

Annex E

Bus Service Improvement Programme Route Analysis

Research Report

October 2022

SURREY COUNTY COUNCIL

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Introduction

In October 2021, Surrey County Council (SCC) set out its Bus Service Improvement Plan (BSIP) in response to the Government's Bus Back Better national strategy. The ambitions set out in the BSIP were largely dependent on additional funding of over £100 million being provided by Department for Transport. SCC were notified in April 2022 that such funding would not be provided. However, SCC must still seek to deliver the aims and objectives of the BSIP and report to Department for Transport (DfT) on progress. This includes improvements to journey times, reliability, passenger numbers and passenger satisfaction.

This report identifies the correlation between service reductions and withdrawals within the BSIP proposals and the 21 Key Neighbourhoods within the Health and Wellbeing Strategy.

These Key Neighbourhoods have been established as those which include the most deprived "pockets" within the county, based on analysis of Indices of Multiple Deprivation (IMD) data. Key Neighbourhoods are geographically analogous to wards.

When reading this analysis, it is important to note that it does not incorporate detailed service data on how often a service is used, nor does it contain information about the cost of the service. The analysis does not make any specific recommendations relating to the BSIP.

The methodology applied in this analysis was as follows:

Firstly, the route maps of the list of services within the proposal was cross referenced against the locations of the Key Neighbourhoods.

Secondly, the demographics of the identified Key Neighbourhoods was explored, using statistical data produced by the Population Insights Team, to contextualise the service proposals.

Thirdly, the wider local transport context of the Key Neighbourhoods was examined qualitatively to provide further context. For example, whether other bus services are present and if the route provides access to certain public services such as a hospital.

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Executive Summary

1.1 Seven Key Neighbourhoods were identified as containing or being in proximity to proposed service reductions and withdrawals. These are: Hooley, Merstham and Netherne; Stoke (Guildford); Tattenham Court and Preston; Court (Epsom and Ewell); Redhill West and Wray Common; Horley Central and South; and Ash Wharf.

1.2 Tattenham Corner and Preston has the highest number of services with proposed service reductions and withdrawals (5), including the withdrawal of three school services. The area has the fourth highest number of single parent households claiming Universal Credit within Surrey.

1.3 Redhill West and Wray Common has the second highest number of services with proposed service reductions and withdrawals (four), but due to its proximity to the centre of Redhill still has access to several transport services.

1.4 The Metrobus 460 service route, where there is a proposal to reduce evening services and the Sunday service is contained within or is in close proximity to four Key Neighbourhoods: Court (Epsom and Ewell); Redhill West and Wray Common (Reigate and Banstead); Tattenham Corner and Preston (Reigate and Banstead); and Horley Central & South (Reigate and Banstead).

1.5 The rate of households without access to a car is above the average for Surrey in all of the Key Neighbourhoods, with the exception of Ash Wharf. Redhill West and Wray Common has the highest proportion of households without car access, at +8.5 per cent the Surrey average.

1.6 Asian ethnic groups are the most significant non-white ethnic group across all the Key Neighbourhoods. In Court, 12 per cent of the population is from an Asian ethnic group and in Redhill West and Wray Common the figure is 10 per cent.

1.7 None of the Key Neighbourhoods have a population of young people that appears to stray significantly from the average for Surrey.

1.8 All of the Key Neighbourhoods have indicators of disability that are much higher than the average for Surrey. The Surrey average for working age people receiving Personal Independence Payment is 3.7 per cent. The range across the Key Neighbourhoods is 7.8–13 per cent.

21 Key Neighbourhoods: Service Reductions or Withdrawal

Notes

The key neighbourhood sections below have been purposefully written in a modular style to allow for ease of sharing with specific local stakeholders, if necessary. This means there is some minor duplication in the description of service routes.

Proposed Service Reductions and Withdrawals

As per the list provided, the following reductions and withdrawals to services have been proposed:

- **Safeguard 3 (Guildford – Bellfields)** Currently running daily at 20-minute intervals with proposals to reduce to 30-minute intervals
- **Metrobus 100 (Crawley – Horley – Redhill)** Currently running daily at 15-minute intervals with proposals to reduce the evening and night services
- **Metrobus 281 (Crawley – Copthorne – East Grinstead – Lingfield)** Currently running Monday to Saturday at approximately two-hour intervals with proposals to withdraw the Lingfield service, but maintain the school journeys
- **Metrobus 400 (Caterham – Redhill – Horley – Crawley – East Grinstead)** Currently running daily at hourly intervals, with plans to withdraw the Sunday service.
- **Metrobus 430 (Merstham – Reigate)** Currently running daily at 30-minute intervals, with proposals to reduce the frequency of the service and reduce evening services.
- **Metrobus 435 (Merstham – Reigate)** Currently running daily at 30-minute intervals, with proposals to reduce the frequency of the service and reduce evening services.
- **Metrobus 460 (Epsom – Crawley)** Currently running daily at hourly intervals, with proposals to reduce evening services and the Sunday service.
- **Metrobus 480 (Epsom – Tadworth)** Currently running daily at 20 or 40-minute intervals, with proposals to reduce evening services and the Sunday service.
- **Carlone 545 (Walliswood – Guildford)** One round trip on a Wednesday, with proposal to shorten route or convert to DRT
- **Carlone 599 (Suttton – Abinger)** One round trip on a Thursday and Friday, with proposal to shorten route or convert to DRT.
- **Cardinal 615 (Chipstead – Leatherhead)** School service, with proposals to withdraw service.
- **Cardinal 617 (Banstead – Leatherhead)** School service, with proposals to withdraw service.
- **Cardinal 619 (Kingswood – Leatherhead)** School service, with proposals to withdraw service.
- **Carlone 694 (Lingfield – Oxted)** School service, with proposals to withdraw service.
- **Metrobus E9 (Epsom – Livingstone Park)** Currently running daily at 30-minute intervals, with proposals to reduce evening services and withdraw Sunday service.
- **Metrobus E10 (Epsom – Noble Park)** Currently running daily at 30-minute intervals, with proposals to reduce evening services and withdraw Sunday service.

Ten out of sixteen of these services have routes which are contained within, or in are proximity to, Key Neighbourhoods. The details of this are explained below.

Existing Service Reductions and Withdrawals

In addition, the following services are already operating at a reduced frequency or have had their route reduced.

- **Metrobus 20 (Pease Pottage – Horley)** Currently running daily at 20-minute intervals
- **Metrobus 32 (Guildford – Dorking – Redhill)** Currently running Monday to Saturday at hourly intervals.
- **Compass 42 (Cranleigh – Dunsfold – Godalming – Guildford)** Currently running Monday to Friday at two-hour intervals, with a reduced Saturday service.
- **Whitebus 48 (Frimley Hospital – Woking)** Currently running three trips Monday to Friday
- **Whitebus 81 (Woking – Woking)** Currently running two morning trips Monday to Friday.
- **Metrobus 93 (Horsham – Dorking)** Currently running daily at hourly intervals.
- **White Bus 437 (Woking – Brooklands)** Currently running eight trips Monday to Saturday, including a school service.
- **Diamond 458 (Kingston – Walton – Staines)** Currently running at Monday to Saturday at 30-minute intervals.
- **Whitebus 438 (Staines – Royal Estate)** Currently running five trips Monday to Saturday.
- **Whitebus 462 (Woking – Guildford)** Currently running Monday to Saturday at hourly intervals.
- **Whitebus 500 (Staines – Frimley Hospital)** Currently running Monday to Saturday at two-hour intervals.
- **Whitebus 566 (Staines – Staines)** Currently running two trips Monday to Saturday
- **Whitebus 567 (Staines – Staines)** Currently running seven trips Monday to Saturday

Exploring the effects of these service withdrawals may provide insight that can inform future decisions about bus service provision.

Key Neighbourhoods Identified

The following seven Key Neighbourhoods were identified as containing or being in proximity to a proposed service reduction or withdrawal.

