

## CONSULTATION RESULTS

The organisations shown below were consulted on the draft Local Implementation Plan

1	Transport for London	26	London Transport Users Committee
2	Metropolitan Police Service	27	British Motorcyclists Federation
3	Strategic Rail Authority	28	Greater London Motorcyclists Action Group
4	Highways Agency	29	ONE railway
5	London Ambulance Service	30	Waltham Forest Community Transport
6	London Fire and Emergency Planning Authority	31	Walthamstow Marsh & Lea Bridge Users Forum
7	London Development Agency	32	Waltham Forest Action Disability
8	Network Rail	33	Access Alliance
9	London Borough of Tower Hamlets	34	Waltham Forest Pedestrians Association
10	London Borough of Hackney	35	Waltham Forest PCT
11	London Borough of Enfield	36	Waltham Forest Civic Society
12	London Borough of Newham	37	Rail Future
13	London Borough of Haringey	38	Barking - Gospel Oak Line Users Group
14	London Borough of Redbridge	39	W F Community Empowerment Network
15	Epping Forest District Council	40	Waltham Forest Faith Communities Forum
16	Transport 2000	41	Disability Action Group
17	TfL London Buses	42	East London Out Project
18	Chingford Line Users Group	43	BME Alliance
19	W F Police Community Consultative Group	44	Somalian Womens Group
20	Stagecoach		
21	LA 21 - Transport and Pollution Group		
22	First Buses		
23	Silverlink Trains		
24	Age Concern Waltham Forest		
25	Cann Hall Area Residents association		

The table below sets out the responses received and the Council's proposed course of action on each issue

## SUMMARY OF CONSULTATION RESPONSES

Organisation	Chapter	Section/ Page	Comment	Proposed Borough Response
Highways Agency			Would be concerned about any policy or proposal that would adversely impact on the M11 Motorway in terms of additional traffic	Borough proposals will not significantly affect traffic flows on M11 Motorway
Age Concern	1	2.1/1	Would like added "that there is an increasing number of older adults in the black and minority ethnic communities; that the overall number of older adults is expected to start rising again in Waltham Forest within the time span of this plan; and that the population of older adults in the UK overall will rise"	Agreed - add as para 2.3
	2	2.3/15	Would like added "that buses are vital to the inclusion of older adults in society. Also - that for older people, more single bus journeys to Whipps Cross Hospital from the north of the borough are needed urgently and this urgency should be reflected in the LIP"	Agreed - add to 2.3
	2	5/30	In paragraph 3, final sentence, would like the word "multi-cultural" inserted so it reads: "...managing the achievement of a high quality multi-cultural urban environment..."	Agreed - add to 5
	2	5/33	Would like added "want the ensure the needs of older adults are recognized within planning for the regeneration areas"	Agreed - add to 5

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<b>Age Concern (contd)</b>	3	1.4/36	After “it is now the turn of the outer London boroughs to benefit from a more accelerated improvement in the bus system”, would like added “as 39% of residents have no access to a car, Waltham Forest should be the first outer London borough to be included in such improvement	Agreed - but include reference to Waltham Forest being given a high priority for improvements, rather than being “the first”
	3	Priority 1/37	<p>Policy 1.1 – would like the road safety plan to be developed in partnership with the community</p> <p>Policy 1.2 - want 20 mph zones and speed limits to be given priority around health and community facilities used by older adults and people with disabilities both the increase safety and to encourage use. Want this to be shown within the Council’s targets</p>	<p>Agreed addition</p> <p>Not agreed - 20 mph zones are prioritised in the areas with the worst road safety records and highest casualty rates and TfL funds the schemes on this basis and also as part of Safe Routes to School schemes</p>
	3	Priority 2/38	Welcome target of securing 2 new bus routes but want to see priority given to more single bus journeys to Whipps Cross Hospital from the north of the borough	The Council seeks to increase the network of bus services provided across the borough, with priority given to providing new bus services or extensions to existing routes to serve areas of new employment opportunities, regeneration initiatives and new developments. Improved bus routes to Whipps Cross are included in the 7 year redevelopment plans for the hospital

