



Better Bus Southwark

Project: Better Bus Southwark - Share your ideas

Period: 12 February 2026 - 29 March 2026

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Summary

This report summarises the first stage of public engagement in the Better Bus Southwark (BBS) project, which was conducted in February and March 2026.

Better Bus Southwark is a partnership between Southwark Council and Transport for London (TfL), intended to improve bus services between London Bridge and the South Circular, on a corridor via Elephant & Castle, Camberwell Green, Goose Green and Lordship Lane. TfL have identified this as a corridor with a large number of bus routes and high demand, and relatively poor performance in terms of speed and scheduling.

As well as the goal to improve bus services, the council is seeking to improve road safety in line with the Vision Zero commitment, and to deliver walking and cycling improvements in line with our Streets for People strategy.

This project is planned to be delivered over 3 years between 2026-29 – there is an open scope as to the types of measures to be used to achieve the objectives. There will be engagement and consultation with residents and stakeholders at multiple stages throughout the project.

For the purposes of engagement and planning, we have considered the corridor in four sections, which are referred to as follows in this report:

Section 1: London Bridge to Elephant & Castle

Section 2: Elephant & Castle to Camberwell Green

Section 3: Camberwell Green to Goose Green

Section 4: Lordship Lane

Phase 1 Engagement

The purpose of the initial phase of engagement was

- a) To raise awareness of BBS at an early stage and gather contacts for later stages
- b) To gather information about residents' and bus users' experiences of bus travel, and some early ideas about what they would like to see improved. This will supplement other sources of data – such as traffic counts, bus speed data and modelling. If we want to improve services and encourage bus use we need to understand the barriers people experience and what 'improvement' looks like to passengers.

Our primary tool was a simple online survey – also available in a printed version – collecting a range of perceptions about current bus services and ideas for improvement.

We also published four supplemental map-based surveys, one for each section of the corridor. These allowed people to pinpoint specific areas of concern and also to view and comment on other people's suggestions.

We also set up and continue to maintain a sign-up form to join our mailing list, so people can stay informed as the project develops.

As well as the online tools, we carried out a number of face-to-face activities to encourage awareness and stimulate dialogue. This included six weekday sessions at four of the public libraries along the corridor, and seven pop-up sessions at some of the busiest bus stops along the route, where we introduced the project, handed out flyers and in some cases supported people to complete the survey.

The engagement was publicised by:-

- Repeated inclusion in the council's weekly resident newsletter
- Messaging on social media
- Messaging via NHS and other institutional partners
- Flyers available in libraries
- Lamp column sleeves at frequent intervals along the length of the corridor – these are intended to remain in situ for the duration of the project, directing people to the online hub page.

We received 705 responses to the main survey, including 13 submitted as paper responses.

We received 285 comments on the 4 map surveys.

453 people have signed up to our email mailing list to be kept updated on the project.

We spoke with around 300 people at on-street and library events.

What we learnt

About our respondents and their use of buses:-

- The majority of our respondents (85%) live on or within 200m of the route.
- The main reasons cited for using buses on this corridor were travel to and from work (51% made this their first or second choice), or to access other public transport (49%).
- 50% of our respondents use buses on the route 3 or more times a week. 93% do so at least a few times a month.
- 74% of respondents regularly (a few times a month or more) walk on the route, 34% cycle, and 26% use a car.

- The most regularly used bus routes among our respondents were the 176, the 40 and the 185, followed by the 12 and the 68/N68.
- The main reasons for choosing bus travel on this route (selected from a list) were:
 1. Convenient destinations
 2. Frequency of services
 3. Cost
- The main factors that might deter people from using buses on the route were:-
 1. Waiting times
 2. Speed of journey
 3. Frequency of services
 4. Reliability
 5. Space on the bus
- The majority (52%) of trips being taken were longer journeys within Southwark of 6-15 stops, while around 34% were typically taking journeys of over 15 stops, likely beyond the borough.

