
Secretariat Memorandum

Agenda item 8 c)
LTW 308

Author: Tim Bellenger

Report on initial findings of research into the transport needs of Minority Faith communities

1 Purpose of report

- 1.1. To report to members the results of a travel survey carried out for links between the Stamford Hill and Golders Green areas

2 Recommendations

- 2.1. Members are recommended to note this report, and agree that:-
 - TfL should be asked to reconsider its position in relation to the provision of a direct bus service between the Golders Green and Stamford Hill areas of North London in the light of the survey results.
 - In the light of the findings in relation to the Orthodox Jewish community in North London that further work is carried out in relation to other Minority Faith communities as originally set out in paragraph 2.2.

3 Background

- 3.1. As part of our research programme London TravelWatch has begun the process of investigating the transport needs of a number of Minority Faith communities, because there was a perception that in a number of cases that the transport modelling techniques used by Transport for London were not addressing or taking account of the needs of these communities.
- 3.2. The Minority Faith community groups that were considered worth further investigation were:-
 - Orthodox Jewish communities in North London (and links between their main areas of settlement in Stamford Hill and Golders Green)
 - The Sikh community in Southall (and links within the London Borough of Ealing)
 - The Muslim Bangladeshi community in Tower Hamlets
 - The Hindu community in West London and the Neasden Temple
 - African Christian groups across London
- 3.3. In the first instance London TravelWatch was particularly aware of the aspirations of the Orthodox Jewish communities in Stamford Hill and Golders Green to have a bus link

between these two areas, which TfL has consistently resisted on the grounds that a) that from their modelling they did not believe that there was sufficient demand to justify a direct service (estimated to require at least 1800 additional passenger journeys per day) and b) that existing demand would be satisfied by users changing bus at Finsbury Park.

- 3.4. London TravelWatch was contacted by representatives of the Orthodox Jewish Community in both Golders Green and Stamford Hill, and it was agreed that a way forward was to survey the populations in those areas to establish the likely level of demand.
- 3.5. A travel survey was devised (see Appendix A) and 14,000 copies were printed and distributed (roughly 50/50 between Stamford Hill and Golders Green) by community representatives via community centres, synagogues, shops, libraries and by door to door distribution in the core areas of Orthodox settlement in Golders Green and Stamford Hill.
- 3.6. It should be noted that the survey was not exclusive to the Orthodox community.

4 Results of the survey

- 4.1. The results are attached in Appendix B. It is noteworthy that received a response rate of 9.5% with a total of 1335 surveys returned to date. This means that the results are statistically significant and can be used accordingly. The surveys returned were vetted for potential irregularities to eliminate any potential bias
- 4.2. The main conclusions are that there is a substantial demand for a bus service between Golders Green and Stamford Hill. The survey indicates that a significant proportion of the potential users of this service who currently use either private cars, minicabs, taxis, shared minibuses and Dial-a-ride would be prepared to switch to a bus service if this directly linked the principle areas within Golders Green and Stamford Hill.
- 4.3. Of the comments received on why people don't make the journey at present or use public transport, the most consistent theme was that users did not like or were uncomfortable with the interchange arrangements between buses at Finsbury Park, and the associated interaction with other people in this area and feelings of insecurity and intimidation.
- 4.4. Another issue raised as a result of the survey by community representatives concerned the criteria by which Oyster agents are appointed, and that the availability of agents not also engaged in the sale of pornographic material was a barrier to members of religious communities in obtaining best value Oyster products. This has been considered by the Fares and Ticketing Committee on the 28 April 2009 and it was agreed to suggest to Transport for London an amendment to their selection criteria for agents to take account of this.

5 Equalities and inclusion implications

- 5.1. Minority Faith communities are considered to be amongst the most excluded groups in society.

- 5.2. This reports highlights areas where TfL as transport provider and authority could take greater account of the needs of minority faith communities.

6 Financial implications

- 6.1. There are no specific financial implications for London TravelWatch arising from this report.