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Age Concern (contd)	3	Priority 3/39	Would wish all statutory agencies to also have a workplace travel plan in place by 2008. This is particularly important for reducing traffic on the Whipps Cross site, thus freeing up space for frail and/ or disabled patients and carers to park on the site	Whipps Cross hospital does have an approved workplace travel plan linked to its redevelopment and the Council has been working with the hospital on its preparation
	3	Priority 5/40	<p>Would like the first paragraph to read "...so that everyone, regardless of age or disability , can enjoy..."</p> <p>There is a need to improve the quality of bus driving, customer care and disability/equality awareness on buses. More older adults are injured <i>inside</i> buses as a result of a fall rather than as a result of a collision. Many older adults have very negative experiences of bus travel, these include drivers' poor attitude to passengers. We recommend drivers undergo effective equalities training. We want to see in the LIP a scheme for older adults and disabled people to encourage them to report incidents on buses and then a year on year reduction in the number of reported incidents and falls in Waltham Forest. We want to see better management of priority seating on buses so that those who need to sit in them do so. There is a need for appropriate temperature control on buses and tubes to make traveling less unpleasant. We wish the Council to engage with transport operators on this issue</p>	<p>Agreed</p> <p>These issues are not within the remit of the Council. However, the comments will passed on to Transport for London who are responsible for driver training, customer care and physical conditions within vehicles etc</p>

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Age Concern (contd)	3	Priority 6/40	<p>Welcome the promotion of walking but wish to see a walking environment that provides for frail people and wheelchair users and would like this stated in the LIP. This would require that cyclists are prohibited from using walkways and that this is enforced to increase safety and reduce fear of walking amongst older adults and frail people</p> <p>Would like the target to be rephrased to include “of all ages”</p> <p>Seating - vandal proof seating, included covered seating should be provided to allow rests during walking journeys. Want targets set for seating to be provided throughout the borough</p> <p>Toilets - older and disabled people require public toilets if they are to walk more. Wish to see the provision of appropriate, clean and safe public toilets as part of the LIP</p> <p>Cleanliness - wish to see street/ park cleanliness as a Council priority within the plan and a public education programme on spitting established</p>	<p>Agreed - statement to be included</p> <p>Additional statement “Cyclists are prohibited from using footpaths unless they are designated shared or segregated pedestrian/cycle tracks. These are only provided where pedestrian use is low”</p> <p>Agreed</p> <p>Difficult to provide new seating as complaints often received that new seats become a location for anti social behaviour</p> <p>Funding is not generally available at present for installation of new toilets</p> <p>Cleanliness in public places given a high priority</p>
	4	3.Pr7/51	<p>Practical response - disappointed that the Waltham Forest Healthy Ageing Programme, a collaborative based in the voluntary sector is not mentioned</p>	<p>Agreed - reference to be included</p>

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Age Concern (contd)	4	4P.Pr5	Borough Response: welcome commitment to improve security at stations but wish the Council to commit to working with bus companies to ensure that more support is given to bus drivers to deal with unruly behaviour, particularly by school children. Older people do not want to get on buses and tubes at times when there are large numbers of school children and teenagers - therefore access to public transport is restricted	The Council recognizes the problem of unruly children on buses but has no powers to intervene. The issue will be draw to the attention of TfL along with chapter 3, section 5 above
	6	9/134	Winter Maintenance programme - wish to see a commitment to pedestrians/ walkers' safety and to minimising falls caused by adverse weather conditions. The salting of pavements must become a priority to safeguard older adults and other priority groups. This may be something that could be taken on at street/community level working in partnership with the voluntary sector	Agreed - this information should be fed into hierarchy for winter maintenance schedules
	9	4/221	Would like further disabled parking bays - and want further consultation with older adults to take place on this issue. The PEP should show a commitment to work with private car park owners to ensure that disabled parking bays are used by disabled people only. Concerned that (p237) smaller facilities are not required to have parking facilities. This will prevent access to these facilities by disabled and frail people. Has the proposed standards for parking at schools and colleges, and youth centres taken into account the needs of disabled users?	Council car parks are provided at least 3% disabled parking bays and these are rigorously enforced  The Council requires private developers to provide 5% of its parking for disabled drivers but in most ceases these are not enforced

