



Proposal to extend bus route 324 to Centennial Park Elstree, via Royal National Orthopaedic Hospital (RNOH)

Consultation Report
June 2021

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Executive summary

There have been longstanding requests from the Royal National Orthopaedic Hospital (RNOH) in Stanmore, Harrow Council and other local elected representative and amenity groups to improve bus links to the hospital site. Currently the hospital is served by bus route 107 which connects with Edgware underground station on the Northern line. Currently this is the only bus service to the hospital – which by its specialist nature has a high proportion of patients with mobility issues.

In order to respond to stakeholder feedback – which were also highlighted by the Mayor's 2017 review of bus access to London's hospitals - we proposed to extend the 324 bus service from its current terminus at Stanmore Underground Station to Centennial Park, via Canons Corner and Brockley Hill. This would enable the 324 to call at the bus stops serving the Brockley Hill entrance to the Royal National Orthopaedic Hospital. This proposal would also provide improved bus links to Centennial Business Park in Elstree, which currently is only served by bus route 107, which does not enter the extensive grounds of the park, which is home to a number of businesses with large numbers of employees.

Although our plans to consult were delayed by the impacts of the coronavirus pandemic during 2020, we carried out a consultation, for six weeks from 9 November 2020 to 21 December 2020.

We received 307 responses to the consultation, 300 from members of the public and seven from stakeholders. Overall, the response was very positive with 87% of those who provided a response stating that they would be more likely to use the 324 were it to be extended and 62% of those providing a response stating that the proposals would make their journey quicker.

There were a small number of concerns raised, with the most common issue raised being capacity and frequencies of the extended route. Our responses to this and other issues raised can be found in chapter 5 of this report.

Next Steps

Having considered all the feedback received, we will be proceeding with our proposal as consulted and hope to implement the extension to the 324 in late August/September 2021.

1. About the proposals

1.1 Introduction

As part of business as usual reviews of bus services and in response to requests from local stakeholders, proposals were developed to extend bus route 324 from its current terminus at Stanmore station to Centennial Business Park in Elstree, via Canons Corner and Brockley Hill. As well as providing new links to the business park this would also fulfil a longstanding aspiration to improve bus links to the Royal National Orthopaedic Hospital (RNOH) as the extended 324 would be able to call at the bus stops serving the Brockley Hill entrance of the hospital site.

1.2 Purpose

The Royal National Orthopaedic Hospital (RNOH) is a national centre for patients with serious orthopaedic complaints, including spinal injuries and therefore receives a high number of visitors with mobility issues. The hospital is located some distance from the nearest tube stations – 2.5km from Stanmore station on the Jubilee line and 3.5km from Edgware station on the Northern line. While the 107 from Edgware serves the Brockley Hill entrance of the hospital, there is no direct bus service from Stanmore, with customers having to either walk to Canons Corner or get a 142 bus to Canons Corner and transfer onto the 107. However, again this involves a walk and a need to cross the junction at Canons Corner to catch the 107 which may be an issue for anyone with a mobility issue. The RNOH provide a courtesy minibus service from Stanmore but these are low capacity and cannot accommodate wheelchair users.

The purpose of the proposals therefore is to provide improved bus links to the RNOH for patients, visitors and staff.

In addition, the proposals would also improve bus access to Centennial Park, by providing a new bus service which to the business park via Centennial Avenue.

It is hoped that by providing enhanced public transport options for those wishing to access both the hospital and/or the business park, more people will be encouraged to use the bus for their journey rather than private car.

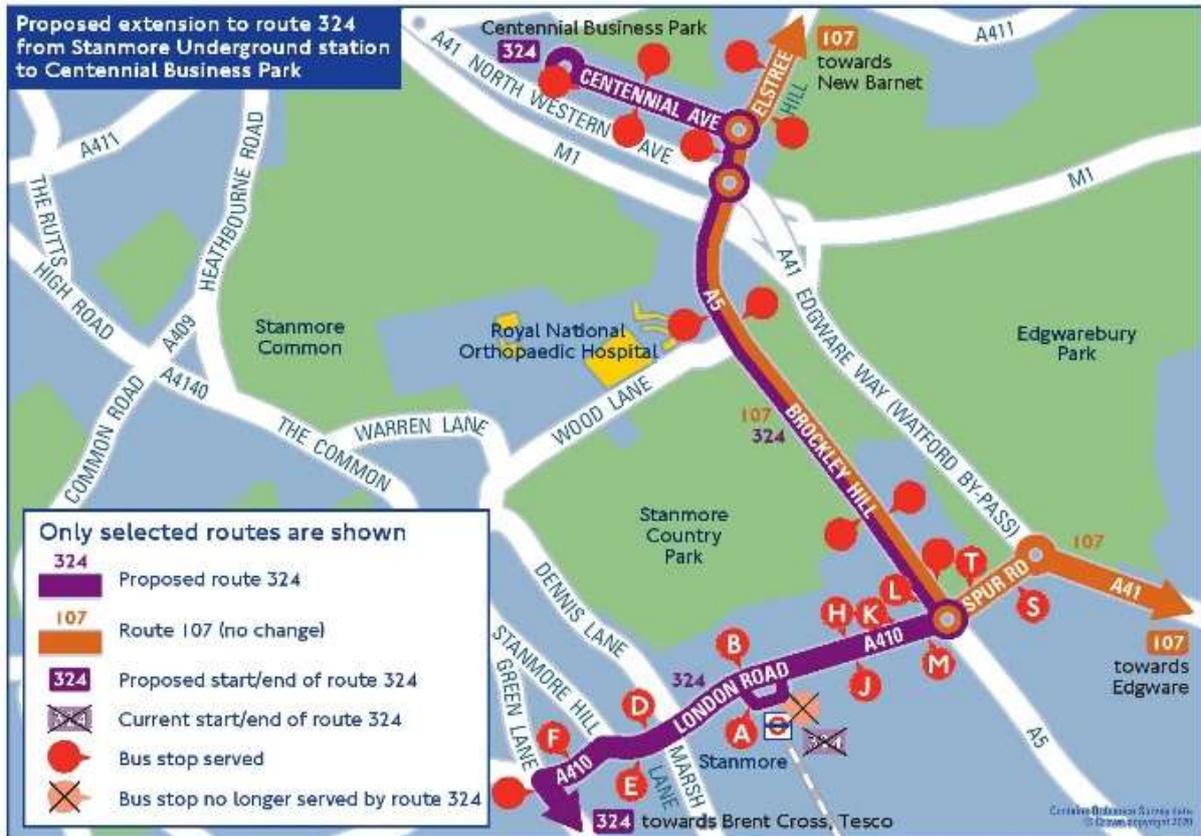
1.3 Detailed description

We proposed extending the 324 from its current terminus at Stanmore Station forecourt along London Road to Canons Corner, where it would turn left into Brockley Hill and run past the western entrance to the Royal National Orthopaedic

Hospital and continuing to a new terminus within Centennial Park. The route would use existing stops in London Road and Brockley Hill, while new stops and a new bus stand would be provided within Centennial Park.

The proposals are illustrated by the map below:

Figure 1 – map of proposals



Buses travelling northbound would no longer serve the station forecourt but would continue along London Road serving bus stop B for Stanmore station. This requires a 50metre walk from the station to access the bus for onward travel towards the hospital and business park. A signalised pedestrian crossing is available outside the station to facilitate access to bus stop B.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

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

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in Chapter 6.