7 Legal powers

- 7.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and where it appears to it to be desirable, to make recommendations with respect to – any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

London TravelWatch, the capital's consumer watchdog for transport users is seeking views on the need for a link between the areas around Stamford Hill and Golders Green.

It would be extremely helpful to us if you could complete and return the questionnaire below.

Travel information

1) Do you travel between the Stamford Hill area and Golders Green/Brent Cross at present?

☐ Yes (please go to 1a) ☐ No (please go to 2)

1a) Approximately how often do you make the journey?

- ☐ Daily
☐ Up to 4 times per week
☐ Once or twice a week
☐ Two or three times per month
☐ Less frequently

1b) How do you make the journey?

(tick all that apply)

- ☐ Car ☐ Taxi
☐ Minicab ☐ Dial-a-Ride
☐ Community Transport ☐ Shared lift
☐ Shared Minibus ☐ Bus
☐ Train ☐ Underground
☐ Cycle ☐ Walk
☐ Other

1c) Which days of the week and time do you travel? (tick all that apply)

	Morning (0430-1200)	Afternoon (1201-1900)	Evening (1901-2400)	Night (0001-0429)
Sat				
Sun				
Mon				
Tue				
Wed				
Thu				
Fri				

1d) Why do you make the journey?

(tick all that apply)

- ☐ Shopping ☐ Work
☐ Educational ☐ Family/Social
☐ Personal Business ☐ Attend religious service
☐ Other (please use space below to describe)

2) If you don't make this journey at present, or you don't use public transport, please can you tell us why:

3) If a direct bus service were to be provided what would you use it for?

- ☐ All of my current journeys that I make at present
☐ Some of my journeys that I make at present
☐ None – I would still use other means
☐ I would make new journeys

4) In Stamford Hill please indicate the places the bus should serve? (tick all that apply)

- ☐ Junction of Stamford Hill/Amhurst Park
☐ Amhurst Park ☐ Clapton Common
☐ Moundfield Road ☐ Crowland Road
☐ St. Ann's Road ☐ Bethune Road
☐ Dunsmore Road

5) In Golders Green/Brent Cross please indicate the places the bus should serve? (tick all that apply)

- ☐ Golders Green Road
☐ Golders Green Underground Station
☐ Finchley Road North
☐ Finchley Road South
☐ Temple Fortune Lane
☐ Brent Cross Underground Station
☐ North End Road

6) What would be the minimum frequency of service that you would be prepared to use?

- ☐ Hourly ☐ Half-hourly
☐ Every 20 minutes ☐ Every 15 minutes
☐ Every 12 minutes ☐ Every 10 minutes
☐ More frequent

Personal information

7) Are you?

- ☐ Male ☐ Female

8) How old are you?

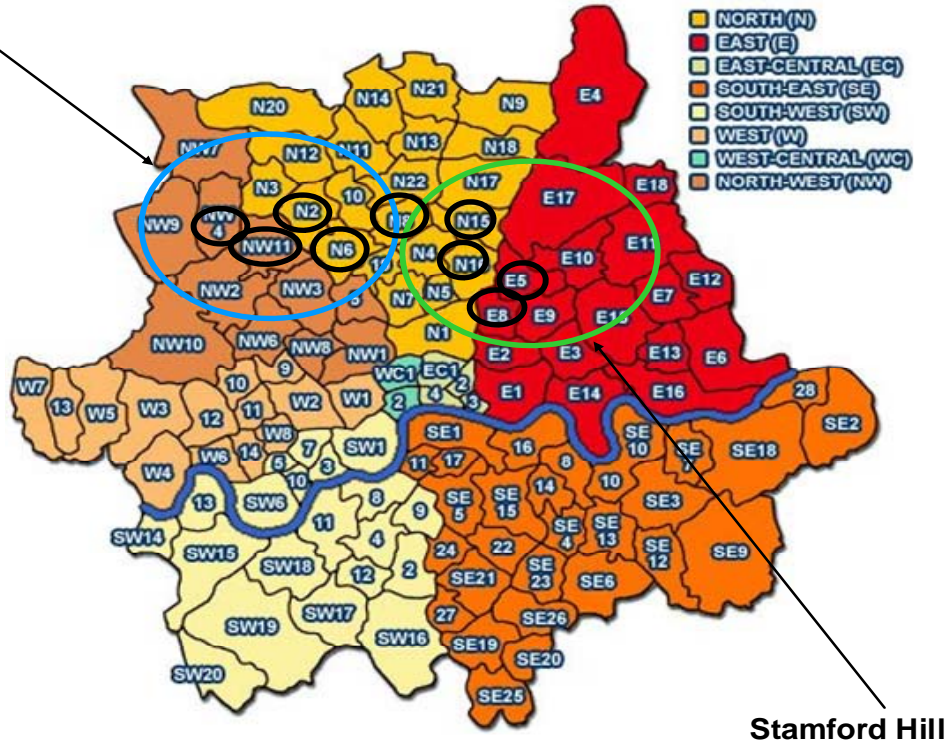
- ☐ Under 16 ☐ 16-18
☐ 19-21 ☐ 21-60 ☐ 60+