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<b>Waltham Forest Access Alliance</b>			Station Access - would like the Council to press for lifts at all the stations that are only accessible by steps at the moment. Particularly the Victoria line - aim should be to achieve full accessibility before the Olympics	The Council agrees that all stations should include full accessibility though it recognizes the high cost and difficulties in fulfilling this long term aspiration. We will work with TfL in an effort to bring forward the programme for our stations
			Traffic Calming - welcome the need for these although urge consideration of speed hump designs to be more sympathetic to the comfort and health of those with back problems	The design of traffic calming features seeks to minimise discomfort for disabled people whilst retaining the effectiveness of their speed reducing properties
			Enforcement of rules - welcome initiatives to tackle illegal parking which hinders traffic (e.g. outside takeaways in Hoe Street). Also welcome moves to stop cycling on pavements and to ensure that cycles are properly equipped with lights and bells	Noted  Agreed comments on cycling
			Bus shelter design - those with advertising panels at right angles to the road means that muggers could lurk behind them	Noted - to be taken into account in the design of shelters
			Signage - Welcome anti-clutter initiative but would like uniformity in the lettering and placing of street nameplates	Noted

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<b>Waltham Forest Access Alliance (contd)</b>			Pavements - want more stringent enforcement of rules about cluttering footpaths with A boards and goods, also concerned about uneven surfaces caused by contractors/trees etc	Enforcement against unauthorised A boards is carried out. Comments to be passed to Highways Section
	9	6/231	Blue badge fraud and theft - ask the Council to pursue means of combating this problem as a matter of urgency. Suggest schemes like that operated in Tower Hamlets are operated here	The Council proposes to carry out a 'sting' operation to take action against Blue Badge fraud and theft. We are awaiting confirmation of Police availability to do this
		Pp99 and 101	Reference to the consultation between the Council and Access Alliance. There is no ongoing consultation although we do meet from time to time with various Council officers. We would be quite prepared for some more formal arrangement	The Council would wish to set up regular consultation with Access Alliance rather than one off meetings as at present
<b>Council's Access Officer</b>	4	4F.Pr11 V	Would like the percentage of bus stops that are fully accessible quoted in the borough	The Council is implementing a programme of bus stop accessibility improvements at busy bus stops on key routes across the borough. A total of 80 bus stops have been made fully accessible. This accounts for approximately 27% of the 300 bus stops located across the borough

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	4		<p>Streets - need better enforcement of disabled parking bays</p> <p>Dual use of footways for pedestrians and cyclists can be problematic for older people, people with visual impairments and wheelchair users</p>	<p>Noted</p> <p>The Council recognizes the problem of pedestrians and cyclists sharing pavements. These are only introduced when pedestrian flows are low and the lack of space on a busy main road prohibits the safe passage of cyclists</p>
	4	4N.Pr5/ 97	When the results of the CAT pilot projects are available consultation with the various disability and access organisations is needed about the options that are available	The Council agrees to undertake consultation with various disability groups once the CAT projects have been finalised
	4	4O.Pr9/ 101	It is disappointing that a Local Mobility Forum has not been set up in LBWF. Liaising and consulting is not the same as having a LMF. An LMF would provide a much more structured setting for disabled people to get involved in transport issues	Consideration should be given to setting up such a Forum
	4	4O.Pr14/ 103	Many disabled people continue to be disappointed by the Council's decision not to make disabled residents parking bays statutory. People who are not disabled frequently use these spaces knowing that there are no mechanisms for taking action against misuse	Cost is the main factor preventing this. To lay an advisory bay costs £95 against about £5,500 (including legal costs for a single mandatory one

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<b>British Motorcyclists Federation</b>	2	3.1/18	<p>The BMF is concerned that a prejudice against throughput of traffic may lead to significant congestion that would affect all modes of transport. A balance needs to be struck between the needs of those on foot and those using personal transport (whether motorised or not)</p>	<p>Agreed that a balanced approach needs to be adopted to meet the needs of all road users - reduction of traffic congestion is a key priority as well as improving facilities for pedestrians and cyclists</p>
	2	3.4/28	<p>The BMF is concerned that in taking away space from motor vehicles Waltham Forest may make the roads more dangerous for Powered Two Wheeler (PTW) users. Having already stated in previous paragraphs that “traffic levels on many roads are less now than in 1975” the BMF questions the council’s intention to “provide less time for traffic moving through the borough”</p>	<p>Response as above</p>
	2	5/30-31	<p>The BMF hopes that Waltham Forest will facilitate the use of PTWs within the borough as they can play a part in reducing the overloading on the existing public transport systems. Provision of PTW parking at stations can assist with facilitating multi-modal journeys and provision in town centres allows commuters to stop off en route home and do shopping - in some cases this can reduce car journeys as many PTW owning households also own cars</p>	<p>The Council recognizes the need for more PTWs parking and intends to undertake a street survey to assess the need for motorcycle parking at key town centre locations and other destinations</p>

