

F1457 A1 Equality Impact Assessment (EqIA) form

N.B: the completed form should be emailed to the [Diversity and Inclusion team](#)

Project	Route 344 Re-route via London Bridge
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Document History	Version	Date	Summary of changes
	1.0	13 January 2022	First draft prior to Consultation
	2.0	14 June 2023	Draft post consultation

Project Related Documents	Doc No.	Document title	Relevant Section(s) of this Document
	1	Route 344 Re-route via London Bridge BSM 649 DR	All
	2	Route 344 Re-route via London Bridge – Consultation close out BSM 660 DR	All

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To be used in conjunction with: G1060



Step 1: Clarifying Aims

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

The proposed scheme has been developed with the following aims:

- Review options for the routeing of the 344 in light of the closure of Arthur Street
- Propose a permanent re-routeing of the 344 to be included in the wider consultation for the Upper Thames Street/Arthur Street/King William Street highways reinstatement, which is due to commence on 13 February 2023 and this paper seeks approval for the permanent re-routeing of the 344 to be included in that consultation.

Summary of proposals and rationale for change

- The Bank Station Capacity Upgrade Transport and Works Act Order 2015 granted London Underground with the relevant permissions to use Arthur Street as a temporary worksite, including a building a shaft from street to tunnel level. As a result, Arthur Street has been closed to all traffic since 2015. As part of the 2015 closure, the northbound 344 bus route was diverted from Southwark Bridge to London Bridge with no impact to operating costs.
- As per the 2015 Transport and Works Act Order (TWAO), the reinstatement of Arthur Street will need to take place once the temporary worksite is decommissioned. These reinstatement works will also require planning approval from the City of London.
- Whilst the original scope of the Bank Station Capacity Upgrade (BSCU) includes provision for the making good of Arthur Street itself, the scope and budget does not cover additional scope created by other TfL schemes external to the project on the adjoining TLRN roads. The option identified that allows buses to use Arthur Street by the project has a cost of around £2 million and is not funded.
- The consultation for the Upper Thames Street/Arthur Street/King William Street highways reinstatement is due to commence in February 2023 and TfL seeks approval for the permanent re-routeing of the 344 to be included in that consultation.
- The current diversion has a split routeing between Marshalsea Road and Monument, between Southwark Bridge southbound and London bridge northbound, which is a significant distance. Therefore, a two-way routeing is thought to be a better long-term solution.
- Where passenger numbers are quoted in this EqIA, they refer to the number of people who currently travel on a typical weekday.

Proposal:

- To re-route the 344 via London Bridge permanently

Rationale:

- It is required as part of the wider consultation on Arthur Street
- It represents good value for money



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

- Re-routeing the 344 via London Bridge in both directions means Southwark Bridge Road, north of Southwark Street, Lower Thames Street and Arthur Street are no longer served by buses. Although this does not create a network hole it means some passengers who now use the 344 southbound will no longer be able to access the bus network from stops 8591 and 1600 and would need to walk further to make their journeys in future. This will affect some protected groups disproportionately.
- Passengers who use stops 8591 and 1600 on Southwark Bridge Road southbound would need to walk further to access the bus network. Stop 8591 is 310 metres from stop MB at Cannon Street station and 690 metres from stop BD on Southwark Bridge Road. Stop BC (1600) on Southwark Bridge (South side) is 290 metres from stop BD on Southwark Bridge Road. These stops are currently closed.
- Passengers wishing to travel to/from the section of road between Marshalsea Road and Monument will benefit from re-routeing the 344 in both directions via London Bridge and a simpler routeing will benefit new users. This will allow new trip opportunities to these areas.



Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

Age

Older People

- 15% of passengers using route 344 are 'Older Person's Freedom Pass' holders.¹
- 8% of the London Borough(s) of (LB) Southwark and 14% City of London residents are aged 65 or over.²
- 8% of bus users in London are aged 65 or over, which is lower than the population of London as whole (11 per cent).³
- The bus is a key form of transport for people aged 65 and over, with 61% saying they use the bus at least once a week (the same amount as for all Londoners).⁴

Young People

- 10% of passengers using route 344 are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket' holders.⁵
- 32% of the LB Southwark and 18% City of London residents are young people under 25.⁶
- 29% of bus users in London are young people under 25, which is lower than the population of London as a whole (32%).⁷

Disability

- 4% of passengers using route 344 are 'Disabled Person's Freedom Pass' holders.⁸
- 14% of the LB Southwark and 11% City of London residents have a disability which limits their day today activities.⁹
- 10% of bus users in London are disabled ¹⁰, which is lower than the population of London as a whole (14%) ¹¹.
- Data on bus usage by carers is not currently available.