London TravelWatch Travel Survey - Graph Data

Transport Needs for links between Stamford Hill N16 / Golders Green NW11

May 2009

Golders Green



Introduction

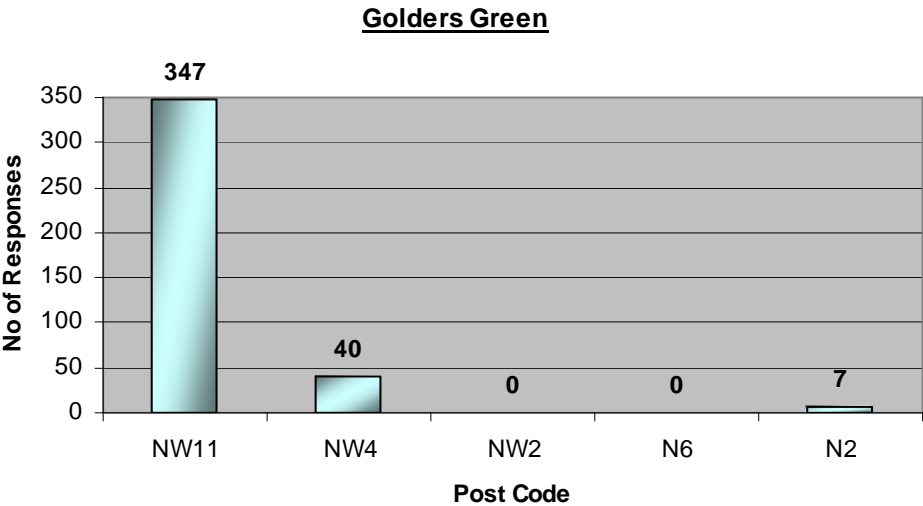
The aim of the survey for London TravelWatch is to identify the needs for a transport link between the areas around Stamford Hill and Golders Green. London TravelWatch identified that a majority of the Orthodox community requires this transport link as it would assist their transport needs for everyday life.

There were 15,000 leaflets which were printed for this survey and they were circulated in libraries, shops, community halls, to members of the orthodox community and door-to-door to residents of both areas. The leaflets were distributed by councillors of Stamford Hill, councillors of Golders Green and staff of London TravelWatch