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<b>British Motorcyclists Federation (contd)</b>	2	7/34	<p>The London Borough of Newham has had an experiment allowing PTWs access to a specially designed ASL with and offside feeder lane for PTWs. So far this has proven beneficial and there have been few if any problems for PTWs and cyclists sharing the ASL. The BMF is requesting that other boroughs consider such an experiment in order that more data can be collected to inform a decision on whether more (or even all) ASLs should be open to PTWs</p>	<p>The Council opposes this policy as it sees no positive outcome for the sharing of ASLs and cycle feeder lanes with motor cycles either in terms of safety or sustainability</p>
	3	1.3/36	<p>The BMF considers that PTWs can provide a real alternative to cars for many people. Some disabled people with less severe disabilities are able to use them, and they are also becoming popular with women who see them as a safe form of door to door transport - especially for those working late shifts. Earlier in the LIP it was stated that traffic is now less on some borough roads than in 1975. Car ownership also impacts on road space in terms of space needed for parking, yet a minimum of 5 PTWs can usually fit into the average car parking space. The BMF urges Waltham Forest to take action to facilitate the use of PTWs within the borough</p>	<p>The Council recognizes that motor cycles take up less space than cars and will seek to provide additional parking facilities for them.</p> <p>Motorcycles are already advantaged in CPZs where parking is free</p>

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British Motorcyclists Federation (contd)	3	Priority 8/41	Satisfactory levels of road maintenance will be beneficial to PTW riders who are particularly endangered by poorly maintained roads and street furniture. The BMF welcomes Waltham Forest's commitment to ensure the highways are well maintained	Noted
	4	4G.Pr1/67	The BMF is a member of TfL's London Motorcycle Working Group and has been monitoring the experimental access to bus lanes for PTWs in London as well as in many other parts of the country. The experiment is taking place on a very tiny fraction of TfL's road network. The BMF has been urging boroughs to consider a local experiment to gather further data to assist with informed decision making. Access to bus lanes has been shown to provide safety benefits for PTW riders without there being disbenefits for other road users. Denying access to bus lanes can be shown to be putting riders into danger. Westminster is about to conduct a bus lane experiment based on data from a report from the TRL which shows that there are safety benefits. The BMF requests access to bus lanes for PTW riders on safety grounds. The BMF welcomes Waltham Forest's commitment to undertake a street survey to assess the need for PTW parking at key town centre locations and other destinations. There are a number of BMF members living in the borough and the BMF would be willing to contact them to seek opinions on where extra parking would be beneficial	The Council opposes the use of bus lanes by motor cyclists as they are fast moving vehicles moving along the inside of traffic that cannot be seen by pedestrians crossing the road. Bus lanes give priority to passengers using public transport and are not for those using private motorised vehicles  Noted

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<b>British Motorcyclists Federation (contd)</b>	4	4G.Pr9/ 70	The BMF hopes that the new IHIE guidelines will be used to assist with the design of traffic calming so that it is not hazardous to PTW riders. In particular we are aware of granite sets or blocks used in traffic calming proving to cause problems for riders. Raised entry treatments can also cause problems for riders turning into side streets	Traffic calming features need to be effective at reducing motorcycle speeds as well as general traffic speeds. However, designs will be examined to ensure that they are not specifically dangerous for motorcycles
	4	4G.Po5 /73	The BMF urges Waltham Forest to take into account the needs of PTW owners resident in the borough and PTW riders visiting the borough when introducing new CPZs. Where possible, secure parking should be provided	As stated previously, the Council recognizes the need for more motorcycle parking and intends to undertake a street survey to assess the need for motorcycle parking across the borough, including in CPZ areas
	4	4P.Po2/ 104	Provision of sufficient and secure PTW parking at transport interchanges may assist with reducing car journeys	The Council accepts this addition
	5	Table 2/114	It will be challenging for Waltham Forest (as it will for the other London Boroughs) to reduce the number of PTW casualties taking into account the huge increase in the numbers of people turning to PTWs as a secure and reliable mode of transport. The BMF believes that the casualty rate needs to be monitored as well as the number as the rate may well drop without the target being met	The PTW casualty rate is specifically monitored in the road safety plan and there is a target reduction for this mode

