

## F1457 A1 Equality Impact Assessment (EqIA) form

<b>Project</b>	<b>Sutton and Croydon Scheme</b> <b>Routes 80, 164, 166, 312, 405, 407, 413, 434, 455, 470, S1, S3 and S4</b>
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### Step 1: Clarifying Aims

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

The proposed scheme has been developed following extensive engagement with the London Boroughs of Sutton and Croydon. Parts of the proposals are based on The Sutton Study (available on the TfL website). The aims of the proposals are to:

- Develop the bus network to take better account of current travel patterns
- Create a network that can be enhanced to provide extra capacity and links where they are required in future, particularly to serve the developments in the Belmont and Kenley areas
- Remove excess bus service where it is not required for capacity and / or where usage is limited.

#### Summary of proposals and rationale for change

Following a detailed review of bus routes in the Sutton and Croydon areas, changes are proposed to routes 80, 164, 166, 312, 405, 407, 413, 434, 455, 470, S1, S3 and S4. (See Maps in the Consultation documents)

This EqIA has been broken down into geographic sections due to the complexity and interlinking of the proposals. Where passenger numbers are quoted in places, this refers to the number of people who currently travel on a typical weekday.

#### People using existing routes 407 and 434

##### **Proposal:**

- Route 407 will be split into two. The 407 will run between Croydon Town Centre and Sutton. New route 443 will be introduced between Caterham and West Croydon at 4 buses per hour. It will serve Southbridge Road, Old Town, Reeves Corner and the north-western part of Centrale but will no longer serve the Town Hall and Wellesley Road
- Route 434 will be extended from Whyteleafe to Caterham and diverted away from Northwood Avenue to serve Higher Drive



- New route 439 will operate between Whyteleafe and Waddon Marsh, Trafalgar Way serving Kenley, Northwood Avenue and Purley.

**Rationale:**

The proposal for the 407 and 443 will address two issues - that there is currently no service on Old Town and Southbridge Road and that route 407 has reliability issues. The section of the 407 between Caterham and Croydon needs less capacity.

The proposal for the 434 and 439 will bring over 400 households in Kenley closer to the bus network, provide a service for Higher Drive and will serve planned small-scale developments in that area. The extension of the 434 to Caterham will solve an operational issue on the 434 where there are no driver toilets at either end, It will provide new links between Caterham and Kenley. The new 439 will restore a direct link between Waddon Marsh and Purley.

**People using existing routes 166 and 455 south of Croydon town centre**

**Proposal:**

- Route 455 will be withdrawn completely
- Route 312 will be extended from South Croydon Bus Garage to Purley, Old Lodge Lane via Brighton Road
- Route 166 will be diverted between Purley and Croydon town centre via existing route 455
- The journeys that run on route 405 at school times between Purley and West Croydon will be extended to run to and from Waddon and renumbered 645.

**Rationale:**

There is currently excess capacity between Croydon town centre and South Croydon. This proposal will remove 3 buses per hour from this section but there will still be 22 buses per hour, Monday to Saturday daytimes and 15 buses per hour in the evenings on routes 60, 312, 443 and 466. This provides adequate capacity for the peak demand. The Old Lodge Lane area has a low frequency service that is provided by the very long route 455. This route is prone to disruption and if any journeys have to be withdrawn waiting passengers face a 40-minute gap in service.

**People travelling to or from stops between Croydon town centre and Waddon Marsh, Trafalgar Way**

**Proposal:**

- Route 455 will be withdrawn completely.

**Rationale:**

There is excess capacity between West Croydon, Waddon and Purley Way. Routes 154, 157, 407 and 410 will still provide 22 buses per hour, Monday to Saturday daytimes and 15 buses per hour in the evenings to and from Waddon and the tram links the Purley Way area to central Croydon.

**People travelling to stops between Waddon Marsh, Trafalgar Way and Wallington**

**Proposal:**

- Route 455 will be withdrawn
- Route S4 will be extended from Roundshaw to Waddon Marsh

- Route S4 will be increased in frequency from a bus every 30 minutes to one every 20 minutes, Monday to Saturday daytime. The 30-minute evening service will be retained, and a 30-minute Sunday service will be introduced. The 30-minute evening service will be retained
- Route S4 will no longer operate east of Belmont Station. New route S2 will run between Belmont and St Helier over the current S4 routeing.

**Rationale:**

The 455 between Purley Way and Roundshaw is relatively well used and so will be replaced by route S4 over this section. The S4 will run at the same frequencies as the current 455. There is excess capacity between Roundshaw and Wallington provided by routes 154, 455 and S4. People living on the S4 routeing only have 2 buses per hour and usage means that 3 buses per hour can be justified, as well as a Sunday service, if the excess capacity elsewhere in the area is removed.

**People travelling to and from stops between Wallington town centre and Belmont Station**

**Proposal:**

- Route S4 will be extended from Roundshaw to Waddon Marsh
- Route S4 will be increased in frequency from a bus every 30-minutes to every 20-minutes, Monday to Saturday daytime. The 30-minute evening service will be retained, and a 30-minute Sunday service will be introduced
- Route S4 will no longer run east of Belmont Station. New route S2 will run between Belmont and St Helier over the current S4 routeing. This will also run every 20-minutes, Monday to Saturday daytime. There will be a 30-minute evening and Sunday service.

**Rationale:**

Extra frequency, and a Sunday service, can be justified on route S4 over this section, based on current usage. Extending the S4 to Waddon Marsh would make it too long to operate reliably if the current western terminus was retained. Splitting the service in 2 at Belmont minimises the disruption to existing passenger journeys.

**People travelling between Belmont Station and St Helier**

**Proposal:**

- Route S4 will no longer serve this section
- New route S2 will run between Belmont and St Helier over the current S4 routeing. This will run every 20-minutes, Monday to Saturday daytime (currently every 30-minutes). The 30-minute evening service will be retained, and a 30-minute Sunday service introduced.

**Rationale:**

Extra frequency, and a Sunday service, can be justified on new route S2 over this section, based on current usage. Extending the S4 to Waddon Marsh would make it too long to operate reliably if the current western terminus was retained. Splitting the service at Belmont minimises the disruption to existing passenger journeys.