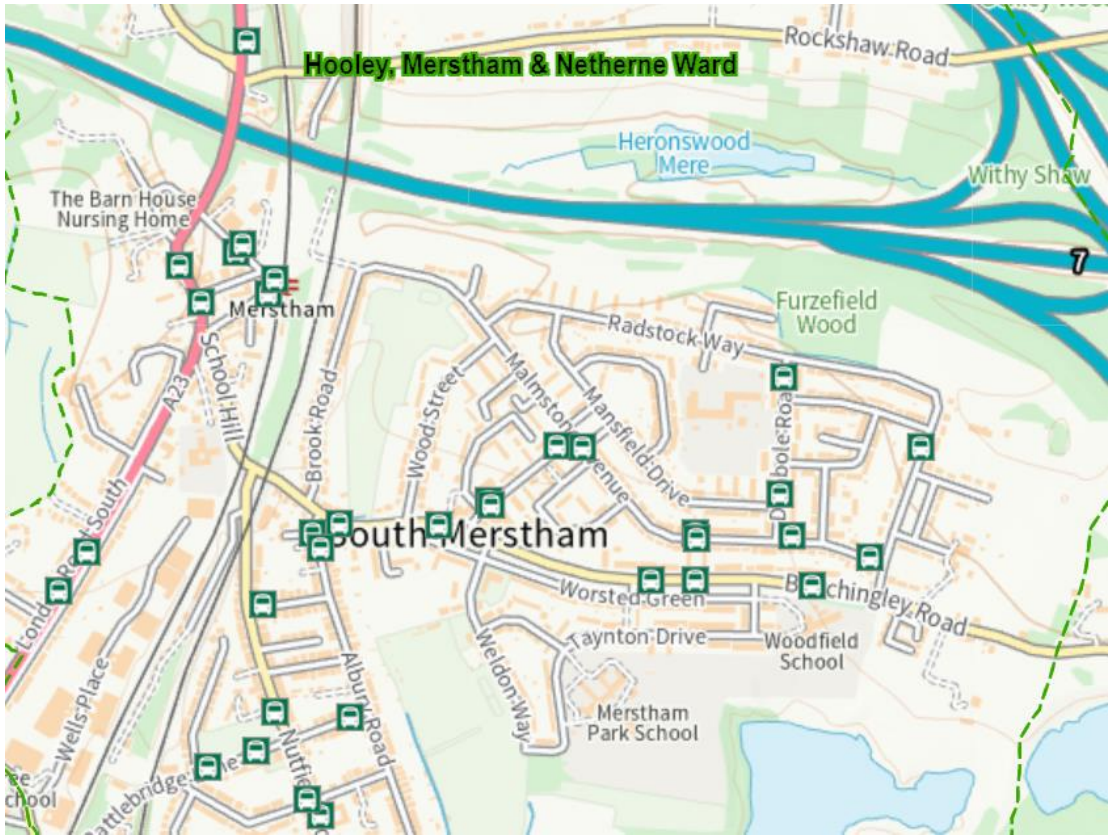
Hooley, Merstham and Netherne (Reigate and Banstead)

This key neighbourhood contains or is in proximity to the **Metrobus 430** and **Metrobus 435** services. Both services run directly through the Merstham area and provide a transport service to both Redhill and Reigate. Both services run daily at 30-minute intervals, switching to hourly intervals in the evening. There are proposals to reduce the frequency of the services and reduce evening services.

The ward of Hooley, Merstham and Netherne contains the most deprived Lower Layer Super Output Area (LSOA) area in the entirety of Surrey (Reigate and Banstead 008A), according to Indices of Multiple Deprivation (IMD) statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 4.4 per cent, which is more than twice the average for Surrey. As an indicator of disability, 13 per cent of the working age population receive Personal Independence Payments (April 2022), the highest rate among the Key Neighbourhoods. An estimated 20.1 per cent of the population are aged 0-15, which is about average within Surrey.

According to 2011 census figures, across the wider ward, 11.7 per cent of the population is non-white, with around 5 per cent made up of Asian ethnic groups. 17.6 per cent of households do not own a car, which is +4.5 per cent the Surrey average. As of May 2022, the ward has the sixth highest number of single parent households claiming Universal Credit, a total of 232 households.

Map of Hooley, Merstham and Nertherne, highlighting Merstham



In terms of the local transport context, this neighbourhood is also served by Transport for London's (TfL) 405 bus service (Croydon – Redhill) and Southdown's 411 bus service (Croydon – Redhill – Reigate). Merstham has a train station that connects directly to Redhill. Both the **Metrobus 430** and **Metrobus 435** services connect to East Surrey Hospital; 30 per cent of the population within the LSOA are reported as working in health.