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<b>British Motorcyclists Federation (contd)</b>	5	Table 3/117	<p>The BMF welcomes Waltham Forest's commitment to well maintained roads. We also welcome waiting restrictions at junctions to improve sightlines as this is highly likely to reduce incidences of pulling out. Around 66% of PTW accidents are the fault of other road users, so the BMF feels that it is important the in any education campaigns, not only are PTW riders targeted, but other road users who often do not see PTWs. The BMF requests that Waltham Forest support the BikeSafe initiative by providing information about BikeSafe assessments and encouraging riders to consider being assessed. See <a href="http://www.bikesafe.co.uk/">http://www.bikesafe.co.uk/</a></p>	<p>The Council will support the BikeSafe initiative and encourage riders to take up motor cycle training which is provided in this borough</p>
	5	Joint working/ 122	<p>The BMF would like to be involved in transport consultations for highways engineering schemes and to offer the motorcyclists' perspective on the safety of proposed schemes. Consultations for comment can be sent to the BMF Head Office, FAO Cathy Phillpotts (Region 5), British Motorcyclists Federation, Jack Wiley House, 25 Warren Park Way, Enderby, Leicester, LE19 4SA</p>	<p>The Council is willing to consult the BMF on highway and traffic schemes</p>
	9	6.11/231	<p>The BMF welcomes Waltham Forest's free provision of parking for PTWs in CPZ and pay and display car parks and voucher parking areas</p>	<p>Noted</p>

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<b>British Motorcyclists Federation (contd)</b>			<p>Strategies - The BMF urges Waltham Forest to take the new Government's Motorcycling Strategy into account in its LIP. The BMF also requests that Waltham Forest considers producing its own PTW strategy tailored for Waltham Forest's roads and conditions but similar to the Essex Powered Two Wheeler Strategy</p>	<p>There are no plans for a Waltham Forest PTW strategy</p>
			<p>Parking - TfL has earmarked funds to assist with provision of new motorcycle bays within the borough spending plans and the BMF would urge Waltham Forest to investigate whether it can benefit from these funds. In addition, the BMF would urge Waltham Forest to investigate whether there is any possibility to increase provision at stations and transport interchanges which would encourage multimodal journeys. Increased parking provision could lead to reduced accidents as there would be a reduction in riders searching the streets for a suitable (and legal) place to park</p>	<p>The Council will consider bidding for PTW parking facilities in its next Borough Spending Plan</p>
<b>Gospel Oak - Barking Line User Group</b>			<p>The absence of a section focusing specifically on rail issues is unfortunate and could give the wrong impression. Although rail issues are covered well by the LIP, they are scattered throughout it rather than being grouped together. This makes them harder to locate and reduces the impression of an overall strategic approach to them</p>	<p>There is a whole section dealing with rail issues in the LIP matrix</p>

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<b>Gospel Oak - Barking Line User Group (contd)</b>	1	2.1/12	Though Wood Street station has seen some improvements, the failure to install Help Points there (especially after the 2004 murder) is deplorable	This issue will be raised with 'One Railway' at Transport Liaison Consultative Group
	1	2.1.3/15	An Enfield-Seven Sisters-Stratford service calling at South Tottenham would open up many new interchange and journey opportunities	This issue will be raised with 'One Railway' at Transport Liaison Consultative Group
	1	2.3/15	Also a need for a bus route serving Queens Road station, and indeed Queens Road itself.	We will seek TfL London Buses views on the possible provision of this service
	2	2/31	Should be pointed out that the "underground link" has had its opening delayed yet again	Latest date is now Spring 2007
	2	5/33	Here a key para on rail is buried in a para headed "Forest Road Campus" - surely the wrong place for it in the LIP. It needs to be moved to a more appropriate part of the LIP & made more prominent. The para on Gospel Oak-Barking should also include achieving later last-train times and an earlier start on Sunday	There is a whole section dealing with rail issues in the LIP matrix  Reference to later last train times and earlier Sunday services to be included
	2	6/34	Blackhorse Road station should be made fully accessible by putting a lift in the LUL ventilation shaft (as was done at Tottenham Hale); the Silverlink platforms could be made accessible via ramps off the road bridge. Similar comment applies to P58, ref 4E.Pr13	The Blackhorse Road lift shaft has just been taken over for the housing of an elaborate electronic system so is not available for a lift. The Council agrees with the proposal to make Silverlink platforms accessible via ramps

