

# Public Document Pack

Legal and Democratic Services



## LICENSING AND PLANNING POLICY COMMITTEE

Thursday 9 September 2021 at 7.30 pm

Place: Council Chamber, Epsom Town Hall

Link for public online access to this meeting:

<https://attendee.gotowebinar.com/rt/2753185228674601999>

Webinar ID: 900-322-899

Telephone (listen-only): 020 3713 5022, Telephone Access code: 784-710-186

The members listed below are summoned to attend the Licensing and Planning Policy Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor David Reeve (Chair)  
Councillor Steven McCormick (Vice-Chair)  
Councillor Steve Bridger  
Councillor Monica Coleman  
Councillor Neil Dallen

Councillor Chris Frost  
Councillor Rob Geleit  
Councillor Julie Morris  
Councillor Phil Neale  
Councillor Clive Woodbridge

Yours sincerely

Chief Executive

For further information, please contact Democratic Services, email: [democraticservices@epsom-ewell.gov.uk](mailto:democraticservices@epsom-ewell.gov.uk) or tel: 01372 732000

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- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move to the assembly point at Dullshot Green and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

## Public information

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A link to the online address for this meeting is provided on the first page of this agenda and on the Council's website. A telephone connection number is also provided on the front page of this agenda as a way to observe the meeting, and will relay the full audio from the meeting as an alternative to online connection. A limited number of seats will also be available in the public gallery at the Town Hall. For further information please contact Democratic Services, email: [democraticservices@epsom-ewell.gov.uk](mailto:democraticservices@epsom-ewell.gov.uk), telephone: 01372 732000.

Information about the terms of reference and membership of this Committee are available on the [Council's website](#). The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for the Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at [Democraticservices@epsom-ewell.gov.uk](mailto:Democraticservices@epsom-ewell.gov.uk).

## Exclusion of the Press and the Public

There are no matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government (Access to Information) Act 1985. Should any such matters arise during the course of discussion of the below items or should the Chairman agree to discuss any other such matters on the grounds of urgency, the Committee will wish to resolve to exclude the press and public by virtue of the private nature of the business to be transacted.

## Questions from the Public

Questions from the public are permitted at meetings of the Committee. Any person wishing to ask a question at a meeting of the Committee must register to do so, as set out below.

Up to 30 minutes will be set aside for written or oral questions from any member of the public who lives, works, attends an educational establishment or owns or leases land in the Borough on matters within the Terms of Reference of the Licensing and Planning Policy Committee which may not include matters listed on a Committee Agenda.

All questions whether written or oral must consist of one question only, they cannot consist of multi parts or of a statement.

The question or topic may not relate to a specific planning application or decision under the Planning Acts, a specific application for a licence or permit of any kind, the personal affairs of an individual, or a matter which is exempt from disclosure or confidential under the Local Government Act 1972. Questions which in the view of the Chairman are vexatious or frivolous will not be accepted.

To register to ask a question at a meeting of the Committee, please contact Democratic Services, email: [democraticservices@epsom-ewell.gov.uk](mailto:democraticservices@epsom-ewell.gov.uk), telephone: 01372 732000.

Written questions must be received by Democratic Services by noon on the tenth working day before the day of the meeting. For this meeting this is **Noon, 25 August**.

Registration for oral questions is open until noon on the second working day before the day of the meeting. For this meeting this is **Noon, 7 September**.

## **AGENDA**

### **1. QUESTION TIME**

To take any questions from members of the Public.

### **2. DECLARATIONS OF INTEREST**

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any item of business to be considered at the meeting.

### **3. MINUTES OF PREVIOUS MEETING (Pages 5 - 8)**

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Committee held on 15 July 2021 (attached) and to authorise the Chairman to sign them.

### **4. LOCAL LISTING OF HORTON CEMETERY (Pages 9 - 24)**

This report recommends that the local listing of Horton Cemetery is confirmed, following the initial submission to Committee and subsequent consultation with interested parties.

### **5. RESPONSE TO SOUTH WEST RAILWAYS TIMETABLE CONSULTATION (Pages 25 - 86)**

South Western Railway ("SWR") is consulting on plans to make changes to train service timetables across their network from December 2022, which will affect services running through Epsom and Ewell. Officers have drafted a response. The response objects in principle to the published plans. Officers intend to submit a final response having considered any new information or comments from the Committee.

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**Minutes of the Meeting of the LICENSING AND PLANNING POLICY COMMITTEE  
held on 15 July 2021**

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**PRESENT -**

Councillor David Reeve (Chair); Councillor Steven McCormick (Vice-Chair); Councillors Steve Bridger, Monica Coleman, Neil Dallen, Chris Frost, Rob Geleit, David Gulland (as nominated substitute for Councillor Julie Morris), Jan Mason (as nominated substitute for Councillor Clive Woodbridge) and Phil Neale

Absent: Councillor Julie Morris and Councillor Clive Woodbridge

Officers present: Amardip Healy (Chief Legal Officer), Viv Evans (Interim Head of Planning), John Cheston (Planning Policy Manager), Harry Burchill (Senior Planning Policy Officer) and Tim Richardson (Committee Administrator)

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**5 QUESTION TIME**

No questions had been submitted or were asked by members of the public.

**6 DECLARATIONS OF INTEREST**

No declarations of interest were made in items on the Agenda.

**7 MINUTES OF PREVIOUS MEETING**

The Minutes of the previous meeting of the Licensing and Planning Policy Committee held on 27 May 2021 were agreed as a true record and signed by the Chair.

**8 HOUSING DELIVERY TEST ACTION PLAN**

The Committee received an update comprising significant changes to the layout, formatting and structure of two previous action plans.

The Committee received a verbal introduction from the Planning Policy Officer.

The following matters were raised by the Committee:

- a) **Structure of Action Plan:** Members spoke about the possibility of points in the Action Plan being put into priority order and given proposed timeframes. The officer noted that the completion of some of these actions

would be dependent on the progress of the Local Plan, but that this would be looked at to discuss a way forward for the next iteration of the plan.

- b) **Relation to 2020 Action Plan:** Following a question from a Member, the Officer confirmed that the Housing Delivery Test Action Plan refers back to points completed last year which formed part of the 2020 Action Plan. The Officer explained that some of these actions have remained amber having been through Committee but not formally published. The Officer would revert to last year's Action Plan and ascertain whether any of the completed work can be utilised for this Action Plan.
- c) **Empty Property Strategy:** Following a question from a Member, the Officer confirmed that the Housing Department deals with the Empty Property Strategy. The Officer noted that most local authorities ceased keeping lists of empty properties, as it encouraged Freedom of Information requests from potential squatters. The Officer suggested that Members may find it beneficial to familiarise themselves with the Strategy to understand the triggers for when it comes in to action.
- d) **Paragraph 2.4:** Members noted the end of paragraph 2.4 of the report which included reference to the 'wider Residents Association' and asked whether it was necessary to include them. The Officer confirmed that this wording could be changed to something to the effect of 'Any allocations will be put forward in a draft plan which would come back to this Committee for debate/consideration'.
- e) **Action Point 14:** Members requested that reference to further training "e.g. after elections" be removed and more suitable wording be used to reflect the fact that training will be recurring.

Following consideration, it was resolved unanimously that the Committee:

- (1) **Approved the Epsom & Ewell Housing Delivery Test Action Plan as drafted for publication on the Council website.**

## 9 LOCAL PLAN MEMBER WORKING GROUP

The Committee received a report proposing the establishment of an informal cross-party Local Plan Member Working Group to advise the Licensing and Planning Policy Committee on planning policy matters.

The Committee received a verbal introduction from the Planning Policy Manager.

The following matter was raised by the Committee:

- a) **Working Group Arrangements:** Members noted the arrangements for current and past Working Groups, and the efficiency of these in practise. It was noted that a smaller, cross-party group would be favourable in terms of efficiency and representation. It was noted that details surrounding the Working Group could be finalised in the Terms of Reference.

Following consideration, it was resolved unanimously that the Committee:

- (i) Agreed to establish an informal cross-party Local Plan Member Working Group to advise the Licensing and Planning Policy Committee on planning policy matters; and**
- (ii) Agreed the draft terms of reference for the Local Plan Member Working Group**

**10 THANKS TO CHIEF LEGAL OFFICER**

The Committee wish to place on record it's thanks to the Chief Legal Officer for all of her work over the years for the Licensing and Planning Policy Committee.

*The meeting began at 7.30 pm and ended at 8.08 pm*

COUNCILLOR DAVID REEVE (CHAIR)

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## LOCAL LISTING OF HORTON CEMETERY

<b>Head of Service:</b>	Viv Evans, Head of Planning
<b>Wards affected:</b>	Court Ward;
<b>Urgent Decision?</b>	No
<b>If yes, reason urgent decision required:</b>	
<b>Appendices (attached):</b>	<ul style="list-style-type: none"><li>i. List Description</li><li>ii. Consultation for the Listing of Horton Cemetery</li><li>iii. Report following site visit of 26 October 2020Historic Analysis by SR Historic Environment Ltd for The Friends of Horton Cemetery 21 September 2020</li></ul>

### Summary

This report recommends that the local listing of Horton Cemetery is confirmed, following the initial submission to Committee and subsequent consultation with interested parties.

### Recommendation (s)

#### The Committee is asked to:

- (1) **Agree to the Local Listing of Horton Cemetery, including the boundary railings and a war memorial built in 2004 outside the railings and facing onto Horton Lane.**

#### 1 Reason for Recommendation

- 1.1 Horton Cemetery is a disused cemetery with historic significance for its association with Epsom hospitals and asylums. It was used during the first half of the twentieth century but was abandoned in the 1950s.
- 1.2 When it was in use the cemetery was landscaped and maintained with an avenue of trees and other planting. It has not been used since the 1950s and has now become a feral wilderness, with its “tin chapel” (A small church or chapel prefabricated from corrugated iron, mostly used in the late nineteenth century.) and gravestones all removed. The only original evidence of the site is the boundary railings and a number of original, but now overgrown trees.

- 1.3 Whilst it is in private ownership, the cemetery would benefit from some form of maintenance and inspection to ensure it is secure in the future and to determine its potential as an area of natural wilderness or as a natural amenity environment. However, such maintenance could not be the responsibility of the Council as the Cemetery is privately owned.
- 1.4 In terms of the cemetery's planning constraints, it lies within the Metropolitan Green Belt and is covered by an Area Tree Preservation Order. It is not in a conservation area.
- 1.5 Consultations were sent out to relevant statutory and local consultees (a list of those consulted is attached). There were no objections to the listing, though Surrey County Council suggested that the Cemetery be considered a monument.

## **2 Background**

- 2.1 A proposal to list Horton Cemetery was brought to the Licensing and Planning Policy Committee on 27 May 2021. At that committee meeting the principle of the listing was agreed, but a wider consultation process was requested.
- 2.2 Local listing is most often associated with buildings or other structures such as walls and bollards, however the process applies equally to other heritage assets. Historic England's guidance – "Local Heritage Listing: Identifying and Conserving Local Heritage" states that:

"Although local heritage lists have long been developed successfully for buildings, all heritage asset types, including monuments, sites, places, areas, parks, gardens and designed landscapes may be considered for inclusion"
- 2.3 Local planning authorities should maintain or have access to a historic environment record. This should contain up-to-date evidence about the historic environment in their area and be used to:
  - a) Assess the significance of heritage assets and the contribution they make to their environment, and;
  - b) Predict the likelihood that currently unidentified heritage assets, particularly sites of historic and archaeological interest, will be discovered in the future.
- 2.4 The present overgrown state of the cemetery is of some cause for concern and there have been approaches made to the council requesting actions being taken to protect and to consider its future. Notably the Friends of Horton Cemetery commissioned a report on its history and condition, with recommendations for its future. A copy of this report is annexed to this report.

- 2.5 For the council the local listing would aid in the protection from development of the site which is harmful to its historic significance. This significance is particularly relevant for its context as part of the Hospital Cluster of Conservation Areas. Locally listing it would recognise this association, without designating a completely new conservation area.
- 2.6 An article in the national press on 2 May refers to the cemetery and a proposed housing development on the site and there have been concerns about this from the Friends of Horton Cemetery. However, no records of any such development proposals can be found. There have been no enquiries or any planning applications for the site for at least the last 10 years. Development of the site would also be difficult as it is in the Green Belt, there is a Tree Preservation Order on the site and as a cemetery would probably require extensive exhumations and a need to justify the loss of trees and other flora and fauna species on the site.
- 2.7 It is not clear what the owners of the cemetery (Marque Securities PLC) now intend to do with it. A letter of consultation sent to the address under which they are registered was not responded to and attempts to speaking to them by telephone were unsuccessful.
- 2.8 The constraints on the site make it more likely that the cemetery would be developed as an amenity landscape and its listing would help ensure such development would respect the historic and natural significance of the cemetery.
- 2.9 Consultation letters about the proposed local listing were sent out on 24<sup>th</sup> June and 6 responses were received. No response opposed the listing and most positively supported it. Attached to this report is a summary of all the comments made by consultees.
- 2.10 Since the initial responses to the consultation letter were received the proposal to list the cemetery became available on the Council's social media accounts and a further 28 consultation responses were received by email, text or Twitter. All were fully in support of the listing.

### 3 Risk Assessment

Legal or other duties

Impact Assessment

- 3.1 Provision is made for locally listing of buildings and sites of heritage significance in the Planning (Listed Buildings and Conservation Areas) Act 1990.
- 3.2 Crime & Disorder

There is evidence of some limited use of the site with discarded rubbish and potential anti-social activity may take place there. Any management plan for improved accessibility should endeavour to protect the site against such inappropriate uses.

#### 4 Financial Implications

- 4.1 There should be no financial implication for the council unless it later decides to be involved in a conservation project on the site. However, the extent of any such costs will depend on the nature of the project undertaken.
- 4.2 There is no requirement for the council to be involved in the locally listed buildings over and above what is required by the NPPF, which gives guidance on these listings and on what considerations the council should give to applications that affect listed buildings.
- 4.3 **Section 151 Officer's comments:** None arising from the contents of this report.

#### 5 Legal Implications

- 5.1 The listing of the cemetery will give it the status of a designated heritage asset and it will have the protection as described in National Planning Policy Framework, section 16: Conserving and Enhancing the Historic Environment. In addition, as this is now a naturalised environment with implications for wildlife, section 15. Conserving and Enhancing the Natural Environment must be taken into account when considering applications for development of the site.
- 5.2 The site will not have the status of a nationally listed building and so listed building consent would not be required for development, only planning permission. However, there is no expectation that any built development of the site will take place
- 5.3 **Legal Officer's comments:** None arising from the contents of this report.

#### 6 Policies, Plans & Partnerships

- 6.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- 6.2 **Service Plans:** The matter is/is not included within the current Service Delivery Plan.
- 6.3 **Climate & Environmental Impact of recommendations:** This listing should have no climate or environmental policy implications

#### 7 Background papers

- 7.1 The documents referred to in compiling this report are as follows:

**Previous reports:**

Licensing and Planning Policy Committee Report: 27 May 2021

**Other papers:**

- List Description
- Consultation for the Listing of Horton Cemetery
- Report following site visit of 26 October 2020
- Historic Analysis by SR Historic Environment Ltd for The Friends of Horton Cemetery 21 September 2020

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**Name:**

Horton Cemetery:

**Location:**

Land South West of the Junction of Horton Lane and Hook Road

**Map Ref:**

520121 162990

**Type of Asset:**

Disused cemetery

**Historic significance:**

Historic association with late C19 and early C20 asylum hospitals.

**Reasons for Local Significance:**

Historic association with hospital and asylum buildings in the Hospital Cluster Conservation Areas, which include 5 conservation areas, including: Horton, Long Grove, The Manor, St Ebba's, West Park. Many of the residents of these hospitals were eventually buried in Horton Cemetery.

**Condition 2021:**

Cemetery was abandoned in 1955 since when it has become extensively overgrown. A stone was erected in 1904 to remember those buried in the site as well as war graves which were located on the site.