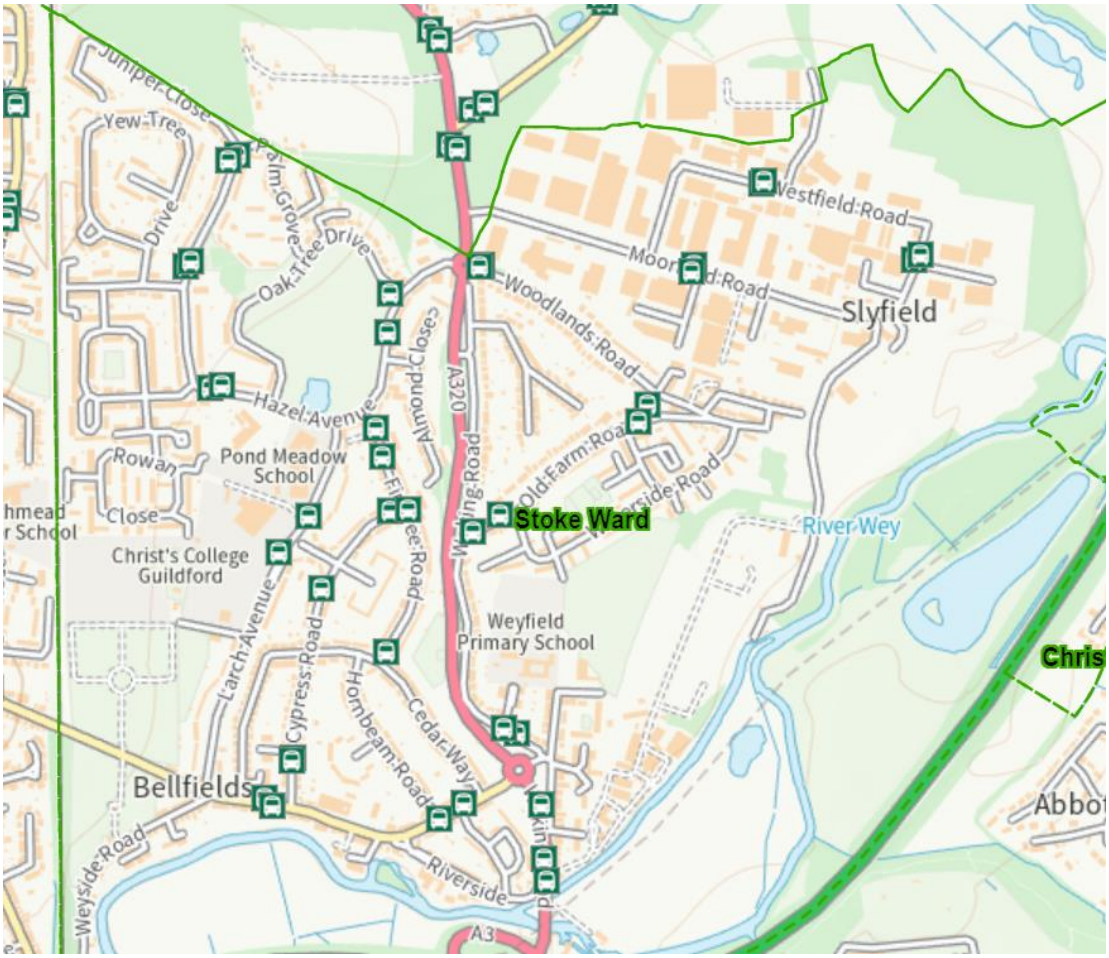
Stoke (Guildford)

This key neighbourhood contains or is in proximity to the **Safeguard 3** service. The service runs directly through the Stoke area and provides a service to and from Guildford town centre. The service currently runs daily at 20-minute intervals, with an hourly service on Sundays. The proposals are to reduce the service to 30-minute intervals.

The ward of Stoke contains the fourth most most deprived LSOA area in the entirety of Surrey (Guildford 007C), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 4.7 per cent, which is more than twice the average for Surrey. As an indicator of disability, 10.5 per cent of the working age population receive Personal Independence Payments (April 2022), the third highest rate among the Key

Neighbourhoods. An estimated 20 per cent of the population are aged 0-15, which is about average within Surrey.

Map of Stoke



According to 2011 census figures, across the wider ward, 8.3 per cent of the population is non-white, with around 4.5 per cent made up of Asian ethnic groups. 20.9 per cent of households do not own a car, which is +7.8 per cent the Surrey average. As of May 2022, the ward has the 26th highest number of single parent households claiming Universal Credit, a total of 154 households.