About their experience of bus travel:-

- When asked to rate the bus service overall (on a scale 1-10), 56% of respondents rated the service as 7/10 or above, with 7/10 the most popular score. This suggests that the bus service is highly valued by the people who use it, and considered to be of a reasonably high quality.
- This was broadly the case across all demographic groups – though older respondents were slightly more likely to rate the service more highly.
- When asked to rate different aspects of the bus service, people gave high scores (over 50% good or excellent) for 'Reliability & Efficiency', 'Comfort and Accessibility', 'Safety on buses' and 'Value for money'. They gave lower scores (under 40% good or excellent) for 'Speed of journey', 'Driver communication' and 'Cleanliness of buses'.
- We asked people about their experience in getting to their usual bus stops. The majority were positive about this, but many raised issues around:
 - Difficulties crossing busy roads, with a lack of crossings and dangerous behaviour from drivers and cyclists
 - Poor pavement quality – pavements that are uneven, cluttered or sometimes flooded
 - Street cleanliness and anti-social behaviour

- We asked people about their experience when waiting for a bus. The response here was less positive – over 60% gave this as ‘neutral’ or lower, with the main issues raised being:
 - The lack of reliable, up-to-date information at bus stops – with electronic information boards missing or inaccurate. Some people said they were reluctant to use their phones for information, particularly at night or in areas with high phone theft.
 - The lack of shelter at many bus stops, and seating that is insufficient or uncomfortable, particularly for elderly or disabled users.
 - Crowding at some stops, particularly at peak times and where pavements are narrow.
- We asked people about their experience of the journey itself. The main issues noted were:
 - Overcrowding during peak hours, with buses so full that people cannot board or are forced to stand in uncomfortable crowded conditions – routes 35, 176, 185, 12, 21, 343 and 484 were mentioned.
 - Delays and lack of reliability – especially relating to buses stopping to regulate the service or change driver – changes to service are seen as unpredictable and poorly communicated.
 - Traffic congestion, especially on Walworth Road, Lordship Lane and around Elephant & Castle.
 - Some concerns about driving – such as jerky or aggressive driving, not waiting for passengers to be seated, sometimes not pulling up to the kerb.
- We asked people about their experience when changing between journey types (i.e. from one bus to another, or to a rail service). Most seemed to find the experience reasonable, but some concerns were:
 - Long waits for connecting buses, especially at Elephant & Castle and Camberwell Green – information is often not accurate.
 - Distance between interchange points – again particularly at Elephant & Castle and Camberwell Green – posing difficulties for passengers with mobility issues.
 - Safety and comfort – key interchange points are sometimes not in the safest locations, with poor lighting and lack of shelter.
- We asked people about their experience of using night bus/late night services. 139 respondents said that they regularly use these services. Of these, 38% found the service overall good or excellent (against 18% who found it poor or very poor). Respondents generally saw the service as safe, but were more negative about waiting times for night bus services (46% rating them poor or very poor on this aspect).

- People specifically criticised long waits between buses on key routes such as the 176, 35, 12 and N63. Routes from central London late at night could be overcrowded or impossible to board. Information online and at bus stops was not always accurate.
- Some people did mention safety concerns at stops on Camberwell Green, Denmark Hill and Walworth Road – with poor lighting, lack of staff presence and antisocial behaviour among the worries.

The full report in Appendix 1 below has much more detail on comments about specific bus routes.

Priorities for improvement

- We asked people to rank their priorities for developing the Better Bus Southwark route from a list of suggestions. The top choices, by a clear margin, were:-
 - Frequency of services
 - Bus times and reliability
 - Speed
- Arguably these are all aspects of the same thing – people want an efficient service that they can rely on. It also suggests people are more concerned about delays and gaps in service while waiting for a bus, or by interruptions to their journeys, than about the actual speed of the bus once they are on board.
- These priorities are broadly consistent across all age groups, the only notable variation being that older bus users were slightly more likely to prioritise accessible buses and bus stops than other age groups.
- These priorities were also consistent between male and female respondents – both placing ‘frequency’ as their top priority.
- Disabled respondents also chose ‘frequency’ as their top priority, but they put ‘accessible bus stops’ in third place.
- We invited people to tell us more about why they selected their priorities:
 - On frequency and reliability, people talked about long waits, buses not arriving on schedule, bunching and unexpected terminations. These are major factors in people deciding whether to use the bus.
 - On speed and journey times, people pointed to traffic congestion, too many stops close together, driver changes and pauses to regulate services. Many call for more bus lanes, fewer stops, and express/superloop services.