¹ Oyster Data P9 2018.

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

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

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

⁵ Oyster Data P9 2018.

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

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

⁸ Oyster Data P9 2018.

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

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

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



Gender

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- 51% cent of LB Southwark residents are women and 49% are men and 45% cent of LB Southwark residents are women and 55% are men.¹²
- 57% of day bus users in London are women, which is higher than the population of London as a whole (51%).¹³
- 43% of day bus users in London are men, which is lower than the population of London as a whole (49%).¹⁴
- The bus is the second most frequently used type of transport (after walking) among women, with 63% using the bus at least once a week. Women are also more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14% compared with 28%). 34% cent of women say they are generally worried compared with men (27%).¹⁵

Gender Reassignment

- Data on bus usage by individuals who share this protected characteristic is not currently available at any level.
- Data on LB Southwark and City of London residents who share this protected characteristic is not currently available.
- Individuals who have undergone or are undergoing gender reassignment are statistically more vulnerable to verbal and physical abuse.¹⁶ One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.¹⁷ Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.¹⁸

Marriage/Civil Partnership

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LB Southwark and City of London residents who share this protected characteristic is not currently available.

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

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

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

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

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

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

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



Pregnancy/Maternity

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LB Southwark and City of London residents who share this protected characteristic is not currently available.
- Women make up fifty-seven per cent of the ridership on buses in London¹⁹ and a significant number of these may be accompanied by young children or may be pregnant. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.²⁰

Race

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- 44% of LB Southwark residents are from BAME communities.²¹
- 56% of LB Southwark residents are White.²²
- 21% of City of London residents are from BAME communities.
- 79% of City of London residents are White.
- 47% of bus users in London are from BAME communities²³, which is higher than the population of London as a whole (40%).²⁴
- 53% of bus users in London are White²⁵, which is lower than the population of London as a whole (60%).²⁶
- BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White).²⁷
- The bus is the second most frequently used type of transport (after walking) among BAME people, with 65% using the bus at least once a week.²⁸

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

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

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

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

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

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

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

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

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

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



Religion/Belief

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- A summary of the percentages for LB Southwark and City of London residents, who share this protected characteristic, is set out in the following table.²⁹

Southwark, City of London	All	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Number of residents	295,658	154,806	3,976	3,813	1,172	24,960	671	1,378	79,620	25,262
Percentage of residents	100%	52%	1%	1%	0%	8%	0%	0%	27%	9%
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 LB Southwark and City of London and London.

Sexual Orientation

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on LB Southwark and City of London residents who share this protected characteristic is not currently available.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.³⁰

Sexual Identity	Number (thousands)	Percent of population
Heterosexual or straight	6,342	90%
Gay or lesbian	140	2%
Bisexual	44	1%
Other	41	1%
Don't know or refuse	496	7%
Total	7,063	100%

Table 3: Percentage of London Residents by sexual identity.

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse. One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.³¹ Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who

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

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

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



aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.³²

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



Other – For example; People who are on Low Incomes, Homeless, or Refugees

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- On average 40% of LB Southwark and 32% of City of London residents live in lower income households (less than £20,000 per year), compared to 28% of Londoners.³³
- The bus is the second most common type of transport used by Londoners on lower incomes (69% use the bus at least once a week, compared with 59% of all Londoners), but this group tends to travel less frequently than Londoners overall (2.2 trips per weekday on average compared with 2.4 among all Londoners).³⁴
- Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49% compared with 60%), but more likely than all Londoners to have an older person's Freedom Pass (26% compared with 15%).³⁵
- Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61% of disabled Londoners compared with 25% of non-disabled Londoners).³⁶
- Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25%) say that the cost of transport presents a problem getting to interviews.³⁷
- There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27% of mixed ethnicity Londoners up to 41% of black Londoners.³⁸

There is overlap between many of the groups mentioned above, as demonstrated in the findings of the London Travel Demand Survey (2016/17), summarised in the following table. This table shows the London proportion of each group across the top, made up by each group at the side. London Travel Demand Survey (LTDS) data in this summary excludes children under five.³⁹