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**Consultees:**

- Historic England
- Surrey County Conservation Officer
- Surrey Archaeologist: Roland Smith (Archaeological Officer)
- The Friends of Horton Cemetery-Contact
- The Commonwealth War Graves Commission
- Marque Securities Ltd (owners) - Company Number: 01543298
- Epsom & Ewell History & Archaeology Society
- Epsom Civic Society
- Surrey Gardens Trust
- SCC Historic Environment Planning team [her@surreycc.gov.uk](mailto:her@surreycc.gov.uk)
- St Ebbas Hospital, Hook Road, Epsom, Surrey
- Horton Farm, 352 Hook Road, Epsom, Surrey

**Ward Members for Court Ward:**

- Councillor Kate Chinn
- Councillor Rob Geleit
- Councillor Debbie Monksfield

11 June 2021

Email from Commonwealth War Graves

Dear Lance,

Further to your letter of 12 May 2021, we note the local listing proposal of Horton Cemetery as a site of historic and landscape significance by Epsom and Ewell Borough Council. We draw your attention to the presence of 2 war graves at this site:

Private Henry Walter James  
Private P McMahon

We would be happy to hear more about the intention with regards this site and the potential impact of the local listing.

With kind regards

Andrew Stillman

24 June 2021

Emailed Comments from Historic England:

Dear Sir/Madam,

Thank you for consulting us about the proposed inclusion in the Epsom and Ewell local list of Horton Cemetery. We have no comments to add, except to welcome and approve your efforts to maintain your local list and to understand and manage the heritage assets of local interest in the area of your authority.

Yours faithfully,

Philip Seely

30 June 2021

Comments Emailed from Surrey County Council

**To:** Planning Department of Epsom and Ewell Borough Council

**From:** Historic Environment Planning: Historic Buildings

**Application Number:** N/A – Lance Penman

**Grade:** None

**Date Consultation Received:** 24/06/2021

**Address:** Horton Cemetery, Horton Lane, Epsom



**Comments:**

This consultation refers to a request to add Horton Cemetery to the Epsom and Ewell Local List. There is no standard national process for adding heritage assets to lists of non-designated heritage assets, although best practice for this has been set out in the recently revised Historic England Advice Note 7 (HEAN 7). To our knowledge there is no agreed process for adding heritage assets to Epsom and Ewell's local list.

HEAN 7 makes clear that local lists no longer have to be limited to buildings. Many of the current local lists in Surrey are based on the old 'Grade III' listed buildings. However, some authorities, such as Reigate and Banstead, have had parks and gardens added to their list. Surrey County Council supports the decision by Epsom and Ewell Borough Council to consider a wider range of heritage asset types on their local list.

The current situation makes it challenging to advise on what basis the site should be added to the Epsom and Ewell local list. As part of HEAN 7, Historic England advise having a clear set of criteria for including heritage assets on the local list. This is to ensure that the list is sufficiently robust if challenged as part of the planning process. Surrey County Council is not aware of a set of criteria for Epsom and Ewell's local list but know that the council is part of a programme funded by the MHCLG to carry out a review, which will include establishing a list of criteria. While the correct process would be to wait until the criteria are established, we acknowledge there is significant local pressure to recognise the significance of Horton Cemetery. As such, consideration has been given to the criteria set out on page 11 of HEAN 7.

As part of the aforementioned review funded the MHCLG, all entries on the existing Epsom and Ewell local list (including Horton Cemetery) will have to be reconsidered in line with the criteria set out as part of this process. This will be carried out in consultation with Epsom and Ewell Borough Council as well as members of the public so any views from groups such as The Friends of Horton Cemetery will be taken into account. It is unlikely that our opinion will change with regard to Horton Cemetery unless the council insist on criteria which would clearly exclude Horton Cemetery from inclusion on the list (e.g. insisting that all heritage assets must be buildings). We would advise this is taken into consideration when discussing the proposed criteria for the list. You may also wish to use this case to encourage interest in the local list and nominations later in the year.

With regard to the specific details of Horton Cemetery, the layout of cemeteries in England started to develop in response to the conditions of churchyards in the 1820s and 1830s and concerns over public health. J C Loudon's *On the Laying Out, Planting and Managing of Cemeteries* (1843) was highly influential on sites such as Brookwood which aimed to meet sanitary requirements while also having suitable landscaping. These mid-Victorian cemeteries often included elaborate funerary monuments on principal drives which were interspersed with evergreens. By the end of the 19<sup>th</sup> century cemeteries became largely utilitarian in character and were normally set out on formal frameworks with evergreens. Horton Cemetery would have been clearly influenced by this era of cemetery construction. Very few cemeteries from this later period of cemetery construction are designated as they are not particularly rare.

It must be recognised that the design of Horton Cemetery, while in keeping with the period, is not of great significance. The photographs and maps available show it largely follows a very simple design which was not unusual or ground-breaking for the period. Very little was provided to embellish the site and features such as the tin tabernacle and railings were chosen for their utilitarian nature rather than to enhance the appearance of the site. As such, its design significance is low. Much of this design has now disappeared through neglect.

While the design of the cemetery is not particularly significant, the site has historic significance owing to its relationship with The Epsom Cluster, a series of psychiatric hospitals built by the Asylum Committee in the late 19<sup>th</sup> century. Despite not being worthy of national designation, the site clearly has high local significance which is worthy of recognition. A strong argument could also be made for the site also having group value with the other nearby psychiatric hospitals, in particular the Ewell Epileptic Colony and Long Grove Asylum which are only a short distance away.

In addition to the Horton Cemetery's historic interest, the site is also of archaeological significance as it contains the buried remains of those who died while living in The Epsom Cluster. These remains have the potential to reveal information about how psychiatric patients were treated in death in the early 20<sup>th</sup> century and the demography of a marginalised group in society at the time. This is worthy of recognition and consideration could be given in time to including the site as an Area of High Archaeological Potential (AHAP). This has been highlighted to the Historic Environment Planning Team at Surrey County Council and will be given consideration when they next review the AHAPs.

In taking the above into consideration, there are clear grounds for including the site on the local list. However, it should be recognised as part of the designation that many features which made up the site historically are now lost. This includes the overall layout of the site, the chapel and parts of the iron fence. Rather than supporting inclusion on the local list because of the design of the cemetery, we suggest it may be more relevant to emphasise its historic and archaeological significance, particularly as there are still buried remains on the site.

Should you decide to add Horton Cemetery site to your local list, we would encourage you to think about having a clear process for future additions. Should any heritage assets be identified in the future this will give members of the public a clear understanding of how sites can be recognised as part of the planning process. It will also ensure that any decisions to include a site on the local list are robust and more difficult to challenge as part of the planning process. As part of this process we would strongly encourage you to notify the Surrey Historic Environment Record to ensure their list is up to date as this is sometimes references in appeal decisions. The Historic Environment Record can be contacted at [her@surreycc.gov.uk](mailto:her@surreycc.gov.uk).

If we can provide any further advice, please do not hesitate to get in contact.

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**Signed:** Chris Reynolds

**Date:** 30/06/2021

**File Ref:** 32/6/Gen

**For the Director for Community Protection, Transport & Environment**

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5 July 2021

Email from Seymour Bourne:

Sir/Madam, I'm in receipt of your letter, and having lived at Horton Farm since 1946 and can remember Frank Mitchell digging the graves by hand in the early fifties when the cemetery was kept in immaculate order, I wonder if the owner Marque Securities will be enforced to re-fence and generally tidy their property.

Kind regards  
Seymour Bourne.

Sent from my iPad

21 July 2021

Email from the Friends of Horton Cemetery:

Dear Mr Penman,

I wonder whether you could kindly tell me how this is going.

What is the timetable? That wasn't mentioned in the 24th June letter. I.e., when will the public consultation phase end?

Needless to say we are keen to get the LPP Committee's approval of your recommendation soon so we can press the owner to transfer the land.

Kind regards,

Lionel Blackman.

31 July 2021

Email from Angela Clifford

Dear Mr Penman

I am one of many volunteers researching the lives of those known to have been buried here. I hope you are aware of the stories being recorded and published.

Some of the men served this country in the forces for different lengths of time - ending up, for whatever reason, in pauper's graves here. Many others had struggled to care for their families much against the odds.

It would be disrespectful to do other than retain this area as a memorial garden and local listing would help avoid inappropriate development in future. I hope you will advise accordingly.

Thank you

Angela Clifford

Viv Evans Dip TP, MRTPI, FRGS, FRSA  
Head of Planning



The Friends of Horton Cemetery

Town Hall The Parade

Epsom Surrey KT18 5BY

Main Number (01372) 732000 [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

DX 30713 Epsom

Date 24 June 2021

Contact: Planning

Our Ref

Email [LPenman@epsom-ewell.gov.uk](mailto:LPenman@epsom-ewell.gov.uk)

Dear Sir/Madam

Following the Council meeting of 27 May 2021 it proposes to include onto the list of locally listed buildings, monuments and landscapes the Horton Cemetery.

The proposal is open to public comments and if you would like to give your views on the proposal you are invited to do so.

Please send any comments you have to [LPenman@epsom-ewell.gov.uk](mailto:LPenman@epsom-ewell.gov.uk)

Yours faithfully,

A handwritten signature in black ink, consisting of a stylized 'V' followed by a horizontal line.

Head of Planning

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## RESPONSE TO SOUTH WESTERN RAILWAY TIMETABLE CONSULTATION DECEMBER 2022

<b>Head of Service:</b>	Viv Evans, Head of Planning
<b>Wards affected:</b>	(All Wards);
<b>Urgent Decision?</b>	No
<b>If yes, reason urgent decision required:</b>	Whilst a decision is not urgent, the deadline for responses to this consultation is 19 <sup>th</sup> September 2021
<b>Appendices (attached):</b>	Appendix 1: Draft response to consultation Appendix 2: Consultation document Appendix 3: Summary note

### Summary

South Western Railway ("SWR") is consulting on plans to make changes to train service timetables across their network from December 2022, which will affect services running through Epsom and Ewell. Officers have drafted a response. The response objects in principle to the published plans. Officers intend to submit a final response having considered any new information or comments from the Committee.

### Recommendation (s)

#### The Committee is asked to:

- 1) Approve grounds of response to SWR consultation as set out in appendix 1.
- 2) Delegate authority to the Head of Planning, in consultation with the Chair of the Committee, to submit a final consultation response.

### 1 Reason for Recommendation

- 1.1 There is significant concern that a permanent reduction in the frequency of rail services serving stations in Epsom and Ewell would be contrary to the Borough's growth and sustainability ambitions.

## 2 Background

- 2.1 Due to anticipated reduced commuting demand compared with pre pandemic levels, SWR are proposing not to increase the frequency of trains to pre pandemic levels across much of their network, including the “Main Suburban” routes, from December 2022. This is to ease congestion at points on the network closer to London Waterloo.

## 3 Assessment

- 3.1 The full details of the proposed changes to the SWR timetable to commence in Dec 2022 are set out at Appendix 2 (consultation document). The changes will have an impact on the stations in Epsom and Ewell because SWR operate on the Waterloo to Dorking and Waterloo to Guildford via Leatherhead line. The changes will comprise a reduction in frequency from pre pandemic levels. At Epsom station, this will mean that the frequency of SWR services (not Southern Services) stopping at Epsom will be permanently reduced from 6 to 4 per hour on peak (0800-0859) and 4 to 2 off peak (which is the same as current frequencies).

### Justification for changes

- 3.2 SWR base their proposals on the findings of a Network Rail South West Main Line Strategic Study (Looking forward to 2050)<sup>1</sup> published in July 2021. Relying on that study, SWR anticipate that commuter travel is expected to recover to 60% of Pre Covid 19 demand from December 2022. In addition, the consultation draws attention to the easing of restrictions that have been enabled across the network because fewer trains have been operating during the pandemic. The consultation states that, according to SWR’s own customer feedback surveys, “performance and satisfaction improve significantly when fewer trains run while still meeting demand for our services”.
- 3.3 SWR have justified the proposed reduction in frequency on the following bases:
- 3.3.1 The current rolling stock is outdated. It will be replaced with up-to-date Arterio trains, which SWR advise will have increased capacity (Improved Rolling Stock).
- 3.3.2 For stations on the Waterloo to Dorking Line, another railway operator (Southern Rail) also serves them.

### Analysis of Plans:

#### *Improved Rolling Stock*

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<sup>1</sup> <https://www.networkrail.co.uk/wp-content/uploads/2021/07/South-West-Main-Line-Strategic-Study.pdf>

- 3.4 It is not clear whether the new trains will be used on the lines that run through Epsom and Ewell, exactly how many more passengers they will be able to transport than current trains or the timescale for their implementation.

*Other Operators*

- 3.5 Officers analysed the frequency of Southern Rail and SWR services to ascertain the total number of services that would be stopping at stations in the borough once the new timetable is implemented. The data in the table below reflects the service levels if SWR's plans are implemented.

Table 1: Survey data of train services in the borough

Station	On Peak trains into London			Off Peak trains into London		
	South Western Services	Southern Services	Total	South Western Services	Southern Services	Total
Epsom	4	7	11	2	5/6*	7/8
Stoneleigh	4	0	4	2	0	2
Ewell West	4	0	4	2	0	2
Ewell East	0	5	5	0	4	4

\*Based on snapshot of two hours during off peak period according to Southern Rail timetables.

In Principle Objection

An objection is recommended, in principle, to the proposed planned changes to the Dec 22 timetable on the following grounds:

- The timetable does not take into account EEBC's growth ambitions covered in the local plan.
- The reduction in service will make the borough less attractive to businesses and investment.
- The Borough will be disproportionately impacted; unlike other boroughs in the Surrey economic area, EEBC do not benefit from other train services to the same extent.
- The new timetable would undermine the benefits of step free access to Stoneleigh station, for which funding had been awarded by the Department for Transport (DfT).
- The predictions of post pandemic demand are questionable because:
  - It relies on short-term assumptions about the levels of usage; and
  - Surveys were conducted in a time of uncertainty.

- It is not clear how service levels will be reviewed or what the timescale for increasing services will be if the assumptions of demand are incorrect.
- The reduction in frequency limit travellers' choices, potentially leading to more car use, which would contribute to higher carbon emissions and increase congestion on the road network.
- It is not clear if lines serving stations in the borough will benefit from new trains and, if so, exactly what the increase in capacity will be compared to current trains.

3.6 The draft response objects in principle to the plans and seeks a firm commitment from SWR to agree to review demand if the timetable is implemented, so that any unanticipated increase in demand can be quickly accommodated by a revised timetable.

#### Other consultees

3.7 Officers have contacted Surrey County Council to establish if a response is intended from the County.

3.8 The Coast to Capital Local Enterprise Partnership (LEP) are not intending to the consultation, and neither is the Enterprise M3 LEP.

## **4 Risk Assessment**

### Legal or other duties

#### 4.1 Impact Assessment

4.1.1 The consequences of the revised timetable risk having a detrimental impact on the Council's housing delivery and sustainability objectives both in the Local Plan and Four Year Plan.

#### 4.2 Crime & Disorder

4.2.1 There are no implications in terms of crime and disorder.

#### 4.3 Safeguarding

4.3.1 There are no implications for safeguarding.

#### 4.4 Dependencies

4.4.1 There are no implications for dependencies.

#### 4.5 Other

4.5.1 There are no other risks.

**5 Financial Implications**

- 5.1 **Section 151 Officer's comments:** None arising for the purposes of this report.

**6 Legal Implications**

- 6.1 **Monitoring Officer's comments:** None arising for the purposes of this report.

**7 Policies, Plans & Partnerships**

- 7.1 **Council's Key Priorities:** The following Key Priorities are engaged:

7.1.1 Address the housing needs of the Borough, including affordable housing needs, through the development of our Local Plan.

- 7.2 **Service Plans:** The matter is included within the current Service Delivery Plan.

7.2.1 The proposed reduction in train services would undermine EEBC's efforts to meet the Borough's housing need, a key component of the Local Plan which the Planning Service's service plan identified as a priority.

- 7.3 **Climate & Environmental Impact of recommendations:**

7.3.1 Should the proposed revised timetable be implemented, there is a concern that residents will have less incentive to use trains and revert to private modes of transport such as the car, thereby increasing CO<sub>2</sub> emissions.

- 7.4 **Sustainability Policy & Community Safety Implications:**

7.4.1 From a sustainability perspective, the same concerns stand as that outlined in 6.3.1. There are no implications for community safety.