**People using existing routes S3, 413 and 470**

**Proposal:**

- Route S3 will run between Malden Manor and Sutton Station only



- Route S3 will have a 30-minute evening service introduced. It may get a 30-minute Sunday service, subject to further business case work
- Route 413 will no longer run beyond Sutton town centre to Bushey Road. This area will still be served by routes 80 and 213
- Route 413 will be extended from Sutton town centre to Belmont Station via Benhill Avenue and existing route S3
- Cedar Road, Langley Park Road and Lind Road will no longer be directly served by the bus network
- The routeings of the 470 and S3 will be altered between Sutton High Street and Sutton Common Road. Route S3 will run via Angel Hill and Sutton Common Road. Route 470 will run via Stayton Road and Oldfields Road. This will require the junction of Stayton Road and Oldfields Road to be altered to allow buses and cycles only to make the left turn from Oldfields Road.

***Rationale:***

Re-routeing and extending the 413 to Belmont will give a higher frequency service on the section of the S3 east of Sutton town centre. It also means an evening and Sunday service can be justified. An evening service can be justified on the rest the S3. The business case for running a Sunday service on the proposed S3 is weak, but further work will be undertaken to see if this can also be justified. Altering the routeings of the 470 and S3 in the Sutton Common area gives a more rational pattern of service. Currently route S3 gets within 120m of Oldfields Road, at Stayton Road, but then has to travel nearly 1.5km to reach the Oldfields Road / Stayton Road junction. The proposal will add about 500m to the distance travelled by route 470.

**People travelling to or from Belmont, High Down and Downview**

***Proposal:***

- Route 80 will no longer run between Belmont, Cotswold Road and High Down and Downview. From Cotswold Road it will be extended into the London Cancer Hub site
- Route 80 will be converted to double deck operation
- New route S2 will be extended from Belmont Station to High Down and Downview
- Route S2 will operate every 20-minutes Monday to Saturday daytimes and every 30-minutes at all other times.

***Rationale:***

This will remove excess capacity between Belmont and High Down and Downview. There are 290 trips a day on this section which are not sufficient to justify the 7.5 buses per hour that operate on route 80. The 3 buses per hour that will be provided by new route S2 will be more than adequate for this level of demand. Converting route 80 to double deck operation and re-routeing it to serve the London Cancer Hub site will provide extra capacity for the growing demand in this area, as well as bringing bus services into the heart of the site.

**People travelling to or from The Royal Marsden Hospital and London Cancer Hub development site**

***Proposal:***

- Route 80 will run between Hackbridge and the London Cancer Hub
- Route 80 will be converted to double deck operation
- Route S1 will be rerouted between Sutton Lane and Brighton Road via Cotswold Road rather than Belmont Station



- Route S3 will run between Malden Manor and Sutton Station only
- Route 413 will no longer run beyond Sutton town centre to Bushey Road. It will be extended from Sutton town centre to Belmont Station via Benhill Avenue and existing route S3. It will serve the main entrance to the Royal Marsden. This means that the eastern section of the S3 will have an increase in frequency from a bus every 20-minutes to one every 15 minutes. It will also gain a 30-minute evening and Sunday service
- Route S4 will be extended from Roundshaw to Waddon Marsh. It will still serve the main entrance to the Royal Marsden
- Route S4 will be increased in frequency from a bus every 30-minutes to every 20-minutes, Monday to Saturday daytime. The 30-minute evening service will be retained, and a 30-minute Sunday service will be introduced
- Route S4 will no longer operate east of Belmont Station. New route S2 will run between Belmont and St Helier over the current S4 routeing. It will not serve the Royal Marsden
- As development increases at the London Cancer Hub, route 164 will be extended from Sutton Station to the Cancer Hub. This will only happen when demand justifies it.

**Rationale:**

Significant development is planned adjacent to the current Royal Marsden Hospital. A new secondary school opened there in September 2019 and student numbers will increase each year for the next 5 years to a total of 1,300. A concentration of cancer research and treatment facilities will be developed over the next 20 years to form the London Cancer Hub. It will lead to a large increase in employment in the area, with an estimated 6,000 construction workers and 7,000 life-science and support jobs when it is fully built out.

In addition, the site is the preferred location for a new acute hospital for the Epsom and St Helier NHS Trust. Consultation on this began on 8 January 2020. A decision was announced on 3 July 2020 that this site had been chosen for the new hospital.

Converting route 80 to double deck operation and re-routeing it to serve the London Cancer Hub site will provide extra capacity for the growing demand in this area, as well as bringing bus services into the heart of the development. Re-routeing the S1 will mean it better serves both the Royal Marsden and London Cancer Hub as it will serve stops within walking distance of both. This will be particularly beneficial to people in the Banstead area but also people in the Benhill, St Helier and Mitcham areas.

The changes to the S3 / 413 and S4 will give a much-improved service at all times of the day to the main entrance of the Royal Marsden. Many people who currently travel to or from the Hospital will have higher frequency services. New direct links will be created to Beddington, Purley Way, Gander Green Lane, Lower Morden and Morden. The main entrance of the Royal Marsden will have Sunday services for the first time.

Route 164 will be extended to the London Cancer Hub as development progresses and increased demand justifies further improvements to service levels.

**People travelling on route S1 in St Helier**

**Proposal:**

- Route S1 will be rerouted between St Helier Hospital and the Green Wrythe Lane / Middleton Road junction via Wrythe Lane, Bishopsford Road and Green Wrythe Lane



- Robertsbridge Road, Revesby Road and Peterborough Road will no longer be directly served by the bus network.

***Rationale:***

Both Robertsbridge and Revesby Roads are narrow, and this leads to problems for bus operation. They also only have footways on one side making it harder for passengers to board and alight. Serving Bishopsford Road and Green Wrythe Lane instead means all households currently served by the S1 remain within 400m of that route. In addition, many households north of Bishopsford Road will have easier access to the S1.

**Hail and Ride operation**

***Proposal:***

- It is not proposed to install fixed stops on roads that are currently served by buses on a Hail and Ride basis
- The roads newly served by route 434 will operate on a Hail and Ride basis.

***Rationale:***

The London Borough of Sutton wishes to retain Hail and Ride where it is currently in operation. The London Borough of Croydon wishes to have Hail and Ride on the newly served roads.

