London.

Sexual Orientation

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LBs Waltham Forest and Redbridge residents who share this protected characteristic is not currently available.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.³⁰

Sexual Identity	Number (thousands)	Percent of population
Heterosexual or straight	6,342	90%
Gay or lesbian	140	2%
Bisexual	44	1%
Other	41	1%
Don't know or refuse	496	7%
Total	7,063	100%

Table 3: Percentage of London Residents by sexual identity.

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse. One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.³¹ Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.³²

²⁹ <https://www.ons.gov.uk/census/2011census>

³⁰ <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/datasets/sexualidentityuk>

³¹ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

³² <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



Other – For example; People who are on Low Incomes, Homeless, or Refugees

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- On average 37% of LB Waltham Forest and 31% of LB Redbridge residents live in lower income households (less than £20,000 per year), compared to 28% of Londoners.³³
- The bus is the second most common type of transport used by Londoners on lower incomes (69% use the bus at least once a week, compared with 59% of all Londoners), but this group tends to travel less frequently than Londoners overall (2.2 trips per weekday on average compared with 2.4 among all Londoners).³⁴
- Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49% compared with 60%), but more likely than all Londoners to have an older person's Freedom Pass (26% compared with 15%).³⁵
- Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61% of disabled Londoners compared with 25% of non-disabled Londoners).³⁶
- Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25%) say that the cost of transport presents a problem getting to interviews.³⁷
- There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27% of mixed ethnicity Londoners up to 41% of black Londoners.³⁸

There is overlap between many of the groups mentioned above, as demonstrated in the findings of the London Travel Demand Survey (2016/17), summarised in the following table. This table shows the London proportion of each group across the top, made up by each group at the side. London Travel Demand Survey (LTDS) data in this summary excludes children under five.³⁹

³³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	BAME	Older people	Younger people	People on low incomes	Disabled people	Women
BAME		23%	46%	44%	32%	38%
Older (65+)	8%			24%	44%	14%
Younger (24 & under)	33%			30%	11%	26%
Low income (<£20,000)	33%	54%	32%		61%	31%
Disabled	8%	32%	4%	20%		10%
Women	51%	55%	49%	55%	56%	
More likely than other groups to be...	Younger	Low income and disabled	BAME	BAME, older and disabled	Low income and older	

Figure 1: Overlap of some key Groups of London Residents

- Londoners living in lower income households (below £20,000) are more likely to be:
 - Older people (24% are aged 65+⁴⁰, whereas people in this age group make up 11% of the total London population⁴¹). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
 - Disabled people (20%⁴², compared with 14% of all Londoners⁴³).
 - Women (55%⁴⁴, compared with 51% of all Londoners⁴⁵).
 - BAME people (44%⁴⁶, compared with 40% of all Londoners⁴⁷).

⁴⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴¹ <https://www.ons.gov.uk/census/2011census>

⁴² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴³ <https://www.ons.gov.uk/census/2011census>

⁴⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁵ <https://www.ons.gov.uk/census/2011census>

⁴⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁷ <https://www.ons.gov.uk/census/2011census>



Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact
Age	Y	<p>Older People</p> <p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The most commonly mentioned barrier to increased public transport use among older Londoners is; concern about overcrowded services (40% of older Londoners mention overcrowding though this is less than the 59% of all Londoners) and concern around antisocial behaviour (34% for both Londoners aged 65 and over and all Londoners).⁴⁸</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>Some of the barriers to greater public transport use that affect all Londoners are less likely to impact people aged 65 and over. For example, slow journey times are seen as a barrier to increased public transport use for 41% of all Londoners, but only 18% of Londoners aged 65 and over.⁴⁹</p> <p>Young People</p> <p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p>

⁴⁸ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁴⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on young people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of longer walks and/or the need to change buses. • Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey. • Be deterred from using buses because of concerns about crowding, particularly travelling to schools, colleges or work. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of young people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>For the young people who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>There are also some measures which will potentially mitigate the financial impacts on young people of having to change buses to complete their journey:</p> <ul style="list-style-type: none"> • Young people under 16 travel free and there is also a 16+ Zip oyster photocard, which provides free or discounted travel. • The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus. <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p>Disability including carers</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p>



