

Proposed change	Impact positive (P) or Negative (N)	Impact number	Impact for customers or staff	Evidence to substantiate the negative impact (links files or references)	Mitigations/recommendations	Mitigation Implementation			Residual risk	Mitigation communicated with staff		Mitigation communicated with public		Ongoing Monitoring and responses
						None	Partial	Fully		Implementation Explanation	Y/N	How?	Y/N	
Removal of bus stop between Threadneedle Street and Cornhill in the northbound direction - This is so that the footway can be widened to create space for pedestrians to socially distance given the footway constraints on the eastern side of Bishopsgate due to development activity. The development activity includes a gantry, which boxes in the footway and precludes further immediate widening activities on this side of the carriageway. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	1	There will have a potential negative impact for older people, disabled people, pregnant women or people with young children as it may be necessary to walk further to or from the next nearest bus stop location. It is possible that visually impaired people who are familiar with their route may become confused and disorientated and unable to find the new location. People who are neuro divergent or have dementia may become confused and distressed by the changes. Depending on their origin, passengers are required to use either the next stop north (a distance of c. 225m) or the previous stop to the south (a distance of c. 200m). In either direction, this will require the crossing of one additional side road. A signalled pedestrian crossing is in place at each side road.	All bus stop removals / relocations were undertaken in discussion with colleagues in London Buses. A review was undertaken, which included an assessment of spacing between adjacent stops as well as boarding and alighting at each stop. The distance to the next stop north is c. 225m and the distance to the previous stop to the south is c. 200m.	Update customer information at stops to make passengers aware of the new arrangements. Provide additional seating or rest points between the two stops, given the distance. Monitor feedback from bus users either directly to London Buses or via the consultation/engagement exercises planned as part of the experimental traffic order.		X		Customer information at the two stops was updated to reflect the changes to routes as part of the implementation of the temporary scheme.	Y	Asset Ops and Communication and Marketing have updated customer information and made changes to the on-street assets.	Y	Bus information at stops on street has been updated.	Investigate provision of additional benches around these stops with TIL Engineering as part of further works to refine the physical measures in the scheme following the introduction of the experimental traffic order.
Changes to certain routes that stop at bus stops E and F outside Liverpool Street station in a northbound direction. - This is to more evenly spread services over the two stops to reduce pressure on the footways to allow pedestrians to circulate. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	2	There will be a potential negative impact for older people, disabled people, pregnant women or people with young children as it may be necessary to walk further to or from the next nearest bus stop location. It is possible that visually impaired people who are familiar with their route may become confused and disorientated and unable to find the new location, people who are neuro divergent or have dementia may become confused and distressed by the changes. The two stops are c. 75m apart, on the same (northbound) side of Bishopsgate. It is not required to cross any side roads to travel between the two stops.		Update customer information at stops to make passengers aware of the new arrangements. Provide additional seating or rest points between the two stops.		X		The proposed change was suggested by London Buses to help with social distancing at the time the original temporary scheme was introduced because of the high numbers of people in the areas around the bus stops. Customer information at the two stops was updated to reflect the changes to routes. As the distance between the two stops is relatively short, additional seating is not being provided at this location.	Y	Asset Ops and Communication and Marketing have updated customer information and made changes to the on-street assets.	Y	Bus information at stops on street has been updated.	Continue to monitor public feedback about changes and monitor how bus stopping arrangements work operationally in the context of changing movement demand during the experimental order period.