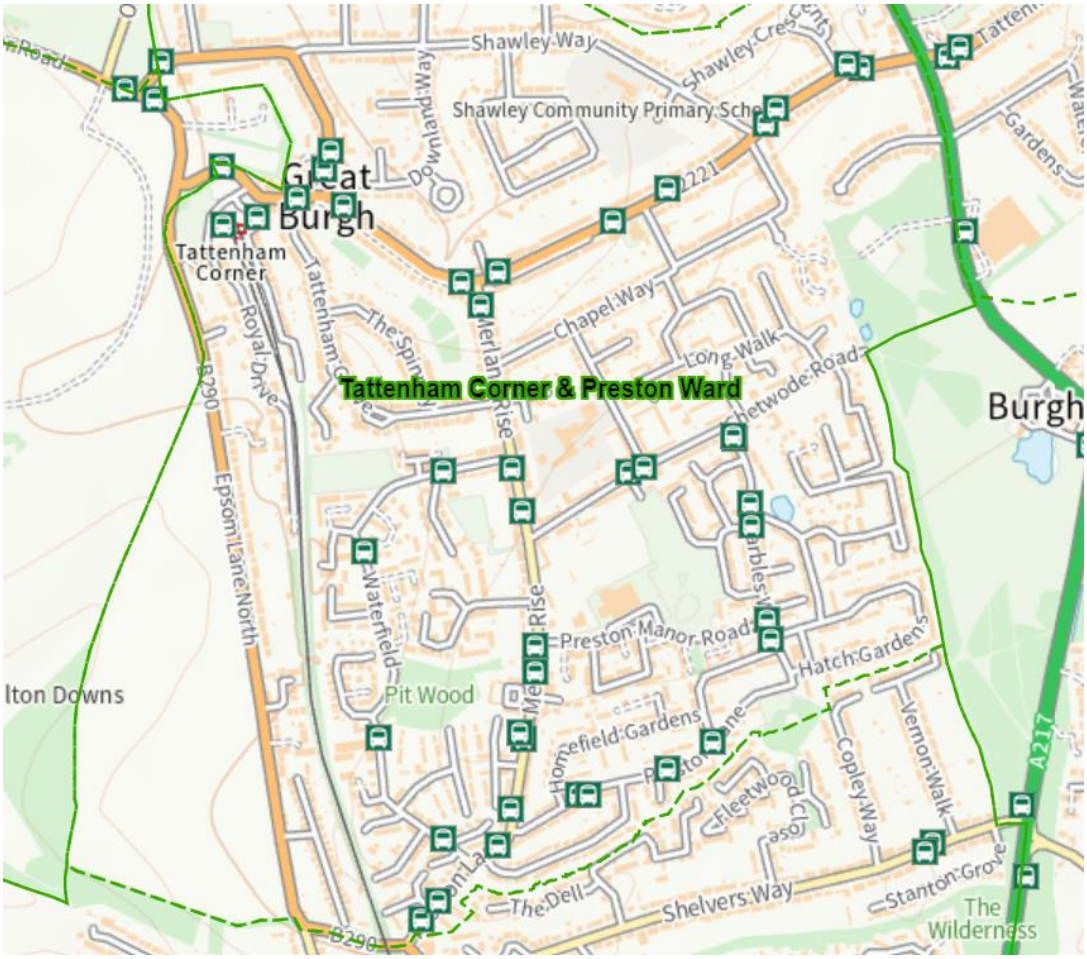
In terms of the local transport context, this neighbourhood is also served by Stagecoach's 34 service (Guildford – Camberley) and Stagecoach's 538 service (Stoughton – Burpham) – the latter of these is a once daily service. Stoke does *not* have a train station – the nearest station is Guildford Central. The **Safeguard** 3 service broadly connects to amenities found in the centre of Guildford, including the library; 83 per cent of the population within the LSOA are reported as working in education.

Tattenham Corner and Preston (Reigate and Banstead)

This Key Neighbourhood contains or is in proximity to several services within the proposal. This includes the **Metrobus 460** service, running daily at hourly intervals, and the **Metrobus 480** service, running daily at 20 or 40-minute intervals. In both cases the proposal is to reduce

evening and Sunday services. The other services are the **Cardinal 615, Cardinal 617,** and **Cardinal 619** services, all of which are school services heading towards St Andrews School in Leatherhead, with the proposal being to withdraw these services.

Map of Tattenham Corner and Preston



The ward of Tattenham Corner and Preston contains the 7th most deprived LSOA area in the entirety of Surrey (Reigate and Banstead 005A), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 4.4 per cent, which is more than twice the average for Surrey. As an indicator of disability, 9.1 per cent of the working age population receive Personal Independence Payments (April 2022), the 6th highest rate among the Key Neighbourhoods. An estimated 23.2 per cent of the population are aged 0-15, which is slightly above average within Surrey.

According to 2011 census figures, across the wider ward, 8.2 per cent of the population is non-white, with around 4.5 per cent made up of Asian ethnic groups. 16.6 per cent of households do not own a car, which is +3.5 per cent the Surrey average. As of May 2022, the ward has the 4th highest number of single parent households claiming Universal Credit, a total of 263 households.