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

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

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

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

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

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

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



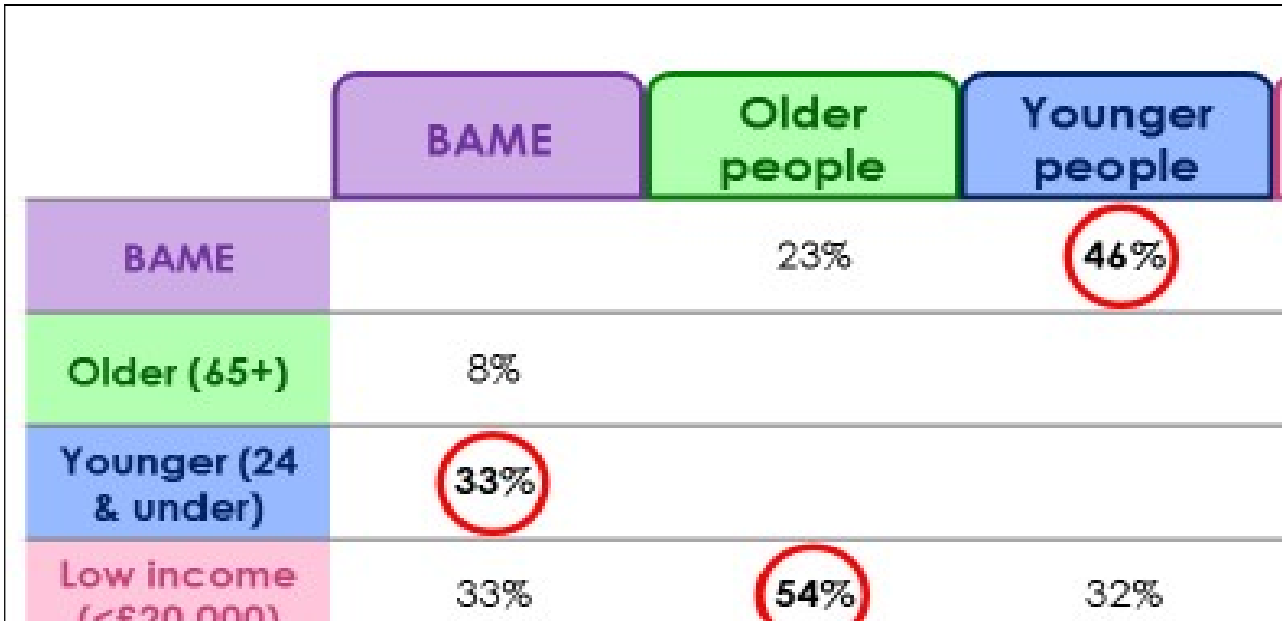


Figure 1: Overlap of some key Groups of London Residents

- Londoners living in lower income households (below £20,000) are more likely to be:
 - Older people (24% are aged 65+⁴⁰, whereas people in this age group make up 11% of the total London population⁴¹). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
 - Disabled people (20%⁴², compared with 14% of all Londoners⁴³).
 - Women (55%⁴⁴, compared with 51% of all Londoners⁴⁵).
 - BAME people (44%⁴⁶, compared with 40% of all Londoners⁴⁷).

⁴⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>
⁴¹ <https://www.ons.gov.uk/census/2011census>
⁴² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>
⁴³ <https://www.ons.gov.uk/census/2011census>
⁴⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>
⁴⁵ <https://www.ons.gov.uk/census/2011census>
⁴⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>
⁴⁷ <https://www.ons.gov.uk/census/2011census>



Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact
Age	Y	<p>Older People</p> <p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road. This will particularly impact elderly people who may find walking longer distances difficult.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>Some of the barriers to greater public transport use that affect all Londoners are less likely to impact people aged 65 and over. For example, slow journey times are seen as a barrier to increased public transport use for 41% of all Londoners, but only 18% of Londoners aged 65 and over.⁴⁸</p> <p>Older people will still be able to access previously served stops, and links to key destinations will be retained.</p> <p>Young People</p> <p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>The proposed changes will have a disproportionately negative impact on young people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of longer walks and/or the need to change buses. • Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey. • Be deterred from using buses because of concerns about crowding, particularly travelling to schools, colleges or work. <p>Many of the above factors will be exacerbated at night-time and in</p>

⁴⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>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>For the young people who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>There are also some measures which will potentially mitigate the financial impacts on young people of having to change buses to complete their journey:</p> <ul style="list-style-type: none"> • Young people under 16 travel free and there is also a 16+ Zip oyster photocard, which provides free or discounted travel. • The ‘Hopper’ Fare provides the ability to make a second journey within 60 minutes of boarding the first bus. <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>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>Disability including carers</p>	<p>Y</p>	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road. This will particularly impact disabled people who may find walking longer distances difficult or not feasible.</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</p>



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.