- 7.5 **Partnerships:**

7.5.1 It is considered that by responding to this consultation there is the prospect of opening a dialogue with South Western Railway, although this is not an official partnership.

**8 Background papers**

None

**9 Other papers:**

- Appendix 1: EEBC draft response to South Western Railway's consultation on its proposed December 2022 timetable.

- Appendix 2: South Western Railway Timetable Consultation December 2022
- Appendix 3: Officer summary and analysis of the contents of Appendix 2.

**South Western Railway Consultation on amended timetable December 2022**

**Draft response by Epsom and Ewell Borough Council**

**1. Which category would best describe your organisation?**

Local Authority

**2. Do you have an interest in a particular station or route? If so, which one?**

We are particularly interested in services to Epsom, Ewell West and Stoneleigh.

**3. Overall, what do you think of our proposed specification for the Main Suburban routes?**

It is Epsom & Ewell Borough Council's (EEBC) understanding that, according to the proposed December 2022 timetable, the frequency of South Western Railway trains stopping at stations in the Borough of Epsom and Ewell (Epsom, Stoneleigh and Ewell West) will remain the same as the current frequency, which has been implemented as a result of changing demand because of the Covid-19 pandemic. In the light of this, EEBC object to what will effectively be a permanent reduction in services from pre pandemic frequencies, even if behaviours of people and working practices return to normal as restrictions are lifted. Our reasons are as follows:

- 1) Epsom and Ewell and the wider region is continuing to grow

EEBC considers that basing the decision to reduce services on the strength of customer surveys during the pandemic and some evidence of estimated travel patterns post pandemic lacks a much-needed strategic perspective regarding planned housing growth in the South East and South West of England, including Epsom and Ewell. In fact, the latest figures from the Office for National Statistics (ONS) show that the South West is the fastest growing region of England in terms of projected household growth.

Projected households for English regions, 2018 to 2028<sup>1</sup>

	Mid-2018	Mid-2028	Percentage change 2018 to 2028
South West	2,399,000	2,615,000	9.0
East Midlands	2,002,000	2,177,000	8.7
London	3,495,000	3,769,000	7.8
West Midlands	2,403,000	2,588,000	7.7
East of England	2,560,000	2,743,000	7.2
South East	3,754,000	4,011,000	6.9
North West	3,121,000	3,297,000	5.7
Yorkshire and The Humber	2,306,000	2,430,000	5.4
North East	1,165,000	1,215,000	4.3
England	23,204,000	24,844,000	7.1

The number of households in Epsom and Ewell is anticipated to grow by 4.9% over that same period, from 31,149 to 32,660 (+1511). Household growth is also expected in the other boroughs and districts which the Waterloo to Dorking and Waterloo to Guildford via Leatherhead lines run through.

Borough	Pop 2018	Pop 2028	Increase	% increase
Wandsworth	134,284	141,657	7372	5.5
Merton	79,173	81,381	2209	2.8
Sutton	81,798	86,966	5168	6.3
Mole Valley	36,979	38,311	1332	3.6
Guildford	56,064	56,809	745	1.3
<b>Total</b>	<b>388,298</b>	<b>405,124</b>	<b>16,826</b>	<b>4.3</b>

The Council's housing requirement in line with the national [standard methodology](#) is 577 homes per annum and the Council is preparing a local plan to accommodate development to deliver these new homes. A key determinant of where the homes go is how accessible they are by public transport. Indeed, Epsom is a significant transport hub by virtue of its train station. By reducing services, it is considered that this will diminish the status of Epsom's transport hubs, significantly undermining Epsom's ambition to create places, which have good access to public transport and therefore, its overall growth strategy.

Even now, there are a number of large residential developments being brought forward, particularly in and around the town centre, that have been

<sup>1</sup> Source:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/bulletins/householdprojectionsforengland/2018based>



granted planning permission partly because of their ability to be served by public transport.

2) Increased carbon emissions

The Borough has committed in its [Four Year Plan](#) to work with partners to reduce its impact on the environment and move closer to becoming carbon neutral. [Statistics show](#) that 25.7% of residents travel to work by public transport (20.3% by train) which is higher than the national average. The proposed permanent reduction in train services reduces options for travellers and would be a disincentive to use trains, leading residents who are ordinarily well served by Epsom Central, Ewell West and Stoneleigh stations to revert to private modes of transport, such as the car. This would be contrary to EEBC's and South Western Railway's shared desire to contribute positively to sustainability.

3) Region will be disproportionately impacted compared with rest of network

In considering the proposed measures overall, it appears that the impact on the areas served by the Leatherhead/Guildford lines will be compounded by the fact that they will experience reductions in Main Line as well as Suburban services. In addition, the consultation document states that 37% of restrictions could be lifted because of the reduced services. However, it is not clear from the proposal if there is a causal relationship between the Waterloo to Dorking and Waterloo to Guildford via Leatherhead services specifically and those restrictions / mitigating measures. Rather, it appears that the 37% lessening of restrictions has been measured across the whole network. Therefore, EEBC would like to know to what extent the restrictions or "pinch points" on the network were specifically due to the Waterloo to Dorking and Waterloo to Guildford via Leatherhead services and what proportion of the 37% improvement can be attributed to reduced services on those lines. In the absence of that evidence, EEBC will maintain its objection to the proposal.

4) Will harm the local and wider-than-local economy

Epsom's excellent connectivity is also a contributing factor for local businesses and a reason that many chose to base themselves here. By reducing the frequency of services we are concerned that this will make businesses less likely to locate in Epsom and Ewell and other boroughs with a good employment offer.

5) Southern Rail may also reduce their services

EEBC questions how the proposed new timetable is being coordinated with Southern Rail and whether assurances have been sought that this company is not also planning to implement similar reductions, which would further reduce the level of service to Epsom.

#### 6) Reduced customer choice

Whilst it is understood that the justification for reducing services through Epsom is because Epsom station is also served by Southern Rail, Southern Rail only run services into London Bridge and Victoria. Therefore there will be a disproportionate impact on many of our residents who ordinarily travel to Waterloo and other transport nodes on this route, including Wimbledon and Clapham Junction. Furthermore, Ewell West and Stoneleigh are not served by Southern Rail and will be impacted more significantly than Epsom. This is particularly disappointing for Stoneleigh station where the Council has invested significantly in enhanced accessibility measures such as step free access (and for which the Council have been successful in winning Department for Transport funding). It is also at odds with future strategic plans to optimise ambitions at stations, which have the potential to grow as transport hubs. For example, Epsom, Ewell West and Stoneleigh are all on the proposed Crossrail 2 route.<sup>2</sup>

#### 7) Capacity to respond to increase in demand

It is assumed that any increase in demand post the implementation of the Dec 22 timetable would lead to South Western Railways re-assessing the frequency of services. However, EEBC is concerned about what contingency measures will be in place to increase services in this instance. As the 455 trains are being phased out, will there be a surplus of Arterio trains to take up demand?

#### 8) Capacity of existing services may not increase

Given that the justification for reduced frequencies is because each train will have more capacity, there does not seem to be an assurance from the consultation document that the new trains will operate on the Dorking and Waterloo to Guildford via Leatherhead services specifically. Clarification in this regard would be welcome.

#### 9) Post pandemic travel patterns still uncertain

Whilst EEBC acknowledges that the research drawn on by South Western Railway has concluded that commuting demand will only return to 60% of pre pandemic levels (irrespective of its plans for significant future development), EEBC believe that future workflow patterns are still uncertain and it would be premature to commit to a permanent reduction for December 2022 at this stage. EEBC also understand that these findings were based on commuting patterns into London and questions whether the picture would be different were customers asked about more localised journeys on the network.

With the above in mind EEBC do not agree with the proposed new timetable. Should the changes go ahead, EEBC would like to see a firmer commitment to reviewing the timetable in the event that passenger numbers recover more

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<sup>2</sup> <https://crossrail2.co.uk/route/route-map/>

quickly or at a higher percentage than 60% after December 2022, so that the service can react quickly if demand exceeds that expected. Also, that there will be a continuous review of services in the light of the new development that is being planned for.

**4. Overall, what do you think of our proposed specification for the Mainline routes?**

No comment

**5. Overall, what do you think of our proposed specification for the Windsor routes?**

No comment

**6. Overall, what do you think of our proposed specification for the West of England routes?**

No Comment

**7. Do you agree with our strategic approach that seeks to balance future performance with cost control?**

See answer to question 9.

**8. Do you agree that a return to capacity at 93% of pre-Covid levels is an appropriate target?**

Overall, in light of our overall concerns about the network's capacity to accommodate future growth, EEBC do not agree with this..

**9. Do you agree with our approach of maximising capacity while running a slightly reduced frequency of service, if that results in better reliability?**

Whilst EEBC understands the reasoning for the reduction in frequency of trains and running fewer trains with more capacity, EEBC is not convinced that it is the correct approach to overcome the service problems identified. EEBC would prefer to see resources allocated to improving the operation and functioning of the identified "pinch points" so that they can cope with high demand, rather than remove the demand.

This is partly because, despite post pandemic forecasts, in the longer-term demand on all transport infrastructure will become greater, and EEBC would prefer to see that demand absorbed by rail as it is (as acknowledged in the consultation) the more sustainable form of travel.

EEBC notes that the strategic objectives agreed with DfT do not include the important role rail has to play in shaping communities, not least in influencing

where development (including housing) happens. Therefore, EEBC questions whether future population projections along the railway lines have been taken into account. The Government's Standard Method for calculating housing need shows significant growth expectations for the South East and South West of England. Such growth will inevitably put more demand on the rail service post pandemic. It is a regressive to step to scale down the frequency of services in this context.

**10. Do you have concerns at what we are proposing? If so, what are they?**

Please see answer to questions 3 and 9.

# Timetable consultation

December 2022



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# Foreword

**We are acutely aware that in the past we have responded to ever growing customer demand by increasing the number of trains on the South Western Railway (SWR) network, often at the expense of the performance and reliability of our services. But, as we emerge from the Covid-19 pandemic, we have a unique opportunity to build back a better railway for the future.**

Since March 2020, we have been supported by the Government to run a reduced service that has kept key workers moving. This period has shown that our performance improves significantly when we are able to run fewer trains while still meeting customer demand for our services. Customer satisfaction has also increased in this period.

Even though passengers are now returning to the railways, all the forecasts suggest they will not return to pre-Covid levels for the foreseeable future. While we have had to adapt our timetable to changing circumstances at short notice over the past 16 months, now is the time to start planning for a long-term timetable that will retain and build on the reliability improvements we've made, meet the forecast demand and provide value for the taxpayer while balancing other local and national priorities.

SWR, Network Rail and the Department for Transport are therefore undertaking a strategic review of our timetable. We are proposing changes which, while resulting in a slight reduction in frequencies, will still deliver capacity at 93% of pre-Covid levels and improve significantly on the current timetable. This is well in excess of current demand and the forecasts set out in this document. We will do this by introducing 90 new Arterio trains, which offer greater capacity and the promise of better reliability, as well as providing additional carriages on many of our existing services.

**The result will be a more robust train service across the SWR network that meets new travel patterns as we emerge from the pandemic.**

Before we commence any detailed timing work, we are keen to consult with key stakeholders across our network: elected representatives, passenger groups, business organisations and those working in the transport sector.

This is an opportunity to comment on the approach we are taking as part of the strategic review of our timetable. We invite you to read this consultation document and share your views.



*Claire Mann*

Claire Mann  
Managing Director  
South Western Railway



Mark Killick  
Route Director Wessex  
Network Rail

# About this consultation

**We want to know what you think about our strategic approach – this is not about the timetabling of individual services, but about proposed frequencies, route by route. These changes require us to consider our whole network.**

We are considering a specification for services rather than specific trains or a timetable. It is for that reason that we are consulting with a defined set of organisations, which have a strategic or representative role rather than the wider community. You may wish, of course, to canvass opinion before responding to this consultation.

This document provides more context to our approach and sets out the planned frequencies on each route.

There is a set of FAQs and also a number of questions which we invite you to respond to.

You are welcome to tell us what else you think we need to know, as we finalise our plans for submission. Full details on how to respond are set out later in this document.

Between SWR and Network Rail, we are committed to delivering the best service we can for our customers and communities. We want to make best use of our investment in new trains that offer so much more in terms of capacity, reliability and comfort.

We have a real opportunity now to make our network fit for purpose – and we want you to help us shape that future.

Please take the time to consider what we are proposing and let us have your feedback by the closing date of **19th September 2021**.





# South Western Railway

## who we are and what we do

**South Western Railway connects people and communities across South West London and the South West of England. Serving over 200 stations every day, our network has historically been one of the busiest in the UK.**

A joint venture between two of the world's leading rail companies – FirstGroup and MTR – we focus on delivering improvements for our customers every day. Our network comprises urban, suburban, regional, and long-distance routes, and our customers are commuters as well as those travelling for business and leisure. We support access to jobs, training, and education, as well as the leisure economy in many locations.

From London Waterloo to Weymouth, Windsor to the Isle of Wight, SWR provides access to the capital, regional centres, airports, ports, tourist destinations, and major events, such as Wimbledon and those at Twickenham. With more than 5,000 colleagues, our people are the key to doing so.

In May 2021, SWR was awarded a National Rail Contract by the Department for Transport, recognising the essential role we have to play in building back better. Under this contract, we are driving efficiency in our operation, while encouraging customers to return to rail.

As part of the contract, SWR is paid a management fee to run the railway to a defined budget each year, while all revenues are paid direct to HM Government. We are incentivised to deliver an excellent service to our customers and strive to deliver the best possible value for the taxpayer.

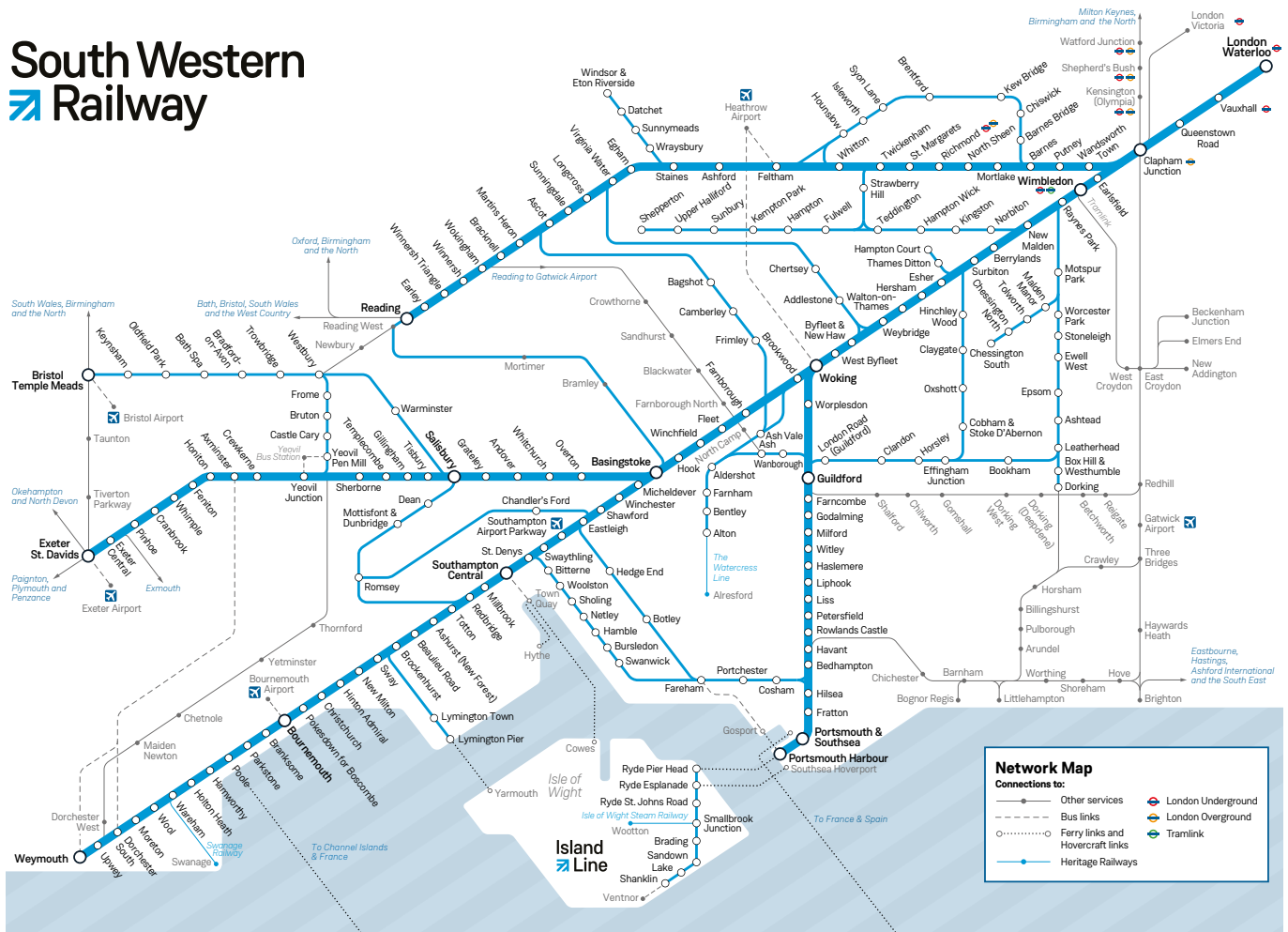
At the same time, we are playing our role in reducing carbon dioxide emissions across our fleet and in our stations, running a railway that is sustainable, as well as safe and efficient. Rail is inherently more sustainable than other modes of transport, but we are going further, investing in low emissions technologies, and diverting zero waste to landfill.