- On bus stops and route issues, some people said that stops are too close together (particularly on Walworth Road), others that stops are too far from key destinations – such as Elephant and Castle tube.
- On information and communication, people want better real time information at bus stops – the digital boards are popular, if they are accurate.
- Overcrowding – people want to see more bus services at peak times.
- Traffic and bus priority - Traffic congestion is widely blamed for slow and unreliable services, especially on Walworth Road, Lordship Lane, and Camberwell Road. Many call for more bus lanes, bus gates, and measures to reduce general traffic.
- Accessibility for disabled passengers, those with buggies, and the elderly is a recurring theme. Issues include lack of space, inconsiderate behaviour from other passengers, and drivers not always lowering ramps or pulling up to the kerb

About the needs of protected characteristics

- We were keen to ensure that the plans we develop for Better Bus Southwark contribute fully to meeting the council's equality duty and deliver a service that is accessible to all. Therefore we invited respondents to share any thoughts they had about the bus service in relation to multiple protected characteristics.
- 130 respondents made comments around accessibility for disabled people (including those with hidden disabilities). Some key points were:-
 - Need for better enforcement of wheelchair priority space – so that wheelchairs are always prioritised over buggies and luggage.
 - Clearer priority seating – better signage and announcements to ensure elderly and disabled can always use the priority seats.
 - Need for social norms on crowded buses – so people without disability use the upper deck and make room.
 - Calls for driver training and improved behaviour – awareness of hidden disabilities, more careful braking, waiting for disabled passengers to sit before moving, always pulling in to the kerb at stops, always using ramps for passengers in wheelchairs or with mobility needs.
- 112 respondents made comments about the needs of women and girls.
 - Safety concerns were prominent, with calls for better lighting around bus stops, and use of CCTV on buses and at stops.
 - People would like to see staff or community officers at key stops, especially at night, as well as clearly signed emergency help points and alarms.

- Improved reliability, frequency and bus stop information all contribute to women and girls feeling more safe.
- 62 respondents commented regarding pregnant women – as with the concerns for disabled people, people wanted to see clearer and more regularly enforced priority seating, with the expectation that people will give up their seat. There was also a call for more comfortable seating at bus stops.
- 95 respondents offered comments about children (and adults with small children). Key points included:-
 - Need for more space for pushchairs, to reduce stress at peak times and in areas around schools and parks
 - Calls for drivers to be more careful when starting and braking if there are small children or parents with babies standing.
 - Concerns about overcrowding during school runs – people wanted more services, additional routes or bigger buses.
- 95 respondents offered comments about older people:-
 - The most common concern among respondents is that bus drivers often do not wait for older people to be seated before driving off, which can lead to falls and injuries.
 - A significant number of responses highlight the lack of available seating for older people, especially during busy periods, and the need for more and better-prioritised seats.
 - Accessibility issues are also prominent, including requests for drivers to always lower the bus for boarding, ensure level boarding, and avoid stopping away from the kerb.
- In relation to people from Minoritised Ethnic communities, as well as to LGBTQ+ bus users, the main calls were for signage and driver training to help defuse difficult situations and prevent hate crimes. CCTV at and around bus stops was also suggested as a way to deter incidents.
- In relation to religion and belief there were few comments. There were some suggestions for more stops and services catering to places of worship as a means to encourage faith group members to use public transport.
- 50 respondents commented on people from less well-off socio-economic backgrounds. The main points raised were:-
 - The need for fare concessions for people on benefits or low pay. There was a call to retain and even extend the Hopper fare, for example to allow journeys within two hours instead of one.
 - That bus services are disproportionately used by those on low income, and any cuts to services, especially night services, can have a significant impact on people's ability to travel and work.

On Section 1 of the route (London Bridge to Elephant and Castle)

- The most common issues raised by respondents are overcrowding and infrequent bus services. Many people report that buses (notably the 35 and 148) are often full, do not stop, or arrive in bunches with long gaps in between, making commuting difficult and unreliable. There is a strong call to restore or increase services, such as bringing back the 40 route and improving frequency on the 343 and 35.
- Others mention accessibility of bus stops – with many stops on this section lacking seating or shelter.
- There are mentions of conflict between buses and cyclists, particularly on Borough High Street.
- People also talked about poor pedestrian infrastructure – narrow pavements, missing crossings and dangerous junctions around Borough High Street and London Bridge.