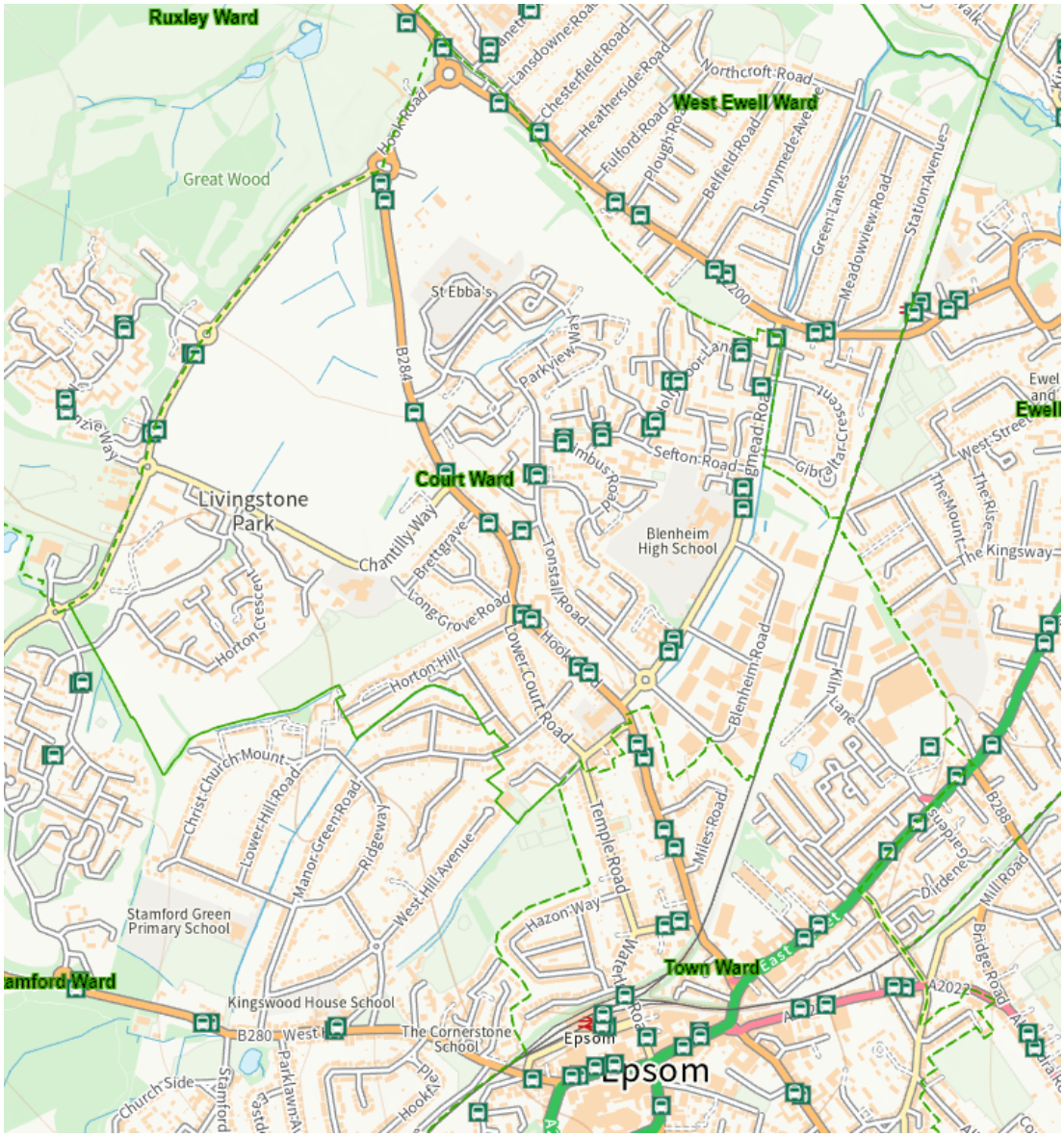
In terms of the local transport context, this neighbourhood is also served by Metrobus's 420 service (Sutton – Whitebushes). Tattenham Corner and Preston does have a train station, but it does not connect directly to Redhill. Both the **Metrobus 460** and **Metrobus 480** connect to

Epsom General Hospital. Crucially, the removal of the **Cardinal 615**, **Cardinal 617**, and **Cardinal 619** services appears to leave the area without a school service; 38.3 per cent of the children in absolute low-income families within the LSOA are in lone parent households.

Court (Epsom and Ewell)

As with the Tattenham Court and Preston Key Neighbourhood, Court contains or is in proximity to the **Metrobus 460** service, running daily at hourly intervals, and the **Metrobus 480** service, running daily at 20 or 40-minute intervals. In both cases the proposal is to reduce evening and Sunday services. Court also contains the **Metrobus E9** service, running daily at 30-minute intervals, with proposals to reduce evening services and withdraw the Sunday service.

Map of Court



The ward of Court contains the 8th most deprived LSOA area in the entirety of Surrey (Epsom and Ewell 007A), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 4.7 per cent, which is more than twice

the average for Surrey. As an indicator of disability, 10.9 per cent of the working age population receive Personal Independence Payments (April 2022), the 2nd highest rate among the Key Neighbourhoods. An estimated 19.6 per cent of the population are aged 0-15, which is about average within Surrey.