We are committed to helping build the economic and social prosperity of the UK and the south western communities we serve. Through our Customer and Communities Improvement Fund and Community Rail initiatives, we are investing more than £5 million in the region.

We collaborate closely with partners, such as the Department for Transport, the British Transport Police and other stakeholders. Together, we work hard to ensure that the people of the South West get the most out of life.



## CURRENT SWR NETWORK

South Western  
Railway

# About Network Rail

**Network Rail owns, operates and develops Britain's railway infrastructure. That's 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations. Across the Wessex route we look after 1,300 miles of track and manage three key stations including Britain's busiest, London Waterloo.**

We exist to get people and goods where they need to be and to support our country's economic prosperity and our role is to run a safe, reliable and efficient railway, serving customers and communities.

Our vision is 'Putting Passengers First'. We're becoming a company that is on the side of passengers and freight users; that is easy to engage with and is an efficient and dependable partner; a company people are proud to work for; instinctively recognised as an industry leader.

We also want to make sure our railway is green, resilient to climate change, and able to provide an excellent service for years to come. As well as improving the lives of millions every day, rail has a vital role to play in supporting sustainable economic recovery and growth while also helping Government to meet ambitious zero-carbon targets. We're already on the journey towards becoming a truly sustainable railway and have published our 30-year environmental sustainability strategy. Our commitment to wider sustainable development goals, including social value, are also very important to us; there are social benefits to everything we do, and we are committed to supporting our local communities.

Passengers are at the heart of our decision making. We run the company through routes that understand how to meet the needs of the areas they serve. They operate, maintain and renew infrastructure to deliver a safe and reliable railway for passengers and freight customers. Our regions encompass multiple routes and transport hubs to better align operations with passengers' and communities' needs.

We work in close collaboration with South Western Railway and other industry stakeholders to deliver the best possible customer experience. Working together, we aim to make the right decisions to create a railway that is efficient, effective and embedded in the communities we serve.





# Context

This consultation document sets out our plans for running a more robust train service across the SWR network, that meets the new travel patterns as we emerge from the pandemic. This section sets out what we need to consider in managing our network, the current performance of the network, and how the December 2022 timetable can build on this.

## A balanced approach

In running the network, SWR and Network Rail work in collaboration with the Department for Transport to balance a number of key priorities.

Between us we have agreed six key objectives for delivering railway services across the region. These have guided our thinking as we have developed our proposals for the December 2022 timetable:

### **Meeting demand**

ensuring our services provide sufficient capacity to meet current and forecast demand

### **Making efficient use of resources**

continually driving best value for the taxpayer in the service we deliver

### **Maximising revenue**

encouraging and facilitating the return of customers to the railway

### **Improving performance**

planning services that can be routinely delivered on time and recover quickly from disruption

### **Ensuring infrastructure maintainability and capability**

running a service that matches the capability of the infrastructure and facilitates ongoing maintenance

### **Responding to stakeholder input**

taking into account the views of stakeholders across our network

### Background

Network Rail will publish in July 2021 the South West Main Line Strategic Study, which sets out the future strategy for Main Line services into London Waterloo in the period to 2050. This study looks at several demand scenarios, including before the pandemic, and for potential low, medium and high demand afterwards. It is recognised in the study that service levels had been reduced during the pandemic and there is still uncertainty around long-term travels patterns as customers return.

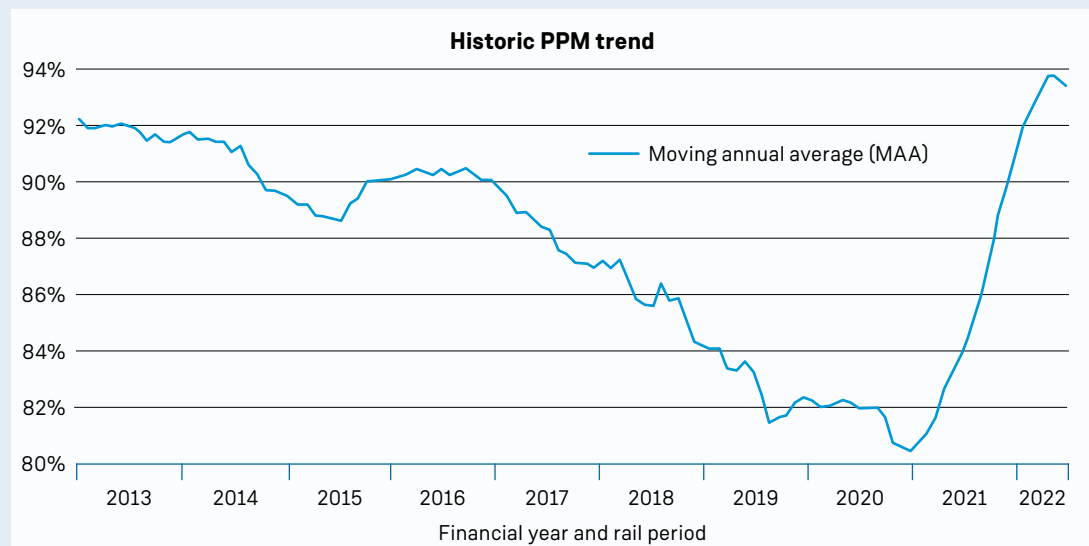
The study also recognises that, pre-Covid, the need to squeeze additional services into what has historically been the UK's busiest network to meet ever-growing demand on the Main Line into London Waterloo had led to poor performance and passenger overcrowding issues over a sustained period. During the pandemic, we have been supported by the Government to run a reduced service that has kept key workers moving. This period has shown that performance and

customer satisfaction improve significantly when we are able to run fewer trains while still meeting demand for our services.

We have also been able to improve performance during the pandemic as Network Rail has reduced the number of speed restrictions on the network. These can be imposed for a variety of reasons, but can all have an impact on the performance of the service. Work has involved both carrying out preventative activities at key sites and being more responsive to any new restrictions imposed.

Overall, Network Rail removed 23% more speed restrictions in 2020/21 than in 2019/20 and the number of restrictions impacting the train service reduced significantly by 37%. Running fewer trains reduces the pressure on our infrastructure, resulting in fewer infrastructure-related incidents. This means that we don't need to impose as many speed restrictions onto our network.

**Customer satisfaction:** We understand that a consistently delivered, high performing timetable is a key driver of satisfaction for our customers. While there are other factors that influence our scores, it is notable that overall customer satisfaction improved by 22% between the start of the pandemic in March 2020 and March 2021, coinciding with the improved performance shown by the graph below.



The table above shows SWR's historic downward trend against the published public performance measures as additional services were added to the network and the dramatic improvement during the pandemic.

## Agenda Item 5 Appendix 2

As passengers return to the railway, it is essential that measures to ensure that the service can be operated robustly and resiliently are identified and implemented.

This post-Covid period of expected lower demand provides an opportunity to reintroduce trains as required, in a way that better balances capacity and performance.

The December 2022 timetable is therefore seen as the base for our long-term service provision, from which demand will grow as more passengers return to the railway.

While we don't want to return to the over-congested infrastructure we saw before the pandemic, it is important that the railway is able to adapt to changing patterns in demand.

The service levels set out in this document leave us some capability to introduce additional new train paths at a later date and SWR and Network Rail will work with the Department for Transport to continually review our timetable in the future.

### Adapting to future growth

Along with the rest of the rail industry, SWR and NR are working hard to reassure our customers and encourage them to return to the railways when they are ready.

The timetable we are specifying for December 2022 will leave some space for additional train paths to be introduced to accommodate future growth as it is needed.

We are committed to working with our local communities and stakeholders to match capacity to demand in the future, based on robust business cases that can demonstrate value for the taxpayer.



### What this means for the December 2022 timetable

Taking this into account, our proposals for the December 2022 timetable have been informed by three key considerations:

- Our experience of running the railway during the pandemic;
- What our customers are telling us about their future travel patterns;
- The arrival of our new Arterio trains.

Prior to the pandemic, the performance of our train service too often fell short of our customers' expectations as we sought to meet demand by providing additional services on already very busy tracks. The past 16 months have confirmed in practice what we already knew to be the case in theory: running fewer trains increases overall reliability and there is now an opportunity to embed this in our future timetabling.

The slight extension of gaps between services provides us with a more robust buffer for when we experience delays on our network. With a more densely packed timetable, very minor delays can

often have wide-reaching impacts. It also reduces the pressure on our infrastructure, helping us to maintain its resilience.

This position is supported by what our customers are telling us – as set out in the following section our research data reveals that commuter travel is likely to recover to just 60% of pre-Covid demand. The number is similar for business travellers, while leisure travel is forecast to bounce back to the same levels as before the pandemic. The service levels we have included in this specification leave sufficient excess capacity to accommodate variations in daily and peak demand as customers return.

We have invested £1 billion in our new trains, known as Arterio. This brand new fleet of 90 trains, which is replacing some of the oldest rolling stock on the network, will transform travel on our Reading, Windsor and West London suburban routes. The new fleet will offer more capacity, as well as better reliability and punctuality for our customers.



### Arterio

Our brand new fleet of 90 trains is set to transform travel on our Reading, Windsor and West London suburban routes. Our investment of £1 billion in these trains will result in improved performance for hundreds of thousands of customers.

The 750-carriage fleet can carry more people, whilst larger, driver operated doors can allow customers to board and alight more easily.

These trains are more sustainable than the current fleet serving the suburban network. Regenerative braking means that they use up to 30% less energy, with electricity sent back into the conductor rail during braking.

The fleet offers free onboard Wi-Fi and live on-train customer information systems will deliver real-time travel updates. This will allow our customers to plan their onward journeys whilst still onboard.

The fleet also delivers greater comfort and convenience for customers, with air conditioning, improved toilet facilities and dedicated cycle racks available across the fleet. For every five-car train, three bike spaces will be made available for customers, and six spaces on every ten-car train.



# Passenger forecasts

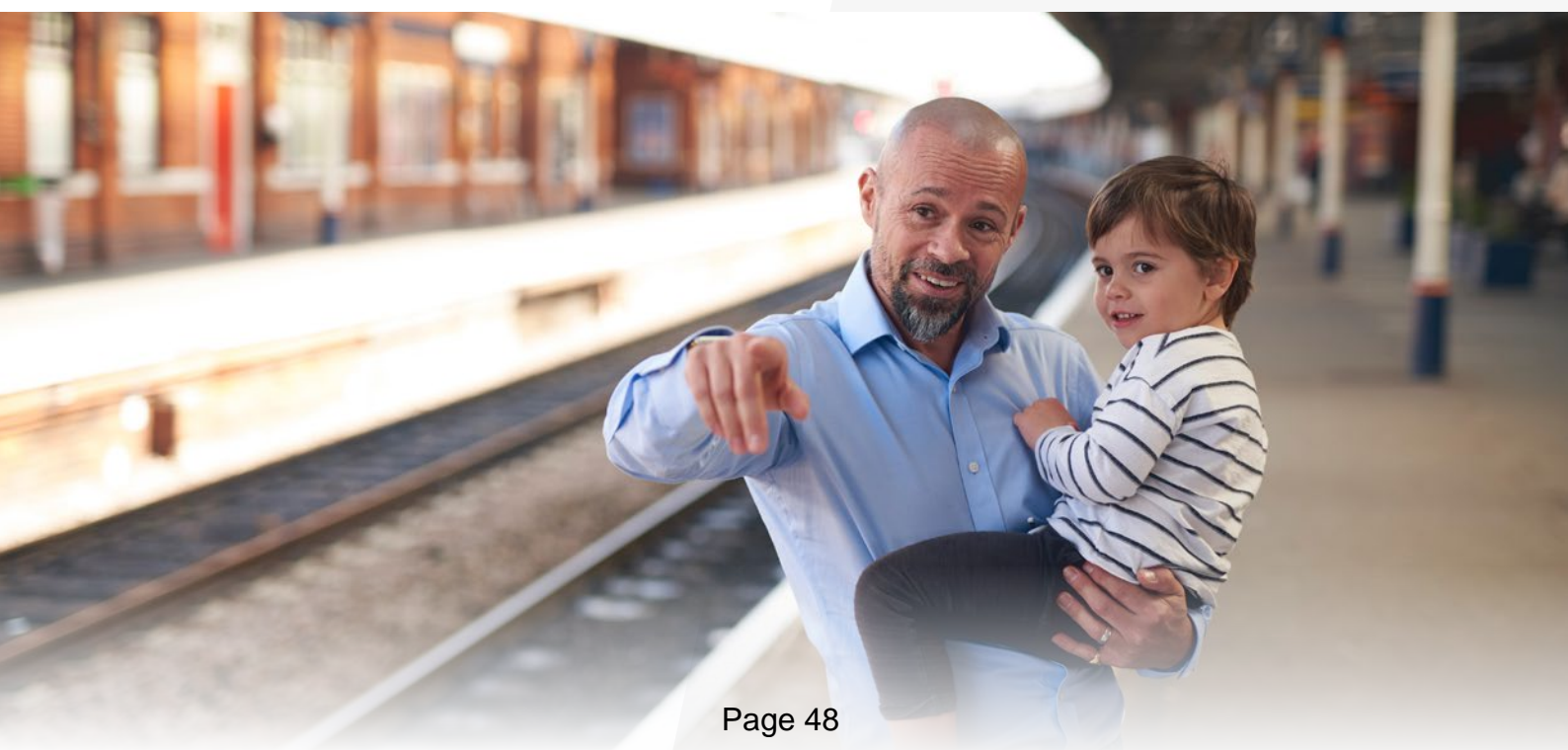
**Assessing the needs and likely demand from our customers is a core element in developing our future timetable design. At each stage of the process, we have incorporated our anticipated levels of future demand across the SWR network for all the customers who travel with us.**

Our customers use SWR services for many different reasons, be that commuting, business travel to commercial centres or to make leisure journeys, such as visiting friends and relatives or day trips to the beach or one of the many attractions we serve.

Our approach to assessing the likely future demand for SWR services has taken into account that our current situation in the midst of the pandemic is not representative of the anticipated long-term demand for our services. The Office for Budget Responsibility's latest forecasts indicate that we expect to be in a stable ('new normal') position by the end of 2022 when this timetable launches. Therefore, our focus has been to understand in detail what the demand for our services is likely to be at the end of 2022, into 2023 and beyond.

To inform decision making across our business, SWR commissioned multiple waves of detailed research with our customers to understand their needs as we emerge from the pandemic, referencing the different journeys they take – commuting, business and leisure<sup>1</sup>.

A critical output of this research has been to understand our customers' preferences for travelling in the future, particularly during the morning and evening peaks where historically our services have been heavily crowded. The research considers the whole network – in practice, figures will vary from route to route.