The proposed changes will have a disproportionately negative impact on people with disabilities. For example, they may:

- Take more time to reach their intended destination because of reductions in frequency and/or the need to change buses:
 - This will 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.⁴⁹
 - Higher occupancy could have an adverse effect on some older and disabled people in general. For example; the stress of fewer available seats.
- Face particular disadvantages as a result of the need to interchange in the course of their journey:
 - The need to travel to a second bus stop may be demanding or difficult for those with mobility impairments.
 - 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.
 - 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.⁵⁰
 - Wheelchair users (and other disabled persons with mobility difficulties) may rely particularly heavily on buses as providers of step free transport around London.
 - 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%).⁵¹

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.

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

⁵⁰ MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

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



		<p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>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> <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>For people with disabilities who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in "Q2 Does this work affect passengers? Please provide details of how" above.</p> <p>It is understood that some disabled customers have a higher reliance on paper-based sources than non-disabled customers, which can be due to the higher proportion of disabled customers who are older than among non-disabled customers. TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. This is intended to mitigate the impact on those who will be adversely affected by the changes. Disabled users are slightly less likely to visit the TfL website than non-disabled users. However, they are more likely to visit for the purposes of finding out live travel information (32% compared to 30 % for non- disabled Londoners) and finding a map (18% compared to 15%).⁵²</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>Gender</p>	<p>Y</p>	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>The proposed changes will have a disproportionately negative</p>

⁵² <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>



impact on women. For example, they may:

- 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.⁵³
- 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% cent of women say they are generally worried compared with men (27%).⁵⁴ Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).⁵⁵
- 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.⁵⁶

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.

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.

TfL, British Transport Police, Metropolitan Police Service and City of London Police introduced a campaign, called Project Guardian, to encourage people to report unwanted sexual behaviour when using public transport. Since its launch in 2013, the number of annual reports has doubled.

For women who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. Exceptions are described in "Q2 Does this work affect passengers? Please provide details of how" above.

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

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

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

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



		<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>
Gender reassignment	Y	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>The proposed changes will 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"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • 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). <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>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in "Q2 Does this work affect passengers? Please provide details of how" above.</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>
Marriage/ Civil Partnership	N	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.
Pregnancy/ Maternity	Y	People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative



bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road. This change may have a disproportionately negative impact on pregnant women and those with children and buggies who may find the additional walking distance difficult.

The proposed changes will have a disproportionately negative impact on pregnant women and mothers with young children. For example, they may:

- Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.
- Face particular disadvantages as a result of the need to interchange in the course of their journey:
 - 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.⁵⁷ The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.⁵⁸
 - 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.
 - Mothers with buggies may rely particularly heavily on buses as providers of step free transport around London.
- Have to pay more for their journey, as a consequence of needing to purchase two separate tickets.

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.

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.

The 'Hopper' Fare provides the ability to make a second journey within 60 minutes of boarding the first bus.

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

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

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



		group their access distance may be very similar to now, as this depends on where they are going to and coming from.
Race	Y	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>LB Southwark has 44% of BAME residents in London and City of London has 21%.</p> <p>The proposed changes will 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"> • 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.⁵⁹ • 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% cent of BAME Londoners say they are generally worried compared with 29% White Londoners. The level of worry rises to 40 per cent among Asian Londoners.⁶⁰ 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 per cent have experienced a specific worrying incident, compared with 30% of White Londoners. This increases to 43% of mixed ethnicity Londoners).⁶¹ 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).⁶² • Be deterred from using buses because of concerns about crowding (49% of BAME Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁶³ • Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. Cost of travel is more often

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

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

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

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

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



		<p>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).⁶⁴</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 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>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>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 going to and coming from.</p>
<p>Religion or Belief</p>	<p>Y</p>	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>LB Southwark and the City of London have 52% Christian residents and 8% Muslim residents.</p> <p>The proposed changes will 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"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses, which

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



		<p>in some cases will be a place of worship.</p> <ul style="list-style-type: none"> • 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). • Have to pay more for their journey, as a consequence of needing to purchase two separate tickets. <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>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues.</p> <p>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 going to and coming from.</p>
<p>Sexual orientation</p>	<p>Y</p>	<p>People with this protected characteristic, who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>The proposed changes will have a disproportionately negative impact on Lesbian, Gay, Bisexual and Trans (LGBT) people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • 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).⁶⁵ Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to

⁶⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	<p>sexual comments (45% compared with 34%) or sexual gestures (29% compared with 19%).⁶⁶ LGBT people are statistically more vulnerable to verbal and physical abuse.⁶⁷</p> <ul style="list-style-type: none">• Be deterred from using buses because of concerns about crowding (52% of LGB Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁶⁸• 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%).⁶⁹ <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>For people with this protected characteristic who will have to interchange as a result of these proposals, this can be done at accessible bus stops, with bus shelters, seating and information at boarding stops, in a well-lit environment, which will reassure people about accessibility, comfort and personal safety. This is described in “Q2 Does this work affect passengers? Please provide details of how” above.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore restructuring services as proposed is not expected to cause any crowding issues</p> <p>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 going to and coming from.</p>
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⁶⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁷ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