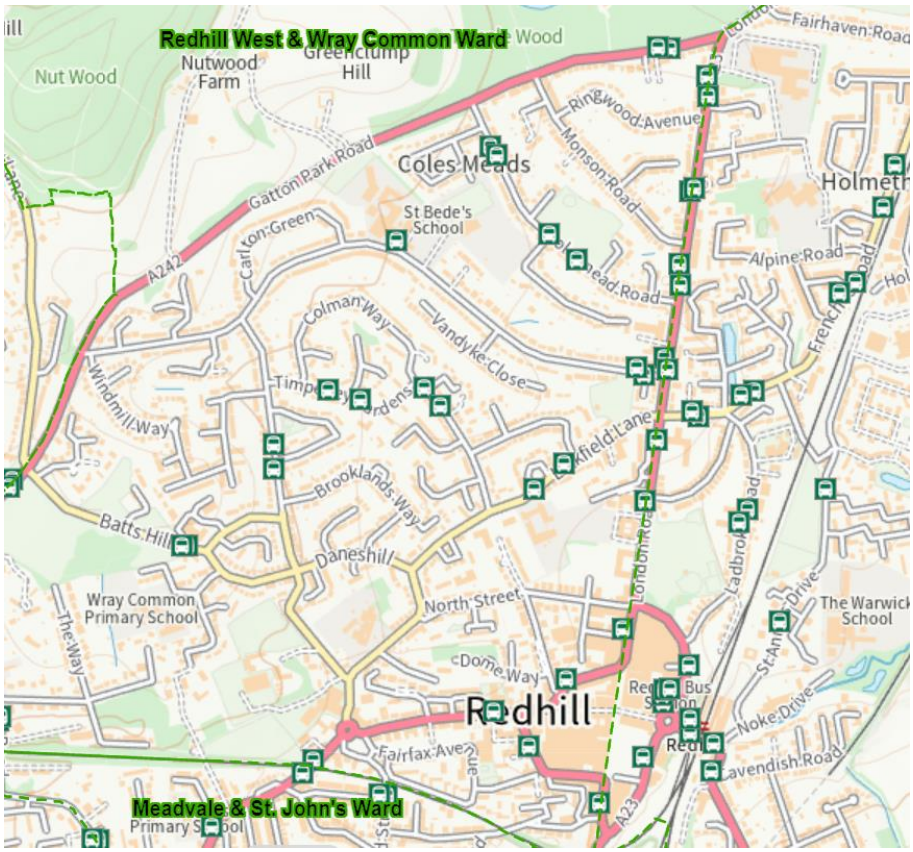
According to 2011 census figures, across the wider ward, 22 per cent of the population is non-white, with around 12 per cent made up of Asian ethnic groups. 19.7 per cent of households do not own a car, which is +6.6 per cent the Surrey average. As of May 2022, the ward has the 15th highest number of single parent households claiming Universal Credit, a total of 175 households.

In terms of the local transport context, this neighbourhood is also served by Falcon's E5 service (Langley Vale – Epsom – Watersedge). Court is located closely to Epsom train station. The **Metrobus 460** and **Metrobus 480** connect to Epsom General Hospital, while the **Metrobus E9** service is a circular route connecting the neighbourhood to central Epsom, St. Ebba's Hospital and Stamford Green Primary School.

Redhill West and Wray Common (Reigate and Banstead)

As with Court and Tattenham Corner and Preston Court, the Key Neighbourhood of Redhill West and Wray Common contains or is in proximity to the **Metrobus 460** service, running daily at hourly intervals, and the **Metrobus 480** service, running daily at 20 or 40-minute intervals. In both cases the proposal is to reduce evening and Sunday services. This key neighbourhood is also in proximity to the **Metrobus 100** service, running daily at 15-minute intervals with proposals to reduce the evening and night services, and the **Metrobus 400** service, currently running daily at hourly intervals, with plans to withdraw the Sunday service.

Map Redhill West and Wray Common



The ward of Redhill West and Wray Common contains the 17th most deprived LSOA area in the entirety of Surrey (Reigate and Banstead 010E), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 3.8 per cent, which is just under twice the average for Surrey. As an indicator of disability, 7.8 per cent of the working age population receive Personal Independence Payments (April 2022), the 8th lowest rate among the Key Neighbourhoods. An estimated 20.1 per cent of the population are aged 0-15, which is about average within Surrey.