2.3 Consultation/Engagement history

There is no history of formal consultation for these particular proposals, although a larger scale consultation in 2019 regarding bus services in Harrow Town Centre showed that bus services to hospitals are a sensitive and important issue for residents in the Harrow area.

A number of pre-engagement discussions took place with key stakeholders while these proposals were being developed, these are outlined below.

TfL bus planners liaised with the estate management at Centennial Park (Including a site visit) who supported the principle of bus route 324 terminating and standing in the business park.

A meeting was held with the Chief Executive of the Royal National Orthopaedic Hospital along with key managers in July 2019. They were keen to see the bus services improved. Discussions included their ongoing redevelopment plans for their hospital and how buses might best serve the site.

Deputy Mayor for Transport Heidi Alexander met with Royal National Orthopaedic Hospital management in June 2019, a meeting which was also attended by Navin Shah AM and the Stanmore Society. The meeting included discussions around improving bus provision to the hospital and all stakeholders present were supportive.

The proposed extension was also discussed with members of the Harrow Council Public Transport User Groups (cross party councillors and other local stakeholders/transport experts), who were also supportive of our proposal.

2.4 Who we consulted

The consultation was conducted primarily via online methods due to the impact of the coronavirus pandemic, with the aim being to contact customers using existing bus services in the area, residents along the proposed extended part of the route, patients and staff at the Royal National Orthopaedic Hospital and business owners and employees at Centennial Park. We also consulted with local elected representatives in Harrow, Brent and Barnet and neighbouring authorities outside the London boundary, including Hertsmere District Council and Hertfordshire County Council. A full list of stakeholders consulted can be found in Appendix F.

2.5 Dates and duration

The consultation opened on Monday 9 November 2020 and ran for six weeks, closing on Monday 21 December 2020.

2.6 What we asked

We asked six questions, five closed questions and one open question allowing free text comments on the proposal. A full list of the consultation questions can be found in Appendix A.

We asked primarily:

Would you be likely to use the 324 if it were extended to Centennial Park via the Royal National Orthopaedic Hospital?

We added follow up questions about current usage of the 324 and/or 107 bus services, the usual purpose of journeys on these services, and what impact respondents perceived the proposal might have on their journey.

2.7 Methods of responding

Respondents were invited to complete our consultation survey on the TfL consultation website by visiting the dedicated consultation website at: <https://consultations.tfl.gov.uk/buses/route-324/>

Respondents were also able reply by email to the consultation team dedicated email address or send a letter to the dedicated TfL Freepost consultations address.

2.8 Consultation materials and publicity

Immediately, following the launch of the consultation on November 9 2020 an 3,913 emails were sent customers that use the 324 and 107 bus routes, as well as the Jubilee line at Stanmore. An email was also sent to 320 stakeholders in the Barnet, Brent, Harrow and neighbouring Hertsmere area. In addition, 1,011 letters were delivered to homes and businesses within 200 metres of roads along the proposed route of the extension. The emails and letters gave details of the proposal and signposted respondents to our online consultation portal, consultations email address and freepost address to make their responses.

In addition to this, posters were displayed at bus stops along the proposed extension route and also at Brent Cross bus station at the other end of the 324 route. This was also supplemented by a poster in the ticket hall at Stanmore station.

Copies of our consultation materials can be found in Appendix B.

The Harrow Council communications team included information on the consultation and a link to the consultation in their weekly 'MyHarrow' e-newsletter, which is sent weekly to up to 700,000 subscribers.. A number of other local groups and some local elected representatives also included details of the consultation in their own newsletters. The estate management at Centennial Park also circulated the details to employers based at the business park for onward circulation to staff.

2.8.8 Public meetings, events and exhibitions

Due to the impact of the coronavirus pandemic any 'in person' meetings or briefings were not possible during this consultation. We did not receive any requests for online briefings or meetings, which would have been provided as needed.

2.9 Equalities Assessment

Since a key purpose of this consultation was to assess views on a proposal intended to improve public transport access to a specialist orthopaedic hospital a particular focus was on obtaining the views of those with mobility issues.

The Royal National Orthopaedic Hospital is a national centre specialising in serious orthopaedic problems including spinal injuries and is therefore likely to be treating a higher proportion of patients with mobility issues than a general hospital.

The Patients' Group from the hospital submitted a positive response to the consultation, which is detailed in Chapter 4.

Further to the particular nuance required for these particular proposals, care was taken to ensure a wide range of stakeholders were invited to participate in the consultation including those with protected characteristics. Information was made clearly available on how to obtain information about the consultation in other languages and accessible formats such as Braille via the website.

As is standard practice an Equalities Impact Assessment (EqIA) was produced for these proposals and published on the consultation website. The EqIA has been updated following the consultation and this has been published alongside this report.

2.10 Analysis of consultation responses

Analysis of consultation responses was carried out in-house by a dedicated member of staff who read and analysed all responses. Each response was coded to establish key themes. The process was subject to peer review.

Respondents who submitted more than once were only counted once but all comments were included in the analysis.

3. About the respondents

We received 307 responses to the consultation, 300 from individual members of the public and seven from stakeholders. This chapter provides an overview of the respondents and how they heard about the consultation – full details of all the demographic data provided by respondents can be found in Appendix D. Note that not all respondents chose to provide answers to all of these questions.

3.1 Total number of respondents

Table 1 – Total number of respondents

Respondents	Total	%
Public responses	300	98
Stakeholder responses	7	2
Total	307	100

3.2 How respondents heard about the consultation

256 respondents provided a response to this question.

Table 2 – How respondents heard about the consultation

Option	Total	%
Received an email from TfL	47	15
Received a letter from TfL	21	7
Local press	16	5
Saw it on TfL website	55	18
Social media	48	16
Other	69	22
Not answered	51	17
Total	256	100

As can be seen, the largest means by which respondents had heard about the consultation was given as 'other'. Of those who answered 'other' and chose to specify, the largest number indicated that Harrow Council's e-newsletter 'MyHarrow' had been the source of the information (20 respondents) followed by information received from their employer, local transport/amenity groups and local representatives.

3.3 Methods of responding

Table 3 – Methods of responding

-Methods of responding	Total	%
Website online survey	290	94
Email	17	6
Paper response form	0	0
Letter	0	0
Other	0	0
Total	307	100

3.4 Respondents by type

There were 273 responses to this question. Respondents were able to select all options that applied to them, rather than one only.

Table 4 – Respondents by type

Are you...?	Total
A local resident	202
A local business owner	8
Employed locally	57
A visitor to the area	15
A commuter to the area	38
Not local but interested in the scheme	15
A taxi/PHV driver	0
Other	4
	273

3.5 Postcodes of respondents

210 respondents supplied a postcode, the most frequently occurring are reported in Table 5. The most frequently recorded postcode – ‘HA7’ – relates to the Stanmore postal area.