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

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



<p>Other – For example; People who are on Low Incomes, Homeless, or Refugees</p>	<p>Y</p>	<p>People on low incomes who currently use stops on Southwark Bridge Road (Stops 8591 and 1600) to access route 344, will have a longer walk (up to 310 metres) to the nearest alternative bus stop which would be either stop MB at Cannon Street station or stop BD on Southwark Bridge Road.</p> <p>The proposed changes will have a disproportionately negative impact on people who share this characteristic. For example, they may:</p> <ul style="list-style-type: none"> • 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. • 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). • 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%).⁷⁰ <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 for each one.</p>
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⁷⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	<p>Older People The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</p> <p>This will make the development, employment, health care and the wider community more accessible for older people, especially those with mobility issues. Details are described in “Q2 Does this work affect passengers? Please provide details of how” above.</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> <p>Young People The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>Gender</p>	<p>Y</p>	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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> <p>Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.⁷¹ 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%).⁷² Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men).⁷³</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 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.⁷⁴</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</p>

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

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

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

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



		are described in “Q2 Does this work affect passengers? Please provide details of how” above.
Gender Reassignment	Y	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>
Marriage/ Civil Partnership	N	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.
Pregnancy/ Maternity	Y	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>



<p>Race</p>	<p>Y</p> <p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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> <p>BAME Londoners are significantly less likely than white Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16% BAME compared with 23% White). Also 33% of BAME Londoners say they are generally worried compared with 29% of White Londoners. The level of worry rises to 40% among Asian Londoners.⁷⁵ 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).⁷⁶ 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).⁷⁷</p> <p>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.⁷⁸</p> <p>These factors will Improve journey times to their intended destinations and open up new travel opportunities/destinations, via</p>
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⁷⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

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

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

⁷⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



		<p>the wider public transport network, thereby improving the participation of people who share this protected characteristic 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>Religion or Belief</p>	<p>Y</p>	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>The scheme will improve access to various places of worship, including churches, synagogues and mosques and/or other places as relevant depending on % residents of particular faiths or specific large places of worship e.g. East London Mosque, BAPS Shri Swaminarayan Mandir, St Pauls Cathedral.</p>
<p>Sexual orientation</p>	<p>Y</p>	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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</p>



		<p>personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).⁷⁹ 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%).⁸⁰ LGBT people are statistically more vulnerable to verbal and physical abuse.⁸¹</p>
<p>Other – For example; People who are on low incomes, Homeless, or Refugees</p>	<p>Y</p>	<p>The proposed changes to route 344 mean London Bridge is served in both directions.</p> <p>New direct bus links are created southbound between London Bridge and Southwark Bridge Road, Lambeth Road, Albert Embankment and Nine Elms Lane</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>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>

⁷⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁸⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁸¹ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>



Step 4: Consultation

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

List the groups you intend to consult with or have consulted and reference any previous relevant consultation?⁸²	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
Consultation responses – London TravelWatch	They questioned information in the EQIA regarding accessibility of the new proposed route and raised a concern that people with reduced mobility would have to change buses, which would be inconvenient and also increase journey times. They also raised a concern about walking distances for people with reduced mobility.

⁸² 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.

As relevant – examples include any changes to stops or road layouts required to implement the scheme.



Step 5: Informed Decision-Making

+Q8. In light of the assessment now made, what do you propose to do next?

Please select one of the options below and provide a rationale (for most EqIAs this will be box 1). Please remember to review this as and when the piece of work changes. **Fill in relevant box for the Post Consultation version**

1. Change the work to mitigate against potential negative impacts found	
2. Continue the work as is because no potential negative impacts found	
3. Justify and continue the work despite negative impacts (please provide justification)	
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	



Step 6: Action Planning

Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4. Fill in boxes as appropriate

Action	Due	Owner
Public Consultation		Consultation Team
Ensure stops and stands are updated to accommodate the proposed service changes.		Asset Operations Team
Ensure route tests are undertaken as required		Performance Team
Ensure public information about these proposals is accessible to all users and is concise and easy to understand, in both online and printable formats at all affected stops.		Marketing and Communication Team



Step 7: Sign off

Signed Off By	EqIA Author	Daniel Roche Principle Transport Planner
	Signature	Date: 14/06/23
	Senior Accountable Person	Robert Blitz Bus Network Planning Manager
	Signature	Date: 14/06/23

