



Proposed new bus route 456 between Crews Hill and North Middlesex Hospital

Consultation Report
April 2020

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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Executive summary

This document explains the processes, responses and outcomes of the consultation on new route 456 between North Middlesex Hospital and Crews Hill, replacing route W10.

Between 28 October 2019 and 5 January 2020 we consulted on the proposed introduction of the new route. We received 513 responses to the consultation – 507 from the public and six from our stakeholders.

When asked about their journeys:

- More people thought the proposal to replace route W10 with new route 456 would reduce their journey time than increase it or have no effect
- More people thought the proposals would reduce the amount of interchange, rather than cause an increase or have no effect
- More people thought the proposals would increase rather than decrease the amount of comfort and space available on the bus
- More people thought the proposals would increase frequency of service, rather than cause a decrease or stay the same

The main issues are highlighted below, with detailed analysis in section 4.

Summary of issues raised during consultation

- Concern about increased noise, vibration, pollution and congestion on Farm Road, Firs Lane and other newly-served streets
- Concern that Farm Road is not suitable for large vehicles such as buses, particularly during peak times
- A petition objecting to the use of Farm Road was received, featuring the signatures of 45 residents from that street. Concerns were raised about possible issues for residents such as congestion, noise and anti-social behaviour, as well as reduced property prices.

Next steps

Following our analysis and consideration of all the consultation responses, we have decided to proceed with our proposals. We will aim to introduce new route 456 in autumn 2020, subject to necessary road modifications outlined below.

A 'route test' was originally held on 15 July 2019 to drive a single-deck bus along the proposed roads. This meeting concluded that buses could use the roads if certain parking restrictions, kerb alterations and changes to the Firs Lane fire gate were implemented.

In response to the concerns about the suitability of Farm Road at peak times, we had a further route test on 26 February 2020 to drive the bus across the bridge and along the road in the morning peak time. TfL and Enfield Council staff attended this route test and confirmed that the route is suitable.

1. Summary of consultation responses

We received 513 responses to consultation. Six of these responses were from stakeholders.

Chapter 3 on p25 summarises the demographic information about our respondents.

1.1 Summary of responses to Question 1

1.1.1 How often do you use existing bus route W10?

There were 496 responses to this question.

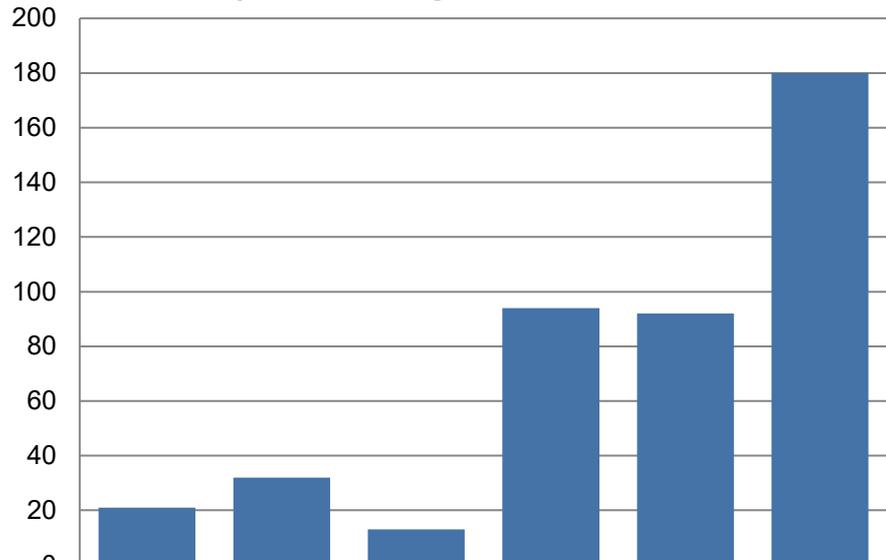
21 stated they used the W10 daily, while 32 responded they used it several times a week. 13 stated they used the route once a week. The majority of the responses were for 'occasionally' (94), 'rarely' (92) and 'never' (180). 64 did not answer the question.

All percentages in the following tables include rounding and therefore may not appear to total 100%

Table 1

	Number of responses	Percentage of respondents
Daily	21	4.2%
Several times a week	32	6.5%
Once a week	13	2.6%
Occasionally	94	19.0%
Rarely	92	18.5%
Never	180	36.3%
Not Answered	64	12.9%
Total	496	100.0%

How often do you use existing bus route W10?



	Daily	Several times a week	Once a week	Occasionally	Rarely	Never
■ Number of responses	21	32	13	94	92	180
■ Percentage respondents	4.2%	6.5%	2.6%	19.0%	18.5%	36.3%

1.2 Summary of responses to Question 2

1.2.1 How do you think the proposal to replace route W10 with new route 456 would affect your journeys? - Journey time

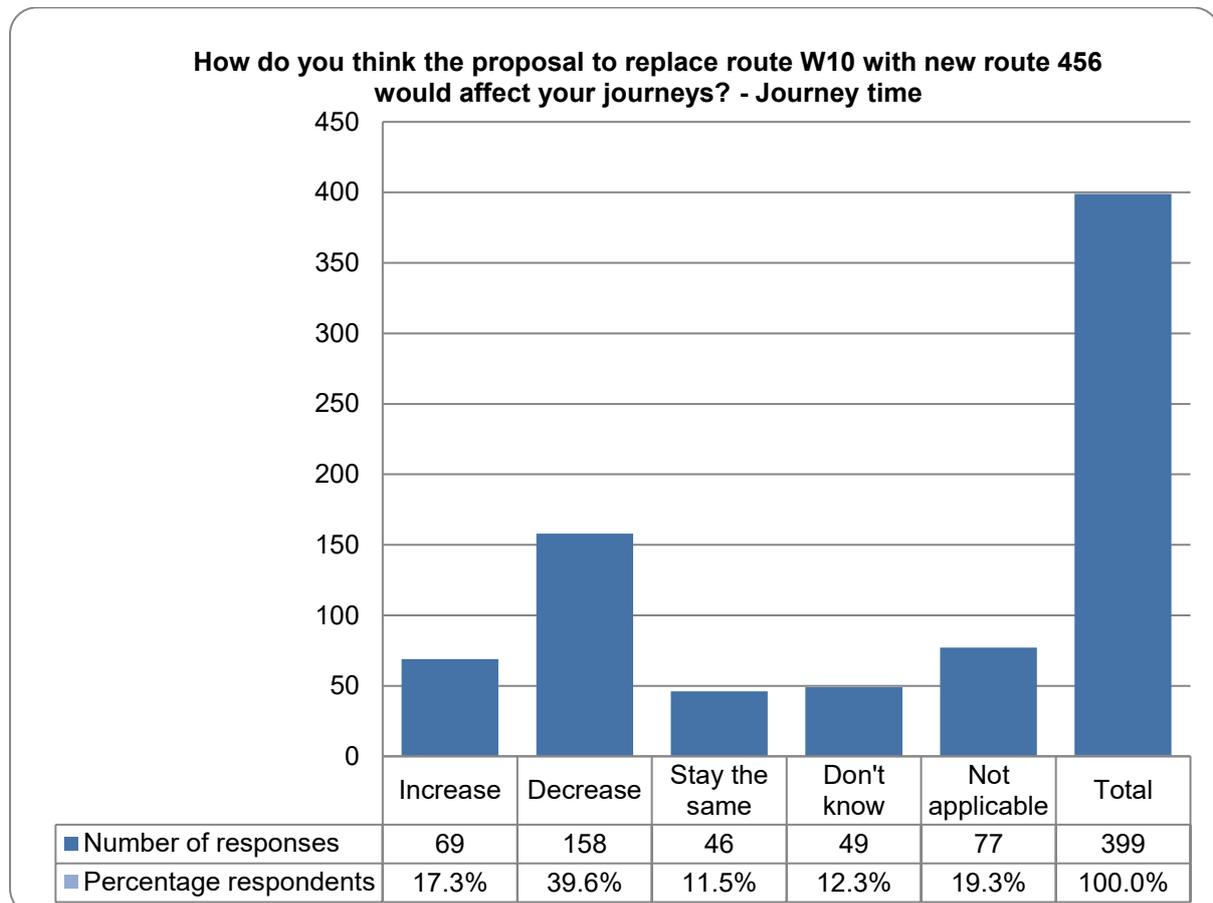
There were 399 responses to this question.

158 stated that it would decrease journey time, while 69 responded that it would cause an increase. 46 stated that it would stay the same.

49 stated that they didn't know and 77 responded by saying that it was not applicable to them.

Table 2

	Number of responses	Percentage of respondents
Increase	69	17.3%
Decrease	158	39.6%
Stay the same	46	11.5%
Don't know	49	12.3%
Not applicable	77	19.3%
Total	399	100.0%



1.2.2 How do you think the proposal to replace route W10 with new route 456 would affect your journeys? – Amount of interchange

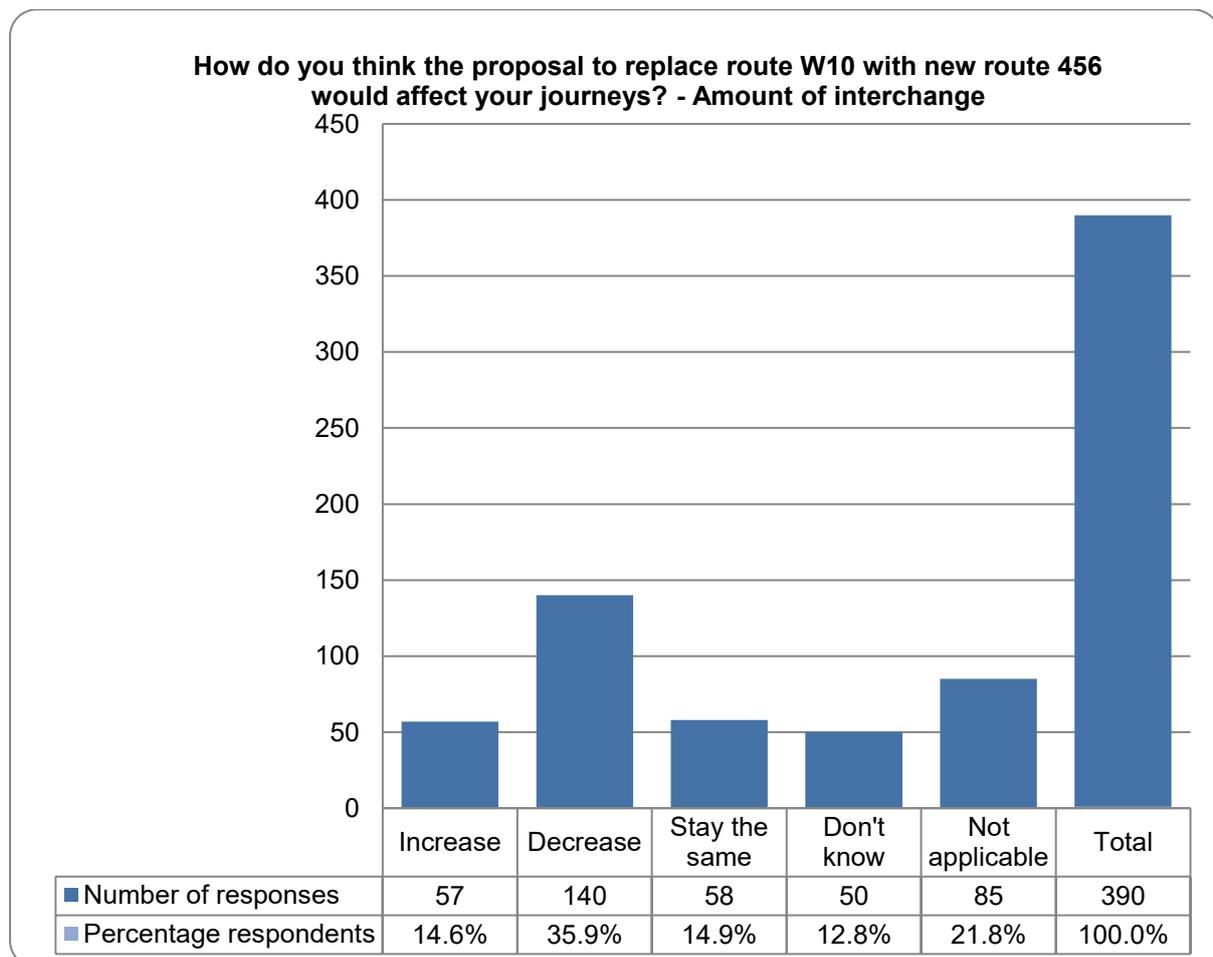
There were 390 responses to this question.

140 stated that it would decrease the amount of interchange, while 57 responded saying that it would cause an increase. 58 stated that it would stay the same.

50 stated that they didn't know and 85 responded by saying that thought it was not applicable to them.

Table 3

	Number of responses	Percentage of respondents
Increase	57	14.6%
Decrease	140	35.9%
Stay the same	58	14.9%
Don't know	50	12.8%
Not applicable	85	21.8%
Total	390	100.0%



1.2.3 How do you think the proposal to replace route W10 with new route 456 would affect your journeys? – Comfort (space available on bus)

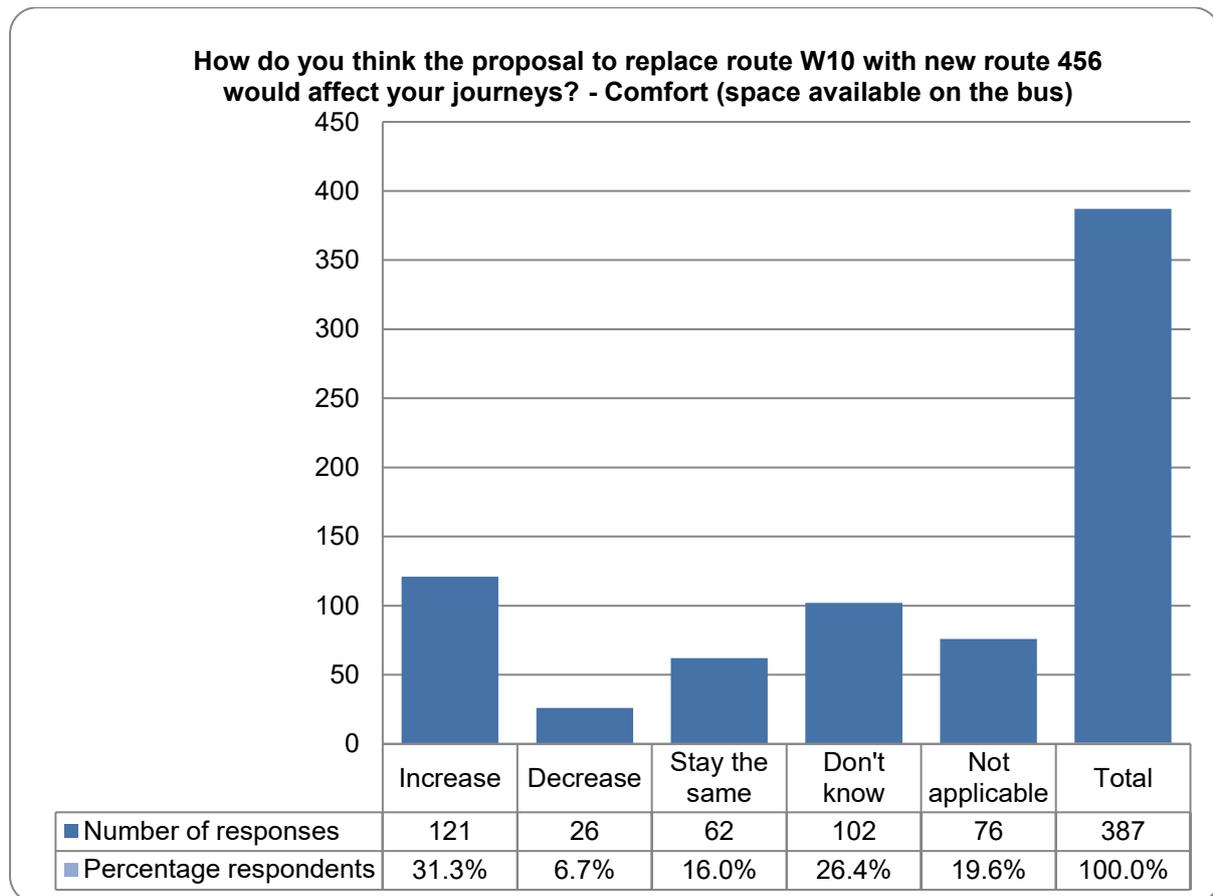
There were 387 responses to this question.