	<p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>It is recognised that the term disability is a broad one and includes people with physical, sensory or cognitive impairments. Many disabled people have mobility impairments, and some are wheelchair users. For example; manual wheelchair users need sufficient space to be able to propel their chair, people who walk with sticks or crutches also need more space than a non-disabled walker. Disability can affect locomotion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions, but these categories are not exhaustive, or mutually exclusive; many disabled people, particularly older people, may have more than one impairment. For example, standing can be difficult and painful for some disabled people, particularly those with arthritis, rheumatism and back problems; and uneven walking surfaces, gaps between paving slabs etc., can cause difficulties for people using sticks and crutches, visually impaired cane users and wheelchair users.</p> <p>The proposed changes will have a disproportionately negative impact on people with disabilities. For example, they may:</p> <ul style="list-style-type: none">• Take more time to reach their intended destination because of the need to change buses:<ul style="list-style-type: none">○ This will impose a particular disadvantage on wheelchair users, who may face difficulties finding a space on one of the less-frequent buses, however, our research advises that 2% of journeys by disabled bus passengers experienced a problem relating to congestion, crowding or wheelchair space.⁵⁰○ Higher occupancy could have an adverse effect on some older and disabled people in general. For example; the stress of fewer available seats.• Face particular disadvantages as a result of the need to interchange in the course of their journey:<ul style="list-style-type: none">○ The need to travel to a second bus stop may be demanding or difficult for those with mobility impairments.○ The need to travel to a second bus stop may also be difficult in other ways, particularly for those with learning disabilities that make it stressful, confusing or demanding to navigate public spaces, including concerns by some people about accessing travel information. This may also apply even if it is same stop interchange and there is infrastructure at the bus stop.○ Wheelchair users may face difficulties finding a space on two separate buses and may be forced to wait longer. 2% of journeys by disabled bus passengers experienced a problem relating to congestion, crowding or wheelchair space.⁵¹○ Wheelchair users (and other disabled persons with mobility difficulties) may rely particularly heavily on buses as providers
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⁵⁰ MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

⁵¹ MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus



	<p>of step free transport around London.</p> <ul style="list-style-type: none">○ Face greater concerns about lack of access to information. Online Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) are less likely than all online Londoners to access the internet 'on the move' (69 per cent compared with 81%) or at work (37% compared with 66%). They are also less likely to use a smartphone (76% compared with 84%).⁵² <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people with disabilities in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>The physical accessibility of buses is one of the main reasons why they are commonly used by disabled Londoners. All of TfL's buses are low floor and 95 per cent of bus stops are accessible.</p> <p>The importance of access to suitable seating, shelter and lighting for disabled passengers when waiting at bus stops is recognised and where any or all of those elements are not present, this puts disabled passengers at a significant disadvantage.</p> <p>For people with disabilities who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in "Q2 Does this work affect passengers? Please provide details of how" above.</p> <p>It is understood that some disabled customers have a higher reliance on paper-based sources than non-disabled customers, which can be due to the higher proportion of disabled customers who are older than among non-disabled customers. TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. This is intended to mitigate the impact on those who will be adversely affected by the changes. Disabled users are slightly less likely to visit the TfL website than non-disabled users. However, they are more likely to visit for the purposes of finding out live travel information (32%</p>
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⁵² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>compared to 30 % for non- disabled Londoners) and finding a map (18% compared to 15%).⁵³</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p>Gender</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on women. For example, they may:</p> <ul style="list-style-type: none"> • Be deterred from using buses because of concerns about crowding. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.⁵⁴ • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Women are significantly less likely than men to say that they are ‘not at all worried’ about personal security while using public transport in London (14% compared with 28%). 34% cent of women say they are generally worried compared with men (27%).⁵⁵ Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).⁵⁶ • Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Women get paid less than men on average. The median salary in 2016 for a woman in London was £26,277 compared with £36,761 for men. This is partly due to the increased number of part-time positions held by women in London (70%). However, even when looking solely at full-time salaries, there is still a discrepancy in the average annual pay for women and men; the median full-time annual pay for a woman in London is £32,151, compared with £39,927 for a man.⁵⁷ <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of women in</p>