Table 5 – Most frequently recorded post codes of respondents

Postcode	Total	%
HA7	97	46
HA8	19	9
HA3	19	9
WD6	18	9
NW9	12	6

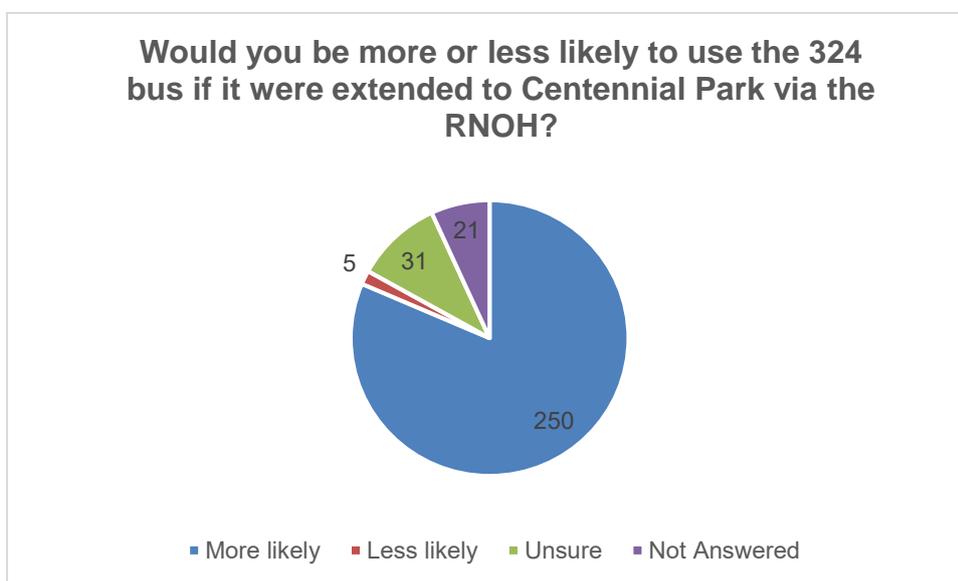
4. Summary of consultation responses

This section summarises the responses to the questions on the consultation survey, followed by summaries of the responses provided by stakeholders.

4.1 Summary of responses to Question 1

We asked respondents if they would be more or less likely to use route 324 if it were extended to Centennial Park via the Royal National Orthopaedic Hospital, the chart below shows the response. 286 people provided a response to this question.

Figure 2 – Answers to ‘Would you be more or less likely to use the 324 bus if it were extended?’



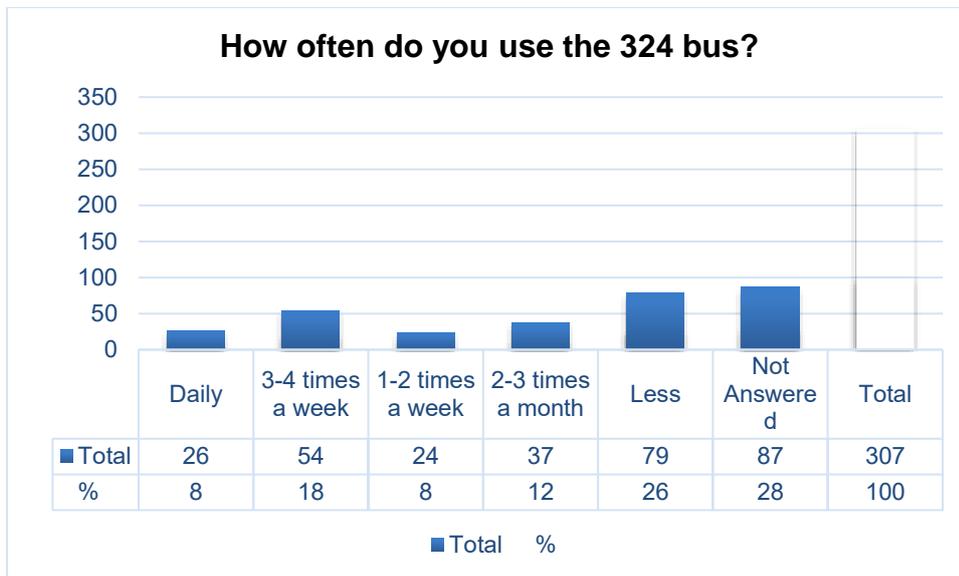
As the chart illustrates, of the 286 people who responded, 250 stated that they would be more likely to use the extended route (87 per cent) while five stated they would be less likely to use it (2%) with 31 being unsure (11 per cent).

4.1.2 Summary of responses to Questions 2 and 3

These questions were designed to ascertain current bus usage on existing services. In response to the question ‘Do you currently use bus route 324 or 107?’ of the 286 responses provided **232 said yes (76%)** and **54 said no (18%)**

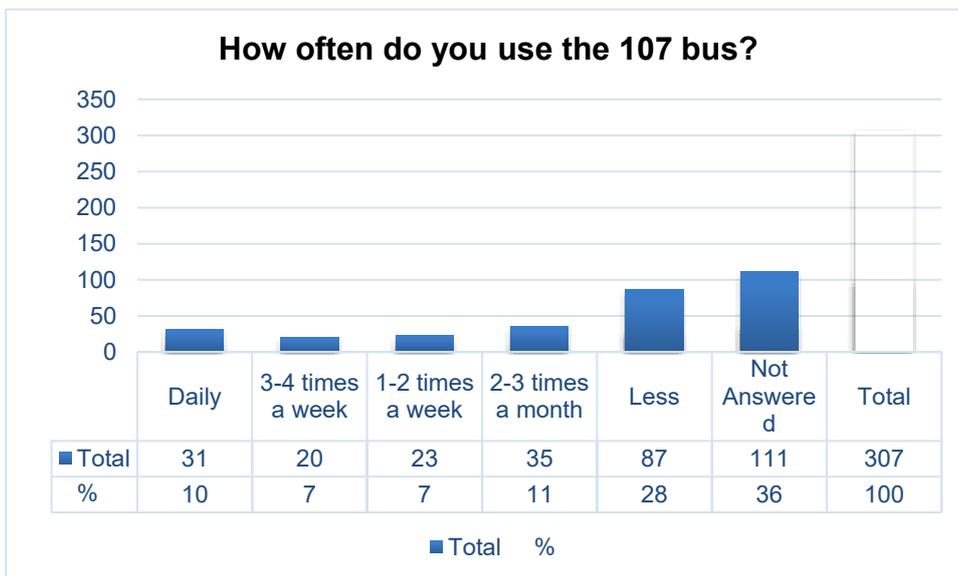
The following charts show a breakdown of current usage of bus routes 324 and 107 by those responding to this consultation question:

Figure 3 – Responses to ‘how often do you use the 324 bus?’



This data shows that of the 307 people responding to this question and identifying as current users of the 324 bus route 34 per cent of respondents use the service at least once or twice a week.

Figure 4 – Responses to ‘how often do you use the 107 bus?’