121 stated that it would increase the amount of comfort and space available on the bus, while 26 responded saying that it would cause a decrease. 58 stated that it would stay the same.

102 stated that they didn't know and 76 responded by saying that it was not applicable to them.

Table 4

	Number of responses	Percentage of respondents
Increase	121	31.3%
Decrease	26	6.7%
Stay the same	62	16.0%
Don't know	102	26.4%
Not applicable	76	19.6%
Total	387	100.0%



1.2.4 How do you think the proposal to replace route W10 with new route 456 would affect your journeys? – Frequency of service

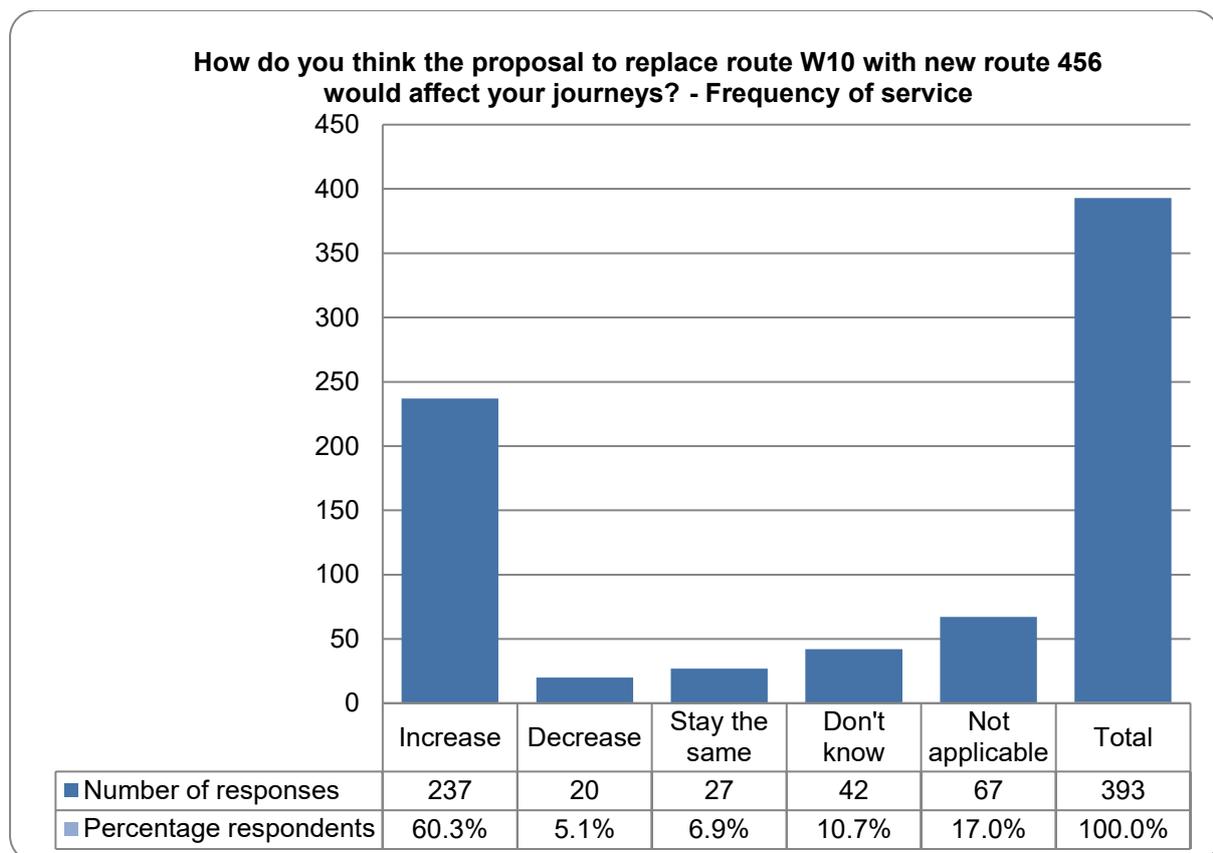
There were 393 responses to this question.

237 stated that it would increase the frequency of service, while 20 responded saying that it would cause a decrease. 27 stated that it would stay the same.

42 stated that they didn't know and 67 responded by saying that it was not applicable to them.

Table 5

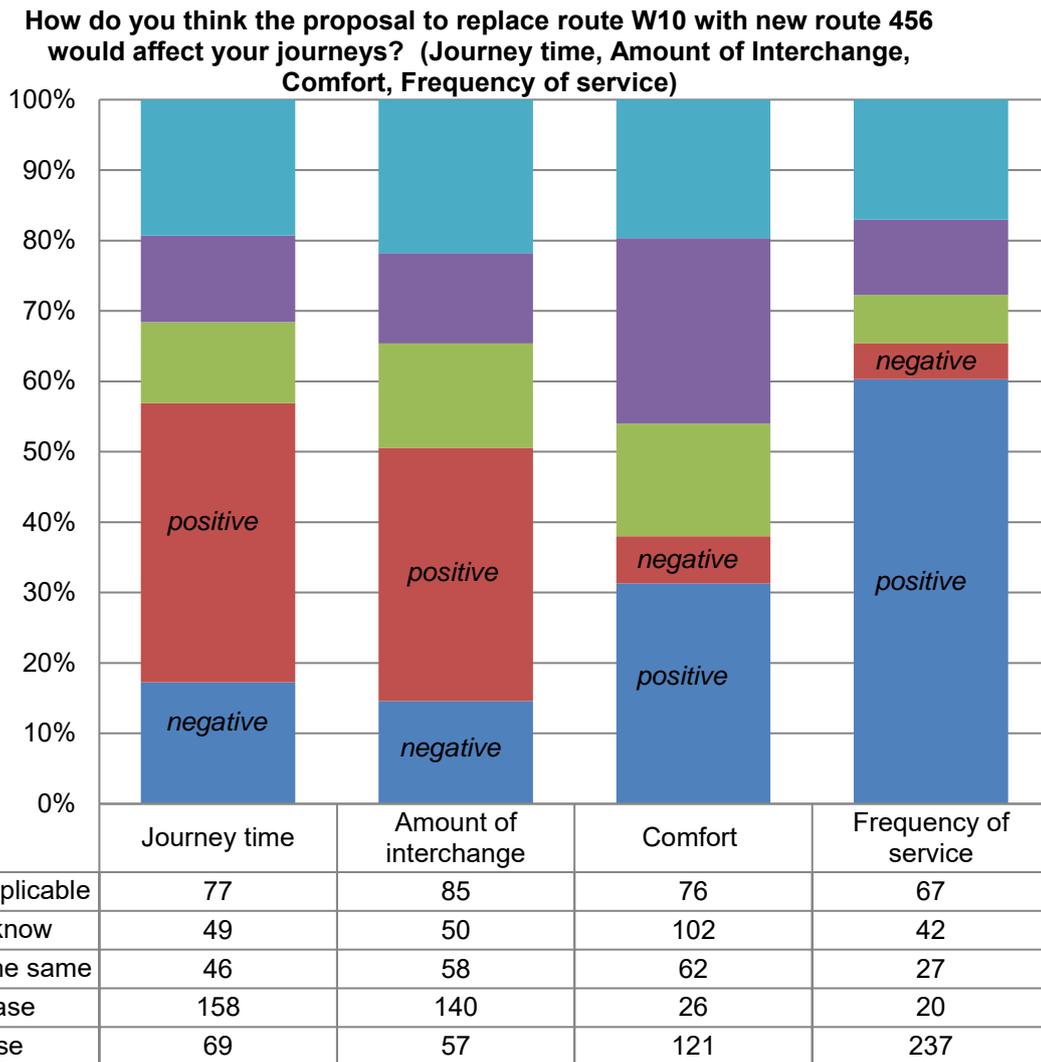
	Number of responses	Percentage of respondents
Increase	237	60.3%
Decrease	20	5.1%
Stay the same	27	6.9%
Don't know	42	10.7%
Not applicable	67	17.0%
Total	393	100.0%



The following chart shows all the four parts of question two together.

The answers which indicate that the changes will be positive or negative have been highlighted.

Overall, the effect on journey time, amount of interchange, comfort and frequency of service is expected to be positive.



1.3 Summary of responses to Question 3

1.3.1 Do you have any comments on the proposal to introduce fixed stops along new route 456?

There were 481 tagged comments in this open text question. Of them, 224 were positive and 182 were negative.

The most frequent comment was 'generally positive' with 96 incidences.

Comments with 10 or more occurrences are listed in the table below.

Table 6

Comment	Total
Generally positive	96
Agree conditionally	66
Changes will increase congestion to roads on the new route	39
It will be safe, reliable, easier and/or decrease journey times	27
Prefer Hail and ride	23
Changes will increase pollution/noise	21
Generally negative	20
Roads too narrow or not suitable/parking issues	16
A convenient link to North Middlesex Hospital	16
Will impact elderly or with mobility issues	12
Safety issue due to traffic on the roads	10

1.4 Summary of responses to Question 4

1.4.1 Please tell us what you think you would use the new bus route 456 service for and how often? (eg the destination and purpose of your journey)

Destination

The most common destination chosen was 'North Middlesex Hospital with 167 incidences, followed by 'Enfield/Enfield Town Centre (119), 'Crews Hill' (80) and 'Winchmore Hill (area & station)' (42)

Those with 5 or more occurrences are listed in the table below.

Table 7

Destination when using route 456	Total
North Middlesex Hospital	167
Enfield / Enfield town centre	119
Crews Hill	80
Winchmore Hill (area & station)	42
Other unspecified location	31
Clay Hill	7
Firs Lane	7
Chase Farm Hospital	7
Silver Street	6
Sainsbury's	6
Forty Hills	5
Winchmore school/other school	5
Willow Road	5
Enfield Chase	5

Purpose of journey

The most frequent 'purpose of journey' answer was 'Hospital/GP Appointment/Dentist' (133 incidences), followed by 'Shopping' (96) and 'Leisure' (90).

All comments are listed in the following table.

Table 8

Purpose of journey on route 456	Total
Hospital/GP appointment/dentist	133
Shopping	96
Leisure	90
Commuting to work	90
Visiting relatives and friends	30
School run/attending school	20
Domestic/everyday tasks	12

How often

The most frequent answer was 'Three to five times a week' (55 incidences), followed by 'Occasionally/rarely' (48), 'One to three times monthly' (48) and 'Daily' (45).

All answers are listed in the following table.

Table 9

How often would you use route 456?	Total
Three to five times a week	55
Occasionally/rarely	48
One to three times monthly	48
Daily	45
Once or two a week	35
Would not use it/Never	32
Weekly	28
Frequently/Regularly	20
When required	17
Not sure/ uncertain	12
Will use the bus more	3

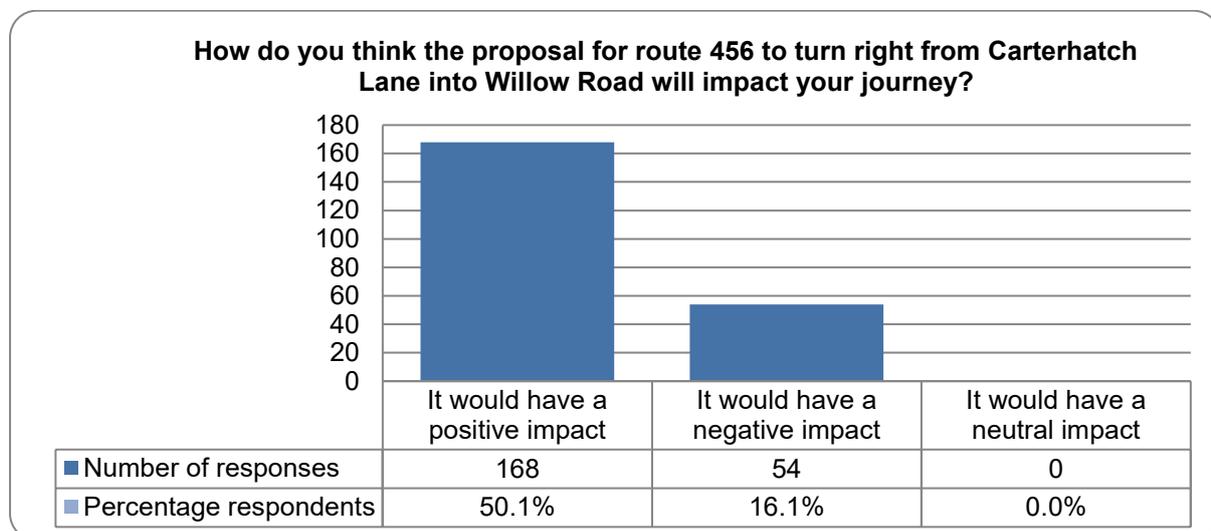
1.5 Summary of responses to Question 5

1.5.1 How do you think the proposal for route 456 to turn right from Carterhatch Lane into Willow Road will impact your journey?

The most frequent response was 'it would have a positive impact' (168 incidences). 54 stated that 'it would have a negative impact'. 113 did not answer the question and no one stated that it would have a neutral impact.

Table 10

	Number of responses	Percentage respondents
It would have a positive impact	168	50.1%
It would have a negative impact	54	16.1%
It would have a neutral impact	0	0.0%
Not answered	113	33.7%
Total	335	100.0%



Question 5 also had a space for further comments.

There were 202 tagged comments in total.

Of them, 72 were positive and 63 were negative.

The most frequent comment was negative: 'changes will cause accidents, increase journey time, increase congestion, inconvenience and/or be disruptive' with 37 incidences.

Comments with 10 or more occurrences are listed in the table below.

Table 11

Comment	Total
Changes will cause accidents, increase journey time, increase congestion, inconvenience and/or be disruptive	37
Generally positive	27
Don't know/not sure/not affected/don't use	27
Will cut journey time	23
As long as traffic isn't held up by and or vehicles can turn right	9
Convenient but will increase congestion	7
Generally negative	6
Dangerous for the traffic to turn right/Junction is not safe enough	6
Would all vehicles be allowed to turn right onto Willow Road?	5

1.6 Summary of responses to Question 6

1.6.1 Do you have any other comments on the proposal to replace W10 with new route 456? Please state which route(s) you are referring to.