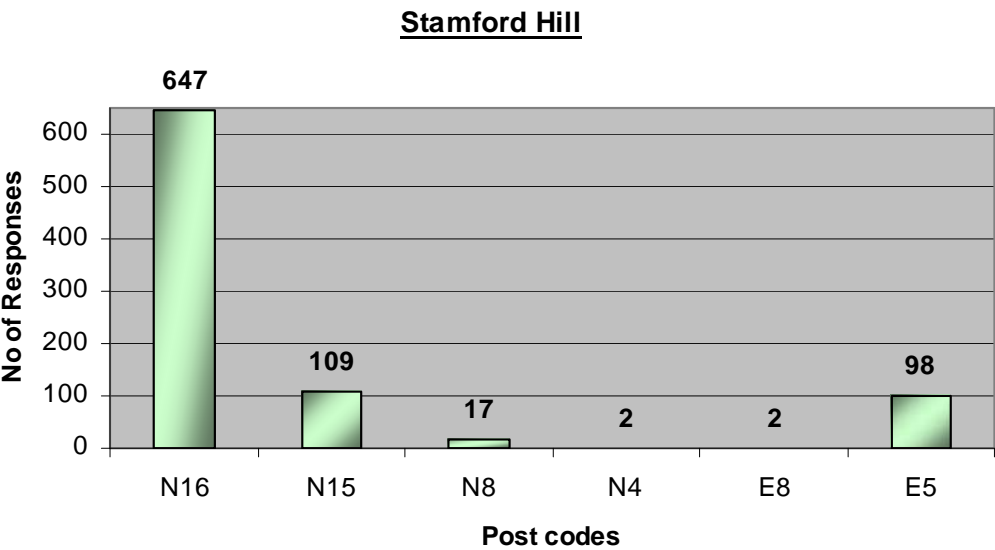
Out of the approximately 14,000 leaflets which were distributed. London TravelWatch received feedback from a total number of 1335 leaflets. Out of the 1335 leaflets:

All	1335
Golders Green	394
Stamford Hill	877
Unknown	94

In the Golders Green area, the majority of responses came from NW11 and NW4 postal codes.



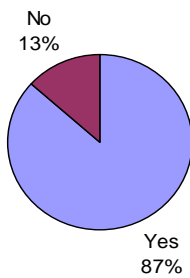
In the Stamford Hill area, the majority of responses came from N16 and N15 postal codes.



Travel Information

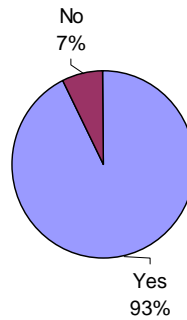
Do you travel between the Stamford Hill area and Golders Green area at present?

Golders Green



Total	
Yes	347
No	53

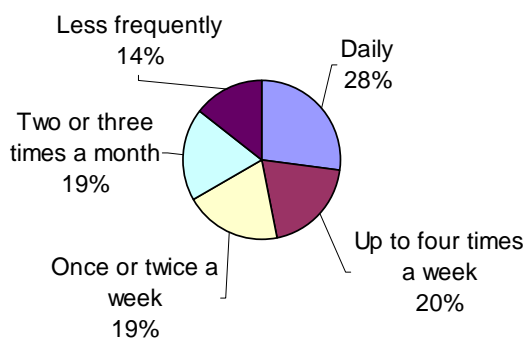
Stamford Hill



Total	
Yes	809
No	62

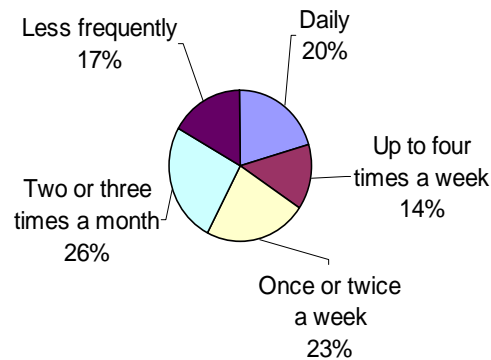
Approximately how often do you make a journey?