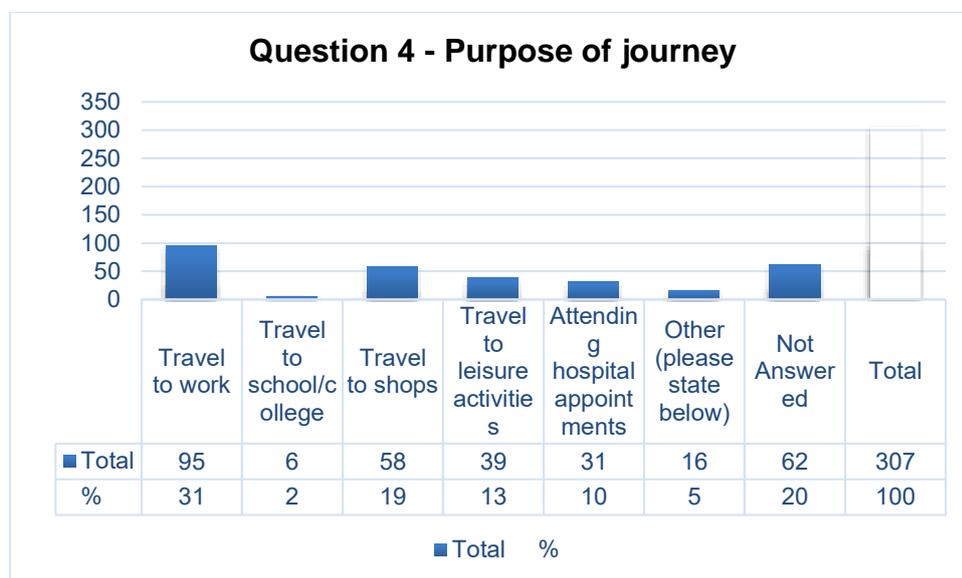


This information indicates that of those identifying as current users of the 107 bus, 24 per cent use the service at least once or twice a week.

4.1.3 Responses to Question 4

In response to question 4 ‘What is the usual purpose of your journey?’ 245 respondents chose to provide an answer and the responses are summarised in the chart below:

Figure 5 – Responses to ‘What is the usual purpose of your journey?’

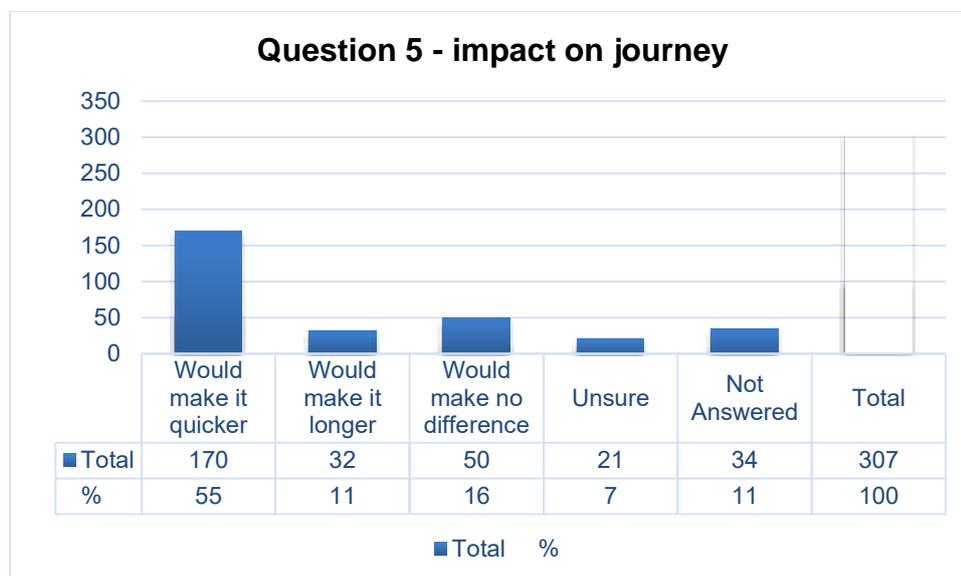


This indicates that 95 of those responding to this question (31 per cent) use the 324 or 107 to travel to work, while 31 respondents (10 per cent) use the services to attend hospital appointments.

4.1.4 Responses to Question 5

Question 5 asked respondents how they thought the proposal to extend route 324 might impact on their journey. 271 people provided a response to this question and the results are shown in Figure 5:

Figure 6 – Responses to Question 5 – impact on journey



As this demonstrates, a majority of those answering this question (62 per cent when ‘not answered’ are discarded) stated they thought the proposals would make their journey quicker.

4.1.5 Summary of Question 6 – Comments on proposals

Question 6 provided respondents with the opportunity to give any other comments and raise concerns or issues about the proposals. Of the 307 people who responded to the consultation 220 took this opportunity.

A large number of comments were positive, and these are summarised below:

- 134 people made generally supportive/positive comments about the proposals
- 77 people said the proposals would improve access to the Royal National Orthopaedic Hospital
- 35 people said the proposals would improve access to Centennial Park
- 18 people said the proposals would encourage them to use public transport rather than private cars
- 15 people said the proposals would improve access to the Jubilee line

Some concerns and issues were raised, and these will be addressed in our responses to issues raised section in chapter 5. The most common concern or issue raised related to concerns that the frequency or capacity of the 324 would need to be increased to accommodate the extension, followed by suggestions for other potential destinations for the 324 beyond Centennial Park.

4.1.6 Responses from Stakeholders

We received seven responses from stakeholders, and these are summarised below.

Royal National Orthopaedic Hospital Patients' Group

The Chair of the group wished 'to endorse wholeheartedly the proposed extension of the 324 bus route from Stanmore Station to Centennial Business Park via Brockley Hill.'

The longstanding aspiration of the hospital to have such a link with Stanmore station was noted. It was further stated that providing patients with additional options for using public transport to attend the hospital would help reduce car use, which will help with parking issues at the hospital site and also improve air quality.

It was also noted that enabling large numbers of people to conveniently access the hospital would reduce the stress of travelling for patients, and the positive Equality Impact Assessment was welcomed.

Harrow Public Transport Users Association

The group 'welcome a proposal that will be of considerable help to those wishing to travel to Royal National Orthopaedic Hospital (staff and patients), and the Centennial Business Park.

Stanmore Society

The Stanmore Society noted the longstanding wish for the 324 to be extended to the Royal National Orthopaedic Hospital and expressed surprise that given the longstanding presence in Stanmore of both the hospital and underground station such a proposal has not been developed sooner. It was also noted that the extension would provide an alternative to the hospital's own courtesy car service.

Navin Shah AM – London Assembly Member for Brent and Harrow (to May 2021)

Navin Shah notes his own longstanding involvement in calling for a bus link such as this proposal alongside the Royal National Orthopaedic Hospital, Stanmore Society and the Aspire Centre. He also believes the extended route will make travel to the hospital for patients easier and more accessible and welcomed the positive comments of the Equality Impact Assessment that the proposal will assist people with mobility issues in particular. He also makes the more general point that improved links between key locations will encourage more people to use public

transport rather than their cars for travel, helping the wider community and the environment.

Hertsmere District Council

Hertsmere responded that 'the route is a positive addition to the area, it will help with travel for the public to Centennial Park and other key locations such as Stanmore station, the hospital and connections to other routes. The response also notes that the proposals would improve access to Stanmore Country Park and hopes that more of the public will be encouraged to use public transport rather than private travel.

Potters Bar and St Albans Bus User Group

The group noted that the Royal National Orthopaedic Hospital is served by bus route 107 already. They highlight other local venues which currently are not served by a bus route and noted the loss of the UNO service to Centennial Park a few years ago. They also note that Centennial Park workers arrive from the Elstree and Borehamwood area.

4.3 Petitions and campaigns

There were no petitions or campaigns identified in connection with this consultation.

4.4 Comments on the quality of the consultation

As is standard practice, TfL allow respondents to comment on the quality of our consultations and this is taken into account when evaluating our consultation processes.

We asked a number of questions on respondents' views on such components as our consultation website, our written materials and maps and other materials.