Removal of through traffic from the corridor from 7am - 7pm, Monday to Friday by means of the introduction of bus gates and banned turns. Taxis, private hire vehicles and those who need to service properties or require any other type of access along the corridor will continue to be able to access the majority of the corridor, with the exception of two stretches that are bus and cycle only between the hours of operation, but may need to use alternative routes to do so depending on their origin and destination around the corridor. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	3	There are two sections of the corridor (between Middlesex Street and Liverpool Street and between Leadenhall Street and Fenchurch Street) where it is necessary to walk up to 85 and 90 metres respectively to or from premises from the closest point of access at the end of the section. These sections result from the locations of the bus gate signage and banned turns. This will have an impact on people who are unable to walk these distances but require access. Blue badge holders, taxis and private hire vehicles, as well as other private vehicles will not be allowed through the bus gates during the scheme hours of operation.	There are retail units (including pubs and units selling food), office accommodation, residential properties and transport related activities (bus stops, rail and Underground stations, kerbside activity bays) along, and accessed from, the Bishopsgate corridor. Access to these activities will change, in terms of routing or hours, for motorised vehicles following the scheme. Blue badge holders, taxis and private hire vehicles, as well as other private vehicles will not be allowed through the bus gates during the scheme hours of operation.	Maintain access to taxi rank at Liverpool Street station for end-to-end journeys, where required. Alternative branches of certain retail units found on Bishopsgate are available nearby for those who require door-to-door access. Those properties only accessible from Bishopsgate would become more difficult to access by car, taxi, private hire vehicle or van.		X	Access to on-street taxi rank at Liverpool Street station has been maintained. Access is available to all of the corridor outside of operational hours. Conversely, for those accessing the area by foot, cycle or bus, it is expected for access to be easier as a result of the reduced traffic levels as a consequence of the scheme.	Y	Taxi and Private Hire colleagues are aware of the change to access arrangements for Liverpool Street taxi rank from Bishopsgate. Other departments briefed and updated on Bishopsgate work through ongoing liaison.	Y	TIL's London Streetspace Programme website has held information on arrangements related to the temporary scheme since launch. Materials are being prepared to refresh the webpage to reflect the changes introduced as part of the experimental order and explain how feedback will be collected as part of the experimental order process. Full communications and engagement plan is in place setting out how TIL will engage with full range of stakeholders on experimental traffic order proposals.	Concerns about impact on traffic and air pollution were raised with TIL by the public following the introduction of the temporary scheme. Monitoring undertaken during the period of the temporary scheme has indicated that there has been no undue impact on bus performance on the wider network associated with the scheme (NB, data is not collected for all modes, but this can be used as a proxy for other modes). Continue to monitor public feedback about changes through channels set out in the Communications and Engagement Plan. Analyse data set out in monitoring strategy to identify any operational impacts and address where possible through eg. timing reviews	
Footway widening is maintained to provide more space for pedestrians. The footway widening includes changes to kerbside activities. To create additional footway space, it is necessary to make changes to various kerbside loading activities. Two 2 minute pick up and set down bays and a loading bay are proposed to be removed, there are proposed to be changes to the operational hours of other bays as well as a move of one bay to the north by 18m. In addition to the changes within the original temporary traffic order, one further loading bay (between Cornhill and Threadneedle Street) has changed timings so that it is only available for use outside the operational hours of the scheme and at times at the weekend. The hours of operation will match those of the loading bays that were changed as part of the original temporary traffic order, such that there will be a consistency on the corridor.	P	4	Provides more footway space for pedestrians	Original concept design drawings illustrate locations of widened footways.	Restriction of through traffic allows the reallocation of highway space to increase the amount of footway available for pedestrians		X		Considered to be a positive impact in response to the ongoing recovery from the pandemic as people return to offices following the end of the 'work from home' order. Reduced traffic levels during hours of operation as a result of the restrictions on through traffic implemented through this scheme (as has been observed during the original temporary scheme) allows for the creation of more space for pedestrians and cyclists and an improved journey for bus passengers.	Y	Other departments briefed and updated on Bishopsgate work through ongoing liaison.	Y	TIL's London Streetspace Programme website has held information on arrangements related to the temporary scheme since launch. Materials are being prepared to refresh the webpage to reflect the changes introduced as part of the experimental order and explain how feedback will be collected as part of the experimental order process. Full communications and engagement plan is in place setting out how TIL will engage with full range of stakeholders on experimental traffic order proposals.	Continue to monitor public feedback about changes through channels set out in the Communications and Engagement Plan. Analyse data set out in monitoring strategy to identify any operational impacts and address where possible through eg. timing reviews