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

### People using existing routes 407 and 434

Around 440 passengers per day will need to interchange onto another service to continue to make their journeys across Croydon Town Centre. Passengers wishing to complete their journey can interchange at West Croydon Bus Station. A further 700 who travel to or from the Caterham to Purley section of the 407 will need to change on Brighton Road to complete journeys to or from parts of Croydon Town Centre. Passengers can interchange at any of the stops on Brighton Road, including access to high frequency services 60 and 468 at Swan and Sugarloaf (stops G and H northbound and stop J southbound).

Passengers will still be able to complete their journey to West Croydon Bus Station, Centrale and Reeves Corner without changing.

11,000 passengers per weekday will experience a more reliable journey. Passengers using the new route 443 between Godstone Road and Purley will experience 2 and a half minutes additional wait time for a bus. Residents on Southbridge Road and Old Town will be closer to a bus service that will provide links to Purley and West Croydon Bus Station.

Due to the route 434 being rerouted away from Northwood Avenue, 45 passengers will need to interchange with new route 439 to complete their journeys. Passengers travelling to Coulsdon will change at stops M or P in Purley, passengers travelling to other parts of Kenley can change at Kenley Station.

Over 400 existing households in Kenley will be newly within a 400m walk of the nearest bus service and will have journey opportunities to Purley, Coulsdon, Whyteleafe and Caterham.

Passengers on the Purley Way will have direct access to Waddon Marsh and will see an increase in capacity along the busiest section of the 289 between Purley and Waddon.

### People using existing routes 166 and 455 south of Croydon town centre

A number of people will see an improvement to their bus service from this scheme. 865 people travelling on the Old Lodge Lane - Purley section and from there to and from Croydon town centre will see a significant increase in frequency from a bus every 20-minutes to one every 12-minutes, Monday to Saturday daytimes and from one every 30-minutes to every 20-minutes evenings and Sundays. They will also see a faster journey time of around 1 to 2 minutes. There will be new direct bus links between places south of Croydon Bus Garage and East Croydon, Woodside and Norwood Junction.

300 current route 166 passengers who travel between points south of Coulsdon and Brighton Road will now need to change buses to or from routes 60, 312, 443 or 466. They can do this in Purley on Brighton Road northbound at stop W, which does not have a shelter. Southbound it can be done by alighting at stop T and walking 25m to adjacent stop U. They both have shelters.

260 current route 166 passengers who travel between points south of Coulsdon and Croydon town centre will have a longer journey time of around 1 to 2 minutes.

80 current route 455 passengers who travel between Old Lodge Lane and Pampisford Road and St Peters Road will need to change buses once to make their journey between

routes 312 and 166 or 405. 50 people travelling between Old Lodge Lane and Wellesley Road and West Croydon will need to change buses between the 312 and routes 60 or 443. They can do this in Purley on Brighton Road northbound at stop W, which does not have a shelter. Southbound it can be done by alighting at stop T and walking 25m to adjacent stop U. They both have shelters.

Options for those travelling west of West Croydon are explained in the section below.

### **People travelling to or from stops between Croydon town centre and Waddon Marsh, Trafalgar Way**

No-one will directly benefit from this change. There is sufficient capacity on other services, including the tram, to accommodate displaced passengers. However, the scheme release resource that is redeployed to improve services elsewhere on the network.

40 route 455 passengers who travel between Old Lodge Lane and points west of West Croydon will need to change buses, or change to tram, more than once or have a long walk in order to still make their journey. They will need to change buses in Purley between routes 312 and 289. Northbound this involves a walk of about 250m from stop W on Brighton Road to stop Y on Banstead Road. Stop Y has a shelter. For southbound passengers they will use the 289 to Purley, alight at stop M on Purley Road and cross Purley Road to board route 312 at stop P. This is a walk of about 110m with controlled pedestrian crossings. They can then change to route S4 at the Purley Way Beddington Farm Road stops in either direction. These both have shelters.

70 route 455 passengers who travel between Brighton Road - Pampisford Road and the Waddon area will need to change at West Croydon between routes 166 and 157 or 407. 190 route 455 passengers who travel between Brighton Road - Pampisford Road and points west of Waddon will need to change buses, or change to tram, more than once or have a long walk in order to still make their journey. They will be able to use route 166 to or from West Croydon where they can change to routes 407 or 410. They will then change to route S4 at Beddington Plough. This will involve an additional walk of up to 200m. 3 of the 4 stops involved have shelters, with the exception being the north bound S4 stop. All arms of the junction have controlled pedestrian crossings. Alternatively, they could take the 407 or 410 to or from Waddon Road / Purley Way and walk up to an additional 600m to reach Sainsbury and route S4

145 route 455 passengers from West Croydon – Reeves Corner will need to use the tram to or from Waddon Marsh where they will be able to change to route S4. 40 passengers in the Waddon area can use the 407 to travel to or from Beddington Plough and change to the S4. This will involve an additional walk of up to 200m. 3 of the 4 stops involved have shelters, with the exception being the north bound S4 stop. All arms of the junction have controlled pedestrian crossings.

### **People travelling to stops between Waddon Marsh, Trafalgar Way and Wallington**

People travelling to stops wholly on the Waddon Marsh - Roundshaw section and between there and Wallington town centre will still be able to make their journey on one bus, the S4, which will run at the same frequency as the 455. Those travelling to or from Wallington will have an increased journey time of 4 to 5 minutes.

Those wishing to travel between stops on Foresters Drive and Stafford Road will be able to use route 154. The 135 passengers who travel between the Waddon Marsh –





Hackbridge section and Foresters Drive and Stafford Road will have to interchange to route 154. This can be done at the same stop anywhere along Mollison Drive. The stops in both directions at The Phoenix Leisure Centre have shelters. 85 people who travel between Foresters Drive and stops in Wallington town centre, including the station could change between routes 154 and 157 on Stafford Road, at stops with shelters, or walk up to an additional 430m.

Those travelling on the current S4 route on the Roundshaw - Wallington town centre section will see an increase from a bus every 30-minutes to one every 20, Monday to Saturday daytimes. They will also gain a 30-minute Sunday service. They will retain a 30-minute evening service.

People travelling beyond Belmont Station will have to change buses – see the Belmont Station and St Helier section.

### **People travelling to and from stops between Wallington town centre and Belmont Station**

1,040 people travelling on this section will see an increase from a bus every 30-minutes to one every 20, Monday to Saturday daytimes. They will also gain a Sunday service. They will retain a 30-minute evening service. They will also gain new links north east of Roundshaw to Beddington Lane, Coomber Way and Waddon Marsh.

People travelling beyond Belmont Station will have to change buses – see the Belmont Station and St Helier section.

### **People travelling between Belmont Station and St Helier**

1,360 people travelling on this section will use new route S2. They will see an increase from a bus every 30-minutes to one every 20, Monday to Saturday daytimes. They will also gain a 30-minute Sunday service and retain a 30-minute evening service. The S2 routeing will exactly mirror the S4 routeing, including serving St Helier Hospital.

320 people traveling across Belmont will need to interchange. This will be at the same stop at Belmont Station. Westbound there is a bus shelter but not eastbound.

### **People using existing routes S3, 413 and 470**

1,500 people travelling on the Malden Manor - Sutton Station section will still be able to use the S3. They will gain a 30-minute evening service and possibly a Sunday service, subject to further business case work.

650 people travelling on the Lower Road - Belmont Station section and between there and Sutton town centre (apart from the station) will use the extended 413. They will see an increase in frequency from a bus every 20-minutes to one every 15-minutes, Monday to Saturday daytimes. They will gain a 30-minute evening and Sunday service. For many people travelling to or from Sutton town centre their journey will be quicker by around 4 to 5 minutes.

140 people who currently travel across Sutton town centre will be able to interchange at stops in the town centre. Travelling from the Malden Manor direction towards Belmont Station it is proposed that route S3 will additionally serve stop X on Marshall's Road, as will the 413, allowing people to interchange at the same stop. In the other direction people can alight the 413 at stop S on Grove Road and walk 20m to stop R to board route S3.

110 people travelling between Sutton Station and the Lower Road – Belmont Station section will have to interchange at stops in the town centre. Alternatively, they could alight the 413 at stop S on Grove Road and walk around 160m to the station entrance when travelling westbound. However, in the other direction the walk is nearly 400m.

Three roads that currently have a bus service will no longer have one under these proposals. They are Lind Road, Langley Park Road (north) and Cedar Road. There are around 210 trips a day made to or from these roads. Alternative ways of retaining a service to these roads has been considered. However, these were rejected because they:

- led to more people no longer travelling due to the need to interchange than would be retained by still serving the three roads
- meant that journey times to and from the town centre were increased for many people
- and / or led to significantly increased operating costs for TfL.

70 people travel to or from Lind Road. This is about 350m long and has bus services at either end. At the northern end there is route 154 and there will be route 413. The southern end is served by route 407. All of the bus stops for these services are within 100m of the ends of Lind Road.

Langley Park Road (north) is also around 350m long. 60 people travel to or from there. The 407 serves the northern end of this. There is a westbound 407 stop within 50m of Langley Park Road. However, the nearest eastbound stop is 200m away. There is a gap of around 500m between eastbound stops here and consideration will be given to installing an additional one, nearer to Langley Park Road. The S1 serves Langley Park Road (south). It operates on a hail and ride basis in this area and the nearest safe stopping places are within 250m of the no longer served part of Langley Park Road.

Finally, 80 people travel to or from Cedar Road. It is around 370m long. The western end is within 160m of stops adjacent to Sutton Station where there are many bus routes. The eastern end is within 230m of safe stopping places for route S1. Consideration was given to re-routing the S1 via Cedar Road instead of Cavendish Road, but 225 people use the S1 to and from there, compared to the 80 people who board or alight on Cedar Road. In addition, there is a large sheltered housing complex on Cavendish Road.

Route 413 will no longer serve the Bushey Road area. Routes 80 and 213 will still serve it. 60 people who use the 413 will need to change buses in future. They can do this at the same stop in a number of locations in Sutton town centre. All of these stops have shelters.

Altering the routings of the 470 and S3 between Sutton High Street and Sutton Common Road will mean 35 passengers on route S3 and 65 on route 470 will need to change buses to still make their journey. Interchange will be possible at the stops on Oldfields Road near the junction with Stayton Road. Both stops have shelters. Interchange for most passengers will involve crossing Oldfields Road. This will necessitate a walk of up to 250m to cross at a controlled pedestrian crossing.

Dibden Road and Marlborough Road will no longer be served. 90 people travel to or from there. It is about 450m between Stayton Road and Sutton Common Road so all



households remain within 400m of a bus service and the vast majority remain within 400m of route S3.

### **People traveling to or from Belmont, High Down and Downview**

Re-routing the 80 to serve the London Cancer Hub development will have significant passenger benefit - see The Royal Marsden Hospital and London Cancer Hub section below. 100 people will have to change buses to still make their journey to or from High Down and Downview. They will be able to change between routes 80 and S2 at the same stop in each direction at Sutton Station. They both have shelters.

The remaining 190 passengers travelling to High Down and Downview will not have to change buses but will see a longer journey time of around 3 to 4 minutes and a reduced frequency of service.

This proposal is necessary as there is an oversupply of bus capacity to High Down and Downview presently. The S2 will provide a much more appropriate level of service for the demand to this area, whilst giving a higher frequency of service to the London Cancer Hub.

### **People travelling to or from The Royal Marsden Hospital and London Cancer Hub development site**

Re-routing the 80 to serve the London Cancer Hub development will have significant passenger benefit. It will give the site a high frequency service that links it directly to Sutton Station and also provides links to Morden. It will improve access to the Royal Marsden as the rear entrance to this can be accessed from the Cancer Hub site. Conversion to double deck operation will be needed in the near future to provide sufficient capacity for the growing number of bus trips in the area.

Demand will continue to grow as more development happens and additional bus capacity will be required. Route 164 will be extended from Sutton Station to the Cancer Hub at an appropriate time.

Re-routing the S1 will mean it better serves both the Royal Marsden and London Cancer Hub as it will serve stops within walking distance of both. This will be particularly beneficial to people in Banstead but also people in the Benhill, St Helier and Mitcham areas. 1,180 passengers travelling between points south of Downs Road and north of Belmont Station will have a faster journey time of around 1 minute.

190 people who travel to the Belmont Station area using the S1 will have to change buses in future to complete their journey. 50 of these are travelling to or from points north of Belmont and will be able to change to or from route 280 at the same stops at Sutton station, which have shelters. Interchange for Banstead passengers will require a walk of up to 300m along Downs Road.

The changes to the S3 / 413 and S4 will give a much-improved service at all times of the day to the main entrance of the Royal Marsden. 290 people who currently travel to or from the Hospital will have higher frequency services. New direct links will be created to Beddington, Purley Way, Gander Green Lane, Lower Morden and Morden. The main entrance of the Royal Marsden will have a Sunday service for the first time.

60 people who currently travel to or from the Hospital on the western half of route S4 will have to change buses. They can change to routes 413 and S4 at the same stops in both directions at Belmont Station. There is a shelter for westbound passengers doing this, but not for eastbound passengers.

**People travelling on route S1 in St Helier**

Robertsbridge Road will no longer be served and 225 people travel to or from there. However, it is about 200m from Bishopsford Road, which the S1 will serve. There are good walk routes linking these roads. The stops on Bishopsford Road all have bus shelters.

Revesby Road and Peterborough Road will no longer be served. 320 people travel to or from these roads. They will still be able to access the S1 on either Green Wrythe Lane or Middleton Road. These are under 400m from Revesby or Peterborough Roads.

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## Summary

The table below summarise the effects of the proposed changes on existing passengers of all the proposals go ahead. It shows that nearly 77% will see no change to their bus service, 10% will have a higher frequency, 9% a lower frequency, 5% will no longer be able to make their journey on 1 bus and less than 1% will no longer have a service.

Route	80	164	166	312	407	413	434
<b>No Change</b>	11,560	10,020	4,070	5,650	4,540	3,330	980
<b>Higher Frequency</b>	2,720	0	0	0	940	0	80
<b>Lower Frequency</b>	190	0	0	0	4,580	30	0
<b>Need to Change Buses</b>	100	0	300	0	1,140	60	50
<b>No Service</b>	0	0	0	0	0	0	0
<b>Total</b>	<b>14,570</b>	<b>10,020</b>	<b>4,370</b>	<b>5,650</b>	<b>11,200</b>	<b>3,420</b>	<b>1,110</b>

Route	455	470	S1	S3	S4	Total	%
<b>No Change</b>	2,520	2,890	7,050	1,500	0	<b>54,110</b>	<b>76.6%</b>
<b>Higher Frequency</b>	870	60	0	650	2,400	<b>7,720</b>	<b>10.9%</b>
<b>Lower Frequency</b>	360	0	40	120	50	<b>5,370</b>	<b>7.6%</b>
<b>Need to Change Buses</b>	700	70	190	290	320	<b>3,220</b>	<b>4.6%</b>
<b>No Service</b>	0	0	0	210	0	<b>210</b>	<b>0.3%</b>
<b>Total</b>	<b>4,450</b>	<b>3,020</b>	<b>7,280</b>	<b>2,770</b>	<b>2,770</b>	<b>70,630</b>	<b>100.0%</b>

Overall 3,650 new trips are expected to be made each weekday on the bus network due to new direct journey opportunities and increased frequencies. This represents an increase of 5% compared to the base number of trips on the affected routes. In addition, 2,000 extra trips on Sundays are forecast due to new Sunday services on existing routes S3 and S4.

There are also expected to be reliability Improvements for current routes 407, 455, S3 and S4 passengers.

The revised network also provides additional capacity in areas where there is growing demand. Additional trips arising from these developments are not included in these tables.



## 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 on these routes are 'Older Person's Freedom Pass' holders.<sup>1</sup>
- 13% of the London Boroughs of (LBs) Sutton and Croydon residents are aged 65 or over.<sup>2</sup>
- 8% of bus users in London are aged 65 or over, which is lower than the population of London as whole (11%).<sup>3</sup>
- 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).<sup>4</sup>

#### *Young People*

- 14% of passengers on these routes are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket' holders.<sup>5</sup>
- 32% per cent of LBs Sutton and Croydon residents are young people under 25.<sup>6</sup>
- 29% of bus users in London are young people under 25, which is lower than the population of London as a whole (32%).<sup>7</sup>

### *Disability*

- 2% of passengers on these routes are 'Disabled Person's Freedom Pass' holders.<sup>8</sup>
- 15% of LBs Sutton and Croydon residents have a disability which limits their day to day activities.<sup>9</sup>
- 10% of bus users in London are disabled <sup>10</sup>, which is lower than the population of London as a whole (14%) <sup>11</sup>.
- Data on bus usage by carers is not currently available.

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<sup>1</sup> Oyster Data P9 2018.

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

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

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

<sup>5</sup> Oyster Data P9 2018.

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

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

<sup>8</sup> Oyster Data P9 2018.

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

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

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

## **Gender**

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop.
- 51% of LBs Sutton and Croydon residents are women and 49% are men.<sup>12</sup>
- 57% of day bus users in London are women, which is higher than the population of London as a whole (51%).<sup>13</sup>
- 43% of day bus users in London are men, which is lower than the population of London as a whole (49%).<sup>14</sup>
- 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% of women say they are generally worried compared with men (27%).<sup>15</sup>

## **Gender Reassignment**

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop or London wide.
- Data on LBs Sutton and Croydon 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.<sup>16</sup> 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.<sup>17</sup> 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.<sup>18</sup>

## **Marriage/Civil Partnership**

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop or London wide.
- Data on LBS Sutton and Croydon residents who share this protected characteristic is not currently available.

## **Pregnancy/Maternity**

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop or London wide.
- Data on LBs Sutton and Croydon residents who share this protected characteristic is not currently available.

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

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

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

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

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

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

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



- Women make up 57% of the ridership on buses in London<sup>19</sup> 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.<sup>20</sup> 25% of women in LBs Sutton and Croydon are in the 16 to 49 age group.

## Race

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop.
- 37% of LBs Sutton and Croydon residents are from BAME communities.<sup>21</sup>
- 63% LBs Sutton and Croydon residents are White.<sup>22</sup>
- 47% of bus users in London are from BAME communities<sup>23</sup>, which is higher than the population of London as a whole (40%).<sup>24</sup>
- 53% of bus users in London are White<sup>25</sup>, which is lower than the population of London as a whole (60%).<sup>26</sup>
- 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).<sup>27</sup>
- 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.<sup>28</sup>

## Religion/Belief

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop or London wide.
- A summary of the percentages for LBs Sutton and Croydon and London residents, who share this protected characteristic, is set out in the following table.<sup>29</sup>

Sutton and Croydon	All	Christian	Budhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Number of residents	553,524	316,108	3,749	29,777	1,195	37,239	1,775	2,949	119,471	41,261
Percentage of residents	55%	31%	0%	3%	0%	4%	0%	0%	12%	4%
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 Sutton and Croydon and London.

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

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

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

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

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

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

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

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

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

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

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



## Sexual Orientation

- Data on bus usage by individuals who share this protected characteristic is not currently available by bus stop.
- Data on LBs Sutton and Croydon 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.<sup>30</sup>

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.<sup>31</sup> 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.<sup>32</sup>

## 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 by bus stop or London wide.
- 31% of LBs Sutton and Croydon residents live in lower income households (less than £20,000 per year), compared to 28% of Londoners.<sup>33</sup>
- 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).<sup>34</sup>
- 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%).<sup>35</sup>
- 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).<sup>36</sup>

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

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

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

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

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

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

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



- 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.<sup>37</sup>
- 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.<sup>38</sup>

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.<sup>39</sup>

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

Figure 1: Overlap of some key Groups of London Residents

- Londoners living in lower income households (below £20,000) are more likely to be:
  - Older people (24% are aged 65+<sup>40</sup>, whereas people in this age group make up 11% of the total London population<sup>41</sup>). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
  - Disabled people (20%<sup>42</sup>, compared with 14% of all Londoners<sup>43</sup>).
  - Women (55%<sup>44</sup>, compared with 51% of all Londoners<sup>45</sup>).
  - BAME people (44%<sup>46</sup> compared with 40% of all Londoners<sup>47</sup>).

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

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

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

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

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

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

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

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

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

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

<sup>47</sup> <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><b>Older People</b>            A number of older people will have to change buses to still make the journey they are currently undertaking. Some people will lose a direct link to Croydon and Sutton town centres and to the Royal Marsden and St Helier hospitals. They would still be able to access key destinations, by interchanging. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. The negative effects are described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Older people would still be able to access previously served stops except on Lind Road, Langley Park Road (north) and Cedar Road where longer walks to reach bus services will be required. Links to key destinations are maintained although some people may need to change buses.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p> <p><b>Young People</b>            A number of younger people will have to change buses to still make the journey they are currently undertaking. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. The negative effects are described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of young people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Young people would still be able to access previously served stops, and links to key destinations such as a number of schools around</p>



	<p>LBs Sutton and Croydon, including the Harris Academy and Oaks Park High School, by interchanging where required.</p> <p>There are also some measures which would potentially mitigate the financial impacts on young people of having to change buses to complete their journey:</p> <ul style="list-style-type: none"> <li>• Young people under 16 currently travel free and there is also a 16+ Zip oyster photocard, which provides free or discounted travel. Young people under 16 may have to pay a fare in the future.</li> <li>• The 'Hopper' Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</li> </ul> <p>TfL does not expect crowding to arise as a result of these changes.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p><b>Disability including carers</b></p>	<p><b>Y</b></p> <p>Some journeys would no longer be possible on 1 bus. People with this protected characteristic would still be able to access key destinations such as a number of schools and St Helier and Royal Marsden hospitals, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in "Q2 Does this work affect passengers? Please provide details of how" above.</p> <p>It is recognised that the term disability is a broad one and includes people with physical, sensory or cognitive impairments. Many disabled people have mobility impairments, and some are wheelchair users. For example; manual wheelchair users need sufficient space to be able to propel their chair, people who walk with sticks or crutches also need more space than a non-disabled walker. Disability can affect locomotion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions, but these categories are not exhaustive, or mutually exclusive; many disabled people, particularly older people, may have more than one impairment. For example, standing can be difficult and painful for some disabled people, particularly those with arthritis, rheumatism and back problems; and uneven walking surfaces, gaps between paving slabs etc., can cause difficulties for people using sticks and crutches, visually impaired cane users and wheelchair users.</p> <p>The proposed changes could have a disproportionately negative impact on people with disabilities. For example, they may:</p>



	<ul style="list-style-type: none"> <li>• Take more time to reach their intended destination because of reductions in frequency and/or the need to change buses:       <ul style="list-style-type: none"> <li>○ This would impose a particular disadvantage on wheelchair users, who may face difficulties finding a space on one of the less-frequent buses. However, our research advises that 2% of journeys by disabled bus passengers experienced a problem relating to congestion, crowding or wheelchair space.<sup>48</sup></li> <li>○ Higher occupancy could have an adverse effect on some older and disabled people in general. For example; the stress of fewer available seats.</li> </ul> </li> <li>• Face particular disadvantages as a result of the need to interchange in the course of their journey:       <ul style="list-style-type: none"> <li>○ The need to travel to a second bus stop may be demanding or difficult for those with mobility impairments.</li> <li>○ The need to travel to a second bus stop may also be difficult in other ways, particularly for those with learning disabilities that make it stressful, confusing or demanding to navigate public spaces, including concerns by some people about accessing travel information. This may also apply even if it is same stop interchange and there is infrastructure at the bus stop.</li> <li>○ Wheelchair users may face difficulties finding a space on two separate buses and may be forced to wait longer. 2% of journeys by disabled bus passengers experienced a problem relating to congestion, crowding or wheelchair space.<sup>49</sup></li> <li>○ Wheelchair users (and other disabled persons with mobility difficulties) may rely particularly heavily on buses as providers of step free transport around London.</li> <li>○ Face greater concerns about lack of access to information. Online Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) are less likely than all online Londoners to access the internet 'on the move' (69 per cent compared with 81%) or at work (37% compared with 66%). They are also less likely to use a smartphone (76% compared with 84%).<sup>50</sup></li> </ul> </li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people with disabilities in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>The physical accessibility of buses is one of the main reasons why they are commonly used by disabled Londoners. All of TfL's buses, with the exception of four heritage Routemasters, are low floor and 95 per cent of bus stops are accessible.</p>
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<sup>48</sup> MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

<sup>49</sup> MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

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



		<p>The importance of access to suitable seating, shelter and lighting for disabled passengers when waiting at bus stops is recognised and where any or all of those elements are not present, this puts disabled passengers at a significant disadvantage.</p> <p>It is understood that some disabled customers have a higher reliance on paper-based sources than non-disabled customers, which be due to the higher proportion of disabled customers who are older than among non-disabled customers. TfL would 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 would 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% vs. 30% for non- disabled Londoners) and finding a map (18% vs. 15%).<sup>51</sup></p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p><b>Gender</b></p>	<p><b>Y</b></p>	<p>Some journeys would no longer be possible on 1 bus. Women would still be able to access key destinations such as a number of schools and St Helier and Royal Marsden hospitals, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The proposed changes would have a disproportionately negative impact on Women. For example, they may:</p> <ul style="list-style-type: none"> <li>• Be deterred from using buses because of concerns about crowding. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.<sup>52</sup></li> <li>• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Women are significantly less likely than men to say that they are ‘not at all worried’ about personal security while using public transport in London (14% compared with 28%). 34% of women say they are generally worried compared with men (27%).<sup>53</sup> Furthermore, a significantly greater</li> </ul>

<sup>51</sup> <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

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

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



		<p>proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).<sup>54</sup></p> <ul style="list-style-type: none"> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Women get paid less than men on average. The median salary in 2016 for a woman in London was £26,277 compared with £36,761 for men. This is partly due to the increased number of part-time positions held by women in London (70%). However, even when looking solely at full-time salaries, there is still a discrepancy in the average annual pay for women and men; the median full-time annual pay for a woman in London is £32,151, compared with £39,927 for a man.<sup>55</sup></li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of women in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p><b>Gender reassignment</b></p>	<p><b>Y</b></p>	<p>Some journeys would no longer be possible on 1 bus. People with this protected characteristic would still be able to access key destinations in LBs Sutton and Croydon. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The proposed changes would have a disproportionately negative impact on individuals who are undergoing or have undergone gender reassignment. For example, they may:</p> <ul style="list-style-type: none"> <li>• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.</li> <li>• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated).</li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of</p>

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

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





		<p>reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<b>Marriage/ Civil Partnership</b>	<b>N</b>	TfL does not anticipate that the proposals will have a disproportionate negative impact on individuals that share the protected characteristic of being married/in a civil partnership.
<b>Pregnancy/ Maternity</b>	<b>Y</b>	<p>Some journeys would no longer be possible on 1 bus. Women would still be able to access key destinations such as a number of schools and St Helier and Royal Marsden hospitals, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routeing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The proposed changes would have a disproportionately negative impact on pregnant women and mothers with young children. For example, they may:</p> <ul style="list-style-type: none"> <li>• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.</li> <li>• Face particular disadvantages as a result of the need to interchange in the course of their journey: <ul style="list-style-type: none"> <li>○ The need to travel to a second bus stop may be demanding or difficult for pregnant women and women with buggies/babies. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.<sup>56</sup> The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.<sup>57</sup></li> <li>○ Mothers with buggies may face difficulties finding a space on two separate buses in the course of their journey. As a result, they may have to wait longer. Travelling by bus with a buggy and children can be stressful and can on occasion lead to disputes with other passengers over the space buggies take, especially if buggies make use of the wheelchair priority area on buses.</li> <li>○ Mothers with buggies may rely particularly heavily on buses as providers of step free transport around London.</li> </ul> </li> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets.</li> </ul>

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

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



		<p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p>
<p><b>Race</b></p>	<p><b>Y</b></p>	<p>Some journeys would no longer be possible on 1 bus. BAME Londoners would still be able to access key destinations such as Sutton and Croydon town centres, a number of schools and St Helier and Royal Marsden hospitals, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>LBs Sutton and Croydon have 6% of BAME residents in London.</p> <p>The proposed changes would have a disproportionately negative impact on minority ethnic groups, and in particular members of BAME communities. For example, they may:</p> <ul style="list-style-type: none"> <li>• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. 31% of BAME Londoners indicate slow journey times as a barrier to greater public transport use.<sup>58</sup></li> <li>• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). BAME Londoners are significantly less likely than white Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16% BAME compared with 23% White). Also 33% of BAME Londoners say they are generally worried compared with 29% of white Londoners. The level of worry rises to 40% among Asian Londoners.<sup>59</sup> 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).<sup>60</sup></li> <li>• BAME Londoners are more at risk of being killed or seriously</li> </ul>

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

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

<sup>60</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>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).<sup>61</sup></p> <ul style="list-style-type: none"> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Cost of travel is more often mentioned as a barrier to public transport use by BAME Londoners (51%). BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White).<sup>62</sup></li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
<p><b>Religion or Belief</b></p>	<p>Y</p>	<p>Some journeys would no longer be possible on 1 bus. People with this protected characteristic would still be able to access key destinations such as a number of schools, churches, mosques and other places of worship by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routeing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>LB(s) Sutton and Croydon have 31% Christian residents, 4% Muslim residents and 3% Hindu residents.</p> <p>The proposed changes would have a disproportionately negative impact on individuals that share the protected characteristic of religion or belief. For example, they may</p> <ul style="list-style-type: none"> <li>• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses, which in some cases will be a place of worship.</li> <li>• Face greater safety concerns because of the need to travel to,</li> </ul>

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

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



		<p>and wait at, a second bus stop (particularly late at night or where it is dark and isolated).</p> <ul style="list-style-type: none"> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets.</li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
<p><b>Sexual orientation</b></p>	<p>Y</p>	<p>Some journeys would no longer be possible on 1 bus. People with this protected characteristic would still be able to access key destinations such as Sutton and Croydon town centres, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The proposed changes would have a disproportionately negative impact on Lesbian, Gay, Bisexual and Trans (LGBT) people. For example, they may:</p> <ul style="list-style-type: none"> <li>• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.</li> <li>• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16% said they had personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).<sup>63</sup> 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%).<sup>64</sup> LGBT people are statistically more vulnerable to verbal and physical abuse.<sup>65</sup></li> </ul>