Golders Green



Total	
Daily	98
Up to four times a week	71
Once or twice a week	70
Two or three times a month	68
Less frequently	52

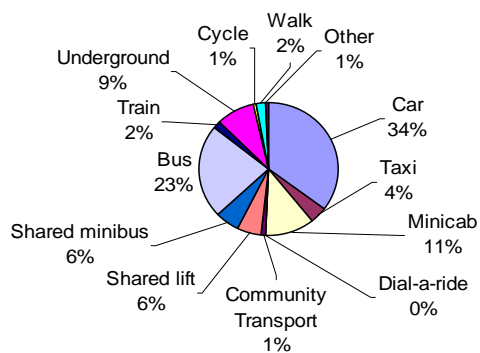
Stamford Hill



Total	
Daily	170
Up to four times a week	117
Once or twice a week	188
Two or three times a month	215
Less frequently	142

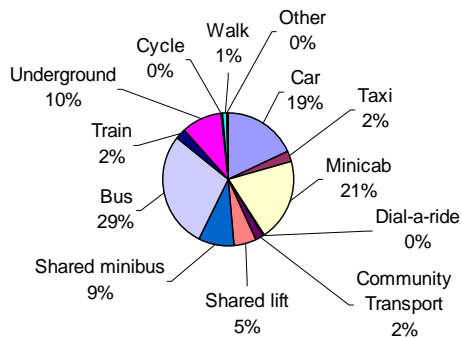
How do you make the journey?

Golders Green



Total	
Car	242
Taxi	27
Minicab	79
Dial-a-ride	2
Community Transport	5
Shared lift	38
Shared minibus	40
Bus	155
Train	13
Underground	61
Cycle	6
Walk	14
Other	5

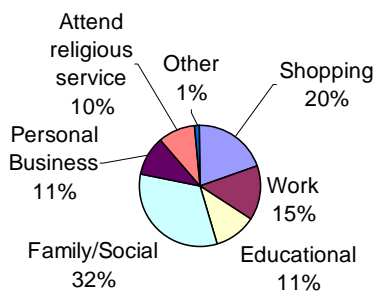
Stamford Hill



Total	
Car	304
Taxi	40
Minicab	341
Dial-a-ride	5
Community Transport	29
Shared lift	92
Shared minibus	151
Bus	476
Train	41
Underground	166
Cycle	7
Walk	17
Other	4

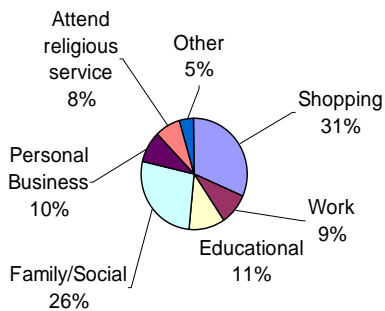
Why do you make a journey?

Golders Green



Total	
Shopping	140
Work	105
Educational	78
Family/Social	232
Personal Business	75
Attend religious service	73
Other	9

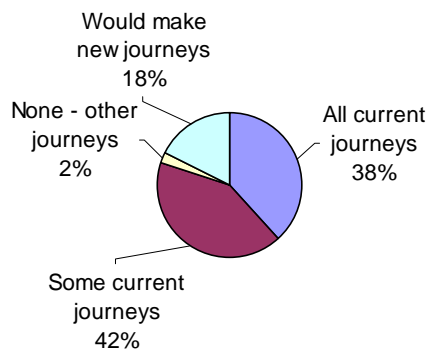
Stamford Hill



Total	
Shopping	528
Work	148
Educational	179
Family/Social	454
Personal Business	160
Attend religious service	126
Other	76

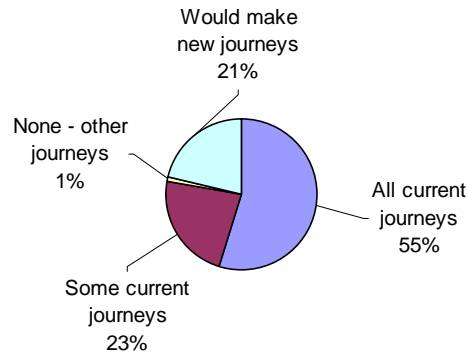
If a direct bus service was to be provided what would you use it for?