There were 590 tagged comments in total for this question.

The most frequent response was 'agree with proposal' (106 incidences). The second most frequent response was 'the road is not suitable for the new buses' (73). The third most frequent comment category included various route suggestions – 'stop to be added or change of route or new point of termination or extension' (33).

Comments with 10 or more occurrences are listed in the table below.

Table 12

Comment	Total
Positive: Agree with proposal	106
Negative: road is not suitable for the new buses	73
Suggestion: Another stop to be added or change of route or new point of termination or extension	33
Negative: Noise/Pollution	28
Suggestions: Extend to Crews Hill Station.	28
Positive: Good link to the North Middlesex Hospital	27
Negative: Fully oppose	24
Positive: Changes will cut journey times and be convenient	18
Suggestions: 456: More frequent services needed	18
Negative: Parking restrictions/diminishment of road parking space	16
Positive: Less dependence on other means of transport/cars/cabs	16
Positive: Will help people with disabilities/mobility issues/Elderly/Pensioners/Patients	15
Suggestions: extend operating hours/ late night/early start/other	12
Negative: Introducing new bus stops can result in more traffic and or congestion and or make journeys longer	12
Negative: Privacy/Anti Social Behaviour	11
Negative: Generally negative	11

1.7 Summary of responses to Question 7

1.7.1 Do you have any comments on our Equality Impact Assessment (EqIA)?

Negative	
The changes will impact the elderly / disabled / children / vulnerable / people with mobility issues	9
No assessment of its impact on environment/health	2
Impact on residents of area /minority groups/other groups	2
Transport needs of students are being neglected	1
Insignificant comment	1
Generally negative	1
Positive	
Generally positive	6
Further information	
Provide an assessment on the effects of bus stops on house valuations	1
Other	
Don't know/What does that mean/Not sure	3
Have not read/reviewed	1
Total	27

1.8 Stakeholder responses, petitions and campaigns

1.8.1 Petition submitted by residents of Farm Road

The following stakeholders responded:

- London Borough of Enfield
- Joanne McCartney AM
- Winchmore Hill Residents Association (WHRA)
- Enfield Transport Users Group (ETUG)
- Forty Hill and Bulls Cross Study Group
- Weir Hall Ratepayers Association

All stakeholder replies have been read and the comments made have been used to form our decision-making process.

A summary of the stakeholder replies is available in Appendix C.

1.8.2 Petition submitted by residents of Farm Road

A scanned petition was emailed to TfL on behalf of the residents of Farm Road. The petition contained 45 signatures and objected to the use of Farm Road by proposed new route 456. Concerns were raised about possible issues for residents such as congestion, noise and anti-social behaviour.

1.9 Response to main issues raised

The new roads are not suitable for buses

A 'route test' was originally held on 15 July 2019 to drive a single-deck bus along the proposed roads. This meeting concluded that buses could use the roads if certain parking restrictions, kerb alterations and changes to the Firs Lane fire gate were implemented. In response to the concerns about the suitability of Farm Road at peak times, we had a further route test on 26 February 2020 to drive the bus across the bridge and along the road in the morning peak time. TfL and Enfield Council staff attended this route test and confirmed that the route is suitable.

Some prefer hail-and-ride and think that fixed stops will be detrimental to the elderly or those with mobility issues

Some passengers will be negatively affected by fixed stops as they will have to travel further to get on the bus.

However, having fixed bus stops rather than a hail-and-ride arrangement would provide the following benefits:

- Easier boarding and alighting for some passengers with mobility issues
- Safer journeys for customers and other road users
- Improved route reliability and timetabling
- Customer information through the provision of timetables at bus stops
- Greater certainty on when and where the bus will stop to allow people to board and alight

Extend the 456 to Crews Hill station

It is TfL's long-term aspiration to serve Crews Hill station again. We are in discussions with the borough and rail companies to investigate options for a safe turning point for buses.

Would all vehicles be allowed to turn right from Carterhatch Lane into Willow Road?

No. Only buses would be able to turn right here.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

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

2.2 Potential outcomes

The potential outcomes of the consultation were:

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

Our conclusion and next steps are set out in Chapter 4.

2.3 Who we consulted

The consultation sought the views of people living and working in the areas along the proposed 456 bus route as well as transport users in LB Enfield. Letters were sent to residences and businesses that fronted the newly-served areas along the route.

We carried out pre-engagement with London Borough of Enfield officers, in the form of general talks about bus needs in the borough. There were also specific discussions about improving bus services to North Middlesex Hospital, particularly from areas that did not have easy access to a direct bus route.

In addition we consulted stakeholders including the Metropolitan Police, Members of Parliament, Assembly Members and local interest groups.

2.4 Dates and duration

We consulted on this proposed new route between 28 October 2019 and 5 January 2020, a period of nearly ten weeks.

A typical consultation is six weeks long. However, this was extended over the Christmas period into January 2020 in an attempt to ensure all stakeholders had an opportunity to respond.

2.5 What we asked

We wanted to know from the consultation the impacts that the changes would have on bus users and the community. We asked questions to find this out. We also asked questions about the quality of the consultation and consultation material.

2.6 Methods of responding

People could respond to the consultation by completing the online form, writing to our freepost address and emailing us.

2.7 Consultation materials and publicity

We produced a leaflet detailing the changes and why we were proposing them. This leaflet was distributed to approximately 2,000 addresses along the roads affected by these proposals.

We sent an email to 69,278 members of the public who have registered details with TfL. These recipients would be users of TfL services in the Enfield area.

We also created a website that laid out our proposals and also provided a link to the online survey. The URL was <https://consultations.tfl.gov.uk/buses/route-456/>

We produced an advert for bus stops along all of the routes affected by these proposals.

Copies of consultation materials such as leaflets and letters can be found in the appendices.

2.8 Equalities Assessment

In deciding who to consult, we had regard to our public sector equality duty under the Equality Act 2010 and the need to consider any impacts (positive or negative) of the proposals on people with protected characteristics. To ensure that any such impacts were brought to our attention through the consultation, we took steps to ensure that a number of groups representative of people with protected 12 characteristics in the community, including elderly, disabled persons or faith organisations, were made aware of our consultation. The measures we took to ensure these groups could participate in the consultation included:

- Identifying and emailing relevant stakeholders such as Age UK London, Guide Dogs for the Blind, Royal London Society of Blind Children, Action on Hearing Loss and Independent Disability Advisory Group, and inviting them to respond to the consultation
- Ensuring that the materials were written in plain English, and available on request in different formats (for example, Braille, large print, other languages)
- Publishing Equality Impact Assessments within our consultation materials – this allows consultees to identify any significant gaps in our thinking and bring to our attention any impacts which we have not already identified

2.9 Analysis of consultation responses

Responses were reviewed by our in-house Consultation Analysts. The online questionnaire contained 21 questions in total.

There were four ‘closed’ questions, where respondents could indicate how often they used the W10, indicate how they think the proposals will affect their journey and what they might use the new 456 for.

There were four ‘open’ questions, where respondents could provide additional comments on elements of the proposal.

There were further questions where respondents could comment on the Equality Impact Assessment (EqIA) and the quality of the consultation.

A draft coding framework was developed for responses to these questions, which was finalised following review by an internal expert, allowing the responses to be reviewed and coded into themes. Responses received by letter or email were coded using the same framework.

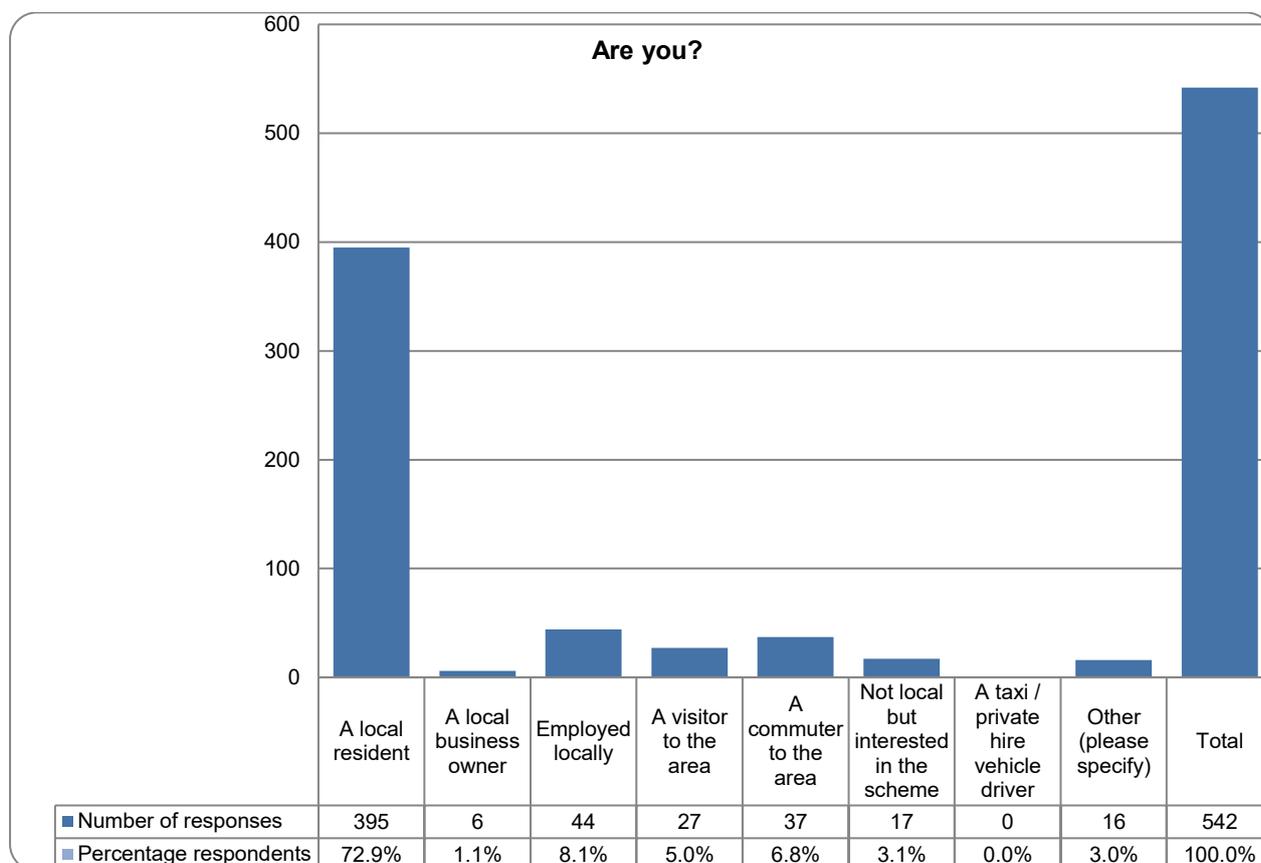
3. About the respondents

This chapter summarises responses to all the ‘About the respondent’ questions

3.1 Number of respondents

Are you?

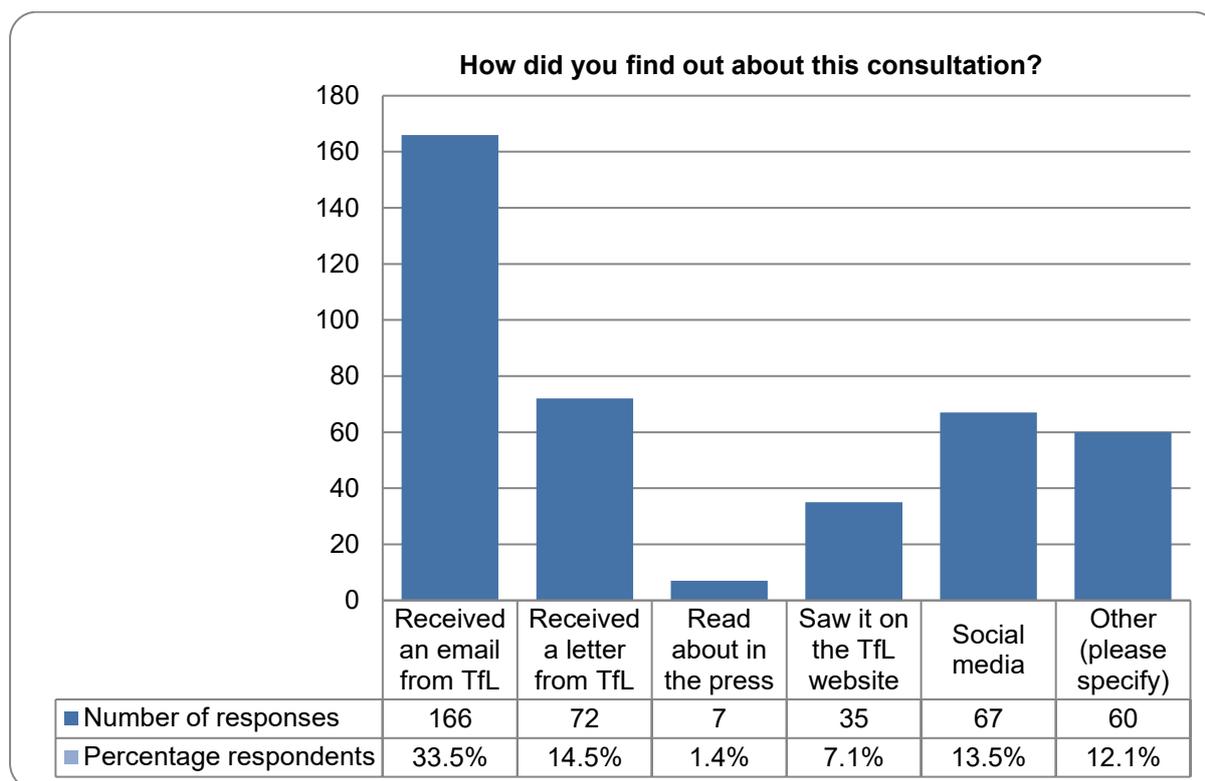
	Number of responses	Percentage respondents
A local resident	395	72.9%
A local business owner	6	1.1%
Employed locally	44	8.1%
A visitor to the area	27	5.0%
A commuter to the area	37	6.8%
Not local but interested in the scheme	17	3.1%
A taxi / private hire vehicle driver	0	0.0%
Other (please specify)	16	3.0%
Total	542	100.0%



3.2 How respondents heard about the consultation

407 out of 496 respondents answered this question.