Aside from the two sections of corridor where no motorised vehicles other than buses are permitted, taxis and private hire vehicles will continue to be allowed, under the existing rules, to drop off and pick up at the kerbside as they were before the scheme was implemented although their route to access the same location may need to change depending on their origin. This will be the case regardless of which option is in force. Parking for blue badge holders will also be retained where it is currently provided in the existing loading bays, although the hours of operation of some of these bays have changed to reflect the operational hours of the scheme. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	5	Takes dedicated kerbside space away from people who really need to drive e.g. locations, timing and access to kerbside bays were changed as part of the original scheme	Original concept design drawings illustrate locations of and changes to kerbside loading arrangements.	Provide alternative locations for kerbside activity to take place, as set out in the proposed changes.		X		Kerbside activity changes have been kept to a minimum. Some bays have moved location and some hours of operation have changed to reflect the wider operational hours of the scheme, a small number have been removed. The changes should not prevent reasonable use of the kerbside on the corridor.	Y	Other departments briefed and updated on Bishopsgate work through ongoing liaison.	Y	Signage and markings have been updated to reflect the changes.	As part of the ongoing feedback process for the temporary scheme, there were a number of comments received stating that the changes may make loading and deliveries more difficult for businesses on the corridor. As of the time of drafting (November 2021), we are not currently aware of any ongoing issues related to servicing activities on the corridor. We will continue to monitor feedback about changes through channels set out in the Communications and Engagement Plan.
By implementing barriers to create footway widening it could mean it makes crossing the road informally difficult for people. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	6	See concept design drawings for locations of different types of footway construction. Detailed design drawings show typical cross sections of footway build out construction.	Leave gaps within barrier layout to allow informal crossing to take place. Use alternative construction techniques, rather than barriers, to widen footways. Where possible, areas of newly created footway will be constructed using bolt down kerbs and backfilled with tarmac to ensure informal crossing can be undertaken, if an individual desires this. As concept design was progressed, we were able to steadily increase the number of places using this construction method rather than barriers. Signalled crossing and formal crossing points are to be kept clear.			X		It is undesirable to leave gaps in barriers as their layout can be compromised and cause confusion for road users, both of those using the new footway and the carriageway. As a result, we are reducing the use of this arrangement.	Y	New areas of footway have been constructed with bolt down kerbs and backfilled with tarmac where possible. (Where issues (eg. drainage, stabs) prevented this arrangement originally, then barriers have been used.	N	Mitigation, in terms of design elements (eg. ramps), not communicated as such with wider public. The new footway spaces have been designed to be easy to use and understand for all street users.	Investigate where it may be possible to replace areas of footway created with barriers with the bolt down kerbtarmac arrangement, increasing accessibility, as part of further works to refine the physical measures in the scheme following the introduction of the experimental traffic order.
This will impact on those who require dropping off close to their destination. If they are unable to be dropped off close enough then they may not be able to make the trip.	N	7	Two sections of corridor where only buses and cycles are permitted. Access to the corridor for door-to-door journeys is maintained except for two stretches: between Middlesex Street and Liverpool Street (a distance of c.170m) and between (depending on the option, see background information tab) Threadneedle Street and Leadenhall Street (a distance of c.115m) Leadenhall Street and Fenchurch Street (a distance of c.180m). Here, access is available up to either end of these stretches of the corridor, from where final access to properties would be e.g. on foot. The maximum distance to the end destination would be 85 and either 58 or 90 metres (depending on the option), respectively if you accessed the property from the closest side road. It may be necessary for these users to change their route to access the side road closest to their destination to reduce the overall distance of the last leg of the journey.	Maintain access to taxi rank location at Liverpool Street station			X		Access to the taxi rank at Liverpool Street station is maintained from Bishopsgate.	Y	Taxi and Private Hire colleagues are aware of the change to access arrangements for Liverpool Street taxi rank from Bishopsgate. Other departments briefed and updated on Bishopsgate work through ongoing liaison.	Y	TIL's London Streetspace Programme website has held information on arrangements related to the temporary scheme since launch. Materials are being prepared to refresh the webpage to reflect the changes introduced as part of the experimental order and explain how feedback will be collected as part of the experimental order process. Full communications and engagement plan is in place setting out how TIL will engage with a full range of stakeholders on the experimental traffic order proposals.	Continue to monitor public feedback about changes through channels set out in the Communications and Engagement Plan.