Responses – Website, ease of access and finding what you need

242 people chose to respond to this question. Of these 99 people (41 per cent) stated that the website was very good, 84 people (35 per cent) said that it was good and 33 people (14 per cent) said that it was adequate. In total 90 per cent of the respondents felt the website was very good, good or adequate. Seven respondents (3 per cent) answered that the quality was poor or very poor.

Responses – Written information

234 people chose to respond to this question. Of these 93 people (40 per cent) stated that the written materials were very good, 88 (38 per cent) saying it was good and 29 people (12 per cent) stating they were adequate. In total 90 per cent of those responding to the question felt the written materials were very good, good or adequate. Ten respondents (3 per cent) responded that the written materials were poor or very poor.

Responses – Maps and other materials

237 people chose to respond to this question. Of these 101 people (43 per cent) stated that the maps provided were very good, 74 people (31 per cent) stated that they were 'good' and 37 (16 per cent) stated that they were adequate. In total 90 per cent of those responding to the question stated that these materials were very good, good or adequate. Ten respondents (3 per cent) responded that the maps and other materials provided were poor or very poor.

5. Our responses to issues raised

We have considered all of the issues raised by respondents to the consultation and we have provided a response to the most commonly raised issues below.

The extended route will need enhanced capacity or frequency to ensure implementing the extension will not adversely affect the service on the rest of the route.

The proposed extension is not expected to lead to crowding on any part of the route. Prior to March 2020, the busiest section on the route was near Kingsbury in the AM peak where 2.5 buses per hour (bph) were required, compared to 3 bph provided. Therefore, even at its busiest point there is currently spare capacity to accommodate additional passenger trips generated by the extension. As with all routes across London, we will continue to monitor usage levels and will take steps to increase capacity if necessary.

In addition, we would continue to monitor reliability on route 324 following the extension, and if required would take steps to maintain a good level of reliability.

The 324 should be extended further than Centennial Park, such as into Elstree and Borehamwood or into Barnet

Extending route 324 further into Elstree and Borehamwood would significantly increase the cost of the proposal but would not be expected to generate sufficient additional passenger trips to justify the extra cost. Route 107 already provides a connection to/from Elstree & Borehamwood and the extension of route 324 to Centennial Park would give passengers from Elstree/Borehamwood the option to interchange between routes 107 and 324, thereby opening up new connections to all the areas served by route 324. The Hopper Fare means that passengers interchanging between routes 107 and 324 would only need to pay once.

The recent extension of route 384 from Barnet to Edgware now provides opportunities for passengers from Barnet to interchange with several bus routes which serve many locations in the London boroughs of Brent and Harrow.

Although out of the scope of this consultation, a number of respondents took the opportunity to comment on poor reliability and service on bus route 107

As with many bus routes in London, route 107 can struggle with reliability at certain times of the day when traffic conditions are most challenging. However, in the year leading up to March 2020, bus route 107 exceeded its performance target. As with all London bus routes, we will continue to monitor reliability on route 107 and if required will take steps to maintain a good level of reliability.

The proposals should go further in terms of access to the Royal National Orthopaedic Hospital (RNOH) site, either by running via Wood Lane instead of Brockley Hill or by looping into the hospital grounds at the Brockley Hill entrance.

During the evaluation process for this proposal, different alignments were considered for the extension from Stanmore to Centennial Park. One option considered was to route buses via Stanmore Hill and Wood Lane before joining Brockley Hill towards Centennial Park. This routing would be similar to that previously used by UNO buses before the service was withdrawn some years ago. This option would have the potential to provide additional links to buildings in the southwest corner of the RNOH complex.

However, this option would require buses to 'double-back' between Stanmore station and Stanmore Hill, making this option a longer distance, with a longer journey time, and therefore is estimated that it would incur significant additional operating costs – approximately £110,000 more per annum. This additional cost would be difficult to justify based on the number of additional passenger trips generated by this option.

The option to loop buses into the hospital grounds from Brockley Hill has also been considered. However, this is not physically possible at present as there is no suitable bus turning circle within the hospital complex. Discussions are ongoing with the NHS Trust to provide a bus turning circle as part of the long-term re-development of the hospital site.

Northbound buses should continue to serve the station forecourt at Stanmore station

It is proposed that following the extension of route 324, northbound buses would no longer loop into Stanmore station forecourt but would instead remain on London Road and serve stop B (as do buses on route 142).

Although it would be possible for northbound buses to continue to loop into Stanmore station forecourt, this is not considered necessary to maintain the link to Stanmore Station. Serving the station forecourt in the northbound direction would mean northbound buses having to turn right across oncoming traffic to enter the forecourt and again to exit. This would add journey time for through passengers, and would make the service less reliable, and therefore less attractive

As highlighted in the Equalities Impact Assessment (EqIA), this would mean an additional walk of around 50 metres for northbound passengers wishing to alight at Stanmore Station, affecting around 150 passengers per day. Although these passengers would need to cross London Road to access Stanmore Station, this is facilitated by a signalised pedestrian crossing between bus stop B and Stanmore Station and seats are available outside the entrance to Stanmore Station for those passengers who may need to rest before proceeding to the station platform (more seating is also available at platform level).

Southbound buses will still continue to pick-up from Stanmore Station forecourt and therefore passengers who currently use bus route 324 to travel southbound from

Stanmore Station will not be affected by this proposal. As is usual, we will keep the situation under review in the months following implementation.

Request for a pedestrian crossing on Brockley Hill by the hospital entrance

This is something that we would support. However, we are not the highway authority for this section of road and therefore cannot implement this change. Any plans to implement a new crossing would need to be taken forward by the London Boroughs of Barnet in partnership with the London Borough of Harrow and the boroughs have been made aware of this feedback.

6. Next Steps

We have considered all the responses to the consultation and have decided to proceed with the proposals as consulted. We believe the extended 324 route will provide access benefits, particularly for those with mobility issues needing to attend the Royal National Orthopaedic Hospital (RNOH). We also believe the extension will enhance transport options between Stanmore, the Royal National Orthopaedic Hospital and Centennial Park. We aim to implement the extension in late August/September 2021.

Appendix A: Consultation questions

Survey Questions:

1. Would you be more or less likely to use the 324 if it were extended to Centennial Park via the Royal National Orthopaedic Hospital?

More likely/Less likely/Unsure

2. Do you currently use the 324 or 107 bus services?

Yes/No

3. If so, how often:

	Daily	3-4 times a week	1-2 times a week	2-3 times a month	Less
324					
107					

4. If yes, what is the usual purpose of your journey?

- Travel to work
- Travel to school/college
- Travel to shops
- Travel to leisure activities
- Attending hospital appointments
- Other

5. How do you think the proposal would impact on your journey?

- Would make it quicker
- Would make it longer
- Would make no difference
- Unsure

6. Do you have any other comments about our proposal? (free text box)

As is standard for TfL consultations, we also ask for demographic information about respondents. It is not obligatory to respond to these questions. The questions and summary of responses to these can be found in Appendix D of this report.

Appendix B: Consultation materials

Consultation Letter & Distribution map

Transport for London



Transport for London
Local Communities and
Partnerships

FREEPOST TfL Consultations

0343 222 1234*
consultations@tfl.gov.uk

9 November 2020

Dear residents and businesses

Proposed extension of bus route 324 from Stanmore to Centennial Park via Royal National Orthopaedic Hospital

Transport for London have developed a proposal to extend bus route 324 from its current terminus in Stanmore to Centennial Park in Elstree, and we would like to hear your views on our plans.