Golders Green



Total	
All current journeys	172
Some current journeys	187
None - other journeys	10
Would make new journeys	79

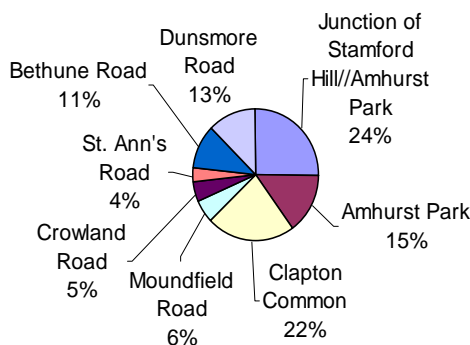
Stamford Hill



Total	
All current journeys	565
Some current journeys	239
None - other journeys	13
Would make new journey	218

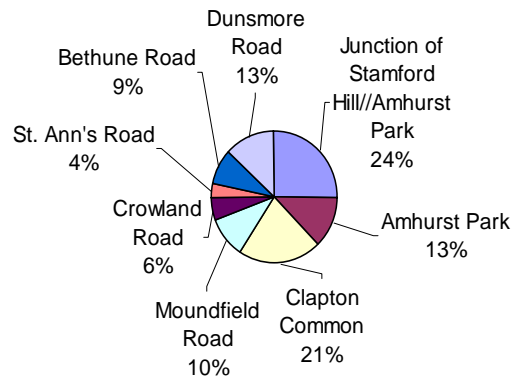
In Stamford Hill, indicate the places the bus should serve?

Golders Green



Total	
Junction of Stamford Hill//Amhurst Park	294
Amhurst Park	170
Clapton Common	260
Moundfield Road	67
Crowland Road	56
St. Ann's Road	41
Bethune Road	126
Dunsmore Road	146

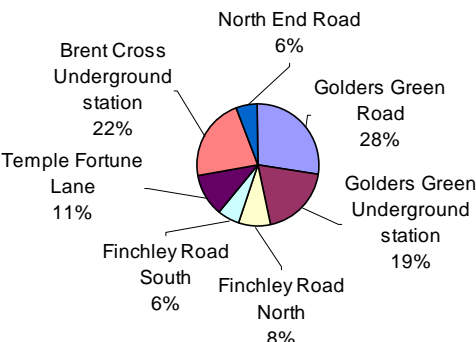
Stamford Hill



Total	
Junction of Stamford Hill//Amhurst Park	641
Amhurst Park	320
Clapton Common	536
Moundfield Road	260
Crowland Road	143
St. Ann's Road	90
Bethune Road	227
Dunsmore Road	329

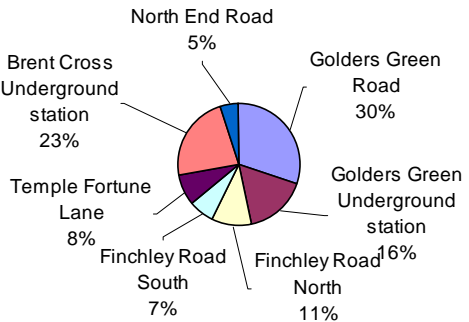
In Golders Green/Brent Cross, indicate the places the bus should serve?

Golders Green



Total	
Golders Green Road	337
Golders Green Underground station	227
Finchley Road North	99
Finchley Road South	70
Temple Fortune Lane	135
Brent Cross Underground station	270
North End Road	70

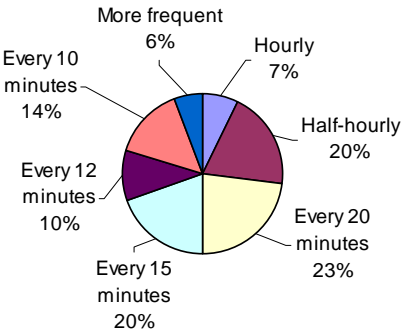
Stamford Hill



Total	
Golders Green Road	732
Golders Green Underground station	392
Finchley Road North	255
Finchley Road South	166
Temple Fortune Lane	196
Brent Cross Underground station	562
North End Road	113

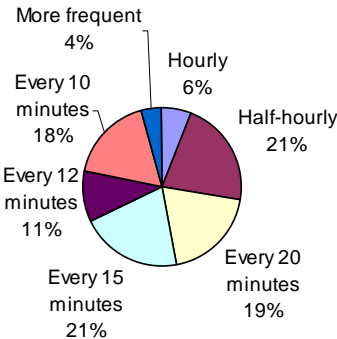
What would be the minimum frequency of service that you would be prepared to use?