Permit access to two sections of corridor where only buses and cycles are permitted to ensure complete door-to-door access.	N	8	Permit access to two sections of corridor where only buses and cycles are permitted to ensure complete door-to-door access.				X		Access through the bus gates will continue not to be permitted for taxis and private hire vehicles during the hours of operation. This is aimed at continuing to reduce levels of through traffic on the corridor and allow for the reallocation of space to widened footways and to improve carriageway conditions for cyclists and bus passengers. Access to the majority of the corridor, with the exception of two stretches (as set out in the 'background information' tab), is maintained for essential vehicle trips including taxis and private hire vehicles. Access to the taxi rank at Liverpool Street station is also maintained. It may be necessary for these users to change their route to access the corridor. Consideration has been given to changes to signage in the experimental scheme that would allow for more access to some user groups. This follows comments received from the public during the period that the temporary order has been in place regarding access requirements for older or mobility impaired members of the public. The aim was to continue to reduce through traffic whilst investigating whether it was possible to improve access, especially to the two sections of corridor which are restricted to buses, cycles and pedestrians only during operational hours meaning they are not as accessible as other parts of the corridor. TIL has reviewed options and considers that a suitable method of improving access has not been identified that would be practicable in terms of use or enforceability. The use of diagram 619 ('no vehicles') allows supplementary plates to provide different levels of access depending on the plate used (as per the TSOCD). The two most suitable plates would be the use of 'for access' and the 'disabled badge holder symbol' (often called the blue badge scheme, although other names exist). The use of these plates raised issues of enforcement ("for access") and enforcement and eligibility ("disabled badge holder symbol") which were considered not to be workable or practical under our current enforcement regime. Mechanisms to allow access to these areas exist and an individual exemption has already been made in one case and will be seriously considered in exceptional cases where a person requests one. Any such request needs to be carefully controlled so that enforcement is possible to maintain safe conditions for all road users on the corridor.	Y	Other departments briefed and updated on Bishopsgate work through ongoing liaison.	N	Materials are being prepared to refresh the relevant TIL webpage for the scheme to reflect the changes introduced as part of the experimental order and explain how feedback will be collected as part of the experimental order process. Changes to the design will be explained as part of this work.	Changes to the signage used to control any restrictions on through traffic have been considered but options are not considered practicable from an enforcement perspective to allow the overall scheme objectives to be met. This will be kept under review as the experimental order progresses.

	N	9	This will potentially impact on taxi and private hire vehicle drivers to facilitate suitable journeys and drop-off or pick-ups for their customers, requiring greater use of pre-booking services or changes to routing that may make journeys longer and potentially more expensive. Locations, hours of operation and restrictions introduced by the bus gates and banned turns will affect existing access routes using Bishopsgate corridor.	See concept design drawings for locations of corridor where no access is permitted. The Transport for All report "Pave The Way" notes the impact of longer journey times on some people with certain conditions (eg those with chronic illnesses or mental illnesses) as well as the impact on those that use taxis. The report is written mostly in the context of LTNs (which Bishopsgate is not) but the common themes may be applicable.	Permit access through the bus gates for taxis and private hire vehicles. Change locations of bus gates and banned turns to allow access to all the corridor (remove two stretches of corridor where only buses and cycles are permitted).	X		Access through the bus gates will continue not to be permitted for taxis and private hire vehicles during the hours of operation. This is aimed at continuing to reduce levels of through traffic on the corridor and allow for the reallocation of space to widened footways and to improve carriageway conditions for cyclists and bus passengers. Access to the majority of the corridor, with the exception of two stretches (as set out in the background information tab), is maintained for essential vehicle trips including taxis and private hire vehicles. Access to the taxi rank at Liverpool Street station is also maintained. It may be necessary for these users to change their route to access the corridor. The location of the bus gates and banned turns allow in the experimental traffic order arrangement, as they did in the temporary arrangement, those who have accessed the corridor to turn off it prior to committing an offence of travelling