On Section 2 of the route (Elephant and Castle to Camberwell)

- The most common issues raised by respondents relate to bus overcrowding and insufficient frequency, particularly on routes 176, 35, and 148. Many people report that buses are full even at off-peak times, with standing room only, and that services are not frequent enough to meet demand.
- A significant number of responses highlight problems with the location and accessibility of bus stops, especially at Elephant & Castle. Many users find the relocated stops too far from the tube station, creating difficulties for people with mobility issues, those carrying shopping, and in bad weather.
- There are calls for alternative public transport provision on this section – such as reopening Camberwell Stations, establishing a tram route or express bus routes.
- Many respondents mention delays caused by frequent driver changeovers, especially at Medlar Street and Camberwell Green, which can add significant time to journeys and often occur at inconvenient points. There are requests for these to be better scheduled or for changeovers to occur at regular bus stops.
- Traffic congestion, especially at key junctions like Albany Road and Camberwell Green, is a major concern. Respondents cite roadworks, traffic lights, and conflicts between buses, cyclists, and other vehicles as causes of delays. Some suggest reintroducing or extending bus lanes, adding bus gates, or creating dedicated cycle lanes to improve flow and safety.

On Section 3 of the route (Camberwell to Goose Green)

- Bus frequency and overcrowding are major concerns, with many respondents reporting long waits, unreliable timings, and buses too full to board, especially on routes 37, 42, 185, and 484. Calls for increased capacity and more frequent services were common, with several noting that reductions in frequency (e.g. 484) have made things worse.
- Bus reliability is undermined by traffic congestion, especially at key junctions (East Dulwich Grove/Lordship Lane, Denmark Hill, Lordship Lane), and by operational issues such as mid-route driver changeovers, which cause significant delays and frustration. Many want driver changes moved to route termini.
- There is widespread concern about the number and placement of bus stops, with several suggesting that stops are too close together (especially between Denmark Hill and East Dulwich), slowing journeys. However, some caution against removing stops due to accessibility needs.
- Junction safety and pedestrian crossings are repeatedly raised, especially at East Dulwich Grove/Lordship Lane and Grove Lane/Champion Grove, with multiple calls for new or improved crossings and traffic lights due to danger for pedestrians and poor accessibility.

On Section 4 of the route (Lordship Lane)

- The most frequently raised issues concern congestion and unreliable bus services, with many respondents attributing delays and slow journeys to parked cars along Lordship Lane, traffic restrictions (such as LTNs and school streets), and poor coordination of roadworks. There is a strong and recurring call for the removal or reduction of on-street parking to enable continuous, effective bus lanes, improve bus reliability, and make the area safer and more pleasant for pedestrians and cyclists. However, a minority of respondents are concerned that removing parking will harm local businesses and reduce accessibility for those who rely on cars.
- Bus frequency and reliability are major concerns, especially during peak hours. Respondents report long waits, buses arriving in bunches, and frequent short-turning or early terminations of routes 40, 42, 176, and P4, making services unreliable and frustrating. Calls for increased frequency, especially for the 176 and P4, and better east-west connections are common.
- Pedestrian safety is a significant theme, particularly at the junction of Lordship Lane and East Dulwich Grove, which is repeatedly described as dangerous and in need of a signalled crossing or other safety improvements. There are also concerns about narrow pavements, dangerous crossings, and conflicts between buses, cars, and vulnerable road users.

Recommendations

It is clear from what we heard that bus travel is an important, perhaps the most important part of how residents in this area get around, with many relying on buses for their journeys to work and for leisure. On the whole, bus services are highly valued and appreciated as good value and reasonably reliable.

However it is also clear that many bus users feel the service they receive could be better, with many complaining about waiting times, buses not turning up or terminating early, and lack of information about services. For some disabled and older people, there were also accessibility issues – priority seats not available, clashes between wheelchair-users and pushchairs, and bus drivers not following best practice in pulling in to kerbs and using ramps.

Better Bus Southwark is an opportunity to address many of these concerns, and improve services on this corridor in such a way that it can be a model for other routes in Southwark and across London.