Instead of terminating at Stanmore station, the 324 would continue along London Road, before turning into Brockley Hill at Canons Corner and proceeding to a new terminus in Centennial Park as shown in the map below. This would enable the 324 to serve the existing bus stops at the Brockley Hill entrance to the Royal National Orthopaedic Hospital (RNOH).



Please note that the final locations of bus stops within Centennial Park are yet to be finalised - the map is intended as indicative only at this stage.

The extension is intended to improve bus connections between the Jubilee line at Stanmore for those wishing to travel to the hospital or the business park.

MAYOR OF LONDON



VAT number 756 2769 90

We are not proposing to change the frequency of buses on route 324 and we are not proposing to make any changes to route 107.

Have your say

We want to hear your views and feedback on our proposals. To find out more and respond to the consultation please visit <https://consultations.tfl.gov.uk/buses/route-324/> and complete our online survey. Alternatively you can email consultations@tfl.gov.uk or write to 'Freepost TfL Consultations – 324 bus' (no stamp needed)

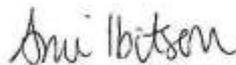
If you would like to like a hard copy of our feedback form please email consultations@tfl.gov.uk or contact us using the details at the top of this letter.

Please send us your comments by Monday 21 December 2020.

Subject to the outcome of the consultation we would plan to implement the changes during the early stages of the 2021/22 financial year.

We look forward to hearing your views.

Yours faithfully



Ami Ibitson
Engagement Officer
Local Communities & Partnerships, Transport for London

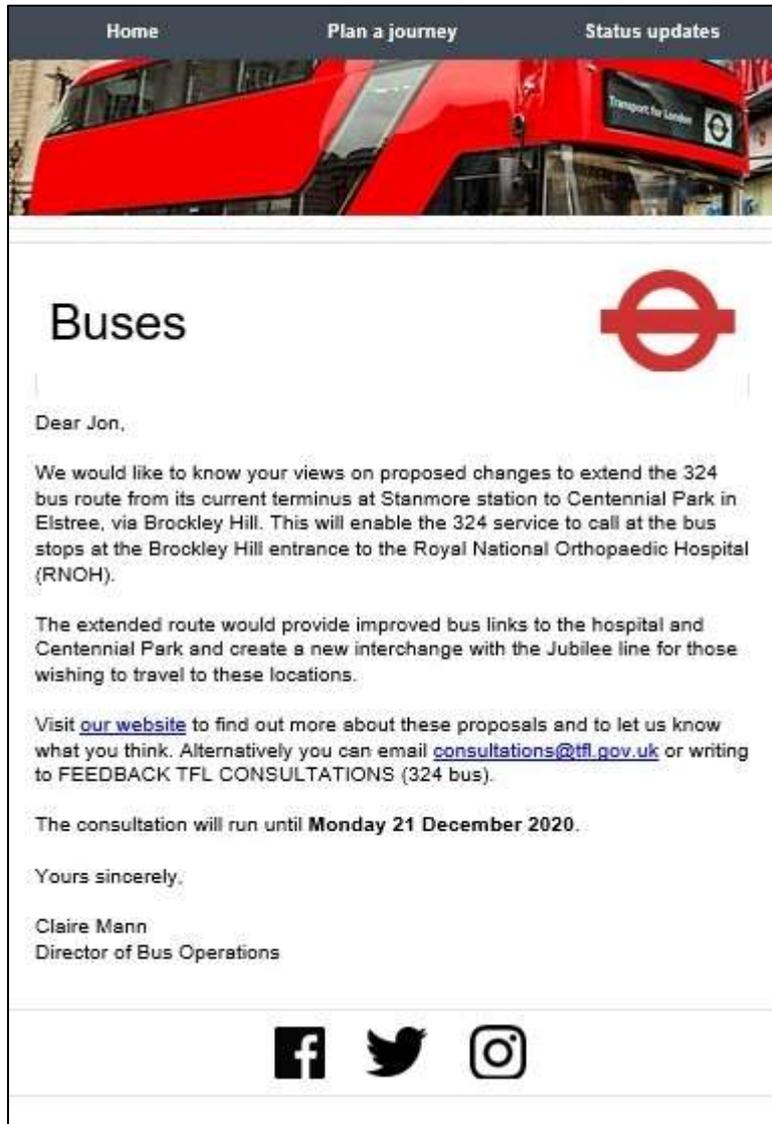
*Service and network charges may apply. See tfl.gov.uk/terms for details

The letter was sent to 1,011 addresses along the proposed route of the extension as illustrated in the map below:



Customer Relations Management (CRM) Email

The email was sent to 3,913 customers registered as users of the 324 and 107 bus routes and the Jubilee line at Stanmore.



Stakeholder email

Email sent to around 370 stakeholders as listed in Appendix C

From: TfL Consultations
Sent: 09 November 2020 12:09
To: TfL Consultations
Subject: Proposed extension of route 324 (Stanmore station to Centennial Business Park)

Dear Colleagues

We regularly keep the bus network under review to ensure we provide the most efficient and convenient services and provide journey opportunities where they are most needed.

As part of this ongoing process we have developed a proposal to extend bus route 324 from its current terminus at Stanmore station to Centennial Park in Elstree, via Brockley Hill. This will enable the 324 to call at the bus stops serving the Brockley Hill entrance to the Royal National Orthopaedic Hospital (RNOH). Improving bus links for the hospital has been an aspiration for some time and the proposal would also create a new interchange with the Jubilee line for those wishing to travel to both the hospital and the business park.

We do not propose any other changes to the 324 route or its frequency and route 107 which also serves the hospital from Edgware would remain unchanged.

We are running a consultation on this proposal from **Monday 9 November to Monday 21 December 2020** and would like to hear your views. You can respond by completing our online survey at <https://consultations.tfl.gov.uk/buses/route-324/>, by emailing consultations@tfl.gov.uk or writing to FREEPOST TfL Consultations (324 bus).

We would be grateful if you could pass on this information to any of your contacts who might be interested in taking part or if you could publicise the consultation via any of your own channels.

Subject to the outcome of the consultation, we would plan to implement any changes early in the 2021/22 financial year.

Yours faithfully



Claire Mann
Director of Bus Operations
Transport for London

To subscribe or unsubscribe from consultation and engagement communications

To subscribe or unsubscribe from communications regarding consultation and engagement activity you can either:

- reply to this email stating in the **subject heading** "all communications" or "a specific consultation" that you wish to unsubscribe from, or
- complete our online [form](#)

Further information on how we use your data is available on the [consultation portal](#)

Bus stop poster

The poster was displayed during the consultation period at bus stops along the proposed extension of the route and at Brent Cross bus station, the southern terminus for the 324.

Have your say

Proposed extension to route 324

We are proposing to extend route 324 from Stanmore Underground station to Centennial Business Park via London Road, Brockley Hill (A5), Elstree Hill South and Centennial Avenue.

Please see the map below for the proposed change.

Only selected routes are shown

- 324 Proposed route 324
- 107 Route 107 (no change)
- 324 Proposed start/end of route 324
- 324 Current start/end of route 324
- Bus stop served
- Bus stop no longer served by route 324

For further details, or to let us know your views visit:
<https://consultations.tfl.gov.uk/buses/route-324/>
Alternatively email us at consultations@tfl.gov.uk,
or write to us at **FREEPOST TFL CONSULTATIONS**.
To have your say, please contact us by **21 December 2020**

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

324_Have_your_Say_A4.indd 1 04/11/2020 17:07

Appendix C: Stakeholder List

Afghan Islamic Cultural Centre
Age UK Barnet
Age UK Harrow
Al-Khoei Islamic Centre
All Saints Church
All Saints Church
All Saints Friern Barnet
All Saints Parish Church
All Soul's Church
Alperton Baptist Church
Alzheimer's Society - Barnet
Angling Trust
Animal Aid & Advice - North London
Anne Wall Centre
Asian Peoples Disabilities Alliance
Association of Jewish Ex-Servicemen
Aylward Primary School
BAPS Shri Swaminarayan Mandir
BAPS Swaminarayan Sanstha
Barnet African Caribbean Association
Barnet and Chase Farm Hospital
Barnet and Southgate College
Barnet and Southgate College
Barnet Asian Old People's Association (BAOPA)
Barnet Association for the Blind
Barnet Borough Sight Impaired
Barnet Brookside Methodist Church
Barnet Carers Centre
Barnet Centre for Independent Living (BCIL)
Barnet Christian Spiritualist Church
Barnet Independent Living Service (BILS)
Barnet Mencap
Barnet Multicultural Community Centre (BMCC)
Barnet Museum
Barnet Pensioners Association
Barnet Residents Association
Barnet Society
Barnet Somali Community Group
Barnet Symphony Orchestra
Barnet Torch Fellowship Group
Barnet Water Polo Club
Barnet Adult Social Care team

Beautiful and Scenic Walks
BEYA Children's Centre
Brent Community Transport
Brent Indian Association
BrentFamily Information Service
British Blind Sport
Brockley Hill Residents' Association
Burgh House and Hampstead Museum
Cannon Lane Methodist Church
Centennial Park Estates Management
Chickenshed Theatre
Chinese Mental Health Association (CMHA)
Christ Church Barnet
Christ Church North Finchley
Christ Church Roxeth
Church End and Roundwood Unity Centre
Church Farm Leisure Centre (GLL)
Church of God Prophecy
Church of Our Lady of Dolours
Church of St Sebastian and St Pancras
Church of the Five Precious Wounds
Comms team Brent
CommunitySpace
Coppetts Wood Conservationists
Coppies Grove Residents Association
Cricklewood Baptist Church
Crossroads Care Central and North London
Culver Church
Disability Horizons
Disability Now Newspaper
East Barnet Baptist Church
East Barnet Community Festival
East Barnet Residents Association
East Finchley Baptist Church
East Finchley Bus Watch
East Finchley Methodist Church
Edgware District Reform Synagogue
Edgware Masorti Synagogue
Edgware Methodist Church
El-Shaddai International Christian Centre
Emergency Services
Enfield Asian Welfare Association
Finchley Jazz Club
Finchley Methodist Church
Finchley Progressive Synagogue

Finchley Reform Synagogue
Finchley Society
Finchley Victoria Bowling & Croquet Club
Forty Hall and Gardens
Forty Hall Vineyard
Friend in Need (FIN)
Friends of Barnet Environment Centre
Friends of Highlands Gardens
Friends of Mill Hill Park
Friends of Victoria Park Finchley
Garden Suburb Community Library
Genesis Kids and Youth Club
Golders Green Parish Church
Good News Church
Graeae Theatre Company
Greek Orthodox Community of Harrow
Harlesden Baptist Church
Harlesden Methodist Church
Harlesden Ummatin Cultural Centre
Harrow Association for Disabled People (HAD)
Harrow Baptist Church
Harrow Central Mosque
Harrow Community Transport
Harrow Community Transport
Harrow Cyclists
Harrow Federation of Tenants & Residents' Associations
Harrow Macular Disease Society
Harrow Mencap
Harrow Monitoring Group
Harrow Public Transport Users Association
Harrow Samaritans
Harrow Senior Residents Assembly
Harrow Town Centre Business Improvement District - Ha1
Harrow VCS Forum
HarrowFamily Information Service
Harts Theatre Company CIC
Hendon Baptist Church
Hendon Leisure Centre (GLL)
Hendon Methodist Church
Hendon United Synagogue
Hertfordshire County Council
Hertsmere District Council
High Barnet Baptist Church
High Road Baptist Church
Holy Innocents Kingsbury

Holy Trinity East Finchley
Holy Trinity Wealdstone
Immaculate Heart of Mary Church
Insight School of Art
Jami (Jewish Association for Mental Health)
Jesus House
Jewish Care
Jewish Deaf Association
Jewish Gay and Lesbian Group
Jewish Museum
John Keble Church
Kehillas Toras Chaim
Kensal Rise Baptist Tabernacle
Kentish Town City Farm
Kenton Baptist Church
Kenton Methodist Church
Kilburn Evangelical Free Church
Kingsbury Free Church
Kingsbury Synagogue
Kingsbury Temple
KOVE - Kilburn Older Voices Exchange
Learning Through Horses
Leonard Sainer Day Care Centre (Jewish Care)
Lindsay Park Baptist Church
London Borough of Barnet – Lead members/officers
London Borough of Barnet - Edgware ward councillors
London Borough of Brent – Lead members/officers
London Borough of Harrow – Lead members/officers
London Borough of Harrow - Canons ward councillors
London Borough of Harrow - Stanmore Park ward councillors
London Assembly Members
London Cycling Campaign (Brent)
London Friend
Lyonsdown Church
Mahavir Foundation
Manor Drive Methodist Church
Mary Immaculate & St Gregory the Great
Mary Immaculate and St Peter Church
Member of Parliament - Brent North
Member of Parliament - Brent Central
Member of Parliament - Harrow East
Member of Parliament - Harrow West
Member of Parliament - Hertsmere
Middlesex Association for the Blind

Mill Hill East Church
Mill Hill Jazz Club
MIND in Barnet
Mind in Harrow
Mosque & Islamic Centre of Brent
MS Society
NCT- Barnet
NCT- Harrow
Neasden Methodist Church
Nepalese Language and Culture Center
New Life Bible Presbyterian Church
New Testament Church of God
New Testament Church of God
NHS Brent CCG
North Harrow Methodist Church
North London Aquatics
North West London Hospitals NHS Trust
Northwick Park & St Mark's Hopsitals
Oakleigh Park Tennis & Squash Club
Our Lady of Willesden
Parish Church of St George
Parish Church of St Mary
Parish of Friern Barnet
Phoenix Cinema Trust
Pilgrim Tabernacle
Pinner Methodist Church
Pinner Parish Church
Pinner Synagogue
Press office Barnet
Press office Harrow
Pride London
Rayners Lane Baptist Church
Richmond Fellowship
Roman Catholic Church of St Agnes
Roman Catholic Church of St Alban
Roman Catholic Church of St George
Roman Catholic Church of St Joseph
Roman Catholic Church of St Luke
Roman Catholic Church of St Margaret Clitherow
Roman Catholic Church of St Mary Magdalen
Roman Catholic Church of St Patrick
Roman Catholic Church of St Patrick
Roman Catholic Church of St Teresa of the Child Jesus
Roman Catholic Church of St William of York
Roman Catholic Church of the English Martyr

Royal Air Force Museum
Royal National Orthopaedic Hospital
Sam Beckman Special Day Care Centre
Sangam Association of Asian Women
Sense TouchBase South East (TBSE)
Seventh Day Adventist Church
Shree Aden Depala Mita Mandal
Shree Digamber Jain Association
Shree Kutch Satsang Swaminarayan Temple
Shree Shakti Mandir
Shree Swaminarayan Temple
Social Care Consortium
Society of London Theatre
South Harrow Christian Fellowship
Stanmore and Canons Park Synagogue
St Alban's and Potters Bar Bus User Group
St Andrews Church
St Andrews Roxbourne
St Andrews Vicarage
St Anne with Holy Trinity Brondesbury
St Anne's and St Andrews Church
St Anselm Belmont
St Augustine's Wembley Park
St Catherine's Church
St Cuthbert's Church
St Erconwald Catholic Church
St Gabriel Church
St James Church
St John Fisher Roman Catholic Church
St John the Apostle Church
St John the Baptist
St John The Baptist
St John the Evangelist Church
St John the Evangelist Church
St John's Wood Society
St Jude On The Hill
St Lawrence Church
St Margaret's Church
St Marks Church
St Martin's Church
St Mary ad St Andrew Roman Catholic Church
St Mary At Finchley Church
St Mary Magdalene Church
St Mary's Church
St Matthews Church

St Michael's and All Angels Church
St Paul's Church
St Paul's Church Finchley
Talking Matters
The Annunciation South Kenton
The Greek Orthodox Church of St Catherine
The Green Man Community Centre
The League of Jewish Women
The Methodist Church
The Parish Church of St Mary and Christ Church
The Samaritans (North London branch)
The Stable Church
The Stanmore Society
Tourism for All UK
Trinity Church
Underhill Baptist Church
Union Church Totteridge
Valley Way Respite Centre
Wembley Central Masjid
Wembley Masjid & Islamic Centre
Wembley Park United Reform Church
Wembley Taekwondo
Wembley United Synagogue
West Indian Self Effort (WISE)
Westside Young Leaders Academy
Wildfire Urban Key
Willesden 2011 Judo Club
Willesden Cycling Club
Willesden District Scouts
Willesden Green Baptist Church
Willesden Green Baptist Church
Willesden Green Town Team
Willesden Sports Centre
Willesden Supplementary Saturday School
Willesden Temple
Willesden Triathlon Club
Willesden Volleyball Club
Wingate & Finchley Football Club
Wingate and Finchley Disabled Fans' Forum
Woodside Park Garden Suburb Residents' Association
Yellow Pavilion
Yoga in Daily Life Association UK
Yogi Divine Society (YDS UK)
Young Brent Foundation
Young Harrow Foundation

Young's Football Coaching School
Your Choice Barnet
Youth Engagement Solutions Ltd
Youth with a Mission Urban Key (London)
Yusuf Islam Foundation

Appendix D: Demographic Information.

As is standard for all consultations, TfL request information on a number of demographic factors from those responding. This is to ensure that an appropriate sample is being consulted and that no particular demographic group is being disproportionately disadvantaged by the proposals. Providing this information is optional. Below is detailed data on the demography of those responding to this consultation.

Gender:

There were 270 responses to this question.

Option	Total	Per cent
Male	127	41
Female	128	42
Trans female	0	0
Trans male	0	0
Gender neutral	1	0
Prefer not to say	14	5
Not Answered	37	12
Total	270	100

Ethnic Group:

There were 268 responses to this question.

Option	Total	Percent
Asian or Asian British – Bangladeshi	2	1
Asian or Asian British – Chinese	3	1
Asian or Asian British – Indian	57	20
Asian or Asian British – Other	7	2
Asian or Asian British – Pakistani	0	0
Black or Black British – African	7	2
Black or Black British – Caribbean	0	0
Black or Black British – Other	3	1
Mixed – Other	4	1
Mixed – White and Asian	3	1
Mixed – White and Black African	0	0
Mixed – White and Caribbean	0	0
Other Ethnic Group	2	1
Other Ethnic Group – Arab	0	0
Other Ethnic Group – Kurdish	1	0

Other Ethnic Group – Latin American	0	0
Other Ethnic Group – Turkish	0	0
White – British	115	37
White – Irish	6	2
White – Other	26	8
Prefer not to say	32	10
Not Answered	39	13
Total	268	100

Age:

There were 270 responses to this question.

Option	Total	Percent
Under 15	2	1
16-20	9	3
21-25	14	5
26-30	27	9
31-35	36	11
36-40	23	7
41-45	24	8
46-50	13	4
51-55	14	5
56-60	14	5
61-65	18	6
66-70	12	4
71+	47	14
Prefer not to say	17	6
Not Answered	37	12
Total	270	100

Sexual Orientation:

There were 264 responses to this question.

Option	Total	Percent
Heterosexual	211	69
Bisexual	1	0.5
Gay man	7	2
Lesbian	3	1
Other	1	0.5
Prefer not to say	41	13
Not Answered	43	14
Total	264	100

Faith:

There were 266 responses to this question.

Option	Total	Percent
Buddhist	1	0.5
Christian	66	22
Hindu	53	17
Muslim	6	2
Sikh	1	0.5
Jewish	41	13
Other	5	2
No religion	52	17
Prefer not to say	41	13
Not Answered	41	13
Total	266	100

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)

There were 271 responses to this part of the question.

Option	Total	Percent
Yes, limited a lot	18	6
Yes, limited a little	29	9
No	201	66
Prefer not to say	23	7
Not Answered	36	12
Total	271	100

Appendix E – Code Frame

These codes reflect the comments made in response to question 6 of the consultation survey.

Code	Comment	Number
A - Positive Comments		
A01	– General support/positive comment	134
A02	Positive with concern	1
A03	Will increase modal shift from cars to public transport	18
A04	Will improve access to Royal National Orthopaedic Hospital	77
A05	Will improve access to Centennial Park	35
A06	Will improve links to Jubilee Line	15
B – Negative Comments		
B01	Will no longer service station forecourt	1 (combined with C05)
B02	Will increase traffic on London Road/Brockley Hill	2
C – Suggestions		
C01	Need to increase capacity/frequency of 324 to accommodate extension	30
C02	Use more environmentally friendly buses	3
C03	Clear signage needed at Stanmore to direct passengers to stop across the road	2
C04	More CCTV needed on buses	1
C05	Bus should continue to use station forecourt	4
C06	Bus stops and stands will be needed in Centennial Park	1
C07	Bus should run into hospital grounds	4
C08	Extended route should use Wood Lane rather than Brockley Hill	1
C09	324 should run further north at weekends to serve family golf park via A41	1
C10	Drivers on the 324 should be fully aware that many passengers on the extended route travelling to the RNOH may have mobility issues	1
C11	All the bus stops at the RNOH should have shelters	1
D – Concerns		
D01	Ensure bus stops at all stops on Brockley Hill	3
D02	Need to ensure the 324 on the extended part of the route are timed to avoid bunching with the 107	3
D03	Concerns about increased journey	1

	time	
D04	Must remain a single deck bus	2
E – Comments out of scope of this consultation		
E01	There should be a pedestrian crossing installed by the RNOH entrance in Brockley Hill	1
E02	Route should be extended to Elstree/Borehamwood	9
E03	The 107 bus is unreliable	13
E04	A lift is needed at Stanmore Station	2
E05	Extend beyond Centennial Park (no specified destination)	4
E06	Extend 324 into Barnet	4