⁵³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁵⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>TfL, British Transport Police, Metropolitan Police Service and City of London Police introduced a campaign, called Project Guardian, to encourage people to report unwanted sexual behaviour when using public transport. Since its launch in 2013, the number of annual reports has doubled.</p> <p>For women who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. Exceptions are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p>Gender reassignment</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on individuals who are undergoing or have undergone gender reassignment. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated).



		<p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
Marriage/ Civil Partnership	N	<p>TfL does not anticipate that the proposals will have a disproportionate negative impact on individuals that share the protected characteristic of being married/in a civil partnership.</p>
Pregnancy/ Maternity	Y	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on pregnant women and mothers with young children. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face particular disadvantages as a result of the need to interchange in the course of their journey: <ul style="list-style-type: none"> ○ The need to travel to a second bus stop may be demanding or difficult for pregnant women and women with buggies/babies. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.⁵⁸ The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.⁵⁹ ○ Mothers with buggies may face difficulties finding a space on

⁵⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>two separate buses in the course of their journey. As a result, they may have to wait longer. Travelling by bus with a buggy and children can be stressful and can on occasion lead to disputes with other passengers over the space buggies take, especially if buggies make use of the wheelchair priority area on buses.</p> <ul style="list-style-type: none"> ○ Mothers with buggies may rely particularly heavily on buses as providers of step free transport around London. ● Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p>Race</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>LBs Redbridge and Waltham Forest has 53% of BAME residents in London.</p> <p>The proposed changes will have a disproportionately negative impact on minority ethnic groups, and in particular members of BAME communities. For example, they may:</p> <ul style="list-style-type: none"> ● Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. 31% of



	<p>BAME Londoners indicate slow journey times as a barrier to greater public transport use.⁶⁰</p> <ul style="list-style-type: none">• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). BAME Londoners are significantly less likely than White Londoners to say that they are 'not at all worried' about personal security while using London's public transport (16% BAME compared with 23% White). Also 33% cent of BAME Londoners say they are generally worried compared with 29% White Londoners. The level of worry rises to 40 per cent among Asian Londoners.⁶¹ BAME Londoners are also considerably more likely than white Londoners to have felt worried about their personal security in the past three months while using public transport (37 per cent have experienced a specific worrying incident, compared with 30% of White Londoners. This increases to 43% of mixed ethnicity Londoners).⁶² BAME Londoners are more at risk of being killed or seriously injured on London's roads, with children in this group being on average 1.5 times more likely to be affected than non-BAME children. BAME Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22% BAME feel 'very safe' compared with 30% White).⁶³• Be deterred from using buses because of concerns about crowding (49% of BAME Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁶⁴• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Cost of travel is more often mentioned as a barrier to public transport use by BAME Londoners (51%). BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White).⁶⁵ <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people</p>
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⁶⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
<p>Religion or Belief</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>LBs Redbridge and Waltham Forest have 42% Christian residents, 23% Muslim residents, 7% Hindu residents, 3% Sikh residents and 2% Jewish residents.</p> <p>The proposed changes will have a disproportionately negative impact on individuals that share the protected characteristic of religion or belief. For example, they may</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses, which in some cases will be a place of worship. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). • Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p>



		<p>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
<p>Sexual orientation</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on Lesbian, Gay, Bisexual and Trans (LGBT) people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16% said they had personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).⁶⁶ Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to

⁶⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	<p>sexual comments (45% compared with 34%) or sexual gestures (29% compared with 19%).⁶⁷ LGBT people are statistically more vulnerable to verbal and physical abuse.⁶⁸</p> <ul style="list-style-type: none">• Be deterred from using buses because of concerns about crowding (52% of LGB Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁶⁹• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Cost of travel is mentioned as a barrier to public transport use by LGB Londoners (41%).⁷⁰ <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
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⁶⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁸ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