The headlines from this research demonstrate that, whilst our leisure customers expect to get back to normal soon, in line with recent evidence from them returning to the network, our commuter and business traveller expectations have shifted markedly. The pandemic has dramatically accelerated the long-term trend of decline in the traditional Monday to Friday commute<sup>2</sup>. Our research indicates that future travel expectations for our commuting and business customers are significantly below their pre-pandemic levels:

	Pre-Covid	Short-term	Post-vaccine
Commuter	Commuter <b>4.3</b> days a week by SWR	Expected to commute <b>2.3</b> days a week <b>54%</b> of pre-Covid level	Expect to commute <b>2.6</b> days a week <b>60%</b> pre-Covid level
Business	Travelled for business purposes <b>58.6</b> times a year	Expect to travel for business purposes <b>30.6</b> times a year <b>52%</b> of pre-Covid level	Expect to travel for business purposes <b>36.5</b> times a year <b>62%</b> of pre-Covid level
Leisure	Travelled for leisure purposes <b>21.4</b> times a year	Expect to travel for leisure purposes <b>8.7</b> times a year <b>41%</b> of pre-Covid level	Expect to travel for leisure purposes <b>22.4</b> times a year <b>105%</b> of pre-Covid level

Within the timetable planning process, we have incorporated anticipated future demand by combining the data from our research with the demand we saw for our services in 2019 to produce a future demand model.

Prior to Covid, our customer mix was made up of 53% commuter journeys, 12% business journeys and 35% leisure journeys. By matching this journey mix to the forecasts above, we are able to predict that total journeys across our network will return to around 76% of our pre-pandemic level.

This compares to the overall capacity provision set out in this specification of 93%, leaving headroom for additional growth and variations in daily and hourly demand as new patterns of travel emerge.

We have used our future demand model to set the specifications of our peak and off peak services by line of route to ensure that it will meet the needs of our customers, balanced against our other requirements, such as taxpayer value. The next section sets out how this will work by line of route.

# Route by route specifications

In this section, we have set out the proposed frequency specification by individual line of route, together with an explanation for this, where it differs from the previous May 2019 timetable.

We divide our lines of route into four areas – the Main Suburban routes, Windsor routes, Mainline routes and the West of England. On top of this, we operate Island Line on the Isle of Wight, which is also referenced in this document.

These routes serve different parts of our region and have different characteristics. The Main Suburban routes, for example, principally serve London and its suburbs and have a metro character, while the Mainline routes cross a large part of southern England and support longer journeys.

There are also places where these routes overlap – particularly as they approach London. These have historically been the places where our network becomes most congested, impacting performance and reliability. The changes we are proposing to specific lines of route within each area are designed to reduce pressure at these points.

Throughout the document we are comparing our service levels to two points in time – the May 2019 timetable that was in place pre-Covid and the May 2021 timetable that is in place today.

## Summary of high peak capacity into London Waterloo

The capacity arriving into London Waterloo in the high peak hour will remain broadly the same as pre-Covid levels. The specification set out below covers Monday to Saturday services. The Sunday service pattern is not included in this consultation.

South Western Railway		NetworkRail	
	December 2022 AM high peak hour capacity	December 2022 AM high peak hour capacity as % of	
		May 2019	May 2021
Mainline	15,776	98%	118%
Main Suburban	25,537	100%	138%
West of England	1,624	100%	106%
Windsor Lines	19,504	98%	144%
<b>Total</b>	<b>62,441</b>	<b>96%</b>	<b>133%</b>

	December 2022 AM high peak hour seats	December 2022 AM high peak hour seats as % of	
		May 2019	May 2021
Mainline	11,320	93%	117%
Main Suburban	12,054	86%	120%
West of England	1,235	100%	106%
Windsor Lines	8,736	92%	123%
<b>Total</b>	<b>33,345</b>	<b>90%</b>	<b>119%</b>

\*High peak hour is defined as arrivals into London Waterloo between 0805 and 0859. High peak hour seats includes only seating capacity, whilst high peak capacity also includes an allowance for standing.

### Easing congestion into London Waterloo

As our services approach London Waterloo, they merge and operate over three pairs of lines: Fast Lines, Slow Lines, and Windsor Lines.

This is the point on our network that is most congested and requires a complex set of interactions and crossing moves to allow trains to reach the correct platforms. Our approach to the December 22 timetable has been to reduce the number of services operating to Waterloo on each of the pairs of lines, to allow this pinch point to flow more freely thereby making the timetable more resilient.

The tables below show the specification for each of the pairs of Fast Lines, Slow Lines and Windsor Lines.

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Fast lines from Woking & Surbiton	25	18	21
Slow Lines from Wimbledon	18	14	16
Windsor Lines through Putney	17	13	16
<b>Total</b>	<b>60</b>	<b>45</b>	<b>53</b>

	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Fast lines from Woking & Surbiton	14	10	13
Slow Lines from Wimbledon	16	14	14
Windsor Lines through Putney	12	8	10
<b>Total</b>	<b>42</b>	<b>32</b>	<b>37</b>

## MAIN SUBURBAN ROUTES

**The Main Suburban routes serve London, its suburbs and the surrounding towns. Historically, they have seen large volumes of travel by commuters and business customers. As routes converge on London, there are specific points in the network that can become easily congested – particularly between London Waterloo and Wimbledon.**

We are therefore proposing to not to reinstate certain services where usage is lower or there is alternative provision to reduce congestion at these points, whilst aiming to maintain a two trains per hour (tph) frequency for most routes. For example, in the off-peak we are proposing not to reinstate certain services between London Waterloo, Epsom, and Leatherhead from four to two per hour. This involves reducing services to Dorking from two to one per hour as customers for station between Epsom and Dorking are able to use alternative services to London provided by Southern.

Also, we are proposing not to reinstate one of the two previous Guildford via Leatherhead services; this will leave Bookham with an hourly service, however, this station has relatively low off-peak usage with an average of five people per train in the May 2019 timetable.

Customers between Effingham Junction and Guildford have alternative faster services via Cobham. Similarly in the peak, we are proposing not to reinstate two of the six previous services per hour.

In the AM peak our Woking to London Waterloo stopping services suffered from poor reliability as they involved a complex operation involving a crossing move from the slow lines to the fast lines at Surbiton. This had a detrimental effect on performance across the network. We are therefore proposing not to reinstate one of the five previous services per hour.

We recognise these were busy trains, so we will alter some trains that previously ran through Kingston to instead start from Surbiton and run to London Waterloo on the slow lines. This has the added benefit of providing additional direct journey opportunities from Surbiton to Wimbledon and Clapham Junction while maintaining frequency for intermediate stations.

By reducing congestion between London Waterloo and Wimbledon, we will aim to improve performance and reliability. Overall, we will be running two fewer trains in the off-peak period and three fewer in the peak period – but the majority of routes will retain the same peak and off-peak frequency as before the pandemic. Services will also be formed by 10 car Arterio trains, which will offer more capacity.

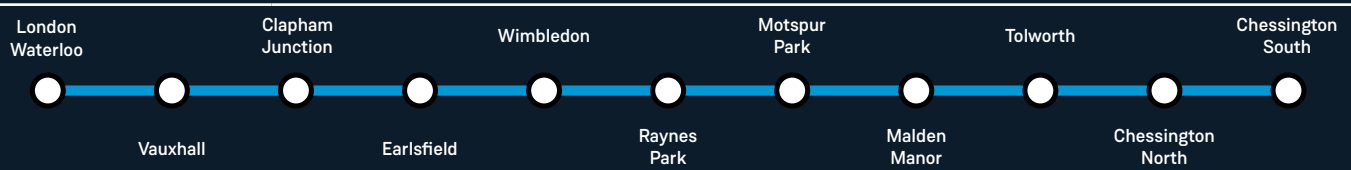
## Outline specification – Main Suburban AM peak

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Chessington South	2	2	2
Dorking & Epsom	4	2	2
Guildford via Leatherhead	2	2	2
Guildford via Cobham	3	2	3
Hampton Court	2	2	4
Shepperton (via Wimbledon)	2	2	2
Teddington via Wimbledon and Kingston (excl. Shepperton trains)	4	2	2
Woking	5	3	4
<b>Total</b>	<b>24</b>	<b>17</b>	<b>21</b>

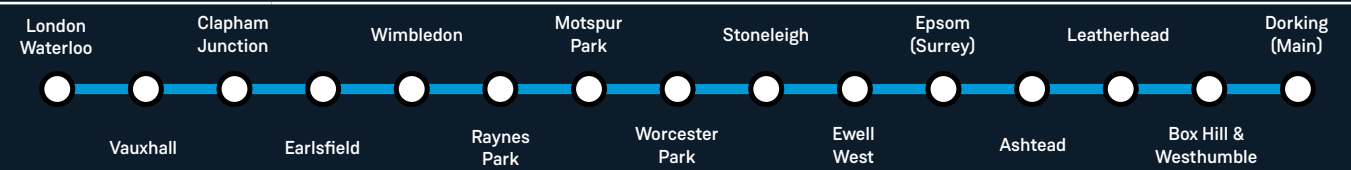
## Outline specification – Main Suburban off peak

	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Chessington South	2	2	2
Dorking	2	1	1
Guildford via Leatherhead	2	1	1
Guildford via Cobham	2	2	2
Hampton Court	2	2	2
Shepperton (via Wimbledon)	2	2	2
Teddington via Wimbledon and Kingston (excl. Shepperton trains)	2	2	2
Woking	2	2	2
<b>Total</b>	<b>16</b>	<b>14</b>	<b>14</b>


## London Waterloo to Chessington South

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	All stations.
Rationale	The service levels reflect the May 2019 timetable.

## London Waterloo to Dorking

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	In order to reduce congestion on the inner parts of the network we propose to reduce frequency to Epsom and Dorking as these stations are also served by Southern services from London Bridge and London Victoria.

## London Waterloo to Guildford via Leatherhead

	
Peak frequency	Two trains per hour hourly to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	<p>In order to reduce congestion between London Waterloo and Wimbledon we propose not to reinstate certain services from Guildford via Leatherhead. As above the Epsom line is also served by Southern services from London Bridge and London Victoria, while stations between Effingham Junction and London Road (Guildford) are served by services via Cobham, which is the faster route to London.</p> <p>Bookham will therefore be the only station to receive one train per hour. This station has relatively low use off peak, with an average of 5 people using each service in May 2019.</p>

## London Waterloo to Guildford via Cobham

Peak frequency	Two trains per hour to/from London plus an additional fast service.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Earlsfield, Wimbledon, Surbiton and then all stations. One additional AM and PM peak service into London running fast from Surbiton to London Waterloo.
Rationale	The service levels reflect the May 2019 timetable.

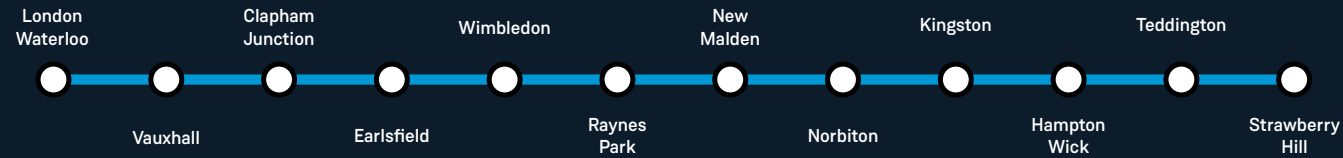
## London Waterloo to Hampton Court

Peak frequency	Two trains per hour to/from London with 3 additional services across both peaks running between Surbiton and London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations. An additional, three trains into London over the AM peak starting at Surbiton and calling at all stations except Berrylands.
Rationale	Additional services operate to Surbiton to compensate for the removal of some peak services to Woking and provide additional stopping services from Surbiton to London Waterloo.

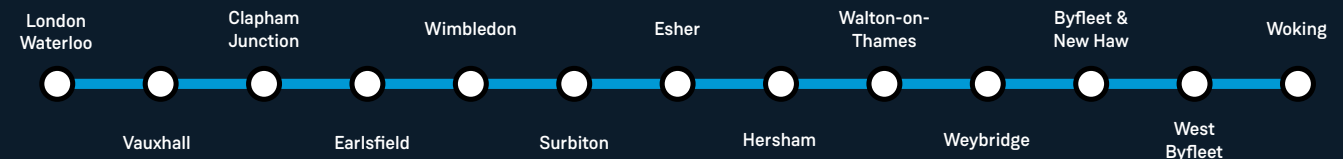
## London Waterloo to Shepperton (via Wimbledon)

Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations during the peak. Calling at all stations except Earlsfield during the off peak and at weekends.
Rationale	These services have a tight turnaround at each end of the route and removing Earlsfield in the off peak improves the resilience of these services. Direct services are maintained from Earlsfield to Kingston. Earlsfield is a heavy commuter station and still maintains 12 trains per hour off peak from London. Norbiton, Kingston, Hampton Wick, Teddington are also served by London to Teddington via Wimbledon and Kingston services.

### London Waterloo to Teddington via Wimbledon and Kingston

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	<p>A small number of AM peak services that previously serviced Kingston will instead start from Surbiton. This will allow an increase in capacity and provide additional direct journeys in the AM peak from Surbiton to Wimbledon and Clapham Junction while maintaining frequency for intermediate stations.</p> <p>Norbiton, Kingston, Hampton Wick, Teddington are also served by London to Shepperton services.</p>

### London Waterloo to Woking (stopping services)

	
Peak frequency	Four trains per hour.
Off peak frequency	Two trains per hour to/from London.
Calling at	<p>Calling at Vauxhall, Clapham Junction, Earlsfield, Wimbledon, Surbiton and then all stations. AM Peak services fast from Surbiton to London Waterloo.</p> <p>Two PM peak services per hour fast from London Waterloo to Surbiton. The other two have the off peak calling pattern.</p>
Rationale	As set out above, to improve operational resilience we will not reinstate one of the previous Woking stopping services in the peak. This will be off-set by additional stopping services from Surbiton to London Waterloo.



## WINDSOR ROUTES

**The Windsor routes include services between south-west London, Windsor and Reading. This means that it takes in a number of routes which run cross-country, such as that between Ascot to Frimley. Reading is an important regional centre, which attracts commuter and business journeys. We respond to this through the new specification – for example, we will run an additional peak service between Ascot and Reading to meet this demand.**

As with the Main Suburban routes, many of the journeys that take place on these routes are to and from London. Historically, there have been high proportions of commuters and business customers. This means that the Windsor routes have also suffered from the effects of congestion between London Waterloo and Staines.

We will directly address sources of congestion in the new timetable. There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We will therefore not reinstate four of the eight previous trains calling at this station, improving the flow of services through the area.

Services to Kingston (via Richmond) and Weybridge (via Brentford) will continue to call at Queenstown Road, maintaining westbound services to stations previously served. The Northern line extension to Battersea Power Station is due to open in Autumn 2021 and will provide an alternative route to Central London.

To alleviate congestion between Richmond and London in the peak we are not reinstating one of the four previous direct Reading to London Waterloo services. The majority of stations on the corridor are served by alternative services from Aldershot (via Ascot) and Windsor. All services will be operated by our new, higher capacity Arterio trains.

We are also proposing not to reinstate services where there has been low usage or where there is alternative provision. Currently, trains running along the Hounslow loop run from London Waterloo, to Hounslow, and back. In the off-peak period, services will only run between London Waterloo and Twickenham via Hounslow. This will improve the resilience of the timetable between Richmond and London.

Overall, these changes would see us not reinstate 2 of the previous 12 trains per hour in the off-peak period and 1 of the previous 17 trains per hour in the peak period on the Windsor lines. However, the new Arterio trains have greater capacity than the trains they replace, allowing us to reduce costs and improve performance. We also expect that addressing congestion at Queenstown Road will significantly improve the reliability of services on the Windsor routes.

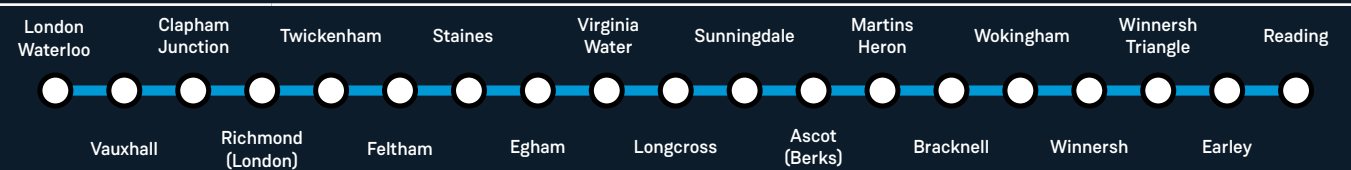
### Outline specification – Windsor peak

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Reading	4	2	3
Windsor	2	2	2
Weybridge via Brentford	2	2	2
Kingston via Richmond	2	2	2
Shepperton via Twickenham	2	2	2
Hounslow via Richmond	0	0	1
Hounslow via Brentford	3	2	2
Aldershot via Ascot	2	1	2
<b>Total</b>	<b>17</b>	<b>13</b>	<b>16</b>

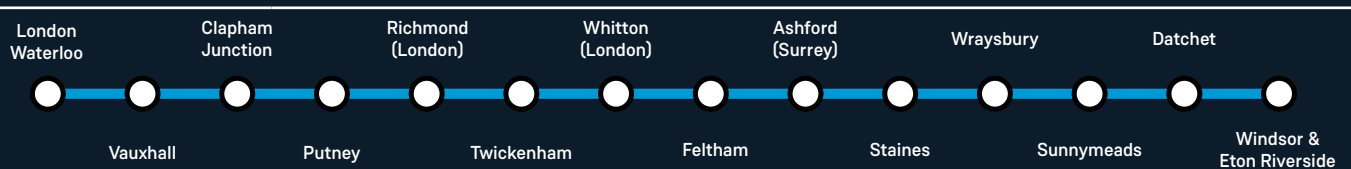
### Outline specification – Windsor off peak

	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Reading	2	2	2
Windsor	2	2	2
Weybridge via Brentford	2	2	2
Kingston via Richmond	2	2	2
Hounslow via Richmond	2	0	0
Hounslow via Brentford	2	0	2
<b>Total</b>	<b>12</b>	<b>8</b>	<b>10</b>

### London Waterloo to Reading

	
Peak frequency	Two trains per hour to/from London with an additional high peak hour service. We are running an additional peak service between Ascot and Reading to service demand to Reading.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Richmond, Twickenham, Feltham, Staines and all stations. Longcross will continue to have stations calls within the current hours of operation.
Rationale	Reading services will call at Vauxhall all day, improving connectivity to TfL services and the West End. To alleviate congestion between Richmond and London Waterloo in the peak we are not reinstating one of the four previous direct Reading to London Waterloo services. The route will be served by our new higher capacity Arterio trains and we will aim to even out the gaps in fast services London to Richmond, Feltham, and Staines.

### London Waterloo to Windsor & Eton Riverside

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Putney, Richmond, Twickenham, Whitton, Feltham, Ashford, Staines, Wraybury, Sunnymeads, and Datchet.
Rationale	The route will be served by our new higher capacity Arterio trains and we will aim to even out the gaps in fast services from London Waterloo to Richmond, Feltham, and Staines.

## London Waterloo to Weybridge via Hounslow

Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable. Stations between London Waterloo and Hounslow are also served by London Waterloo to Hounslow via Brentford services.

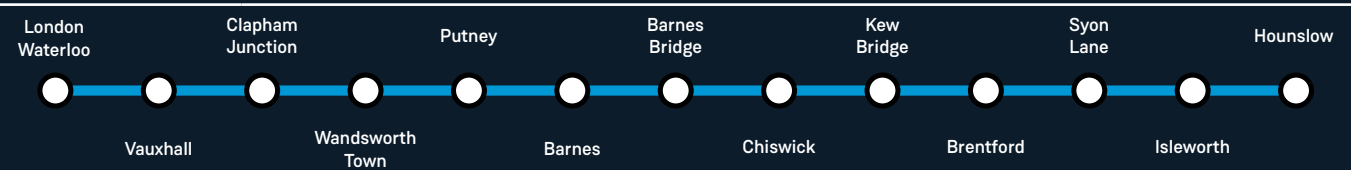
## London Waterloo to Kingston via Richmond

Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable. Kingston, Hampton Wick, and Teddington are also served by services from London Waterloo to Teddington via Wimbledon and Kingston on the Main Suburban routes.

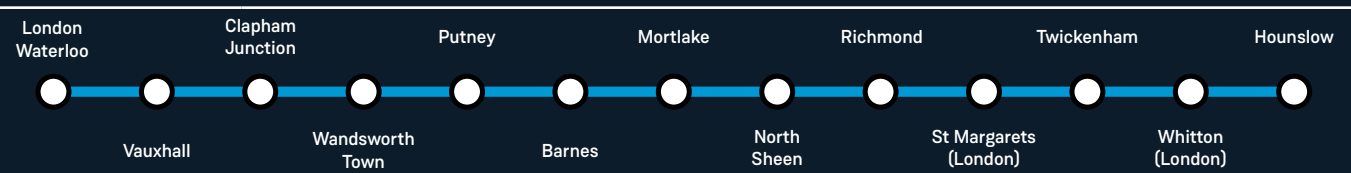
## London Waterloo to Shepperton via Twickenham

Peak frequency	Three trains during the AM and PM peaks.
Off peak frequency	Nil.
Calling at	To London Waterloo: two services calling at all stations except Queenstown Road; one service calling at all stations to Twickenham, Richmond, Clapham Junction and Vauxhall. From London Waterloo: all three services calling at Vauxhall, Clapham Junction, Putney, Richmond, Twickenham and then all stations.
Rationale	There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services improving the flow of services through the area. Additional services will operate between London Waterloo and Shepperton via Kingston in the Main Suburban routes.

### London Waterloo to Hounslow via Brentford

	
Peak frequency	Two trains per hour with most services continuing to London Waterloo via Twickenham.
Off peak frequency	Two trains per hour with most services continuing to Twickenham.
Calling at	Calling at all stations except Queenstown Road.
Rationale	<p>There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services improving the flow of services through the area.</p> <p>Stations between London Waterloo and Hounslow are also served by London Waterloo to Weybridge via Hounslow services.</p>

### London Waterloo to Hounslow via Richmond

	
Peak frequency	<p>In the AM peak, some of these trains will start from Shepperton, with one high peak hour train starting from Hounslow.</p> <p>PM peak; two per hour with most services continuing to London Waterloo via Hounslow.</p>
Off peak frequency	Two trains per hour off-peak from Twickenham to Hounslow. There are some gaps mid-morning and late afternoon.
Calling at	Calling at all stations except Queenstown Road.
Rationale	<p>There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services when they operate to London in the peak improving the flow of services through the area.</p> <p>Off-peak services will only run between Twickenham and London Waterloo (via Hounslow) to improve the resilience of the timetable between Richmond and London Waterloo.</p>

### Aldershot to Ascot (including through trains to London)

Peak frequency	Three through services will operate to London in the AM peak and from London in the PM peak via Richmond.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations. Through London services calling at all stations between Aldershot and Feltham, plus Twickenham, Richmond, Clapham Junction, Vauxhall.
Rationale	The service levels reflect the May 2019 timetable.

### Guildford to Farnham

Peak frequency	Two trains per hour.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

## MAINLINE ROUTES

**The Mainline routes include those running west of Woking and onwards towards Portsmouth, Southampton and Weymouth. They typically support a wider range of journeys than the Main Suburban and Windsor routes. Historically, a larger proportion of customers on these routes have been travelling for leisure purposes.**

Forecasts show that demand for leisure travel is likely to return to levels seen before the pandemic. We have therefore sought to maintain and enhance the services on the Mainline routes which support this travel as much as possible. Many off-peak services will run with 8, 10 or 12 carriages to support this leisure demand.

We are proposing, to restore the Weymouth services to two trains an hour in both off-peak and peak periods providing additional journey opportunities for leisure travel. Additionally, one of the Weymouth portions will divide at Bournemouth to form a portion to Poole providing a more even frequency at Branksome and Parkstone as well as additional journey opportunities on fast services to London.

To improve the efficiency of our service, the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand.

As the Mainline routes travel into London, they suffer from the same effects of congestion as the Main Suburban and Windsor routes. We are proposing to remove the stopping service between London Waterloo and Haslemere to help improve the resilience of services between London and Woking. The removal of these services will still provide three trains per hour in the off-peak period at Guildford, Godalming and Haslemere. These stations are also served by alternative services with enough capacity to meet demand.

Our forecasts show that there is likely to be less demand in the Haslemere corridor in peak periods than before the pandemic. We will therefore not reinstate four of the previous six services per hour in the peak period.

These changes respond to demand expected after the pandemic. Where our forecasts show demand will return or grow, as for leisure travel, we are proposing to maintain and enhance services. Where they show reduced demand, we are taking the opportunity to improve performance and reliability.

## Outline specification – Mainline peak

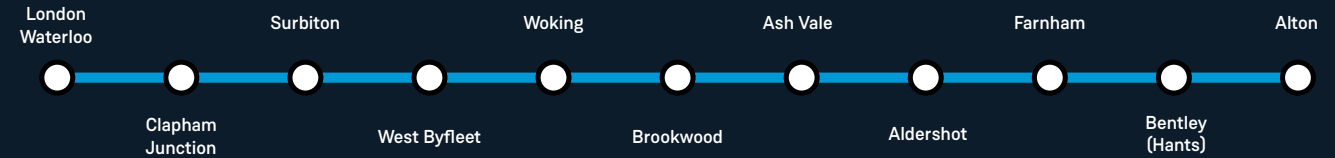
	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Alton	2	2	2
Basingstoke	4	3	4
Portsmouth Direct	6	4	4
Portsmouth via Eastleigh	2	2	1
Southampton & Eastleigh	3	2	3
<b>Total</b>	<b>17</b>	<b>13</b>	<b>14</b>

## Outline specification – Mainline off peak

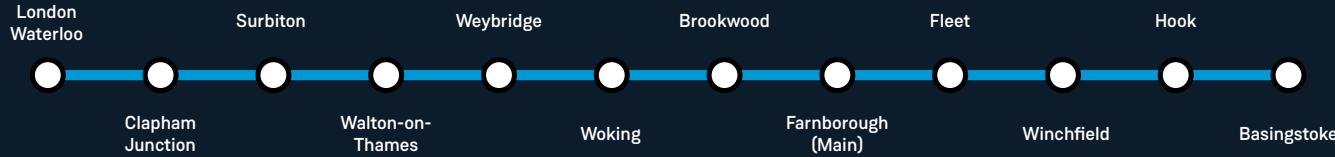
	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Alton	2	2	2
Basingstoke	2	2	2
Portsmouth Direct	4	2	3
Portsmouth via Eastleigh	1	1	1
Southampton & Eastleigh	3	2	3
<b>Total</b>	<b>12</b>	<b>8</b>	<b>11</b>



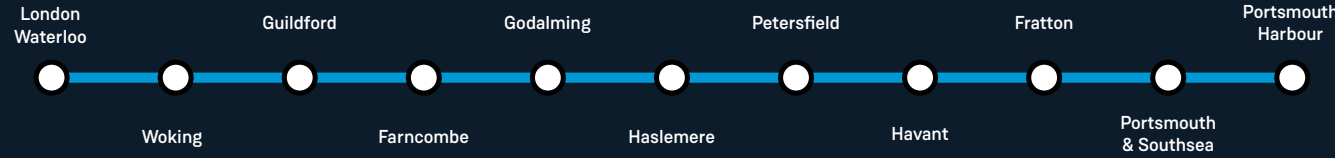
## London Waterloo to Alton

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	<p>To London Waterloo (peak): calling at all stations to Woking and then London Waterloo.</p> <p>From London Waterloo (peak): calling at Woking then all stations.</p> <p>Off peak: calling at Clapham Junction (one train per hour), Surbiton, West Byfleet then all stations.</p> <p>Bentley is served by one train per hour.</p>
Rationale	The service levels reflect the May 2019 timetable.

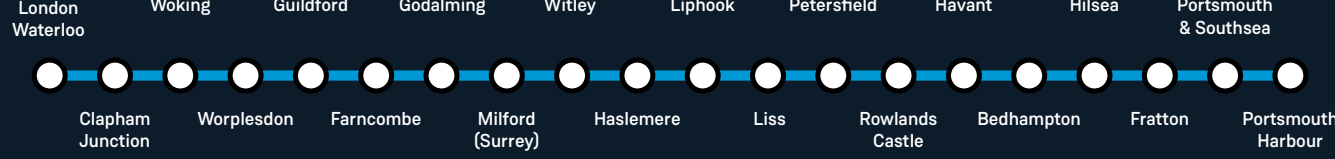
## London Waterloo to Basingstoke

	
Peak frequency	Two trains per hour to/from London plus two additional trains.
Off peak frequency	Two trains per hour to/from London.
Calling at	<p>AM peak: calling at all stations to Woking then London Waterloo; plus, two trains during the peak that call at all stations to Farnborough then London Waterloo.</p> <p>PM peak: calling at Surbiton, Woking then all stations to Basingstoke; plus two trains during the peak that call at Brookwood then all stations to Basingstoke.</p> <p>Off-peak: calling at Clapham Junction (one train per hour), Surbiton, Walton-on-Thames, Weybridge, Woking then all stations.</p>
Rationale	The off-peak service levels reflect as the May 2019 timetable. Some shoulder peak trains are withdrawn to reflect reduced commuter demand and to reduce costs.

### London Waterloo to Portsmouth via Guildford (fast)

	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	<p>To London Waterloo (peak): calling at Fratton, Havant, Petersfield, Haslemere, Godalming, Guildford and London Waterloo.</p> <p>From London Waterloo (peak): calling at Woking, Guildford, Godalming, Haslemere, Petersfield, Havant, Fratton, Portsmouth &amp; Southsea, and Portsmouth Harbour.</p> <p>Off-peak: calling at Woking, Guildford, Farncombe (one per hour), Godalming, Haslemere, Petersfield, Havant, Fratton, Portsmouth &amp; Southsea, and Portsmouth Harbour.</p>
Rationale	Farncombe gains a call in one of the fast services so it continues to receive two trains per hour in the off-peak. This is following the removal of the Waterloo to Haslemere stopping service.

### London Waterloo to Portsmouth via Guildford (slow)

	
Peak frequency	One train per hour to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	<p>From London Waterloo (peak): calling at Guildford then all stations.</p> <p>From London Waterloo (off peak): calling at Clapham Junction, Woking, then all stations.</p>
Rationale	<p>The London Waterloo to Haslemere stopping service in the peak and off-peak has been withdrawn to improve resilience of the timetable between London and Woking.</p> <p>The London Waterloo to Portsmouth (slow) service will now call at all stations south of Guildford incorporating stops that were previously in the Haslemere stopping service.</p>

### London Waterloo to Portsmouth via Eastleigh

Peak frequency	<p>One train per hour to/from London.</p> <p>Additional, hourly, peak services will operate between Winchester and Portsmouth. Combined with the London trains this will provide two trains per hour on this corridor.</p>
Off peak frequency	One train per hour to/from London.
Calling at	<p>AM peak: calling at all stations to Basingstoke, Woking, and London Waterloo.</p> <p>PM peak: calling at Woking, Basingstoke, Micheldever, Winchester, Eastleigh then all stations to Portsmouth.</p> <p>Off peak: calling at Woking, Farnborough, Basingstoke, Micheldever, Winchester, Eastleigh then all stations.</p>
Rationale	<p>The off-peak service levels reflect the May 2019 timetable.</p> <p>We propose to only operate one peak service per hour from London Waterloo. The other peak service will operate between Winchester and Portsmouth. This ensures we still maintain frequency for local journeys, but allows us to improve the resilience of the timetable on the congested section to London Waterloo and reduce costs.</p> <p>Portsmouth is also served by London to Portsmouth via Guildford (fast) services.</p>

### London Waterloo to Southampton (semi-fast)

Peak frequency	One train per hour to/from London with some AM peak services starting at Eastleigh.
Off peak frequency	One train per hour to/from London.
Calling at	<p>AM peak: calling at all stations to Basingstoke, Woking, London Waterloo.</p> <p>PM peak: calling at Woking, Basingstoke then all stations.</p> <p>Off peak: calling at Clapham Junction, Farnborough, Fleet, Basingstoke, Winchester, Shawford, Eastleigh, and Southampton Airport Parkway.</p>
Rationale	<p>To improve the efficiency of our service the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand.</p> <p>Additional services operate between London Waterloo, Winchester, and Southampton on our London to Bournemouth, Poole, and Weymouth route.</p>

London Waterloo to Bournemouth, Poole, and Weymouth												
London Waterloo	Clapham Junction	Woking	Basingstoke	Winchester	Southampton Airport Parkway	Southampton Central	Brockenhurst	New Milton	Christchurch	Pokesdown		
Weymouth	Upwey	Dorchester South	Moreton (Dorset)	Wool	Wareham	Holton Heath	Hamworthy	Poole	Parkstone	Branksome	Bournemouth	
Peak frequency	Two trains per hour to/from London.											
Off peak frequency	Two trains per hour to/from London.											
Calling at	<p>AM peak:</p> <ul style="list-style-type: none"> <li>Trains call at all stations to Bournemouth, Southampton Central, Southampton Airport Parkway, Winchester and London Waterloo. These trains join at Southampton Central with a service from Bournemouth which has called at all stations to Brockenhurst, Ashurst and Totton.</li> </ul> <p>PM peak:</p> <ul style="list-style-type: none"> <li>One train per hour: Basingstoke, Winchester, Southampton Airport Parkway, Southampton Central, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Southampton to form a service to Bournemouth calling at Totton, Ashurst, Brockenhurst then all stations.</li> <li>One train per hour: Winchester, Southampton Airport Parkway, Southampton Central, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Southampton to form a service to Poole calling at Totton, Ashurst, Brockenhurst then all stations.</li> </ul> <p>Off peak:</p> <ul style="list-style-type: none"> <li>One train per hour calling at Woking, Winchester, Southampton Airport Parkway, Southampton Central, Brockenhurst, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Wareham, Dorchester South and Weymouth.</li> <li>One train per hour calling at Clapham Junction, Basingstoke, Winchester, Southampton Airport Parkway, Southampton Central, Brockenhurst, New Milton, Christchurch, Pokesdown, Bournemouth, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Bournemouth to form a service to Poole calling at Branksome, Parkstone and Poole.</li> </ul>											
Rationale	<p>We are proposing to restore the Weymouth services to two trains an hour in both off-peak and peak periods providing additional journey opportunities for leisure travel. Additionally, one of the Weymouth portions will divide at Bournemouth to form a portion to Poole providing a more even frequency at Branksome and Parkstone, as well as additional journey opportunities on fast services to London.</p>											

### Southampton to Bournemouth (slow)

Peak frequency	Operates as part of through services from London.
Off peak frequency	One train per hour.
Calling at	Calling at Totton, Ashurst (New Forest), Brockenhurst then all stations. Some services call additionally at Beaulieu Road reflecting May 2019 levels.
Rationale	To improve the efficiency of our service the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand.

### Portsmouth to Southampton

Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

### Brockenhurst to Lymington

Peak frequency	Two trains per hour.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

## WEST OF ENGLAND ROUTES

**The West of England routes serve stations west of Basingstoke, towards Exeter. It includes areas at one of the edges of our network and therefore there is some overlap with services operated by other providers, particularly Great Western Railway (GWR). The new specification provides an opportunity to look at these areas of overlap, in the interests of efficiency and effectiveness.**

The core service on the West of England line is two trains per hour from London Waterloo to Salisbury with alternate services extending through to Exeter St Davids. We have removed a small number of lightly used off-peak services between Salisbury and Yeovil (via Sherborne). These changes reduce the number of services over the congested single line sections between Salisbury and Yeovil allowing us to deliver a more resilient service.

Additionally, SWR will not be reinstating the additional afternoon peak services between Exeter and Honiton/Axminster. These are an inefficient use of resources and in some cases have had a negative impact on the performance on the single line section between Pinhoe and Honiton. SWR will aim instead to provide sufficient capacity and suitable calling patterns on the existing Waterloo services.

GWR is looking to provide limited extra services between Exeter and Axminster to supplement the core SWR Exeter – Waterloo service. These would be the basis upon which to build the Devon Metro aspiration of a two trains per hour frequency between Exeter and Axminster. This requires investment in additional track capacity between Pinhoe and Honiton.

The West of England routes include the Heart of Wessex line and the Salisbury to Bristol Temple Meads line. We discuss these in more detail later in this document.

### Outline specification – West of England

	Off peak trains per hour from London		
London from	May 2019	May 2021	December 2022
West of England	2	1	2

### Outline specification – West of England

	AM high peak trains per hour to London		
London from	May 2019	May 2021	December 2022
West of England	2	2	2

### London Waterloo to Exeter St Davids

Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	<p>Calling at: Clapham Junction, Woking, Basingstoke, Andover, Salisbury, all to Honiton, Cranbrook, Pinhoe, and Exeter Central.</p> <p>Alternate services call at Feniton and Whimble.</p> <p>Peak services do not call at Clapham Junction and Woking, but do call at Overton, Whitchurch, and Gately.</p>
Rationale	<p>The service levels reflect the May 2019 timetable with some changes to peak calls.</p> <p>The Honiton and Axminster shuttles have been removed to improve performance whilst retaining capacity.</p>

### London Waterloo to Salisbury

Peak frequency	One train per hour. Peak services extend to Yeovil Junction or Pen Mill via Sherborne.
Off peak frequency	One train per hour.
Calling at	<p>Calling at: Clapham Junction (from London only), Woking, Basingstoke then all stations.</p> <p>Peak services do not call at Clapham Junction and Woking.</p>
Rationale	<p>The service levels remain broadly the same as the May 2019 timetable. However, these services will no longer extend beyond Salisbury in off-peak. These services were lightly used and their removal allows us to improve the resilience of the single line sections between Salisbury and Yeovil.</p>

## Salisbury to Romsey via Southampton

Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	Calling at: all stations. Runs Salisbury-Southampton-Eastleigh-Romsey.
Rationale	The service levels reflect the May 2019 timetable.

## Salisbury to Yeovil via Westbury

Frequency	Three trains per day to Yeovil; six trains per day from Yeovil.
Calling at	Calling at: all stations via Westbury, except Dilton Marsh. These services will operate between Yeovil Pen Mill and Yeovil Junction.
Rationale	The service levels reflect the May 2019 timetable.

## Reading to Salisbury

Frequency	Three trains per day in the evening after the PM peak (Mon-Thu), in each direction, replacing London Waterloo to Salisbury services.
Calling at	Calling at Basingstoke, Andover, and Salisbury. Services in the opposite direction call at all stations to Basingstoke then Reading.
Rationale	Operating these services to Reading allows us to maintain crew competency over this route which can be used during disruption or planned engineering work to divert services to Reading.



## ISLAND LINE ROUTES

The Island Line provides services on the Isle of Wight. Following the transformation of Island line, due for completion in summer 2021, it will open with a twice hourly frequency.

Island Line	
Frequency	Two trains per hour.
Calling at	All stations, except not all trains will call at Smallbrook Junction.
Rationale	The service levels remain the same as the new timetable introduced in summer 2021.

## SALISBURY TO BRISTOL TEMPLE MEADS

The route between Salisbury and Bristol Temple Meads has historically been served by both SWR and Great Western Railway, with SWR running five of the average 25 daily services in the May 2019 timetable.

Following a separate review with the Department for Transport, SWR will withdraw its current three daily services from December 2021 as duplicating services between the two operators does not provide good value for the taxpayer.

Great Western Railway will continue to meet demand on the line and services will connect into London bound trains at Salisbury, Bath and Westbury.

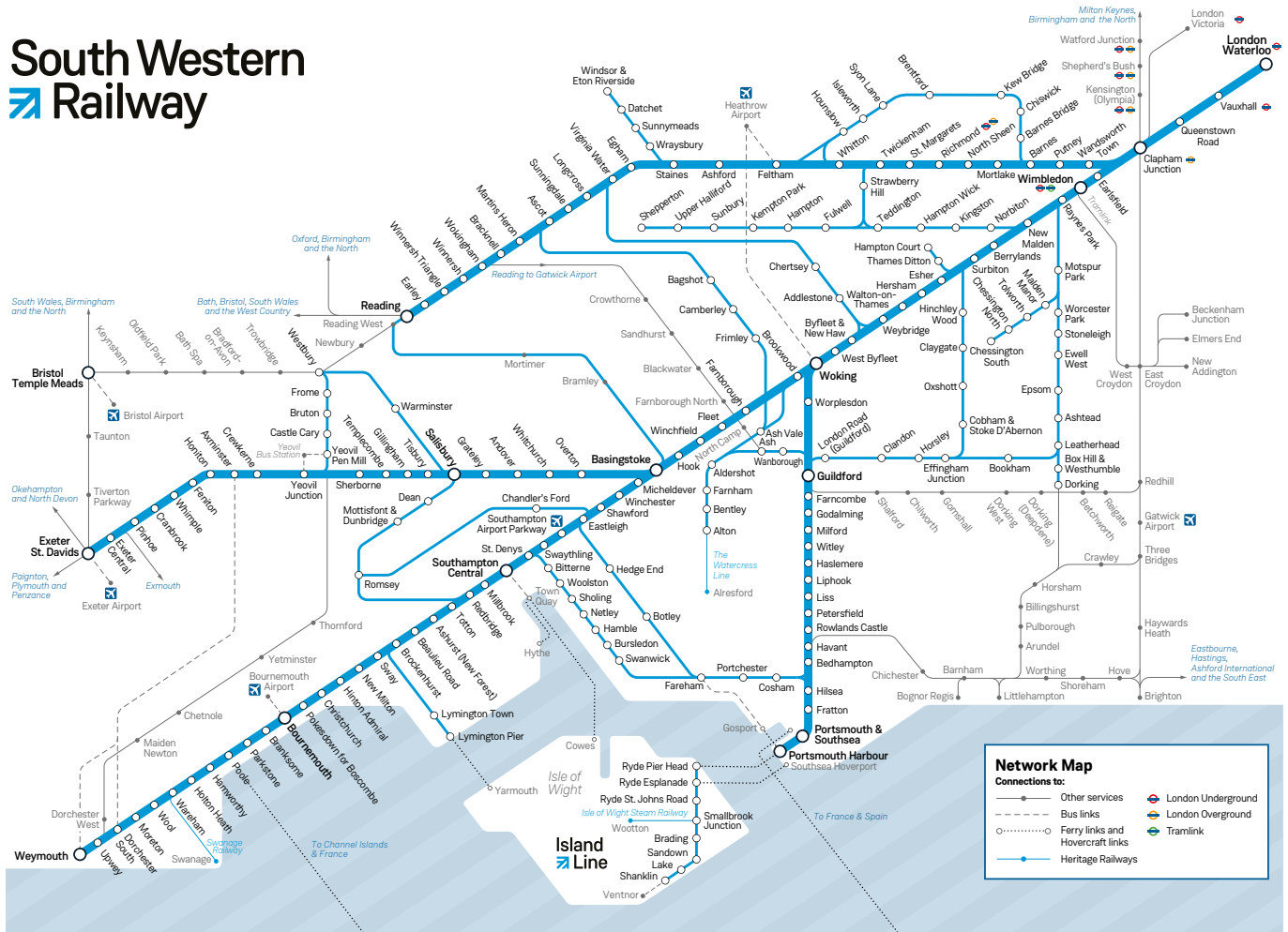
## HEART OF WESSEX

SWR has previously trialled a Special Saturday Service from Salisbury to Weymouth via Yeovil, providing one train in each direction on Saturdays during the summer peak season.

Due to the disproportionate cost of running these services that could not be sustained by the revenue they generated, there are no plans to reintroduce this special service in the future.

### PROPOSED SWR NETWORK

## South Western Railway



# Outcomes

**The changes we have proposed in this document are rooted in our experience of running the network and the ways that our customers have told us they are likely to use the railway in the future.**

The outcome of our strategic review of the timetable has seen us create a specification which delivers enough capacity to meet our anticipated future demand and provides room for growth, whilst maintaining the connections and service levels our customers expect.

We believe that the changes will strike a better balance between our six objectives, retaining the reliability improvements we've made during the pandemic, meeting the forecasted demand and providing value for the taxpayer:

**Meeting demand:** The specification we have set out see us provide 93% of our pre-Covid capacity, against forecast customer journeys of 76%, meeting the expected demand and leaving some headroom to accommodate daily and hourly fluctuations as new travel patterns emerge. Where leisure demand is predicted to grow, we have broadly maintained our off-peak services, which in any case have historically had space for more customers. The December 2022 timetable will be the base for our long-term service provision, leaving some space to introduce additional train paths in the future. We will work with our customers, communities and stakeholders to build additional capacity where it is most needed, based on robust business cases that can demonstrate value to the taxpayer.

**Making efficient use of resources:** Rationalising the frequencies in our services and removing duplication will save millions of pounds worth of operational costs every year, delivering better value to the taxpayer while still meeting demand. The specification will maximise the impact of our new fleet of Arterio trains while avoiding the need to incur significant costs on additional new rolling stock in the near future, at a time when public finances are increasingly stretched.

**Maximising revenue:** The proposed specification will provide sufficient capacity to meet the forecast demand, particularly catering for off-peak leisure travel which is expected to return quickest. In addition, better performance and increased

reliability across the network will help encourage regular and occasional customers back to our services in the medium term.

**Improving performance:** The need to squeeze additional train services onto the most congested parts of our network to meet ever growing demand has historically undermined our performance. With a more densely packed timetable, even very minor delays can often have wide-reaching impacts and make it harder to recover. As we have shown, de-stressing the network during the pandemic has significantly improved the reliability of our service. The proposed reductions in frequency in this specification will consolidate these performance improvements by adding small extensions to the gaps between trains, providing a more robust buffer for when we experience delays.

**Ensuring infrastructure maintainability and capability:** Running fewer trains also reduces the pressure on our infrastructure, helping us to more effectively maintain its resilience. This will contribute towards fewer infrastructure-related incidents, which can cause delays on our network.

**Responding to stakeholder input:** SWR and Network Rail have a built strong relationships with the communities we serve and have used our local knowledge to inform the proposed specification. This consultation provides our stakeholders with a formal opportunity to input into our decision-making process and we look forward to receiving your feedback.

Taken together, we think we can meet the six key objectives set out above, while providing 93% of pre-Covid total capacity across the whole network. Some reductions in train service compared to the May 2019 timetable are proposed, but due to the performance challenges in running this level of service, the original full timetable was rarely delivered to this specified level.

Our plans will deliver an increase in performance and reliability and reduce the overall burden to the taxpayer, while maintaining capacity to meet our forecast demand.

### Key frequencies

The tables below show how frequently trains will call at key stations in the network under the new timetable.

	Arrivals at Waterloo 0800-0859		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	4	4	4
Epsom	6	4	4
Guildford (fast trains)	6	4	4
Putney	10	10	10
Richmond (fast trains)	8	5	8
Staines (fast trains)	8	5	7
Surbiton	10	7	11
Wimbledon	18	14	16
Winchester (fast trains)	5	4	4
Woking (fast trains)	12	10	11

	Off peak arrivals at Waterloo per hour		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	5	3	5
Epsom	4	2	2
Guildford (fast trains)	4	3	3
Putney	10	6	8
Richmond (fast trains)	4	4	4
Staines (fast trains)	4	4	4
Surbiton	10	10	10
Wimbledon	16	14	14
Winchester (fast trains)	4	3	4
Woking (fast trains)	12	10	11

# FAQs

## **When will a timetable, based on these frequencies, be available to view?**

Final timetables are expected to be published in September 2022, 12 weeks before the start of the timetable, in accordance with industry practice.

## **How can you restore capacity if frequencies are being reduced?**

Through the introduction of the Arterio trains on the Windsor routes, and where possible by maximising the use of 10 car formations (12 on the mainline in the peak) across our network, we will restore overall capacity to 93% of pre-Covid levels. For our customers, punctuality and reliability are key.

## **How will you respond if passenger numbers recover more quickly, or new patterns of travelling emerge, before December 2022?**

Our comprehensive customer research does not suggest that this is likely. However, we view this outline specification as a baseline for the future and, working within the set parameters for timetable changes, SWR and Network Rail will discuss how best to respond to emerging travel patterns with the Department for Transport.

## **How will you measure improvements in performance and reliability?**

SWR and Network Rail have a robust set of measurement tools to track performance and reliability, which are published on our respective websites.

## **What is meant by peak, off peak and high peak?**

These vary depending on the line of route and are defined as when most people travel. Local flows, such as school traffic, may result in slightly different patterns on individual lines of route.

## **How have you accounted for school and college journeys?**

Throughout the pandemic, SWR has developed a close working relationship with the schools on our network and a good understanding of their specific requirements. As we go through the process of turning the specification into a timetable, we will work with those schools to ensure we are supplying the best possible service to meet their demand.

## **How frequently do timetable reviews take place?**

While the timetable has been changed frequently during the Covid-19 pandemic, there are usually two opportunities to bid for timetable changes per year, in December and May.

## **Will the results of this consultation be published?**

The responses received will be reviewed by SWR's timetabling team and will inform the timetable bid. We plan to publish a summary of all the feedback later this year, in which we will identify key themes and respond to them.

## **Why are you only asking stakeholders to participate?**

This consultation is strategic in nature: it relates to a specification for services rather than to specific trains or timetable items. As such, we are keen to hear the views from our key stakeholders, including elected representatives, passenger and accessibility groups, business and transport sectors. You may wish, of course, to canvass opinion before responding to this consultation.

## **Why can't these changes be introduced earlier than December 2022?**

The proposals outlined in this consultation require a significant reworking of the SWR service patterns and Network Rail will need to assess and deconflict them with the requirements of other train operators in the region. This will take time to work through into a robust and resilient timetable as part of the established industry-wide process.

# Feedback questions and how you can respond

**We are keen to hear what you think about our plans. All comments received will be thoroughly reviewed by the timetabling team and, where possible and appropriate, we will look to incorporate your suggestions into our final proposals.**

We have a quite unique opportunity to shape future travel patterns and deliver a step change in performance for our customers and communities. We also have a duty to strike a balance between the objectives SWR and Network Rail have agreed with the Department for Transport (see page 8).

While we would ask you to respond to the questions below in the first instance, we understand that there may be other concerns and suggestions that you would like to raise with us. You are welcome to provide these further comments in an open format.

**1. Which category would best describe your organisation?**

- Elected representative
- Local authority
- Passenger group
- Accessibility group
- Business organisation
- Transport operator/provider
- Other

**2. Do you have an interest in a particular station or route? If so, which one?**

**3. Overall, what do you think of our proposed specification for the Main Suburban routes?**

**4. Overall, what do you think of our proposed specification for the Mainline routes?**

**5. Overall, what do you think of our proposed specification for the Windsor routes?**

**6. Overall, what do you think of our proposed specification for the West of England routes?**

**7. Do you agree with our strategic approach that seeks to balance future performance with cost control?**

**8. Do you agree that a return to capacity at 93% of pre-Covid levels is an appropriate target?**

**9. Do you agree with our approach of maximising capacity while running a slightly reduced frequency of service, if that results in better reliability?**

**10. Do you have concerns at what we are proposing? If so, what are they?**

You can contact us by emailing  
[dec22consultation@swrailway.com](mailto:dec22consultation@swrailway.com)

The consultation will run for eight weeks and close on **19th September 2021**.

All responses received by that time will be reviewed and carefully considered to help shape our final proposals.



# What happens next?

The timeline below shows our next steps:

Consultation period opens	26th July 2021
Consultation period closes	19th September 2021
Timetable published	September 2022
Timetable operational	December 2022







## South Western Rail Timetable: anticipated implications for Epsom and Ewell – Summary note.

### Key frequencies

The tables below show how frequently trains will call at key stations in the network under the new timetable.

	Arrivals at Waterloo 0800-0859		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	4	4	4
Epsom	6	4	4
Guildford (fast trains)	6	4	4
Putney	10	10	10
Richmond (fast trains)	8	5	8
Staines (fast trains)	8	5	7
Surbiton	10	7	11
Wimbledon	18	14	16
Winchester (fast trains)	5	4	4
Woking (fast trains)	12	10	11

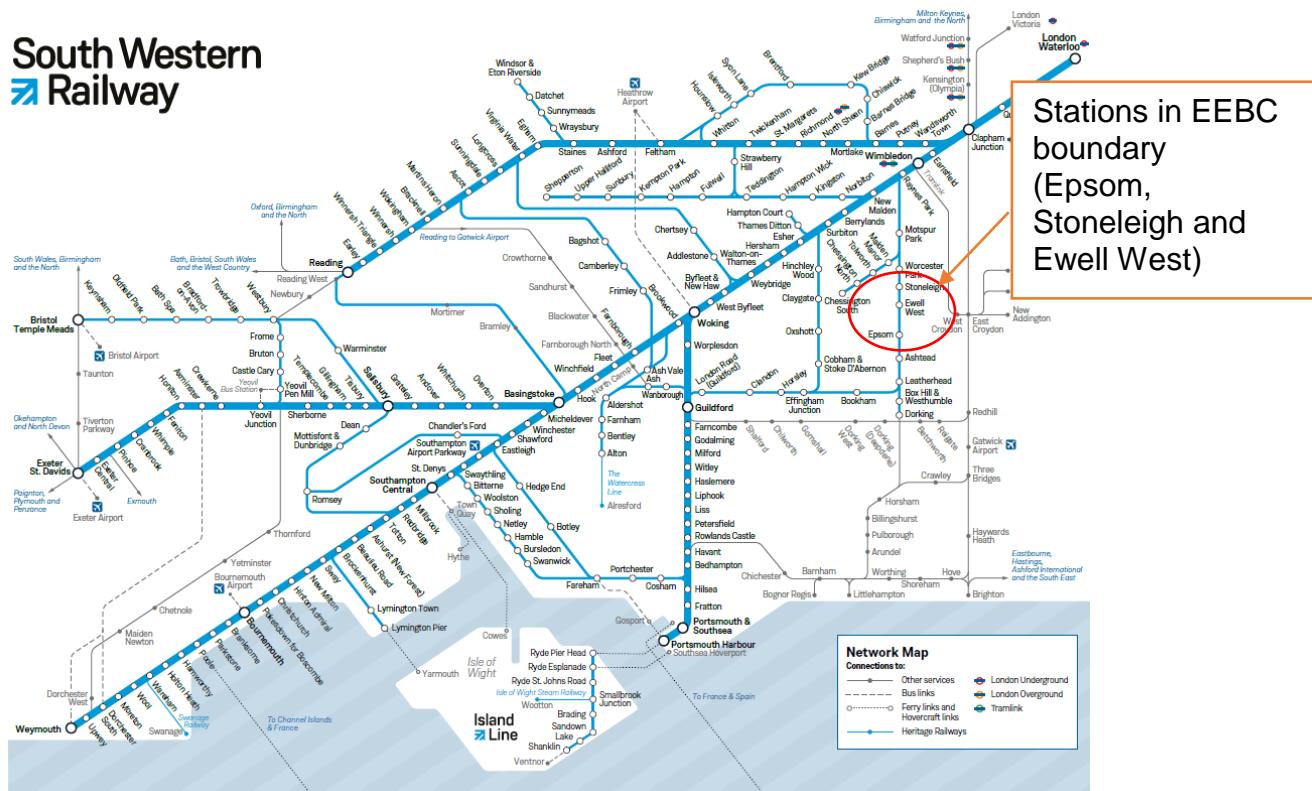
	Off peak arrivals at Waterloo per hour		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	5	3	5
Epsom	4	2	2
Guildford (fast trains)	4	3	3
Putney	10	6	8
Richmond (fast trains)	4	4	4
Staines (fast trains)	4	4	4
Surbiton	10	10	10
Wimbledon	16	14	14
Winchester (fast trains)	4	3	4
Woking (fast trains)	12	10	11

1. Frequencies in the context of all stations in EEBC (which Dec. 22 timetable will be based on).

Station	On Peak trains into London			Off Peak trains into London		
	South Western Services	Southern Services	Total	South Western Services	Southern Services	Total
Epsom	4	7	11	2	5/6*	7/8
Stoneleigh	4	0	4	2	0	2
Ewell West	4	0	4	2	0	2
Ewell East	0	5	5	0	4	4
Cheam	0	7	7	0	5/6	5/6

\*Based on snapshot of two hours during off peak period according to Southern Rail timetables.

2. Stations on South Western Rail Routes impacted (not Ewell East or Cheam):



### *Background*

3. Proposed timetable changes are based on findings of Network Rail South West Main Line Strategic Study (looking forward to 2050) published July 2021.
  - a. Expected that commuter travel from Dec 2022 is expected to recover to 60% of Pre Covid demand.
  - b. Study found that “Performance and satisfaction improve significantly when fewer trains run while still meeting demand for our services”

### *What’s proposed:*

4. Introducing 90 new *Arterio* trains to network. They carry more people, use 30% less energy, have onboard wifi, real-time travel updates. For every five-car train, 3 bike spaces will be available (6 for every 10 car train).
5. Reduction in frequency of trains from pre pandemic levels, crucially for Epsom, on the “Main Suburban” routes to ease congestion at points on the network closer to Waterloo. Aiming to retain 2 trains per hour off peak. NB: South Western Rail is one of two companies operating out of Epsom Station (the other is Southern Rail).
6. The consultation document does not provide a breakdown of how the new trains compare with existing services on the lines running through Epsom specifically. However, a cursory search reveals that *Arterio* trains comprise either 5 or 10 carriages. The existing trains operating on the lines through Epsom are “Class 455” models, which, by comparison, are 4 carriages long.
7. Though only speculation, it is considered likely that the 4 carriage 455 models will be replaced with 5 *Arterio* carriage trains (rather than the 10 car ones).
8. Based on this assumption, the new trains will actually have **5 seats less in total**. According to information available online, 5 car *Arterio* trains offer 330 standing spaces, giving a total passenger capacity of 599. Unfortunately the standing capacity of class 4 models is not available. Therefore, although it would appear that *Arterio* trains could accommodate 325 more passengers than the class 455 ones, at this stage we cannot verify this.
9. In terms of cycle spaces, the information for the class 455 trains is not available. It would appear that there are no dedicated cycle spaces (it is assumed that passengers share the vestibule areas) and so the new trains will be significantly better in terms of bike capacity.

*Summary of findings*

Model	Carriages	Seats	Standing	Priority Seats	Total capacity	Bicycle spaces
Class 455 model <sup>1</sup>	4	244	Not known	30	274	Non dedicated
Arterio <sup>2</sup>	5	556	740	Not known	1296	3
Arterio <sup>3</sup>	10	269	330	Not Known	599	6

<sup>1</sup> <https://www.southwesternrailway.com/travelling-with-us/our-trains/class-455>

<sup>2</sup> "Britain's New Trains". *Britain's New Trains* (1): 39. 16 December 2018. Cited on Wikipedia accessed 19/8/21

<sup>3</sup> "Britain's New Trains". *Britain's New Trains* (1): 39. 16 December 2018. Cited on Wikipedia accessed 19/8/21

*Lines serving Epsom and Ewell affected by new timetable:*

London Waterloo to Dorking	
Peak frequency	Two trains per hour to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	In order to reduce congestion on the inner parts of the network we propose to reduce frequency to Epsom and Dorking as these stations are also served by Southern services from London Bridge and London Victoria.

London Waterloo to Guildford via Leatherhead	
Peak frequency	Two trains per hour hourly to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	<p>In order to reduce congestion between London Waterloo and Wimbledon we propose not to reinstate certain services from Guildford via Leatherhead. As above the Epsom line is also served by Southern services from London Bridge and London Victoria, while stations between Effingham Junction and London Road (Guildford) are served by services via Cobham, which is the faster route to London.</p> <p>Bookham will therefore be the only station to receive one train per hour. This station has relatively low use off peak, with an average of 5 people using each service in May 2019.</p>

Basis of assumption for frequency of Southern Services.

Southern services arriving in London between 0800-08:59 (On Peak) (8)

Alerts Operator Facilities Notes		SN	SN	SN	SN	SN	SN	SN	SN	SN	SN	SN	SN
Horsham 4	HRH d	0645				0713						0814	
Warnham	WNH d	0649				0718						0818	
Ockley	OLY d	0655				0724						0824	
Holmwood	HLM d	0659				0728						0828	
Dorking 4	DKG a	0706				0735						0835	
Dorking 4	DKG d	0657	0706			0736			0807			0836	
Box Hill & Westhumble	BXW d		0709			0739						0839	
Leatherhead	LHD d	0704	0714			0744			0814			0844	
Ashtead	AHD d	0708	0718			0748			0818			0848	
Epsom 3	EPS a	0713	0723			0753			0823			0853	
Epsom 3	EPS d	0715	0723	0730	0745	0753	0801	0815	0824	0831	0845	0853	0901
Ewell East	EWE d	0719		0735	0749		0805	0819		0835	0849		0905
Cheam	CHE d	0722	0729	0738	0752	0759	0808	0822	0829	0838	0852	0859	0908
Sutton (Surrey) 4	SUO a	0725	0731	0741	0755	0801	0811	0825	0832	0841	0855	0901	0911
Carshalton Beeches	CSB a	0728			0758			0828			0859		
Wallington	WLT a	0731			0801			0831			0901		
Waddon	WDO a	0735			0805			0834			0905		
West Croydon 4	WCY a	0739			0809			0839			0909		
Norwood Junction 4	NWD a	0745			0815			0845			0915		
London Bridge 4	LBG a	0758			0828			0858			0928		
Carshalton	CSH a		0735	0745		0805	0815		0835	0845		0905	0915
Hackbridge	HCB a		0738	0748		0807	0818		0838	0848		0918	
Mitcham Junction	MIJ a		0741	0751		0811	0821		0841	0851		0921	
Mitcham Eastfields	MTC a		0745	0754		0814	0824		0845	0854		0924	
Balham 4	BAL a			0802		0832				0903		0933	
Clapham Junction 10	CLJ a		0754	0807		0825	0837		0855	0907		0923	0937
London Victoria 10	VIC a		0804	0816		0833	0845		0903	0919		0932	0945

Southern services arriving to London (Victoria and London Bridge) Off Peak  
(between 5 and 6 per hour)

Alerts Operator Facilities Notes		SN	SN	SN	SN	SN	SN	SN	SN	SN	SN	SN	SN	SN
Horsham 4	HRH d					0914						1014		
Warnham	WNH d					0918						1018		
Ockley	OLY d					0924						1024		
Holmwood	HLM d					0928						1028		
Dorking 4	DKG a					0935						1035		
Dorking 4	DKG d	0907				0936			1007			1036		1107
Box Hill & Westhumble	BXW d					0939						1039		
Leatherhead	LHD d	0914				0944			1014			1044		1114
Ashtead	AHD d	0918				0948			1018			1048		1118
Epsom 3	EPS a	0923				0953			1023			1053		1123
Epsom 3	EPS d	0915	0923	0931	0945	0953	1001	1015	1023	1031	1045	1053	1101	1115
Ewell East	EWE d	0915		0935	0949		1005	1019		1035	1049		1105	1119
Cheam	CHE d	0922	0929	0938	0952	0959	1008	1022	1029	1038	1052	1059	1108	1122
Sutton (Surrey) 4	SUO a	0925	0931	0941	0955	1001	1011	1025	1031	1041	1055	1101	1111	1125
Carshalton Beeches	CSB a	0925			0959			1029			1059			1129
Wallington	WLT a	0931			1001			1031			1101			1131
Waddon	WDO a	0935			1005			1035			1105			1135
West Croydon 4	WCY a	0935			1009			1039			1109			1139
Norwood Junction 4	NWD a	0945			1015			1045			1115			1145
London Bridge 4	LBG a	0955			1028			1058			1128			1158
Carshalton	CSH a		0935	0945		1005	1015		1035	1045		1105	1115	1135
Hackbridge	HCB a			0948			1018			1048			1118	
Mitcham Junction	MIJ a			0951			1021			1051			1121	
Mitcham Eastfields	MTC a			0954			1024			1054			1124	
Balham 4	BAL a			1003			1033			1103			1133	
Clapham Junction 10	CLJ a		0953	1007		1023	1037		1053	1107		1123	1137	1153
London Victoria 10	VIC a		1003	1015		1031	1045		1101	1115		1132	1145	1203