	Number of responses	Percentage respondents
Received an email from TfL	166	33.5%
Received a letter from TfL	72	14.5%
Read about in the press	7	1.4%
Saw it on the TfL website	35	7.1%
Social media	67	13.5%
Other (please specify)	60	12.1%
Not Answered	89	17.9%
Total	496	100.0%

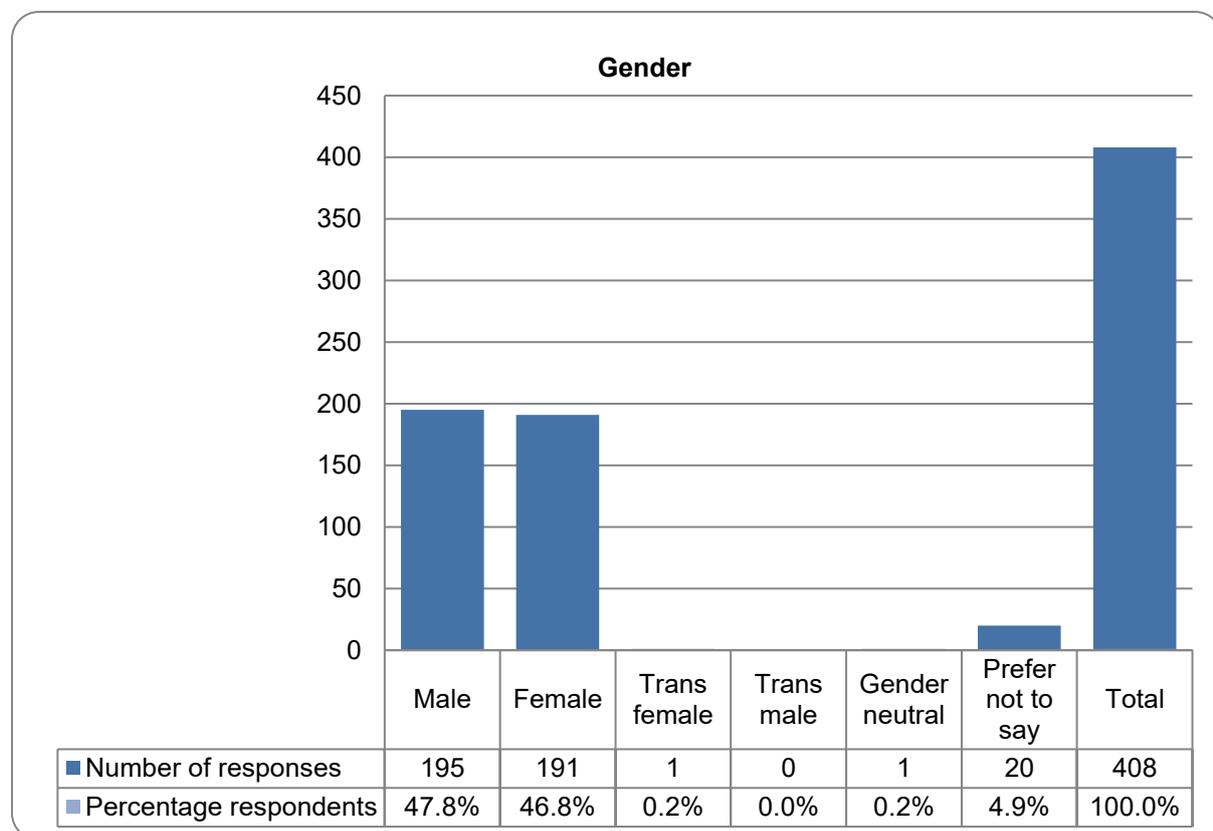


3.3 Who responded

The following questions asked about the gender, sexual orientation, faith, health/disabilities, age and ethnic group of those who responded.

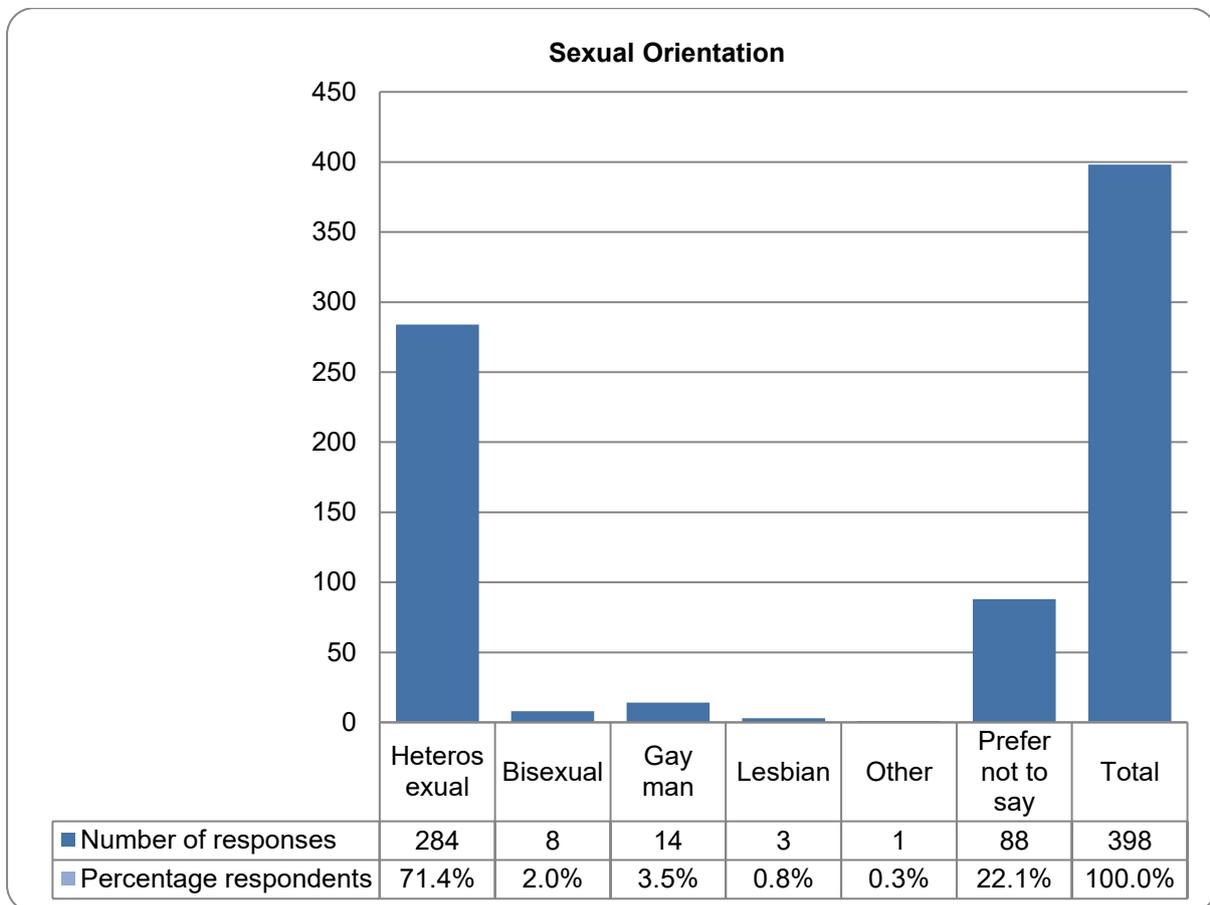
Gender

	Number of responses	Percentage respondents
Male	195	47.8%
Female	191	46.8%
Trans female	1	0.2%
Trans male	0	0.0%
Gender neutral	1	0.2%
Prefer not to say	20	4.9%
Total	408	100.0%



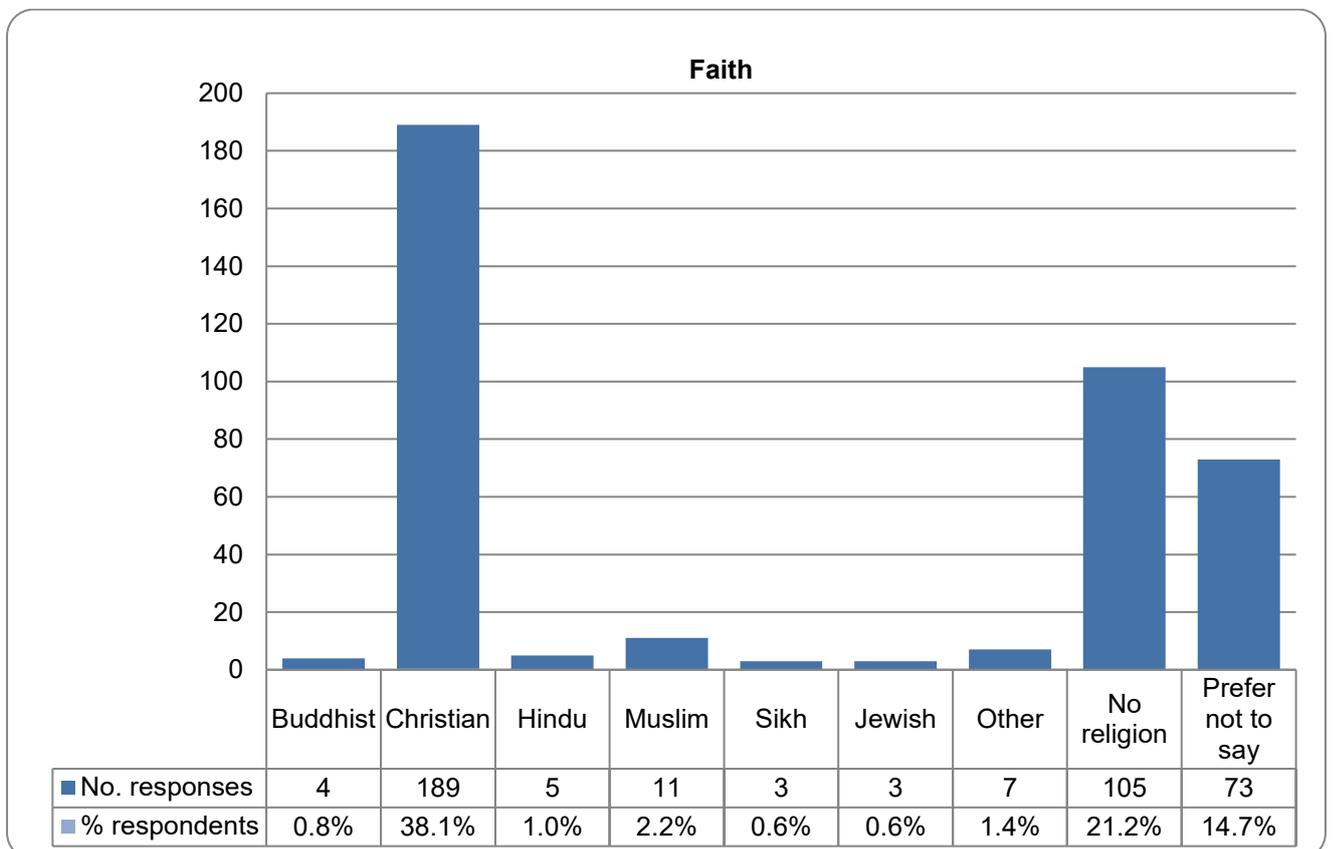
Sexual orientation

	Number of responses	Percentage respondents
Heterosexual	284	71.4%
Bisexual	8	2.0%
Gay man	14	3.5%
Lesbian	3	0.8%
Other	1	0.3%
Prefer not to say	88	22.1%
Total	398	100.0%



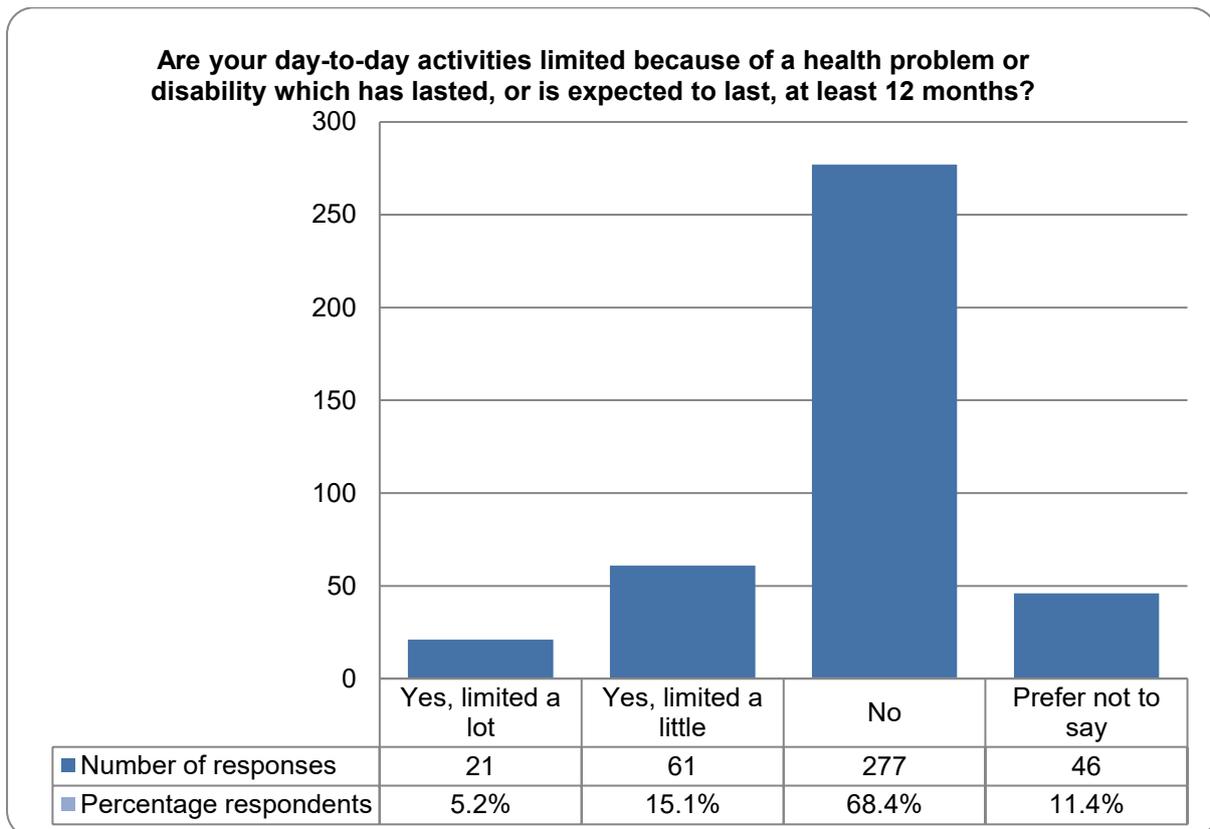
Faith

	Number of responses	Percentage respondents
Buddhist	4	0.8%
Christian	189	38.1%
Hindu	5	1.0%
Muslim	11	2.2%
Sikh	3	0.6%
Jewish	3	0.6%
Other	7	1.4%
No religion	105	21.2%
Prefer not to say	73	14.7%
Not Answered	96	19.4%
Total	496	100.0%



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

	Number of responses	Percentage respondents
Yes, limited a lot	21	5.2%
Yes, limited a little	61	15.1%
No	277	68.4%
Prefer not to say	46	11.4%
Total	405	100.0%



Age

	Number of responses	Percentage respondents
Under 15	8	2.0%
16-20	27	6.6%
21-25	9	2.2%
26-30	14	3.4%
31-35	20	4.9%
36-40	28	6.9%
41-45	24	5.9%
46-50	36	8.8%
51-55	33	8.1%
56-60	39	9.6%
61-65	48	11.8%
66-70	41	10.1%
71+	47	11.5%
Prefer not to say	33	8.1%
Total	407	100.0%