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<b>Gospel Oak - Barking Line User Group (contd)</b>	4	4E.Pr9/ 56	Leytonstone High Road station entrance is unsightly & offputting - a grim gateway by the bridge next to a line of rubbish bins, with no information and virtually no signage, then a longish walk along a pathway/access roadway to the subway arch. Environmental, information & safety improvements are badly needed here. Wood Street station needs Help Points as a matter of priority	The Council supports these proposals and will discuss with Silverlink
	4	4G.Pr22/ 76	Whoever wrote "No deficiencies have been identified" obviously walks around the borough with their eyes closed! Numerous road nameplates have not been repainted for so many years that their white lettering on a white background is virtually illegible. See also LTUC's excellent research report of a few years ago on the issue of street signage	Suggested change to 'Any deficiencies identified in road nameplates will be remedied'
		4P.Po2/ 104	It has been generally agreed (by councillors, TLC, ourselves etc) that the Walthamstow QR-Central pedestrian link should be known as Ray Dudley Way, after the campaigner who did most to get it built. It would be good if this proposed name could be recorded here in the LIP. Also, we urge borough/TfL to pursue the creation of a subway link under the Chingford line to link Walthamstow Queens Road station with the Market, and to rename WQR more accurately as "Walthamstow Market". TfL supported this a few years ago; it would be useful for the LIP to remind them	The Council will consider this request  Subway link not being progressed by TfL at present due to high cost

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<b>Waltham Forest Community Transport</b>	2	6/33	Accessibility, WFCT should have been mentioned here as a resource.	Agreed, amend to mention that Waltham Forest Community Transport plays an important role
	2	8/35	It is not necessary to develop public transport networks where bus services are poor. Plus-Bus options provided by CT schemes are also highly valued across London	The Council recognises the value of Plus-Bus services but these are no substitute for scheduled bus services
	4	Matrix	Within the matrix we would have considered that WFCT would have been highlighted , specifically in: 3 Po9,3 Pr1 +2, 40.Pr1,(extended info.could be considered). 40 Pr12-We are unaware of current direct funding to Shopmobility from the LBWF. It would be possible to mention both the Valleyside project and the new Shopping Svc. in this section. Pr4.) LBWF to work with voluntary sector-incl.WFCT	References to WFCT agreed  Include reference to the Valleyside project
<b>London Transport Users Committee</b>			<p>Streets for people - would like to see this as an overarching agenda.</p> <p>One-way systems and roads - would like to see a policy statement seeking to remove them and proposals to tackle them.</p> <p>Bus priority – would like to see policies and programmes to review loading and waiting controls on bus routes, giving priority to buses over stationary vehicles. Would like to see bus</p>	<p>Include reference to Streets-for People agenda in Chapter 2</p> <p>Decisions about one way systems are taken on an individual basis</p> <p>Whole route studies looking at bus priority and waiting and loading restrictions are already carried out. Route 123 has already had a scheme</p>

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			<p>priority schemes identified for route 123 as this was identified by LTUC as a problematic route.</p> <p>Bus stop accessibility – would like to see policies and proposals to fill in bus stop lay-bys as part of the bus stop accessibility programme</p>	<p>implemented</p> <p>There is no general policy to remove bus stop lay bys although some are being removed as part of individual bus priority schemes</p>
<b>ELOP</b>	General		<p>Suggest that when the six equality areas are listed in any document these should be done in alphabetical order - to not imply a hierarchy of concerns in relation to equality issues. It would be better to use the term sexual orientation rather than sexuality</p> <p>More comments the grids on sexual orientation - not just about community safety - but also about health, healthy life style could be included.</p>	<p>Agreed</p> <p>To be included</p>
<b>Disability Action Waltham Forest</b>	Matrix		<p>Whilst it was accepted that access to buses had improved greatly there was general agreement that the attitude and skills of many drivers need to be addressed. Problems identified include their lack of willingness to make it safe and comfortable for people to get on and off buses and the appalling standards of driving, which lead to pain, discomfort and feelings of anxiety</p>	<p>Comments to be passed on to TfL London Buses</p>