Recommendations:

- Focus on measures to address bus frequency and reliability – many reasons are suggested for issues in this area, but most boil down to congestion and vehicle conflict along the route (including outside the extent of the corridor, for routes that start in central London). Passenger experience here backs up other sources of evidence – bus performance on this corridor is not as good as it should be, so we should take strong measures to improve it if we want to see increased ridership and passenger satisfaction.
- Passengers are more frustrated by buses that are delayed in arriving or cancelled, or that pause or even terminate mid-route, than they are by slow journeys themselves. If we wish bus travel to always be the preferred choice, we should look at ways to reduce these points of friction. This might mean looking at the places where buses terminate or change drivers, and ensure that passengers always have clear communication about their options.
- Respondents had a lot to say about changes to routes and gaps in the network – this is part of ongoing concerns about a relative lack of transport options in South London. We should continue to collect these comments and make sure TfL are aware of the issues – increasing ridership depends on having services that go where people want to go.
- Accessibility is a concern for many older and disabled bus users – in the long term we might look again at the design of buses, whether we have the right buses serving particular routes; the design of bus stops, with shelter and seating that means all can use them; and the actions of bus drivers – for example starting too soon, breaking sharply, not enforcing priority seating, not pulling into the kerb so older passengers can step down safely. We need to look at the reasons for these issues and address them.

- As well as broad complaints about delays and reliability, we received lots of localised comments about specific sections of the corridor – for example about the interchange at Elephant and Castle, the changeovers at Camberwell Green, and the crowded pavements at the Denmark Hill Station bus stop. We need to look in detail at each of these localised issues, and consider localised solutions, and not just rely on global/strategic approaches.
- Alongside comments specific to bus travel, there were lots of comments about road safety for people walking and cycling, with several specific locations highlighted – most notably the area around Borough Station, the junction with Albany Road, and junction with East Dulwich Grove. We should take the opportunity with BBS to address broader road safety concerns along the corridor – after all, bus users are necessarily pedestrians too; if they can't reach the bus stop safely, they can't use the bus.

Next steps

This was a first phase in engagement for the Better Bus Southwark project, intended to gauge the current experiences of passengers and gain some understanding of what meaningful improvement might look like for passengers and residents. This will sit alongside other forms of data – ridership data, traffic counts, speed data, collision data, traffic modelling etc.

Combining all these sources of data, and working with TfL and other partners, we will start to develop proposals for the different sections of the bus corridor. We will return to residents and engage with them on each section of proposals, sharing our reasoning as we go.

Currently we are planning several elements of consultation and engagement in 2026 and 2027, with a view to pressing ahead with some initial changes within the next year. Under the schedule provided by TfL, we aim to complete the whole project by 2029. Engagement opportunities will be widely publicised, though with direct communications targeted to residents and passengers directly affected. All engagement and consultation activities will be publicised via our hub page at <https://engage.southwark.gov.uk/en-GB/folders/better-bus-southwark>

Although the initial survey has closed, we still want to gather general feedback from residents and bus users on how services are performing. This is one of the best way to check our understanding of the issue, and also to monitor whether changes we make have the desired effects. The live feedback form is available at <https://engage.southwark.gov.uk/en-GB/projects/better-bus-southwark-your-journey>

Appendix 1: Full survey results

How would you describe yourself?

688/705 - Multiple choice - choose many - optional

Someone who lives along this route 47.1% (332 choices)



Someone who lives close to the route (200m or less) 38.2% (269 choices)



Someone who lives elsewhere in Southwark 9.8% (69 choices)



Someone who uses buses on this route 66.1% (466 choices)



Parent/carer of someone who uses buses on this route 9.4% (66 choices)



Someone who works on or close to the route 21.8% (154 choices)



Someone who owns or manages a business on the route 1.3% (9 choices)



No answer 2.4% (17 choices)



Other 0.9% (6 choices)



Do you own or manage a business close to the planned Better Bus Southwark route?