Golders Green



Total	
Hourly	29
Half-hourly	78
Every 20 minutes	91
Every 15 minutes	78
Every 12 minutes	40
Every 10 minutes	57
More frequent	23

Stamford Hill

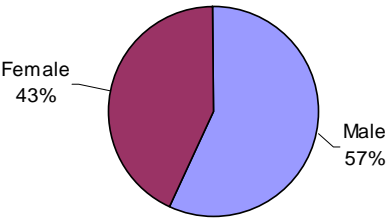


Total	
Hourly	57
Half-hourly	199
Every 20 minutes	176
Every 15 minutes	190
Every 12 minutes	97
Every 10 minutes	163
More frequent	38

Personal Information

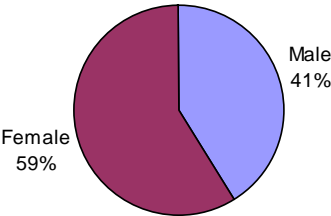
Are you male or female?

Golders Green



Total	
Male	224
Female	172

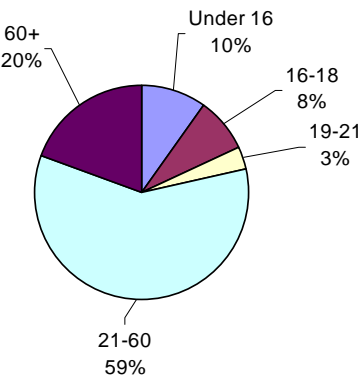
Stamford Hill



Total	
Male	362
Female	518

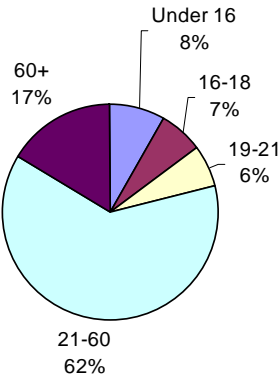
How old are you?

Golders Green



Total	
Under 16	38
16-18	33
19-21	13
21-60	233
60+	77

Stamford Hill

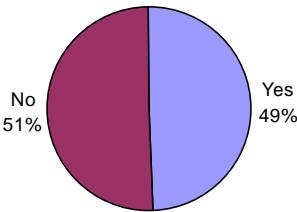


Total	
Under 16	73
16-18	60
19-21	54
21-60	551
60+	146

Do you travel with children?

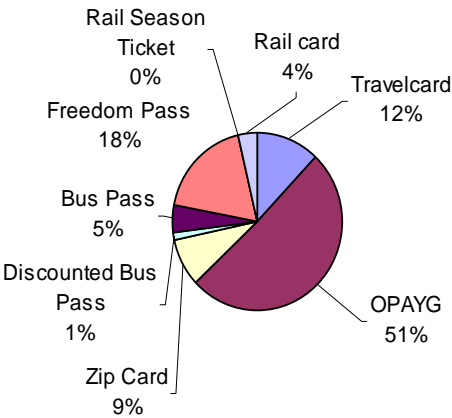
Golders Green & Stamford Hill

Total	
Yes	624
No	645



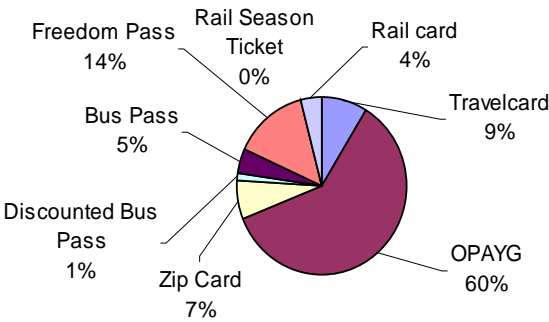
Do you use any of the following types of public transport ticket/pass?