⁶⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁷⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



<p>Other – For example; People who are on Low Incomes, Homeless, or Refugees</p>	<p>Y</p>	<p>They may need to change buses to complete their journeys as a result of these proposals, namely some of those travelling to or from Snaresbrook Road, Whipps Cross Road and Nightingale Lane.</p> <p>This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>They may need to walk up to 500 metres to access the bus network from Walthamstow Village. This is a result of the diversion of the W12 via Church Hill Road instead of Walthamstow Village.</p> <p>The proposed changes will have a disproportionately negative impact on people who share this characteristic. For example, they may:</p> <ul style="list-style-type: none"> • Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Londoners living in lower income households (below £20,000) are more likely to be; older, disabled, women, BAME. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). • Face greater concerns about lack of access to information. Online Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) are less likely than all online Londoners to access the internet ‘on the move’ (69% compared with 81%) or at work (37% compared with 66%). They are also less likely to use a smartphone (76% compared with 84%).⁷¹ <p>Given that Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, BAME, and that there is overlap between many of these groups, the likely impacts have already been covered for each one.</p>
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⁷¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	<p>Older People The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Young People The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel</p>



		<p>opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<p>Disability including carers</p>	<p>Y</p>	<p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p>



	<p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<p>Gender</p>	<p>Y</p> <p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the</p>



		<p>participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
Gender Reassignment	Y	<p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
Marriage/ Civil Partnership	N	<p>TfL does not anticipate that the proposals will have a disproportionate positive impact on individuals that share the protected characteristic of being married/in a civil partnership.</p>
Pregnancy/ Maternity	Y	<p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p>



		<p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<p>Race</p>	<p>Y</p>	<p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on</p>



route W13.

Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.

This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.

These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.

BAME Londoners are significantly less likely than white Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16% BAME compared with 23% White). Also 33% of BAME Londoners say they are generally worried compared with 29% of White Londoners. The level of worry rises to 40% among Asian Londoners.⁷² BAME Londoners are also considerably more likely than white Londoners to have felt worried about their personal security in the past three months while using public transport (37% have experienced a specific worrying incident, compared with 30% of White Londoners. This increases to 43% of mixed ethnicity Londoners).⁷³ BAME Londoners are more at risk of being killed or seriously injured on London’s roads, with children in this group being on average 1.5 times more likely to be affected than non-BAME children. BAME Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22% BAME feel ‘very safe’ compared with 30% White).⁷⁴

Removing concerns about having to pay more for their journeys, as they could make direct journeys using one bus. Cost of travel is more often mentioned as a barrier to public transport use by BAME Londoners (51%). BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White). There is substantial discrepancy between ethnic

⁷² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁷³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁷⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27% of mixed ethnicity Londoners up to 41% of Black Londoners.⁷⁵</p> <p>These factors will Improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of people who share this protected characteristic in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<p>Religion or Belief</p>	<p>Y</p>	<p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>

⁷⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



<p>Sexual orientation</p>	<p>Y</p> <p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16% said they had personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).⁷⁶ Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to sexual comments (45% compared with 34%) or sexual gestures (29% compared with 19%).⁷⁷ LGBT people are statistically more vulnerable to verbal and physical abuse.⁷⁸</p>
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⁷⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁷⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁷⁸ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



<p>Other – For example; People who are on low incomes, Homeless, or Refugees</p>	<p>Y</p> <p>The proposed changes will reduce waiting times for existing passengers of routes W12, W13 and 549.</p> <p>The introduction of an evening and Sunday service every hour between Loughton and South Woodford will increase the travel opportunities for existing passengers as route 549 only operates during the daytime.</p> <p>The proposed changes will improve journey times for some passengers on routes W12 and W14 namely those travelling to Whipps Cross Hospital from Wanstead, South Woodford and other local locations.</p> <p>They will also offer new direct journey opportunities to Whipps Cross Hospital and Walthamstow Central on route W12, to Snaresbrook and Whipps Cross on route W14 and to Leyton on route W13.</p> <p>Existing passengers on Church Hill Road will benefit from reduced waiting times to Walthamstow and new direct travel opportunities to locations such as Whipps Cross Hospital, Leytonstone, Wanstead and South Woodford.</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Given that Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, BAME, and that there is overlap between many of these groups, the likely impacts have already been covered in detail.</p>
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Step 4: Consultation

Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? ⁷⁹	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
LB Waltham Forest	Discussions have been had with LBWF officers focusing on the highway implications of the proposals. We have regularly received feedback from stakeholders and customers regarding access to Whipps Cross hospital.
Consultation responses	<p>Responses were critical of the withdrawal of the W12 from Walthamstow Village. Reasons cited included impact on the elderly and disabled, the resulting impact of social isolation for people and the problem accessing alternatives. LBWF has opposed the operation of the restructured route through the Village. It is proposed to operate via Church Hill Road and monitor and review the impact of this re-routeing.</p> <p>Responses were mixed on the restructuring between Woodford Bridge and Coppermill Lane. Reasons cited included increased journey time to Whipps Cross Hospital and other local destinations and concerns about reliability of the service. Other respondents welcomed the frequency increase and the new travel opportunities. It is proposed to go forward with the original proposal.</p> <p>Responses to the consultation were favourable to the extension of route W13 between Leytonstone and Leyton. It is proposed to go forward.</p> <p>Responses to the consultation were favourable to the restructuring of route W14 between Loughton and Whipps Cross Interchange to replace the existing 549. Some respondents were disapproving of the proposal because the route would not serve the hospital entrance.</p> <p>Responses were critical of the proposed reduction of frequency along the Nightingale Lane Estate from 2 to 1 bph. Reasons cited included access to schools and impact on the elderly and disabled. It is proposed to go forward and monitor the changes.</p>

⁷⁹ This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.



Q7. Where relevant, record any consultation you have had with other projects / teams who you are working with to deliver this piece of work. This is really important where the mitigations for any potential negative impacts rely on the delivery of work by other teams.

Discussion have been had with LBWF officers regarding the highway elements of the scheme. These discussions are on-going.

As part of this consultation, LBWF will be helping to deliver the scheme by introducing parking restrictions in the Copermill Lane area



Step 5: Informed Decision-Making

+Q8. In light of the assessment now made, what do you propose to do next?

Please select one of the options below and provide a rationale (for most EqIAs this will be box 1). Please remember to review this as and when the piece of work changes.

1. Change the work to mitigate against potential negative impacts found	
2. Continue the work as is because no potential negative impacts found	
3. Justify and continue the work despite negative impacts (please provide justification)	<p>LBWF is the highway authority for Walthamstow Village and the impacted Low-Traffic Neighbourhood (LTN). TfL preferred option is to operate proposed route W12 via Walthamstow Village to retain a bus service in the area. LBWF has indicated they would not let TfL operate the restructured route W12 through Walthamstow Village and requested that Church Hill Road be implemented. They have suggested to monitor the proposals and review them after a year to understand their impacts and reconsider their position on operating buses through Walthamstow Village.</p>
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	



Step 6: Action Planning

Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4.

Action	Due	Owner
Public Consultation	19/06/2023 – 30/07/2023	Consultation Team
Ensure stops and stands are updated to accommodate the proposed service changes.		Asset Operations Team
Ensure route tests are undertaken as required	Completed	Performance Team
Ensure public information about these proposals is accessible to all users and is concise and easy to understand, in both online and printable formats at all affected stops.		Marketing and Communication Team



Step 7: Sign off

Signed Off By	EqIA Author	Loïc Reyes Transport Planner
	Signature	BSM 649 BSM 659 BSM 672 Date: 06/12/2023
	EqIA Superuser	
	Signature	Date:
	Senior Accountable Person	Geoff Hobbs Director of London Bus Services Limited
	Signature	BSM 649 BSM 659 BSM 672 Date: 06/12/2023
	Diversity & Inclusion Team Representative	
	Signature	Date:

