

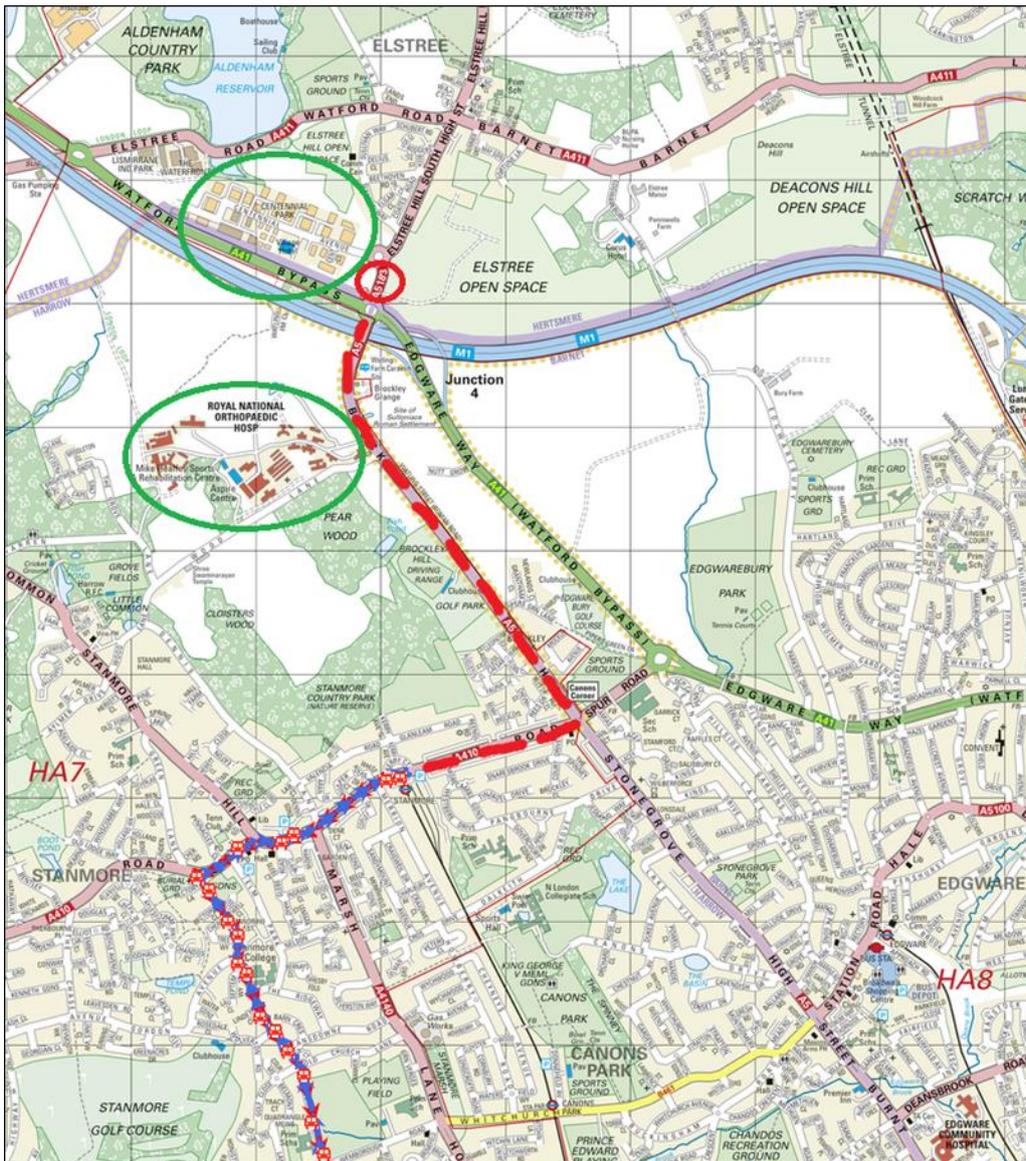
Step 1: Clarifying Aims

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

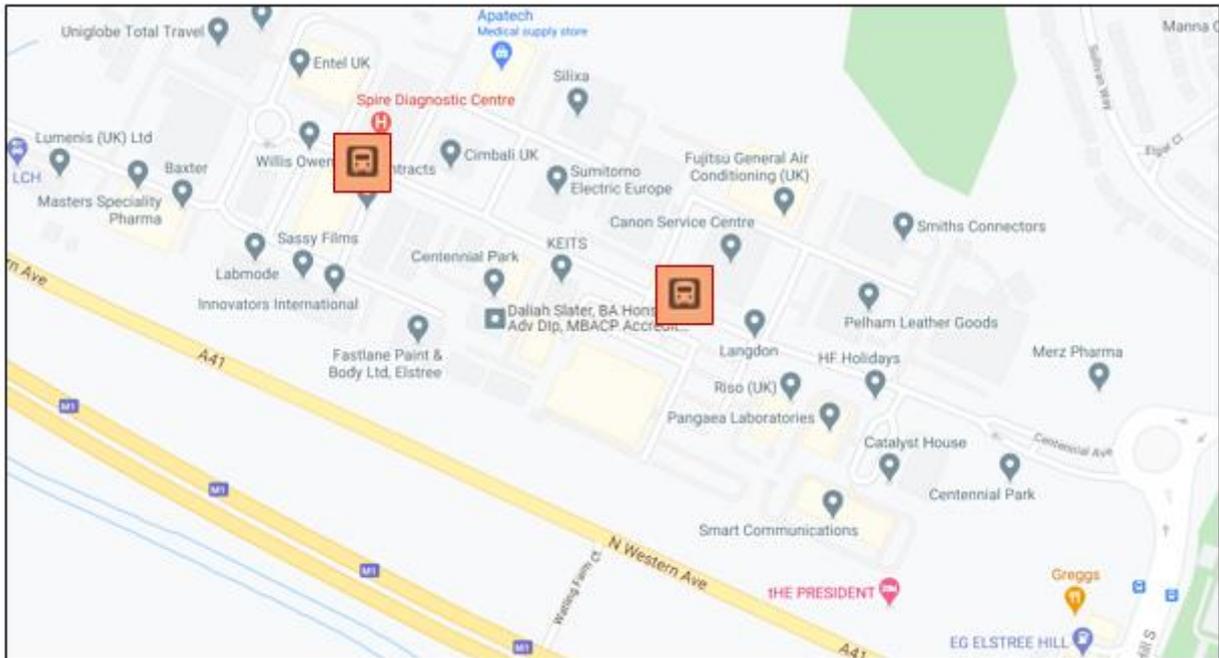
The proposed scheme has been developed with the following aims:

Proposal:

- It is proposed to extend route 324 from Stanmore station to Centennial Business Park, Elstree, via Canons Corner and Brockley Hill. This would provide new links between Stanmore station, the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.
- The exact terminus of the route within the business park is yet to be confirmed.



Map 1: Proposed Extension of route 324 to Centennial Business Park (red dotted line)
Locations of the Royal National Orthopaedic Hospital and Centennial Business Park are circled in green.



Map 2: Indicative New Bus Stop Locations in Centennial Business Park (subject to change)

Rationale:

- Representatives from RNOH and the London Borough (LB) of Harrow have a longstanding aspiration for a direct bus link between Stanmore station and the RNOH. As the UK's leading specialist orthopaedic hospital, the RNOH receives patients from all over the country, many of whom have mobility issues. Patients who travel to the RNOH using public transport typically travel to either Edgware or Stanmore stations, and then connect to the hospital by bus.
- Bus route 107 already provides a direct connection between Edgware station and the RNOH. In contrast there is currently no direct TfL bus connection between Stanmore and the RNOH. Passengers must take bus route 142 to Canons Corner and then interchange with the 107. However, the interchange is not at the same stop and passengers must walk from one side of the crossroads to the other.
- Although the hospital provides a shuttle service to/from Stanmore station, this is a low frequency minibus service with limited capacity, which only operates between 0600-2100, and which cannot accommodate wheelchairs.
- The proposed extension of route 324 represents good value for money with an estimated benefit to net cost ratio of 2.5 to 1.
- The proposal is estimated to generate around 580 additional bus trips per day. (Where passenger numbers are quoted in this EqIA, they refer to the number of people who currently travel on a typical weekday)



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

Positive Impacts

- The proposal will create new direct links between the RNOH and Centennial Business Park and all of the existing stops served by route 324.
- The proposed extension will enable route 324 to serve the pair of stops on Brockley Hill adjacent to the entrance to the RNOH. These bus stops have shelters and seating. (Other bus stops on Brockley Hill do not have shelters due to narrow pavement widths.)
- The proposed changes to bus route 324 are not expected to affect the free hospital shuttle bus service which will continue to operate as it does now, providing a direct link between Stanmore Station forecourt and the main hospital building. This shuttle bus will continue to provide an important service to those passengers who are unable to walk to/from the bus stops on Brockley Hill to the RNOH buildings – a distance of up to 900 metres.
- Route 324 is operated using Single-Deck buses with many of the standard accessibility and security features found on most London bus routes, including low floors, wheelchair ramps, CCTV and 'Next Stop Display'. The new links will be of particular benefit to:
 - Those with limited mobility who do not have access to their own private vehicle.
 - Those on lower incomes who do not have access to their own private vehicle.
 - Any existing passengers who currently need to interchange to complete their journeys to/from the RNOH or Centennial Business Park, particularly those passengers who may feel more at risk when waiting at bus stops and/or interchanging between bus routes.
 - Those people who still need to drive to RNOH or Centennial Business Park and who currently struggle to find a vacant parking space. This is because the proposed changes will encourage some people who currently drive to switch to travelling by bus, thereby freeing up parking space for those who need it most.
 - Those passengers to need to travel to/from RNOH at times when the free hospital shuttle service does not operate (before 6am and after 9pm).
- There are currently no bus routes which enter Centennial Business Park. The proposed extension of route 324 will create new direct bus links into the heart of the business park. The business park contains a specialist medical centre, a hotel and a number of office/industrial units.

Negative Impacts

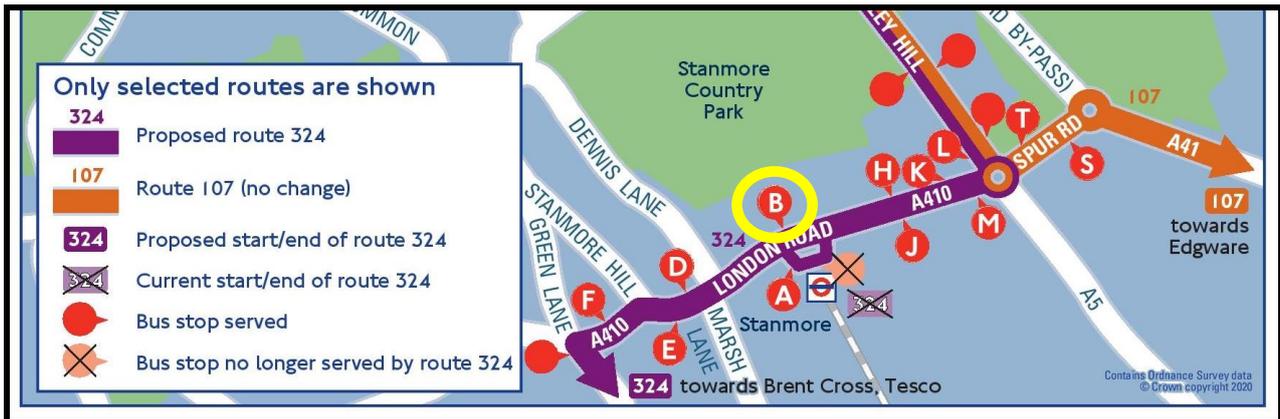
- The proposed extension of route 324 would result in one change to stopping arrangements on the existing route alignment between Brent Cross and Stanmore. Northbound buses towards Stanmore would no longer serve the stop within the station forecourt for alighting passengers. Instead, northbound buses would serve the eastbound stop on London Road (stop B), before proceeding further north along the proposed route extension. This means that any passengers alighting here for Stanmore station would need to cross over London Road to access the station, an additional walk of around 50 metres. The crossing is facilitated by a signalised pedestrian crossing, between bus stop B and Stanmore Station. In addition, there are seats available outside the entrance to Stanmore Station for those passengers who may need to rest before proceeding to the station platform, where more seating is also available.
- The proposal is therefore expected to have an adverse effect for around 150 passengers per day who use route 324 to access Stanmore Station, from stops south of Stanmore Broadway/Church Road. (Passengers making the short journey from



Stanmore Broadway or Church Road will have the option to travel on route H12 which will continue to serve Stanmore Station Forecourt).

- Southbound buses will still continue to pick-up from Stanmore Station forecourt and therefore passengers who currently use the 324 to travel southbound from Stanmore Station will not be affected by this proposal.

The map below highlights the change to northbound stop arrangements at Stanmore Station. Stop B on the north side of London Road (circled on the map), would replace the station forecourt stop for northbound passengers travelling to Stanmore Station. A signalised pedestrian crossing is located adjacent to bus stop B.



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

- 15% of passengers using route 324 are 'Older Person's Freedom Pass' holders.¹
- 13% of the LBs Harrow, Brent & Barnet 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 a 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

- 15% of passengers using route 324 are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go (Under 18) Ticket' holders.⁵
- 32% of the LBs Harrow, Brent & Barnet 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

- 2% of passengers using route 324 are 'Disabled Person's Freedom Pass' holders.⁸
- 14% of the LBs Harrow, Brent & Barnet residents have a disability which limits their day today activities.⁹
- 10% of bus users in London are disabled ¹⁰, 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.
- 51% cent of LBs Harrow, Brent & Barnet residents are women and 49% 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 Harrow, Brent & Barnet 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 Harrow, Brent & Barnet 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 Harrow, Brent & Barnet 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.
- 51% of LBs Harrow, Brent & Barnet residents are from BAME communities.²¹
- 49% of LBs Harrow, Brent & Barnet 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 Harrow, Brent & Barnet residents, who share this protected characteristic, is set out in the following table.²⁹

Harrow Brent Barnet	All	Christian	Budhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Number of residents	906,657	365,127	11,521	137,780	68,979	124,661	5,730	13,477	113,222	66,160
Percentage of residents	100%	40%	1%	15%	8%	14%	1%	1%	12%	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 Harrow, Brent & Barnet, 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 Harrow, Brent & Barnet 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 50% of LBs Harrow, Brent & Barnet 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>



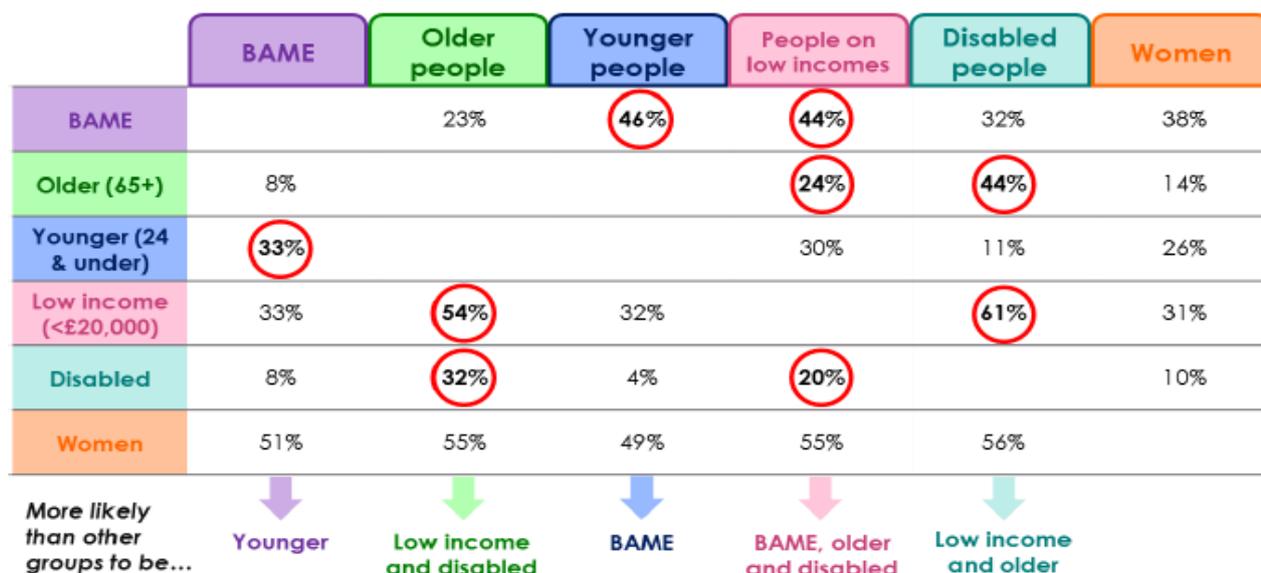


Figure 1: Overlap of some key Groups of London Residents

- 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>The withdrawal of the northbound service from Stanmore Station forecourt will create an additional walk of around 50 metres for passengers who currently use the 324 to travel to Stanmore Station to interchange onto the Jubilee Line services.</p> <p>This change may have a disproportionately negative impact on some older people who may find the additional walking distance difficult.</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>Except for the stop at Stanmore Station, older people will still be able to access all previously served stops, and links to key destinations will be retained.</p> <p>Young People</p> <p>TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.</p>
Disability including carers	Y	<p>The withdrawal of the northbound service from Stanmore Station forecourt will create an additional walk of around 50 metres for passengers who currently use the 324 to travel to Stanmore Station to interchange onto the Jubilee Line services.</p> <p>This change may have a disproportionately negative impact on some disabled people who may find the additional walking distance difficult.</p>

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



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.

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.

The physical accessibility of buses is one of the main reasons why they are commonly used by disabled Londoners. All of TfL's buses, with the exception of four heritage Routemasters, are low floor and 95 per cent of bus stops are accessible.

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.

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% compared to 30 % for non- disabled Londoners) and finding a map (18% compared to 15%).⁴⁹

Except for the stop at Stanmore Station, disabled people will still be able to access all previously served stops, and links to key destinations will be retained.

⁴⁹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>



Gender	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
Gender reassignment	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
Marriage/ Civil Partnership	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
Pregnancy/ Maternity	Y	<p>The withdrawal of the northbound service from Stanmore Station forecourt will create an additional walk of around 50 metres for passengers who currently use the 324 to travel to Stanmore Station to interchange onto the Jubilee Line services.</p> <p>This change may have a disproportionately negative impact on pregnant women and those with children and buggies who may find the additional walking distance difficult.</p> <p>Except for the stop at Stanmore Station, pregnant women and those with children and buggies will still be able to access all previously served stops, and links to key destinations will be retained.</p>
Race	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
Religion or Belief	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
Sexual orientation	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.



Other – For example; People who are on Low Incomes, Homeless, or Refugees	N	TfL does not anticipate that the proposal will have a disproportionately negative impact on individuals that share this protected characteristic.
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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</p> <p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for older people, especially those with mobility issues, thereby improving their participation in society.</p> <p>Young People</p> <p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for young people, especially those with mobility issues, thereby improving their participation in society.</p>
Disability including carers	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people with disabilities, especially those with mobility issues, thereby improving their participation in society.</p>
Gender	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for women, thereby improving their participation in society.</p>



		<p>Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.⁵⁰ 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% of women say they are generally worried compared with men (27%).⁵¹ Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).⁵²</p> <p>The proposed changes will remove some concerns about having to pay more for their journeys, as more bus journeys will become possible using one bus. 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.⁵³</p>
<p>Gender Reassignment</p>	<p>Y</p>	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.</p>
<p>Marriage/ Civil Partnership</p>	<p>N</p>	<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>
<p>Pregnancy/ Maternity</p>	<p>Y</p>	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.</p>

⁵⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



Race	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.</p> <p>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.⁵⁴ 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).⁵⁵ 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).⁵⁶</p> <p>The proposed changes will remove some concerns about having to pay more for their journeys, as more bus journeys will become possible 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 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.⁵⁷</p>
Religion or Belief	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health</p>

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>



		care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.
Sexual orientation	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.</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).⁵⁸ 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%).⁵⁹ LGBT people are statistically more vulnerable to verbal and physical abuse.⁶⁰</p>
Other – For example; People who are on low incomes, Homeless, or Refugees	Y	<p>The proposed changes will improve journey times for some passengers and will also create new direct journey opportunities, particularly to the Royal National Orthopaedic Hospital (RNOH) and Centennial Business Park.</p> <p>As outlined in Step 1 above, the proposed changes will make health care, employment and the wider community more accessible for people who share this protected characteristic, especially those with mobility issues, thereby improving their participation in society.</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>

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>

⁶⁰ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



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? ⁶¹	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
<p>Consultation responses</p>	<p>A number of discussions have been held with transport officers from LB Harrow and with representatives from the Royal National Orthopaedic Hospital (RNOH). All have indicated that they would be supportive of improvements to bus links to the hospital (particularly to/from Stanmore)</p> <p>Discussions have taken place with representatives from Centennial Business Park regarding the potential for route 324 to terminate within the grounds of the business park.</p> <p>A site visit was held at the business park in December 2019. The business park has indicated that they would welcome a bus route serving stops within the grounds of the park and are happy to accommodate the necessary highway changes proposed during the site visit.</p> <p>(Add a summary of consultation responses for the Post Consultation version.)</p>

⁶¹ 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.

A site visit was held at Centennial Business Park in December 2019.

This was attended by TfL officers from Bus Performance Management and Service Delivery Management teams, as well a representative for the business park.

During the site visit the possible locations for bus stops and stands were discussed and agreed in principle. As were the necessary highway changes which the business park would need to make as they own the roads within the park. The main changes needed are the suspension of some public parking and the painting of bus stop/stand cages.

The business park has indicated that they would welcome a bus route serving stops within the grounds of the park and are happy to accommodate the necessary highway changes proposed during the site visit.



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.

Fill in relevant box for the Post Consultation version

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)	
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	As soon as possible	Consultation Team
Ensure stops and stands are updated to accommodate the proposed service changes.	As soon as possible following close out of the public consultation.	Asset Operations Team / Performance Team
Ensure route tests are undertaken as required	As soon as possible following close out of the public consultation.	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.	As appropriate prior to implementation of the service change.	Marketing and Communication Team