Golders Green



Total	
Travelcard	49
OPAYG	202
Zip Card	36
Discounted Bus Pass	5
Bus Pass	20
Freedom Pass	73
Rail Season Ticket	1
Rail card	14

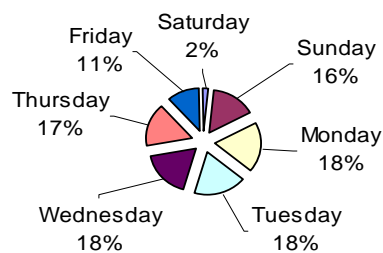
Stamford Hill



Total	
Travelcard	84
OPAYG	583
Zip Card	71
Discounted Bus Pass	10
Bus Pass	46
Freedom Pass	138
Rail Season Ticket	1
Rail card	37

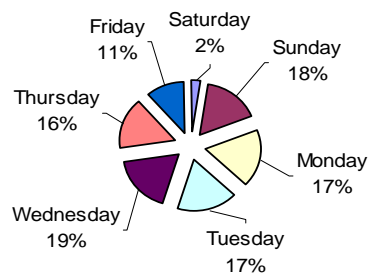
Which days if the week and time do you travel?

Morning



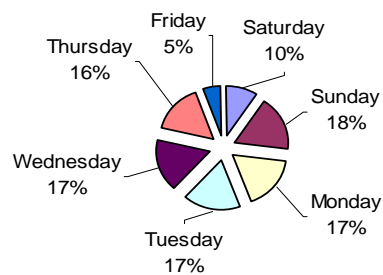
Total	
Saturday	63
Sunday	488
Monday	561
Tuesday	552
Wednesday	558
Thursday	520
Friday	349

Afternoon



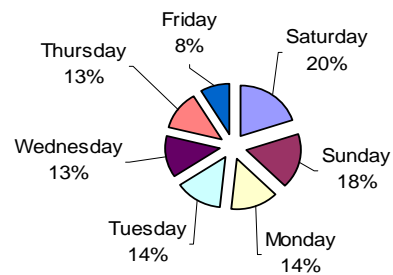
Total	
Saturday	66
Sunday	453
Monday	464
Tuesday	461
Wednesday	484
Thursday	435
Friday	303

Evening



Total	
Saturday	145
Sunday	267
Monday	251
Tuesday	259
Wednesday	260
Thursday	241
Friday	80

Night



Total	
Saturday	47
Sunday	42
Monday	34
Tuesday	33
Wednesday	32
Thursday	30
Friday	20

If you don't make this journey at present, or you don't use public transport, please state why:

- Bus is too time consuming as you have to keep changing buses
- Not many direct routes to Brent Cross or Stamford Hill
- Changing buses is not safe as passengers have been attacked
- Changing buses is difficult for passengers with mobility impairment, heavy luggage and children
- Waiting time for buses is too long
- Public transport is too expensive
- Majority of passengers would prefer the 210 bus to have direct routes
- Some passengers are terminally ill which means they will not travel on the bus because there are no direct routes services

Is there anything else that you would like to tell us about your experiences and concerns of using transport in London?

- There are not enough bus stops
- Bus drivers are rude and they need customer service training
- Bus drivers stop too far away from the kerb which makes it difficult and dangerous for passengers to get off the bus
- A lot of passengers cheat with fares on the bendy bus
- Long waits and changing buses is difficult for pensioner passengers
- Religious immodesty - there have been attacks on buses
- Bus service has improved - just need a direct bus service to Golders Green
- Buses should be kept cleaner for more space for pushchairs, wheel chairs etc
- On buses, there is a lot of disruption of radio mobile phones being played out aloud
- There is a lot of racial tension on buses
- A bus route is required through Market Place into Hampstead Garden suburb
- Every bus stop should have a Oyster top up service