Ethnic group

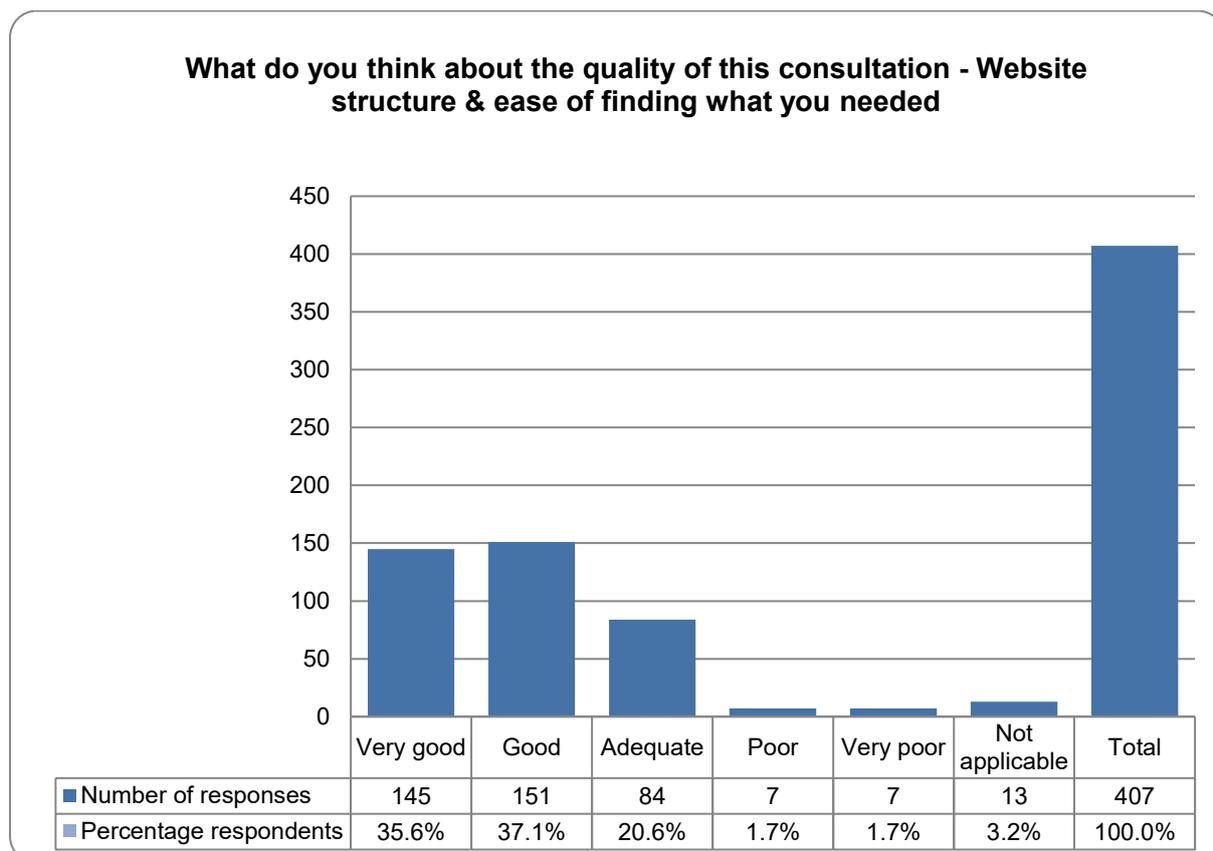
	Number of responses	Percentage respondents
Asian or Asian British – Bangladeshi	5	1.2%
Asian or Asian British – Chinese	2	0.5%
Asian or Asian British – Indian	9	2.2%
Asian or Asian British – Other	7	1.7%
Asian or Asian British – Pakistani	1	0.2%
Black or Black British – African	12	3.0%
Black or Black British – Caribbean	13	3.2%
Black or Black British – Other	1	0.2%
Mixed – Other	2	0.5%
Mixed – White and Asian	4	1.0%
Mixed – White and Black African	3	0.7%
Mixed – White and Caribbean	4	1.0%
Other Ethnic Group	1	0.2%
Other Ethnic Group – Arab	0	0.0%
Other Ethnic Group – Kurdish	0	0.0%
Other Ethnic Group – Latin American	0	0.0%
Other Ethnic Group – Turkish	1	0.2%
White – British	256	63.7%
White – Irish	12	3.0%
White – Other	29	7.2%
Prefer not to say	40	10.0%
Total	402	100.0%

3.4 Comments on the consultation process and material

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

a) Website structure & ease of finding what you needed

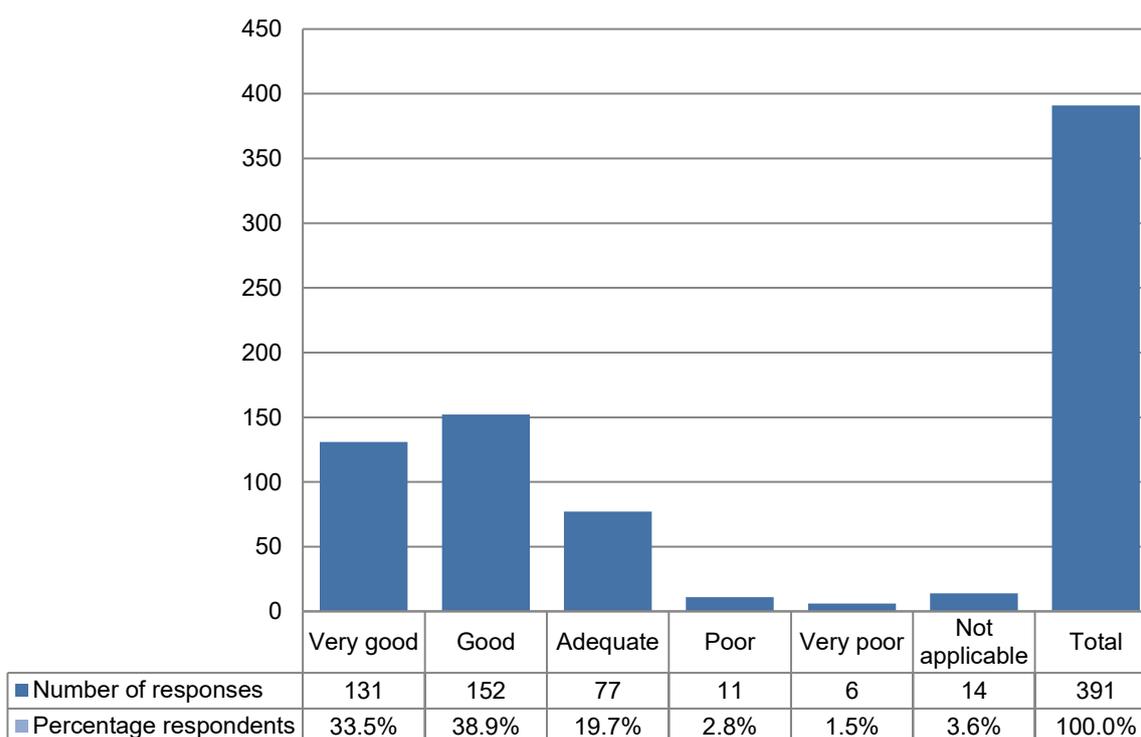
	Number of responses	Percentage respondents
Very good	145	35.6%
Good	151	37.1%
Adequate	84	20.6%
Poor	7	1.7%
Very poor	7	1.7%
Not applicable	13	3.2%
Total	407	100.0%



b) Written information

	Number of responses	Percentage respondents
Very good	131	33.5%
Good	152	38.9%
Adequate	77	19.7%
Poor	11	2.8%
Very poor	6	1.5%
Not applicable	14	3.6%
Total	391	100.0%

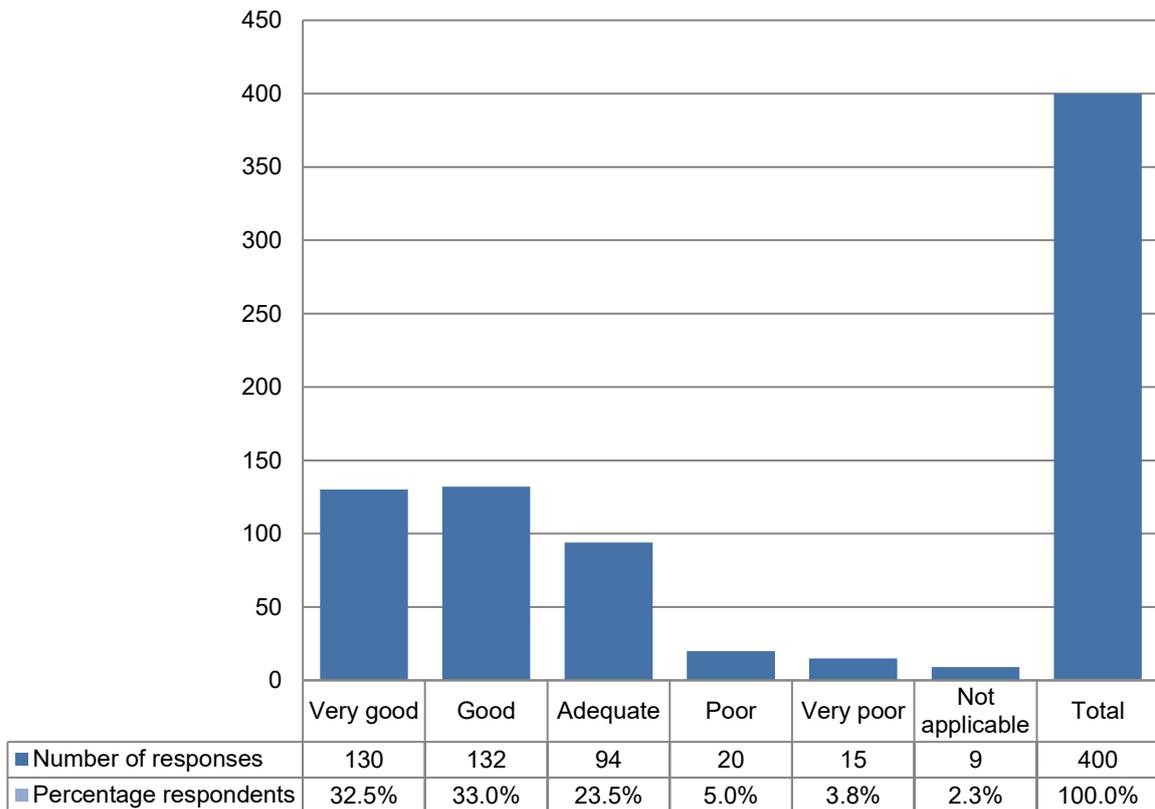
What do you think about the quality of this consultation - Written information



c) Maps and related diagrams

	Number of responses	Percentage respondents
Very good	130	32.5%
Good	132	33.0%
Adequate	94	23.5%
Poor	20	5.0%
Very poor	15	3.8%
Not applicable	9	2.3%
Total	400	100.0%

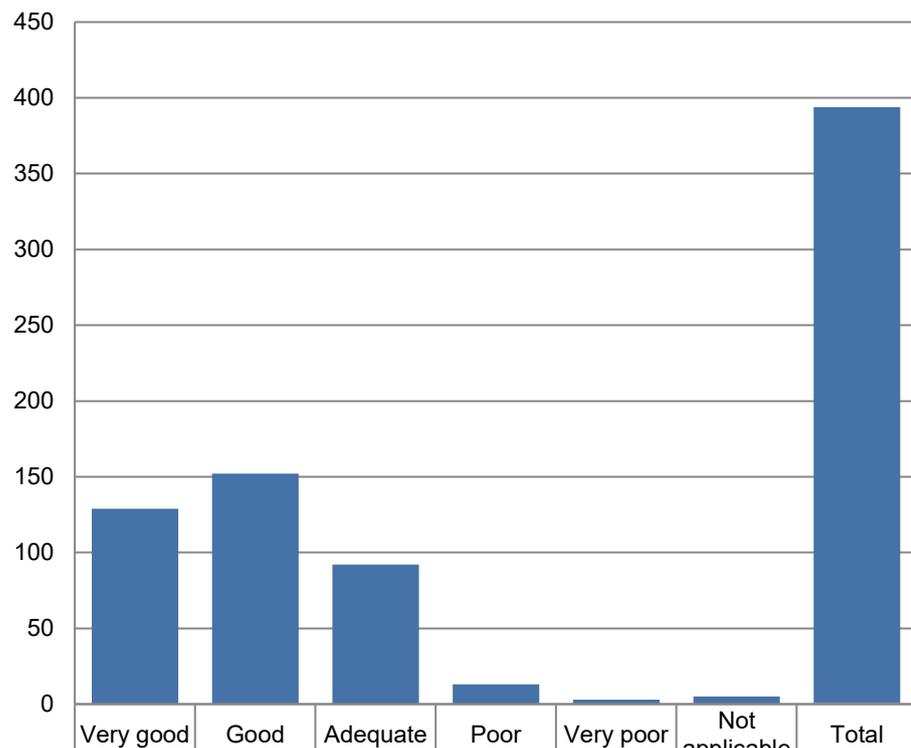
What do you think about the quality of this consultation - Maps, images & related diagrams



d) Online survey format

	Number of responses	Percentage respondents
Very good	129	32.7%
Good	152	38.6%
Adequate	92	23.4%
Poor	13	3.3%
Very poor	3	0.8%
Not applicable	5	1.3%
Total	394	100.0%

What do you think about the quality of this consultation - Online survey format

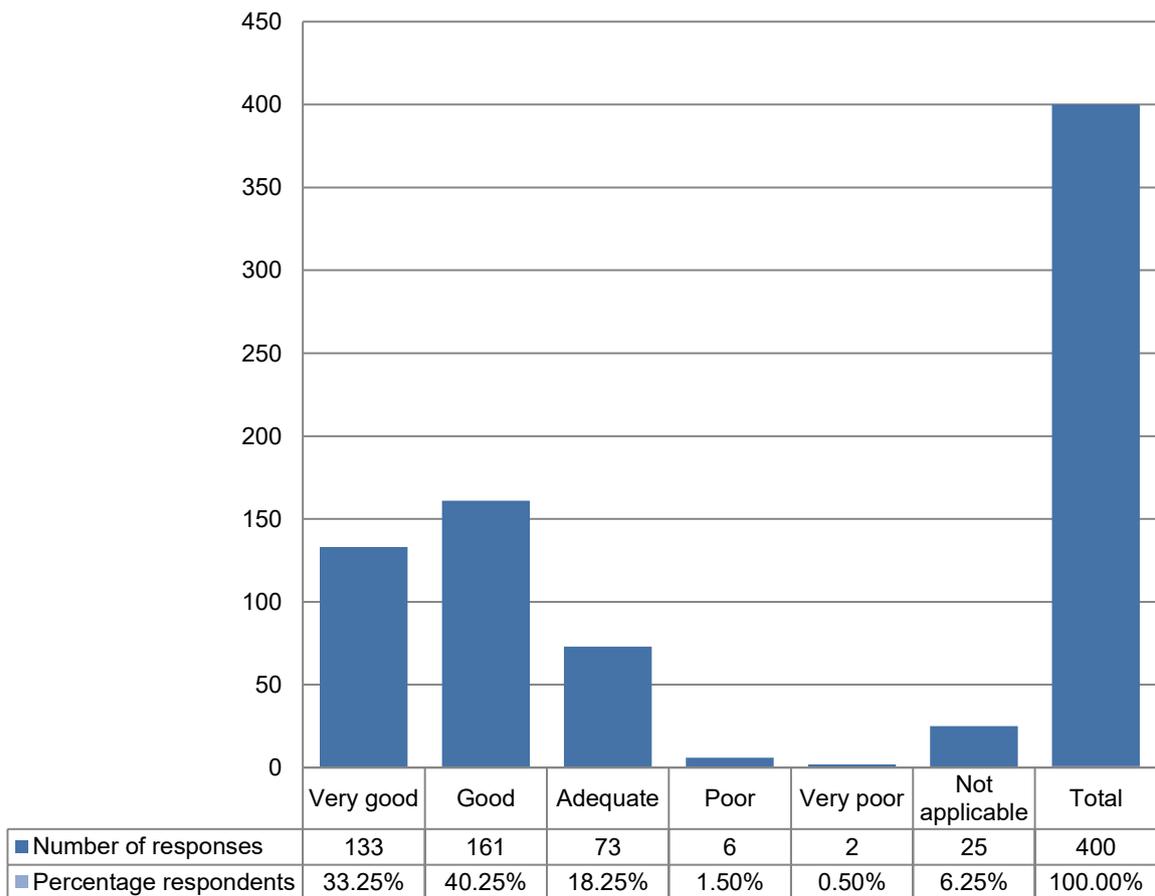


■ Number of responses	129	152	92	13	3	5	394
■ Percentage respondents	32.7%	38.6%	23.4%	3.3%	0.8%	1.3%	100.0%

e) Website accessibility

	Number of responses	Percentage respondents
Very good	133	33.3%
Good	161	40.3%
Adequate	73	18.3%
Poor	6	1.5%
Very poor	2	0.5%
Not applicable	25	6.3%
Total	400	100.0%