647/705 - Multiple choice - choose one - optional

Yes 3.1% (22 choices)



No 88.7% (625 choices)



No answer 8.2% (58 choices)



Nature of business

17/22 - Multiple choice - choose one - optional

No answer 22.7% (5 choices)



Restaurant, takeaway, bar or cafe 9.1% (2 choices)



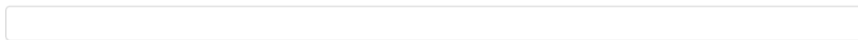
Retail 0% (0 choices)



Hair & beauty services 0% (0 choices)



Estate/lettings agent 0% (0 choices)



Other 68.2% (15 choices)



How often do you have deliveries /collections / dispatches at your premises?

21/22 -Matrix -optional

	1 -Never	2 -Less than one a day	3 -1 a day	4 -2-3 a day	5 -4 or more a day
By car	31.25%	50%	12.5%	0%	6.25%
By van or lorry	20%	55%	10%	10%	5%
By motorcycle or moped	30.77%	69.23%	0%	0%	0%
By cargo bike	40%	60%	0%	0%	0%
By e-bike or cycle	27.27%	72.73%	0%	0%	0%

What times of day do your deliveries most usually come?

18/22 - Multiple choice - choose one - optional

Early morning (before 8am) 0% (0 choices)



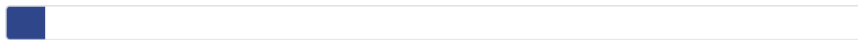
8-10am 4.5% (1 choice)



During the day 10am-3pm 18.2% (4 choices)



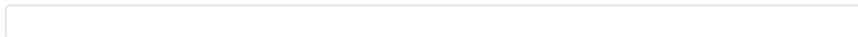
Afternoon peak 3pm-7pm 4.5% (1 choice)



Evening (7-10pm) 4.5% (1 choice)



Overnight (10pm-6am) 0% (0 choices)



Any time 50% (11 choices)

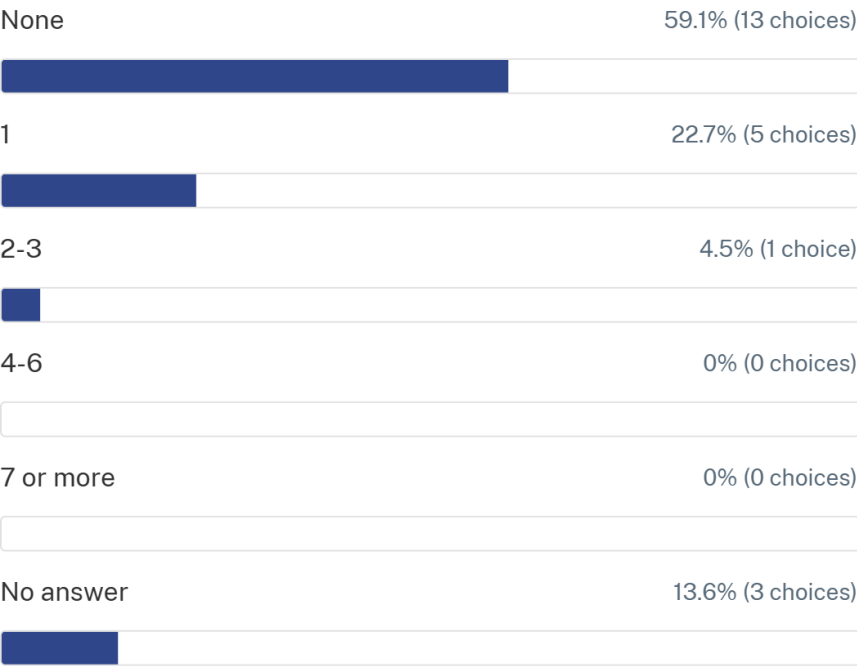


No answer 18.2% (4 choices)



How many of your staff currently travel to work by private motor vehicle?

19/22 - Multiple choice - choose one - optional



Please tell us which of these are your most frequent reasons for travel on this route?

666/705 - Ranking - optional

#1	Accessing other public transport (e.g. tube or rail)	#3.2 average
#2	Travel to and from work	#3.8 average
#3	Leisure (e.g. cinema or eating out)	#3.9 average
#4	Visiting friends and family	#4.5 average
#5	Shopping	#4.6 average
#6	Healthcare - attending GP, dentist or hospital	#5.3 average
#7	Visiting libraries or leisure centres	#6.1 average
#8	Other	#6.7 average
#9	Travel to and from school or other education setting	#7 average

36.2% put 'travel to and from work' in first place, + 14.9% put it in 2nd place (so it's in the top 2 for 50% of respondents)

21.8% put 'accessing other public transport' in 1st place, 27.2% put it 2nd, it was high on the list for most respondents.