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

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

<sup>65</sup> <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



		<ul style="list-style-type: none"> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Cost of travel is mentioned as a barrier to public transport use by LGB Londoners (41%).<sup>66</sup></li> </ul> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>A very small number of people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p>
<p><b>Other – For example; People who are on Low Incomes, Homeless, or Refugees</b></p>	<p>Y</p>	<p>Some journeys would no longer be possible on 1 bus. People with this protected characteristic would still be able to access key destinations such as Sutton and Croydon town centres, a number of schools and St Helier and Royal Marsden hospitals, by interchanging where required. Some people will have longer journey times due to having to interchange or due to the re-routing of some services. Some people may have to travel further to reach their bus service, particularly those accessing Lind Road, Langley Park Road (north) and Cedar Road. This is described in detail in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>The proposed changes would have a disproportionately negative impact on people who share this characteristic. For example, they may:</p> <ul style="list-style-type: none"> <li>• Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Londoners living in lower income households (below £20,000) are more likely to be; older, disabled, women, BAME.</li> <li>• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated).</li> <li>• Face greater concerns about lack of access to information. Online Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) are less likely than all online Londoners to access the internet ‘on the move’ (69% compared with 81%) or at work (37% compared with 66%). They are also less likely to use a smartphone (76% compared with 84%).<sup>67</sup></li> </ul> <p>Given that Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, BAME, and that there is</p>

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

<sup>67</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>





	overlap between many of these groups, the likely impacts have already been covered for each one.
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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><b>Older People</b>            Some older passengers will see an increase in frequency which will reduce waiting time. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres and to retail facilities on Purley Way. Serving the Higher Drive area in Purley will bring more residents within walking distance of a bus service. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of older people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p><b>Young People</b>            Some younger passengers will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services. There will also be new evening (route S3) and Sunday services (routes S3 and S4).</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
Disability including carers	Y	<p>Some disabled passengers will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres and to employment and retail facilities on Purley Way. Serving the Higher Drive area in Purley will bring more residents within walking distance of a bus service. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital,</p>



		<p>particularly in the evening and on Sunday. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services.</p> <p>These factors will Improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of people with disabilities in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<p><b>Gender</b></p>	<p><b>Y</b></p>	<p>Some women will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres and to employment and retail facilities on Purley Way. Serving the Higher Drive area in Purley will bring more residents within walking distance of a bus service. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of women in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.<sup>68</sup> 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%).<sup>69</sup> Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).<sup>70</sup></p> <p>Removing concerns about having to pay more for their journeys, as they could make direct journeys 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</p>

<sup>68</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

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

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



		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. <sup>71</sup>
<b>Gender Reassignment</b>	<b>Y</b>	<p>Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres and to employment and retail facilities on Purley Way. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of people in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<b>Marriage/ Civil Partnership</b>	<b>N</b>	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.
<b>Pregnancy/ Maternity</b>	<b>Y</b>	<p>Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving participation in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<b>Race</b>	<b>Y</b>	Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres and to employment and retail facilities on Purley Way. There will also be new evening (route S3)

<sup>71</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services.

These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving participation in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.

BAME Londoners are significantly less likely than white Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16% BAME compared with 23% White). Also 33% of BAME Londoners say they are generally worried compared with 29% of White Londoners. The level of worry rises to 40% among Asian Londoners.<sup>72</sup> 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).<sup>73</sup> 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).<sup>74</sup>

Removing concerns about having to pay more for their journeys, as they could make direct journeys using one bus. Cost of travel is more often mentioned as a barrier to public transport use by BAME Londoners (51%). BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White). There is substantial discrepancy between ethnic 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.<sup>75</sup>

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

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

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

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





<b>Religion or Belief</b>	<b>Y</b>	<p>Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres. There will also be new evening (route S3) and Sunday services (routes S3 and S4). This will improve access to churches, mosques and other places of worship in both Sutton and Croydon.</p> <p>Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p>
<b>Sexual orientation</b>	<b>Y</b>	<p>Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres. There will also be new evening (route S3) and Sunday services (routes S3 and S4).</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16% said they had personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).<sup>76</sup> 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%).<sup>77</sup> LGBT people are statistically more vulnerable to verbal and physical abuse.<sup>78</sup></p>
<b>Other – For example; People who are on low incomes, Homeless, or Refugees</b>	<b>Y</b>	<p>Some passengers with this protected characteristic will see an increase in frequency which will reduce wait times. There will be some new direct journey opportunities, including improved services to Wallington and Sutton town centres. There will also be new evening (route S3) and Sunday services (routes S3 and S4). There will be more service to and from the Royal Marsden Hospital, particularly in the evening and on Sunday. There will be more capacity for the Harris Academy in Belmont. Other schools will benefit due to higher frequency services.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via</p>

<sup>76</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

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

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



	<p>the wider public transport network, thereby improving the participation of young people in society, with improved access to cultural sites, hospitals, schools, workplaces, etc. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>Given that Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, BAME, and that there is overlap between many of these groups, the likely impacts have already been covered in detail.</p>
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## Step 4: Consultation

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

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? <sup>79</sup>	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
Registered users of the affected routes, local and strategic stakeholders including the organisations representing accessibility groups, statutory bodies, NHS arms, educational/faith communities and many others	All will receive an electronic message asking them to have their say on our proposals. We will also place publicity posters at bus stops in some hotspots/interchanges across Sutton & Croydon. These are predominantly in town centres. We will be asking boroughs to promote our consultation through their usual channels where feasible.

<sup>79</sup> 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.**

None at this stage.

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## 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

<b>1. Change the work to mitigate against potential negative impacts found</b>	
<b>2. Continue the work as is because no potential negative impacts found</b>	
<b>3. Justify and continue the work despite negative impacts (please provide justification)</b>	<p>The proposals are beneficial overall and meet TfL's Business Case criteria.</p> <p>The next stage of this work will be to carry out Public Consultation and provide analysis of the feedback when this is complete. This will be followed by a further review of the response to Consultation and a paper to BSM for approval of the final proposals. If there are any changes to the proposals, this will be reflected in an updated EqIA.</p> <p>If we decide to proceed with the proposals further work will be undertaken to see if negative impacts can be mitigated.</p>
<b>4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate</b>	





## 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	Begins 15 October 2020	Local Communities & Partnerships
Ensure stops and stands are updated to accommodate the proposed service changes.	To be confirmed once the consultation has concluded	Bus Network Planning
Ensure stops and stands are provided in the London Cancer Hub Development to accommodate the proposed rerouting of route 80 and the proposed extension of route 164.	To be confirmed once the consultation has concluded	Bus Network Planning
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. This should include active engagement with adults with learning difficulties via our Valuing People network.	To be confirmed once the consultation has concluded	Marketing and Communication