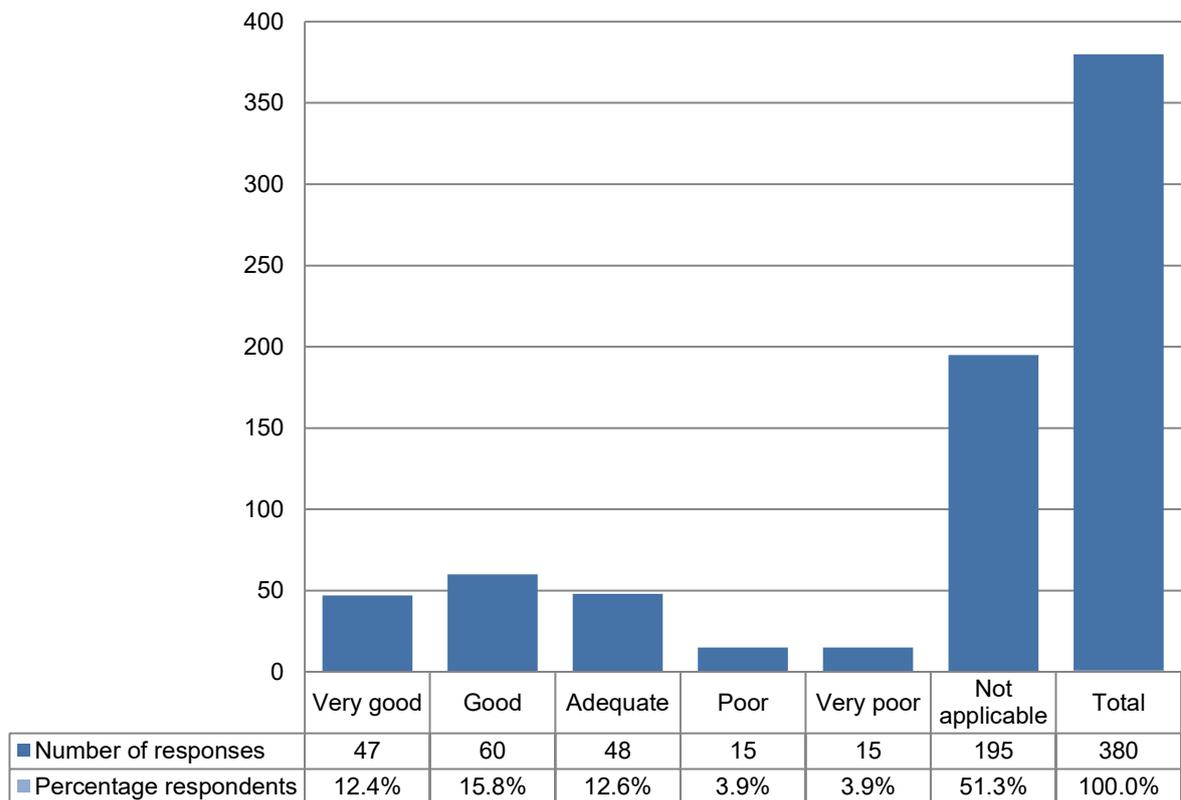
What do you think about the quality of this consultation - Website accessibility



f) Promotional material

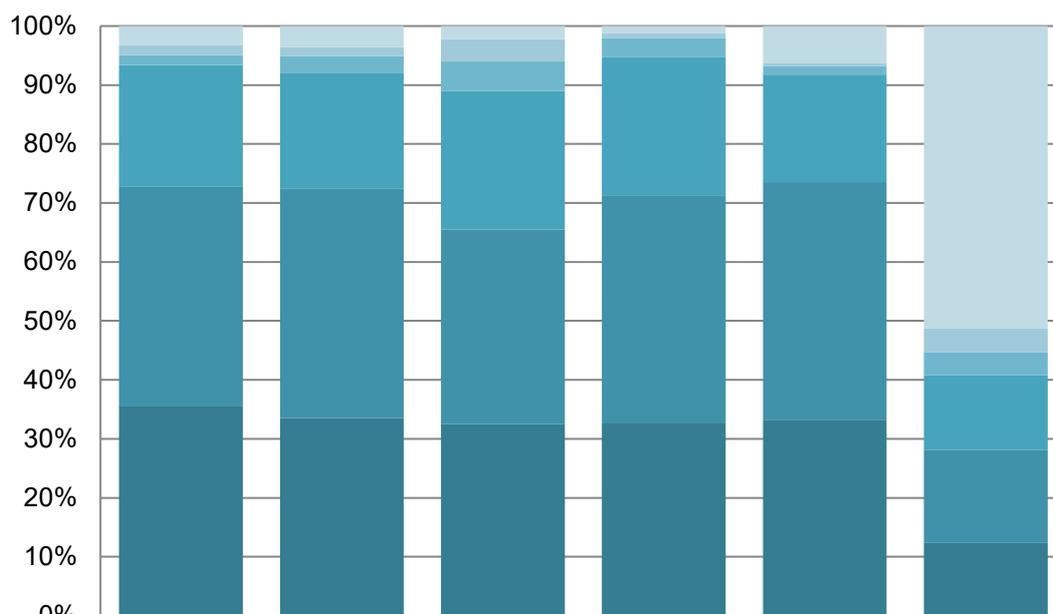
	Number of responses	Percentage respondents
Very good	47	12.4%
Good	60	15.8%
Adequate	48	12.6%
Poor	15	3.9%
Very poor	15	3.9%
Not applicable	195	51.3%
Total	380	100.0%

What do you think about the quality of this consultation - Promotional material



All consultation quality questions in one chart

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



	Website structure & ease of finding what you needed	Written information	Maps, images & related diagrams	Online survey format	Website accessibility	Promotional material
Not applicable	13	14	9	5	25	195
Very poor	7	6	15	3	2	15
Poor	7	11	20	13	6	15
Adequate	84	77	94	92	73	48
Good	151	152	132	152	161	60
Very good	145	131	130	129	133	47

4. Next steps

Following our analysis and consideration of all the consultation responses, we have decided to proceed with our proposals. We will aim to introduce new route 456 in autumn 2020, subject to necessary road modifications outlined below.

A 'route test' was originally held on 15 July 2019 to drive a single-deck bus along the proposed roads. The attendees concluded that buses could use the roads if certain parking restrictions, kerb alterations and changes to the Firs Lane fire gate were implemented.

In response to the concerns about the suitability of Farm Road at peak times, we had a further route test on 26 February 2020 to drive the bus across the bridge and along the road in the morning peak time. TfL and Enfield Council staff attended this route test and confirmed that the route is suitable.

Appendix A: Consultation materials and website text

Letter to residents

Transport for London



Consultation Team
Local Communities & Partnerships
Transport for London

25 October 2019

Dear Resident,

Reply to:
9th Floor, Red Zone
5 Endeavour Square
Stratford
London
E20 1JN

Have your say on proposals to introduce new bus route 456 between Crews Hill and North Middlesex Hospital

We have developed plans to introduce new route 456, which would replace bus route W10. This would improve public transport provision to areas currently served by route W10 and introduce new links across the borough to North Middlesex Hospital. The new route would run between Crews Hill and North Middlesex Hospital at a higher frequency and across more of the day than route W10. We are also planning to run the new route on Sundays.

We would like to know your views on the proposal to introduce bus route 456. Full details of the proposal can be found at: tfl.gov.uk/route-456

What we are proposing

Route 456 would run between Crews Hill and North Middlesex Hospital via World's End, Grange Park and Winchmore Hill. The route would run every 30 minutes on weekdays and Saturdays, and every 60 minutes on Sundays. It would run between 07:00 and 19:00 on all days. Route 456 would replace route W10.

In addition to providing an enhanced service to areas served by route W10, the new route would provide new links between parts of World's End, Grange Park and Winchmore Hill and North Middlesex Hospital.

Route 456 would run on Church Hill, Station Road, Farm Road and Firs Lane. These roads are not currently served by the bus network. We believe this routeing would particularly benefit residents in the Firs Lane area as there are a significant number of houses further than 400 metres from the existing bus network.

The proposed improvements are designed to help us meet the target set out in the Mayor's Transport Strategy of changing the way people choose to travel so that 80 per cent of all London trips are made by foot, bicycle or public transport by 2041, up from 64 per cent today.

The London Borough of Enfield (LB Enfield) share our aspirations for the improved service and are looking at the highway alterations that would be needed on their network to accommodate the proposed new route and make it as accessible as possible to passengers.

MAYOR OF LONDON

Sections of the route that are already served by buses and that would benefit from fixed stops, rather than a 'hail-and-ride' service, include Theobalds Park Road, Clay Hill, Willow Road and Hedge Lane. It may not be possible to take forward work at all sites within the initial introduction of the route; a second phase of improvements may be needed.

To serve the proposed 'new' section of the route, fixed stops would also be beneficial at locations including Church Hill, Station Road, Farm Road, Firs Lane, Sterling Way, Bull Lane and Bridport Road. We are also considering introducing new bus stops in Bincote Road. Should any changes be made to the proposals as a result of the consultation then locations of any bus stops would be adjusted accordingly.

Additional parking controls may be needed on Farm Road and at other locations as needed to ease the passage of buses on the proposed route.

Subject to the outcome of this consultation about the proposed route, LB Enfield will consult locally on detailed proposals for fixed bus stops and changes to parking controls.

Carterhatch Lane

LB Enfield is already drawing up proposals to allow buses to turn directly right from Carterhatch Lane into Willow Road to better serve the current bus movements and will consult locally on this in 2019. If this change progresses, we are planning for route 456 to use the direct right turn. Given that our proposals would provide a higher frequency service over more hours of the day, the direct right turn would benefit a greater number of passengers than currently use route W10.

This would mean that bus stops K, L, D and E on Carterhatch Lane would no longer be served by route W10 and would not be served by route 456. However, route 191 would continue to serve all four stops, ensuring a direct service between that section of Carterhatch Lane and Enfield town centre is retained.

This change would improve journey times for southbound passengers on route 456.

North Middlesex Hospital

We would like to serve the hospital using the alignment for the route as laid out in option one (below). Should this not be possible we would look at other possibilities one of which would be to use the alignment as laid out in option two (also below).

Option 1: Route 456 would run around the hospital in a clockwise direction. The last stop towards the hospital and the first stop towards Crews Hill would be stop Z on Bridport Road. Towards Crews Hill buses would run on a hospital road which would avoid potential traffic congestion on other roads. Buses would serve a new bus stop on Sterling Way close to Silver Street station.

Option 2: Route 456 would run around the hospital in an anti-clockwise direction. The last stop would be stop W on Bridport Road. The first stop towards Crews Hill would be a new bus stop on Bridport Road close to Commercial Road.

Have your say

A map setting out our proposals is attached overleaf.

We would like to know what you think about our proposals. Your comments and suggestions will help inform our final decision making.

From Friday 25 October you can let us know your views online at: tfl.gov.uk/route-456 or in writing to FREEPOST TFL CONSULTATIONS, or by emailing: consultations@tfl.gov.uk

Please let us know your views by Friday 06 December 2019. Depending on the feedback from this consultation, we hope to make these changes in autumn 2020.

Yours faithfully

The Consultation and Projects Team
Transport for London

'Have your say' bus stop poster

Have your say

Proposed new bus route 456

We are proposing to introduce a new bus route 456 to replace route W10. The new route would run between Crews Hill and North Middlesex University Hospital.

It would run every 30 minutes on weekdays and Saturdays, and every 60 minutes on Sundays, between 07:00 and 19:00 every day. Route 456 would not serve Carterhatch Lane.

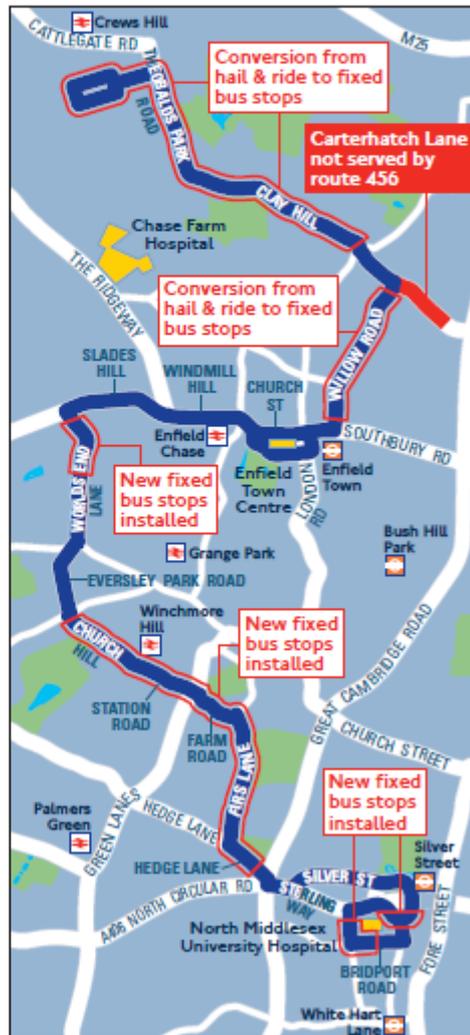
We are considering introducing fixed bus stops on roads served by the new route including existing hail & ride sections.

We are also consulting on two routing options at North Middlesex Hospital.

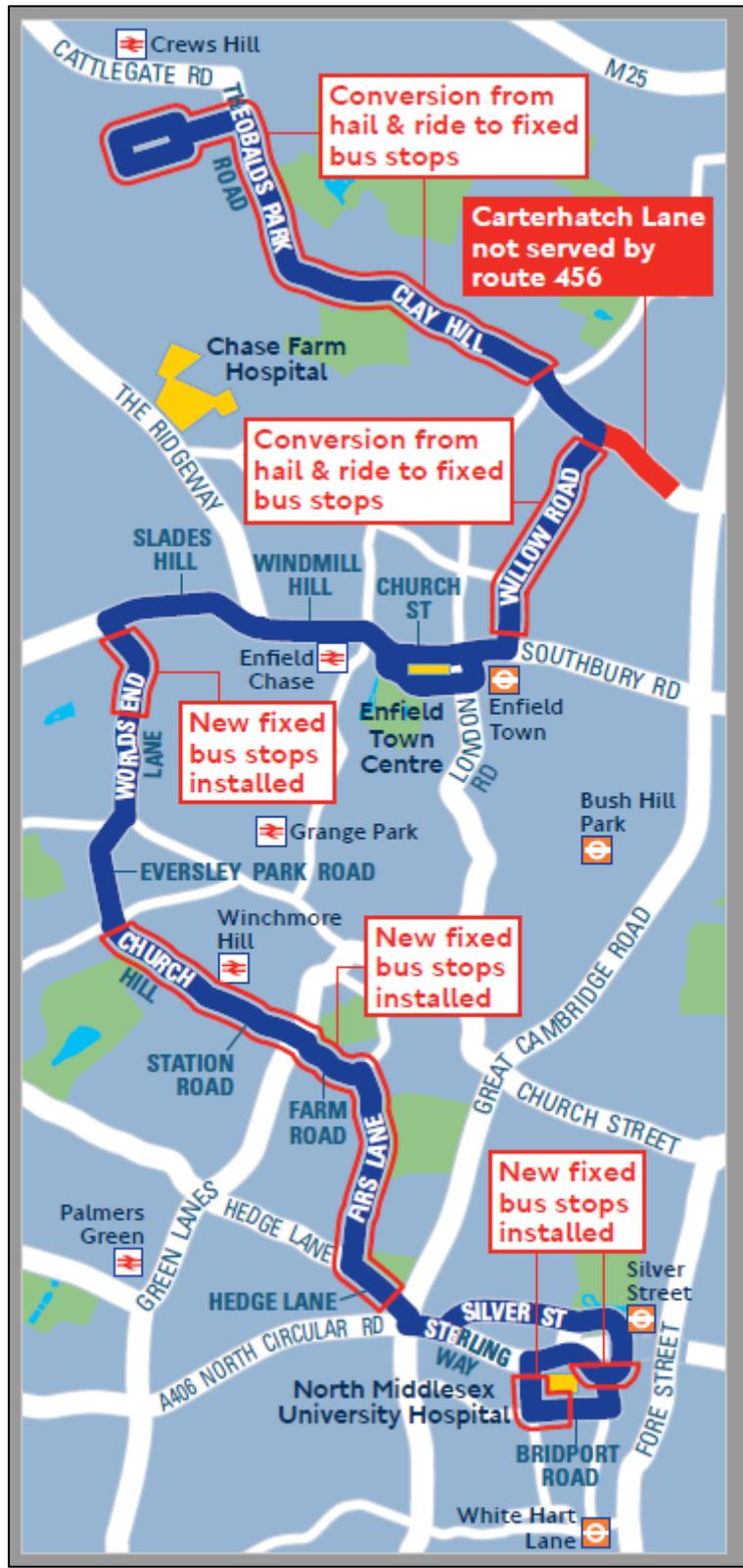
You can find out more details and have your say by visiting tfl.gov.uk/route-456

Alternatively, have your say by emailing us at consultations@tfl.gov.uk or write to us at FREEPOST TFL CONSULTATIONS

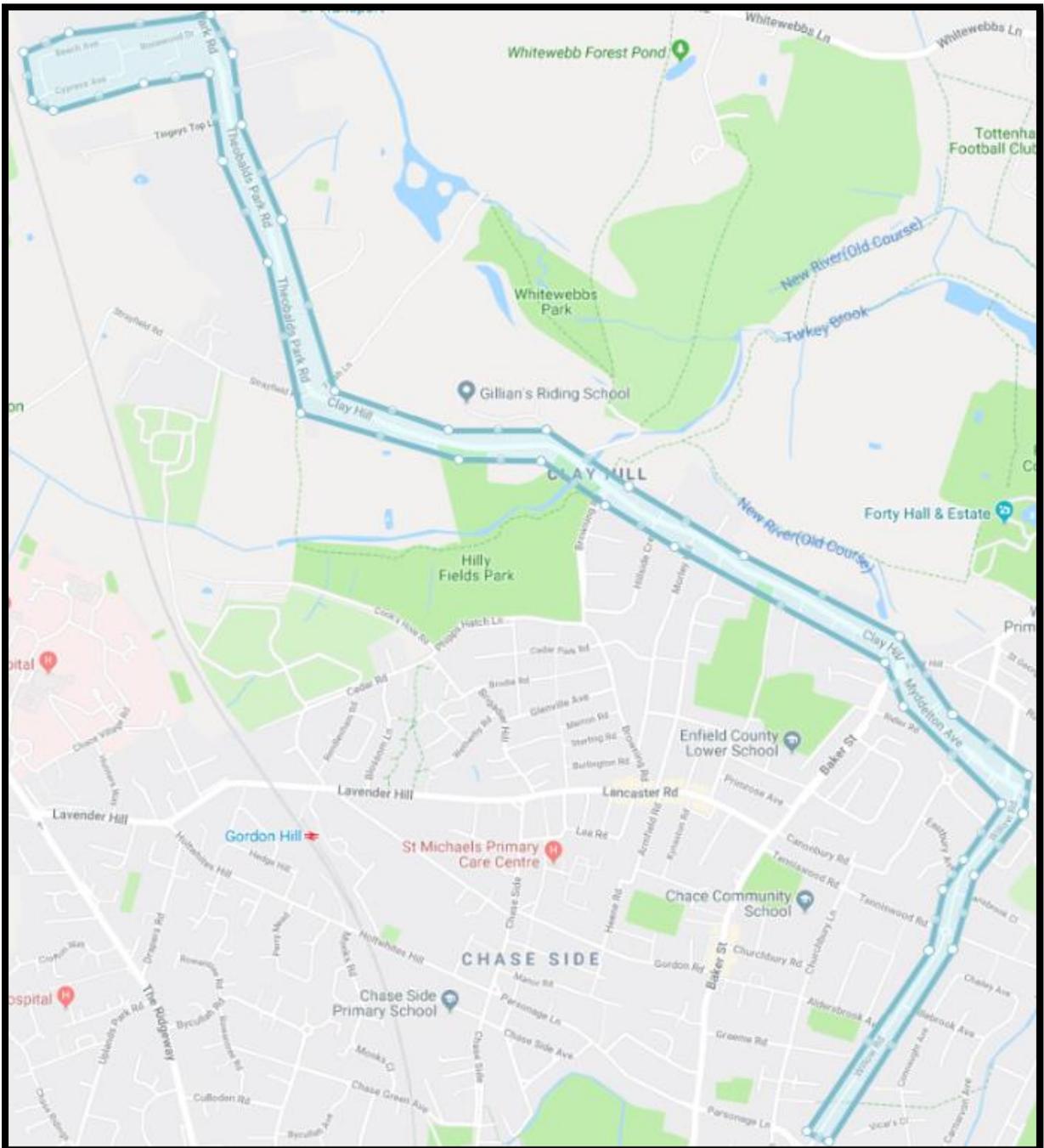
To have your say, please contact us by **Friday 6 December 2019**



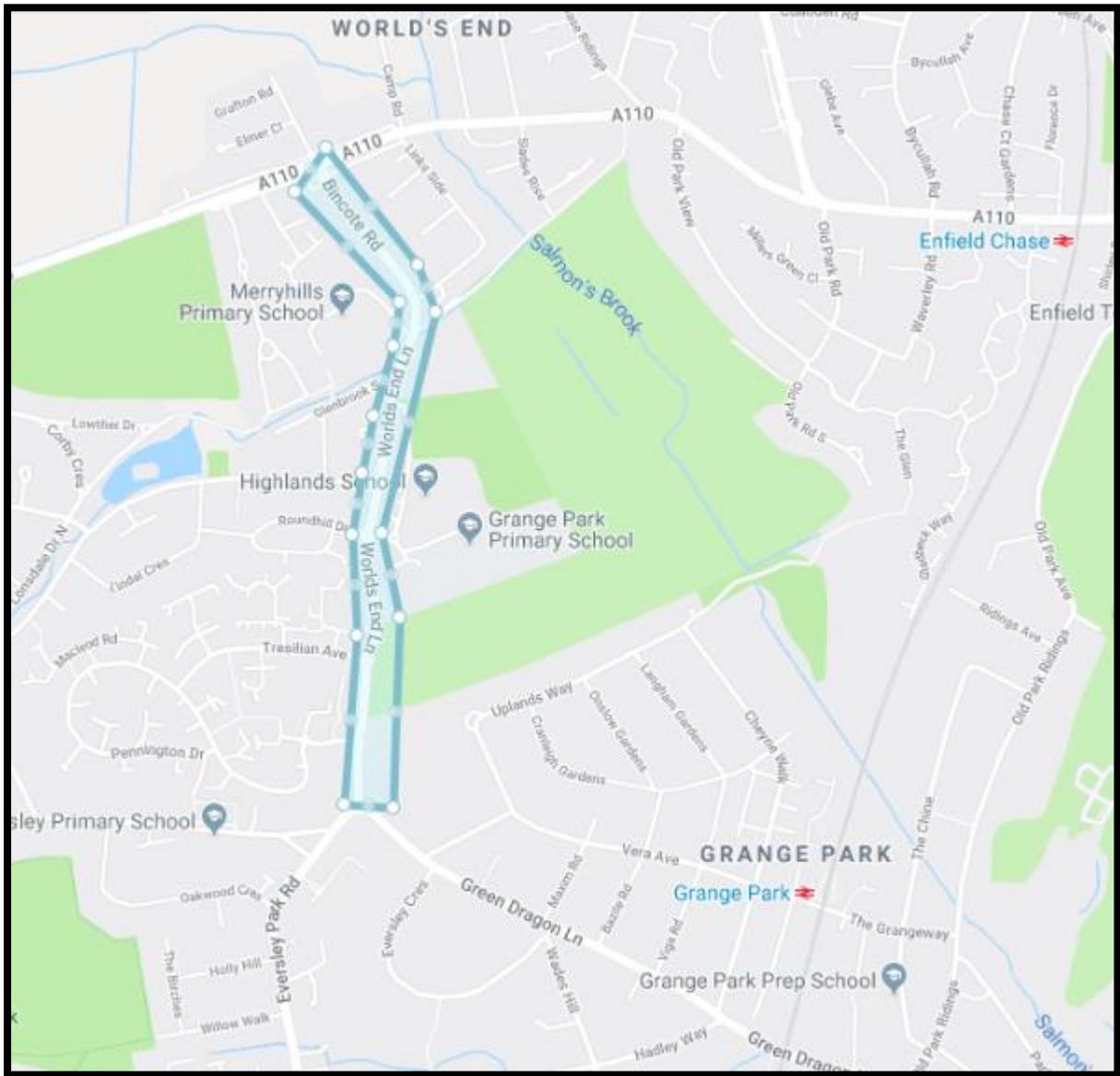
Map



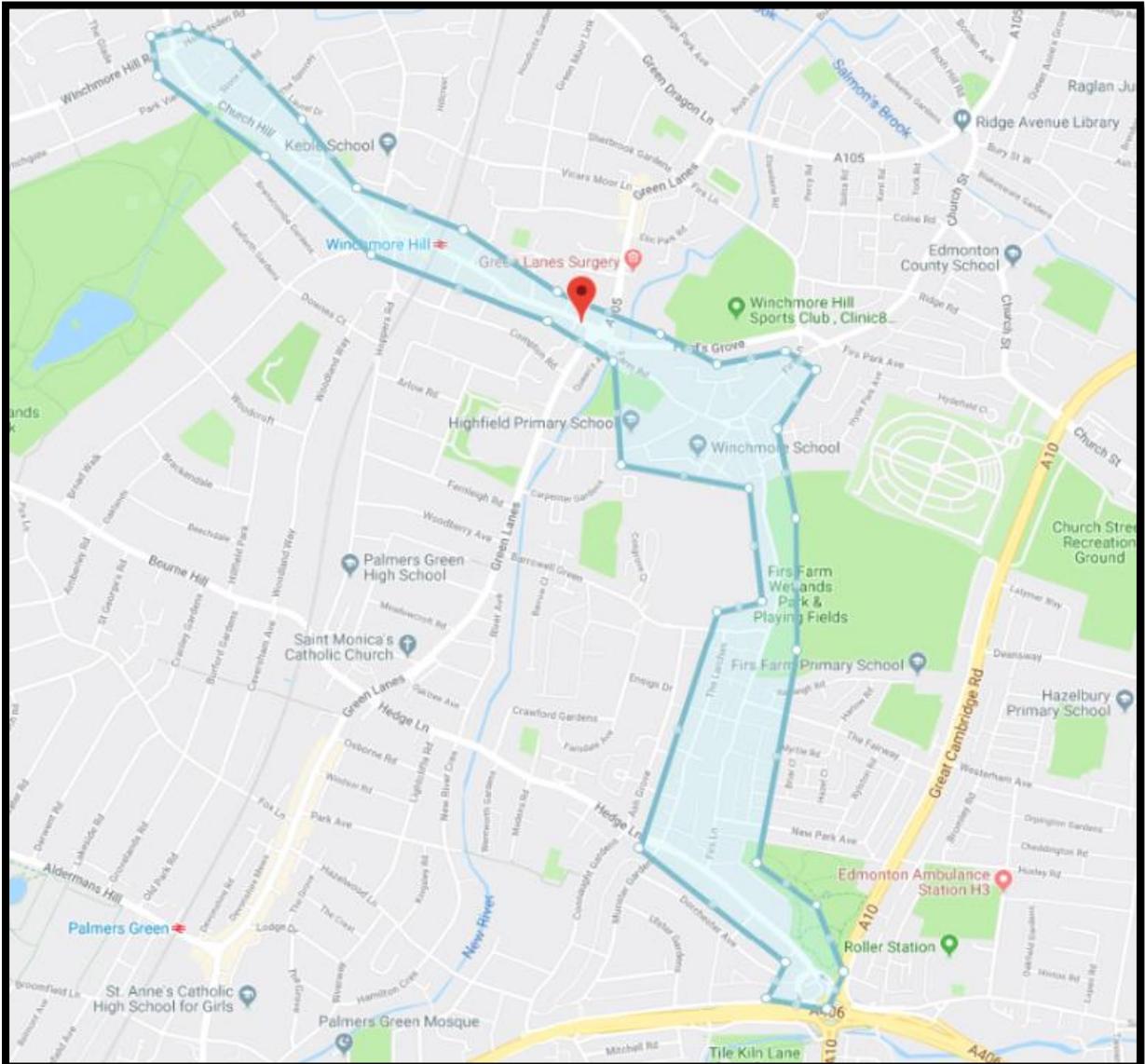
Consultation letter delivery area 1 – Crews Hill to Willow Road



Consultation letter delivery area 2 – Bincote Road to World's End Lane



Consultation letter delivery area 3 - including Church Hill, Station Road, Farm Road, Firs Lane, Hedge Lane



Website text

 **Transport for London**

[Consultation Hub](#) [Find Consultations](#) [We Asked, You Said, We Did](#)

Have your say on proposals to introduce new bus route 456 between Crews Hill and North Middlesex Hospital

Overview

Public transport plays a key role in many people's lives, and we recognise the importance that local communities place on having direct bus services to major hospitals and medical facilities. We recognise that there is currently a lack of direct service between hospitals and parts of World's End, Winchmore Hill and Palmers Green.