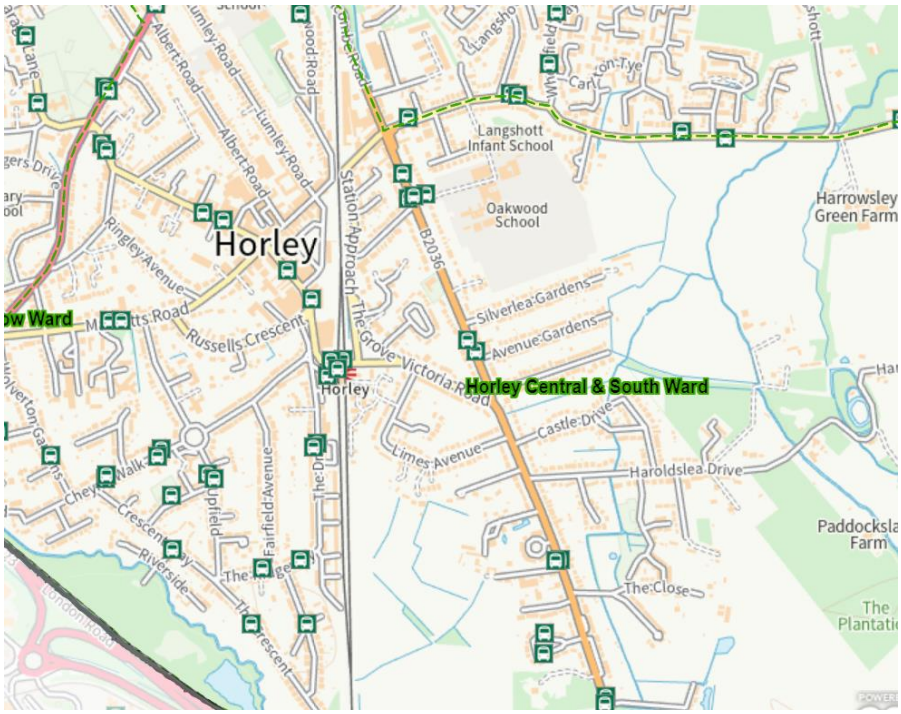
According to 2011 census figures, across the wider ward, 16.2 per cent of the population is non-white, with around 10 per cent made up of Asian ethnic groups. 21.6 per cent of households do not own a car, which is +8.5 per cent the Surrey average. As of May 2022, the ward has the 11th highest number of single parent households claiming Universal Credit, a total of 200 households.

In terms of the local transport context, this Key Neighbourhood is also served by a large variety of bus services that have routes on London Road, a main artery into Redhill, as well as services from central Redhill. As Redhill West and Wray Common is also located centrally, it is nearby to Redhill train station. The **Metrobus 460** and **Metrobus 480** connect to Epsom General Hospital. **The Metrobus 100** service connects to Gatwick airport.

Horley Central and South (Reigate and Banstead)

This Key Neighbourhood contains or is in proximity to the **Metrobus 100** service running daily at 15-minute intervals with proposals to reduce the evening and night services, the **Metrobus 400** service, currently running daily at hourly intervals, with plans to withdraw the Sunday service, and the **Metrobus 460** service, running daily at hourly intervals, with proposals to reduce evening and Sunday services.

Map of Horley Central and South



The ward of Redhill West and Wray Common contains the 13th most deprived LSOA area in the entirety of Surrey (Reigate and Banstead 018D), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 3.2 per cent, which is about 1 per cent above average for Surrey. As an indicator of disability, 10.2 per cent of the working age population receive Personal Independence Payments (April 2022), the 5th highest rate among the Key Neighbourhoods. An estimated 17.8 per cent of the population are aged 0-15, which is about 2 per cent below average for Surrey.

According to 2011 census figures, across the wider ward, 8.63 per cent of the population is non-white, with around 4.5 per cent made up of Asian ethnic groups. 19.7 per cent of households do not own a car, which is +6.6 per cent the Surrey average. As of May 2022, the ward has the 7th highest number of single parent households claiming Universal Credit, a total of 218 households.

In terms of the local transport context, this Key Neighbourhood is also served by a large variety of bus services. This includes the Compass 26 service (Horley circular) and the Southdown 424/422 (Gatwick – Redhill). The area has good access to the train network from Horley train Station. The **Metrobus 460** connects to Epsom General Hospital. **The Metrobus 100** service connects to Gatwick airport.

Ash Wharf (Guildford)

This service contains or is in proximity to the **Carlone 694** service. This is a school service that runs from Ash Wharf to Broadwater School.

The ward of Ash Wharf contains the 18th most deprived LSOA area in the entirety of Surrey (Reigate and Banstead 010E), according to IMD statistics. The rate of the population receiving unemployment benefit (July 2022) in this specific area is 3.1 per cent, which is about 1 per cent above average for Surrey. As an indicator of disability, 8.3 per cent of the working age population receive Personal Independence Payments (April 2022), which is mid-range among the Key Neighbourhoods. An estimated 21.8 per cent of the population are aged 0-15, which is about 2 per cent above average for Surrey.

According to 2011 census figures, across the wider ward, 5.3 per cent of the population is non-white, with around 2.5 per cent made up of Asian ethnic groups. 12.5 per cent of households do not own a car, which is -0.6 per cent the Surrey average. As of May 2022, the ward has the 79th highest number of single parent households claiming Universal Credit, a total of 85 households.

Map of Ash Wharf