through a bus gate using the adjacent street (this does limit where bus gates can be located). This arrangement also reduces the need for vehicles to turn within the road to leave in the same direction of entry, reducing safety risks and practical concerns associated with such a manoeuvre (a 'u' turn). The introduction of a bus gate north of the Lombard Street/Fenchurch Street junction is proposed to prevent 'u' turns' south of the junction for vehicles exiting Fenchurch Street for the purposes of road safety. Consideration has been given to changes to signage in the experimental scheme that would allow for more access to some user groups. The aim was to continue to reduce through traffic whilst investigating whether it was possible to improve access, especially to the two sections of corridor which are restricted to buses, cycles and pedestrians only during operational hours. It is considered, that a suitable method of improving access has not been identified that would be practicable in terms of use or enforceability. The use of diagram 019 ("no vehicles") allows supplementary plates to provide different levels of access depending on the plate used (as per the TROD). The two most suitable plates would be the use of "for access" and the "disabled badge holder symbol" (often called the blue badge scheme, although other names exist). The use of these plates raised issues of enforcement ("for access") and enforcement and eligibility ("disabled badge holder symbol") which were considered not to be workable under our current enforcement regime.	Y	Other departments briefed and updated on Bishopsgate work through ongoing liaison.	N	Materials are being prepared to refresh the relevant TfL webpage for the scheme to reflect the changes introduced as part of the experimental order and explain how feedback will be collected as part of the experimental order process. Changes to the design will be explained as part of this work.	Scheme design will remain under review and feedback considered as part of the experimental traffic order process.
	N	10	Some individuals with pushchairs or wheelchairs may need to access the newly created pedestrian areas. Depending on the construction of the widened areas of footway, there may be a difference in levels.	See concept design drawings for locations of different types of footway construction. Detailed design drawings show typical cross sections of footway build out construction.	Provide ramped access between areas of widened footway at different footway heights. Where kerb buildouts are provided on each side of signalised pedestrian crossings or where the footway buildout is continued with a long section of barrier a 1:12 ramps has been added at start / end of kerbed buildout. Where kerb buildouts end or where the footway widening is continued with barriers for only a short length, the ramp is omitted and the kerbed footway build-out tapered back to the kerb. There is an exception at signalised crossings where pedestrians can use the existing dropped kerb to re-join the footway.	X		Ramped access to new areas of footway was provided when the original temporary scheme was introduced in August 2020. No changes have been made to the layout since this time.	Y	Other departments briefed and updated on Bishopsgate work through ongoing liaison.	N	Mitigation, in terms of design elements (eg ramps), not communicated as such with wider public. The new footway spaces have been designed to be easy to use and understand for all street users.	Investigate where it may be possible to replace areas of footway created with barriers with the bolt down kerb/curb arrangement, increasing accessibility, as part of further works to refine the physical measures in the scheme following the introduction of the experimental traffic order.
The changes will result in new layouts for all road and pavement users. (THIS CHANGE WAS INTRODUCED AS PART OF THE ORIGINAL, TEMPORARY SCHEME)	N	11	New layouts can be confusing for many people including those with sensory impairments, neurodegenerative or neurodivergent conditions and poor mental health. This can create confusion, anxiety and an inability to travel through the streetscape.	See, for example, Transport for All's report "Pave The Way" which references how changes to the street design can make journeys too complicated or difficult and so prove a barrier for leaving the house.	Consider how local groups may be assisted or provided guidance through newly changed areas.	X		TfL's Communications and Engagement team will liaise with relevant groups in advance of, and throughout, the experimental traffic order process. This will include offering meetings to explain the experimental scheme in detail and to collate feedback/suggestions from people that these groups represent, in line with the experimental order process.	Y	TfL Communications and Engagement colleagues have set out who will be contacted and how in the Comms and Engagement strategy for the ETRO.	N	Mitigation in the form of offering to meet and explaining the ETRO process will be communicated with relevant groups once an internal decision has been taken on whether to proceed.	Continue to monitor feedback about changes through channels set out in Communications and Engagement plan. Investigate use of "travel mentors" to help explain the new layout to those that would benefit.