Route W10 currently runs between Enfield Town and Crews Hill, every hour, on weekdays and Saturdays in the middle of the day only. There is no service in the morning, evening or on Sundays.

To improve public transport provision to areas currently served by route W10, and to introduce new links across the borough to North Middlesex Hospital, we have developed plans to replace route W10 with new bus route 456. The new route would run between Crews Hill and North Middlesex Hospital at a higher frequency and across more of the day than route W10. We are also planning to run the new route on Sundays.

We would like to know your views on the proposal to introduce new bus route 456.

Closes 5 Jan 2020
Opened 28 Oct 2019

Contact
consultations@tfl.gov.uk

What we are proposing

We are proposing to introduce route 456 between Crews Hill and North Middlesex Hospital via World's End, Grange Park and Winchmore Hill. The route would run every 30 minutes between 07:00 and 19:00 on weekdays and Saturdays, and every 60 minutes on Sundays between 07:00 and 19:00. This would provide new, direct links to North Middlesex Hospital. Route 456 would replace route W10.

The introduction of route 456 would mean that areas served by route W10 would have a higher frequency bus service, with a bus every 30 minutes rather than every hour. Route W10 currently runs between the hours of 09:40 and 13:40 on weekdays and between 09:40 and 16:40 on Saturdays. Route 465 would run between 07:00 and 19:00 on weekdays and Saturdays, so there would be an increase in hours of operation compared to route W10. We are also planning to introduce a Sunday service. These changes would significantly improve the overall level of service to the Crews Hill, Clay Hill, Carterhatch and Willow Road areas of Enfield.

The proposed routeing of the 456 would provide new links between parts of World's End, Grange Park and Winchmore Hill and North Middlesex Hospital. It would also provide new links to and from the Crews Hill and the Carterhatch areas where there are no alternative bus services outside of the current W10 hours of operation.

As part of the proposal, route 456 would run on Church Hill, Station Road, Farm Road and Firs Lane. These roads are not currently served by the bus network. This routeing would benefit residents in the Firs Lane area as there are a significant number of houses further than 400 metres (Five minutes walk at an average walking speed) from the existing bus network.

The proposed improvements are designed to help us meet the target set out in the Mayor's Transport Strategy of changing the way people choose to travel so that 80% of all London trips are made by foot, bicycle or public transport by 2041, up from 64% today.

The London Borough of Enfield (LB Enfield) shares our aspirations for the improved service and is looking at the highway alterations that would be needed on their network to accommodate the proposed new route and make it as accessible as possible to passengers.

Sections of the route that are already served by buses and that would benefit from fixed stops, rather than a 'hail-and-ride' service, include Theobalds Park Road, Clay Hill, Willow Road and Hedge Lane. It may not be possible to take forward work at all sites within the initial introduction of the route; a second phase of improvements may be needed.

To serve the proposed 'new' section of the route, fixed stops would also be beneficial at locations including Church Hill, Station Road, Farm Road, Firs Lane, Sterling Way, Bull Lane and Bridport Road. New bus stops are also being considered for Bincote Road. Should any changes be made to the proposals as a result of the consultation then locations of any bus stops would be adjusted accordingly. Additional parking controls may be needed on Farm Road and at other locations as needed to ease the passage of buses on the proposed route.

Subject to the outcome of this consultation about the proposed route, LB Enfield will consult locally on detailed proposals for fixed bus stops and changes to parking controls.

Carterhatch Lane

A traffic island means that route W10 cannot currently turn right from Carterhatch Lane into Willow Road towards Enfield town centre. Instead it runs to a roundabout at the junction of Linwood Crescent where buses turn around and return on Carterhatch Lane to turn left into Willow Road. This increases journey time for passengers travelling from Crews Hill and Clay Hill to the town centre.

LB Enfield is already drawing up proposals to allow buses to turn directly right from Carterhatch Lane into Willow Road to better serve the current bus movements and will consult locally on this in 2019. If this change progresses, we are planning for buses on route 456 to use the direct right turn. This would mean that bus stops K, L, D and E on Carterhatch Lane would no longer be served by route W10 and would not be served by route 456. However, route 191 would continue to serve all four stops, ensuring a direct service between that section of Carterhatch Lane and Enfield town centre is retained.

Passenger journey times from Crews Hill and Clay Hill to Enfield town centre would be improved if route 456 turns right into Willow Road; as would journey times for passengers wishing to travel from those areas to sections of the new route to the west and south of the town centre; including North Middlesex Hospital. It would also provide a more simple and easy-to-understand routeing. Given that our proposals would provide a higher frequency service over more hours of the day, the direct right turn would benefit a greater number of passengers than currently use route W10.

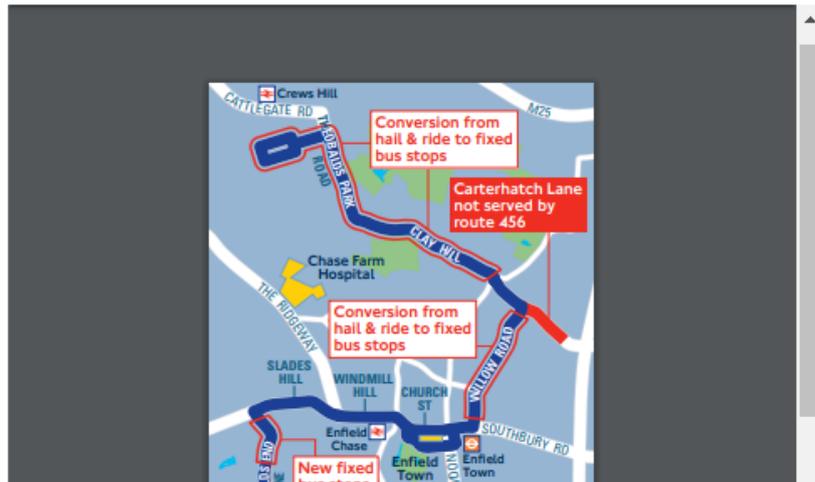
North Middlesex Hospital

We would like to serve the hospital using the alignment for the route as laid out in option one below. Should this not be possible we would look at other possibilities one of which would be to use the alignment as laid out in option two (also below).

Option 1: Route 456 would run around the hospital in a clockwise direction. Buses would turn left from Sterling Way into Gloucester Road, then right into Bridport Road. The last stop towards the hospital and the first stop towards Crews Hill would be stop Z on Bridport Road. Towards Crews Hill buses would turn right into Bull Lane and run on a hospital road through the hospital which would avoid potential traffic congestion on other roads; helping to optimise journey times and reliability. Buses would serve a new bus stop on Sterling Way close to Silver Street station.

Option 2: Route 456 would run around the hospital in an anti-clockwise direction. Towards the hospital buses would run from Sterling Way on to the North Circular Road (A406) where they would turn left into Bull Lane. The last stop would be stop W on Bridport Road. The first stop towards Crews Hill would be a new bus stop on Bridport Road close to Commercial Road. From the hospital buses would turn left from Bridport Road into Gloucester Road and right on to Sterling Way.

A map setting out our proposals can be viewed below.



[Proposed bus route 456 map \(PDF 154KB\)](#)

Impact on protected groups

We have undertaken an Equality Impact Assessment (EqIA). The EqIA examines what impact (positive or negative) all of the proposed route changes have on customers with characteristics protected by the Equality Act 2010.

We consider the impacts of bus service change proposals on equality groups throughout the planning process ensuring, where possible, effective mitigations are in place where no viable alternative is available. Our draft EqIA can be found below.

[Route 456 - Equality Impact Assessment \(PDF 327KB\)](#)

Have your say

We would like to know what you think about our proposals.

Your comments and suggestions will help inform our final decision making. Depending on the feedback from this consultation, we hope to make these changes in autumn 2020.

Please give us your views by completing the online survey below by **Sunday 5 January 2020**.

Alternatively, you can:

- Email us at consultations@tfl.gov.uk
- or write to us at FREEPOST TFL CONSULTATIONS

You can also request paper copies of all the consultation materials and a response form by emailing consultations@tfl.gov.uk, or writing to FREEPOST TFL CONSULTATIONS.

Have your say

[Online Survey >](#)

Appendix B: Summary of Stakeholder replies

There were no comments received from North Middlesex Hospital.

The following are summaries of the responses from the stakeholders who replied:

1. London Borough of Enfield

The borough council stated it welcomes the significant investment in this new service at a time when resources are scarce.

The council strongly supports the 456 because it will:

- give a significant uplift in bus service frequency and hours of operation including on the bulk of the W10 route alignment
- offer an accessible transport option for people in north west Enfield who need to get to the health facilities at North Middlesex University Hospital
- complement their wider ambition to get more people using active and sustainable transport

The council asked that the following are taken into consideration:

- the residents of Farm Road have expressed concerns which they felt will need to be considered
- the 456 should serve Crews Hill station, but requires a turning facility, the feasibility of which is being discussing with the train and rail network operators
- visiting times at North Middlesex University Hospital could be extended by the time the new 456 service starts

2. Joanne McCartney AM

- Stated that she has been calling for an improved bus route from Winchmore Hill and Enfield Town to NMUH for a number of years and greatly welcomes the proposals.
- Added that running of buses on streets which aren't currently served by any services will also be valuable to residents across Enfield
- Raised the issue of when new 456 route will run all the way to Crews Hill train station
- Asked that the location of any new bus stops is decided in consultation with local residents
- Added that it is good to see that the proposed route will also travel around the hospital site. Stated this will make it easier for travel around the hospital which will be hugely beneficial to hospital staff, patients and their families to be able to travel to the hospital without the need for a car

3. Winchmore Hill Residents Association (WHRA)

The WHRA stated it supports TfL's proposal to introduce proposed new bus route 456.

It added that it is vitally important that LB Enfield fully publicises its proposals for new bus stop locations so that interested parties can submit comments and/or alternative proposals.

In particular, it was concerned with the locations of new stops in the immediate vicinity of Winchmore Hill Station. There is a layby immediately in front of the railway station which is currently heavily used by car drivers to pick and up and set down rail passengers. There is currently an 8am to 6.30pm (Monday to Saturday) parking restriction in this layby, but it does not preclude the picking up and setting down of passengers.

WHRA suggested that this layby should be left as it is and that a bus stop for eastbound route 456 buses should be provided on Station Road, either to the east or west of the station.

4. Enfield Transport Users Group (ETUG)

ETUG stated it supports the proposals to extend the 456 to North Middlesex University Hospital (NMUH).

It also had several suggestions to adjust the proposed route and others nearby:

- send the 456 via Highlands Village. The W9 could as a result avoid that diversion, taking a more direct route between Enfield Town and Southgate
- swap the 456 and W9 alignments north of Enfield Town so the W9 can take a more logical southwest to northeast alignment and the 456 can provide a NMUH to Chase Farm Hospital service
- have a more frequent route to Crews Hill which could split north of Willow Road, with half of the services heading to Crews Hill via Clay Hill and the other half heading to Crews Hill via Whitewebbs Lane
- serve Crews Hill station
- increase the proposed frequency to three or four buses per hour
- extend the operating day beyond 7pm to serve NMUH better

5. Forty Hill and Bulls Cross Study Group

The Group's comments centred upon the proposed route being through the Clay Hill Conservation Area (CA) and its potential impact on it.

It stated:

1) no impact assessment had been made of the proposal on the CA. In particular no reference has been made to the Character Appraisal for the CA and/ or any consultation with the Local Authority Heritage Department

2) new 'fixed stops' may impact the street scene through inappropriate alterations to the streetscape (e.g. lay-bys, loss of verges etc.), and the use of inappropriate street furniture and lines in the road

3) the proposal will have a negative impact on the free flow of traffic in the CA, particularly at peak times. Parts of the CA has roads of restricted width (due to parked cars) and cause larger vehicles to stop to allow opposing traffic to move

4) there may be increased pollution levels from any increase in vehicle movements throughout the CA and the inefficient flow of traffic due to stationary buses impeding the flow of traffic

5) increased heavy vehicle movements could damage (through noise, vibration and/or accident) the historic assets in the CA such as buildings (many are listed and of some historic importance) and bridges (and other infrastructure)

6. Weir Hall Ratepayers Association

Stated that the association supports the introduction of the 456 from Crews Hill to North Middlesex Hospital. The W10 extension to Grange Park, Winchmore Hill and the North Middlesex Hospital will benefit a large number of residents.

Appendix C: List of stakeholders consulted

Stakeholders we consulted included:

Local Authorities, statutory and advisory bodies	
London Borough of Enfield	
Greater London Authority	
London TravelWatch	

Police and Health Authorities	
North Middlesex Hospital	
NHS Care Commissioning Group	
Enfield Safer Transport Team	
London Ambulance Service	
Metropolitan Police service	

Accessibility Groups	
Enfield Disability Action	
RNIB	
Disability Rights UK	
National Autistic Society	
Age Concern	
Age UK	
Living Streets	
British Heart Foundation	
Guide Dogs for the Blind Association	
Royal Society of Blind Children	
Alzheimer's Society	
Independent Disability Advisory Group	
Action on Hearing Loss	

Elected Members	
Joanne McCartney	Assembly Member
Joan Ryan	MP
Bambos Charalambous	MP
Kate Osamor	MP

London Borough of Enfield councillors
Cllr Huseyin Akpınar
Cllr Mahmut Aksanoglu
Cllr Maria Alexandrou
Cllr Daniel Anderson
Cllr Kate Anolue
Cllr Tolga Aramaz
Cllr Guner Aydin
Cllr Ian Barnes
Cllr Dinah Barry
Cllr Mahym Bedekova
Cllr Chris Bond
Cllr Sinan Boztas
Cllr Yasemin Brett
Cllr Anne Brown
Cllr Nesil Caliskan
Cllr Alev Cazimoglu
Cllr Mustafa Cetinkaya
Cllr Katherine Chibah
Cllr Will Coleshill
Cllr Lee David-Sanders
Cllr Clare De Silva
Cllr Birsen Demirel
Cllr Chris Dey
Cllr Guney Dogan
Cllr Elif Erbil
Cllr Ergin Erbil
Cllr Susan Erbil
Cllr Ergun Eren
Cllr Achilleas Georgiou
Cllr Alessandro Georgiou
Cllr Margaret Greer
Cllr Charith Gunawardena
Cllr Christine Hamilton
Cllr Ahmet Hasan
Cllr Elaine Hayward
Cllr James Hockney
Cllr Stephanos Ioannou
Cllr Rick Jewell
Cllr Saray Karakus
Cllr Nneka Keazor
Cllr Joanne Laban
Cllr Bernie Lappage
Cllr Tim Leaver

Cllr Dino Lemonides
Cllr Derek Levy
Cllr Mary Maguire
Cllr Andy Milne
Cllr Gina Needs
Cllr Terence Neville, OBE
Cllr Ayfer Orhan
Cllr Ahmet Oykenner
Cllr Sabri Ozaydin
Cllr Vicki Pite
Cllr Lindsay Rawlings
Cllr Mike Rye, OBE
Cllr George Savva, MBE
Cllr Edward Smith
Cllr Jim Steven
Cllr Claire Stewart
Cllr Doug Taylor
Cllr Mahtab Uddin
Cllr Glynis Vince
Cllr Hass Yusuf