Only 12.6% put 'Leisure' in 1st place, but most people still put it in their top 4 places.

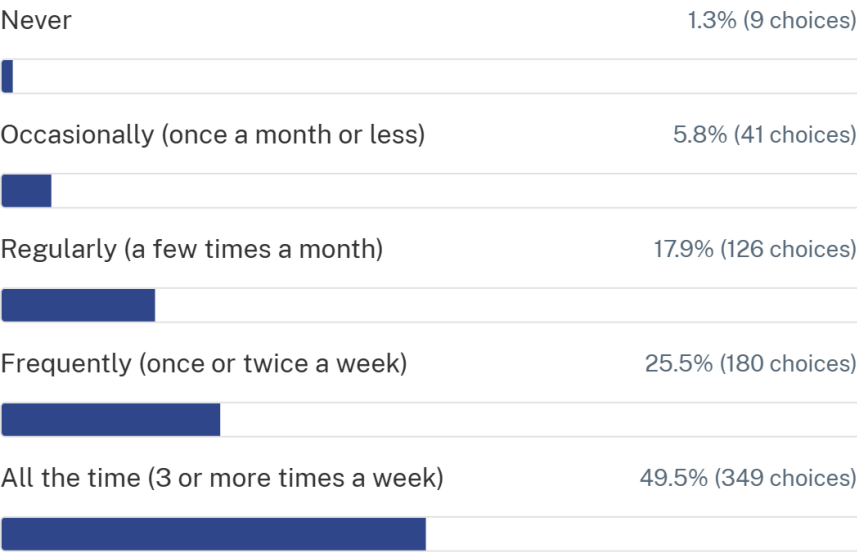
Most people put 'Visiting friends and family' in 3rd/4th/5th

Most people put 'shopping' between 3rd-6th places

Most people put 'healthcare' 4th-7th

How often do you use buses on the Better Bus Southwark route?

705/705 - Multiple choice - choose one - required



How else do you travel on this route?

630/705 -Matrix -optional

	1 - Never	2 - Occasionally (once a month or less)	3 - Regularly (a few times a month)	4 - Frequently (once or twice a week)	5 - All the time (3 or more times a week)
Walking (including wheelchair or other mobility aid)	9.91%	16.52%	19.13%	21.91%	32.52%
cycle or scooter	54.44%	11.58%	10.62%	9.65%	13.71%
Car or van	50.68%	23.3%	13.01%	8.93%	4.08%
Motorcycle or moped	97.4%	1.3%	0.22%	1.08%	0%
Taxi (black cab, minicab, uber tc)	42.13%	45.08%	11.22%	1.18%	0.39%
Train, tube or overground	11.99%	26.98%	25.93%	19.58%	15.52%

Which of these bus routes do you use regularly? (at least once a month)

676/696 - Multiple choice - choose many - optional

176 70.3% (489 choices)



40 61.4% (427 choices)



185 54.3% (378 choices)



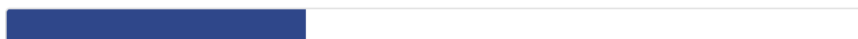
12 48% (334 choices)



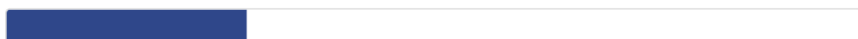
68 o N68 42.8% (298 choices)



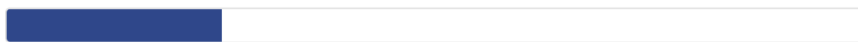
35 34.9% (243 choices)



42 28% (195 choices)



148 25.1% (175 choices)



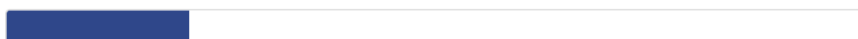
468 23.6% (164 choices)



484 22.1% (154 choices)



343 o N343 21.3% (148 choices)



171 o N171 21.3% (148 choices)



P13 15.5% (108 choices)



197 13.8% (96 choices)



136 11.8% (82 choices)



C10 10.8% (75 choices)

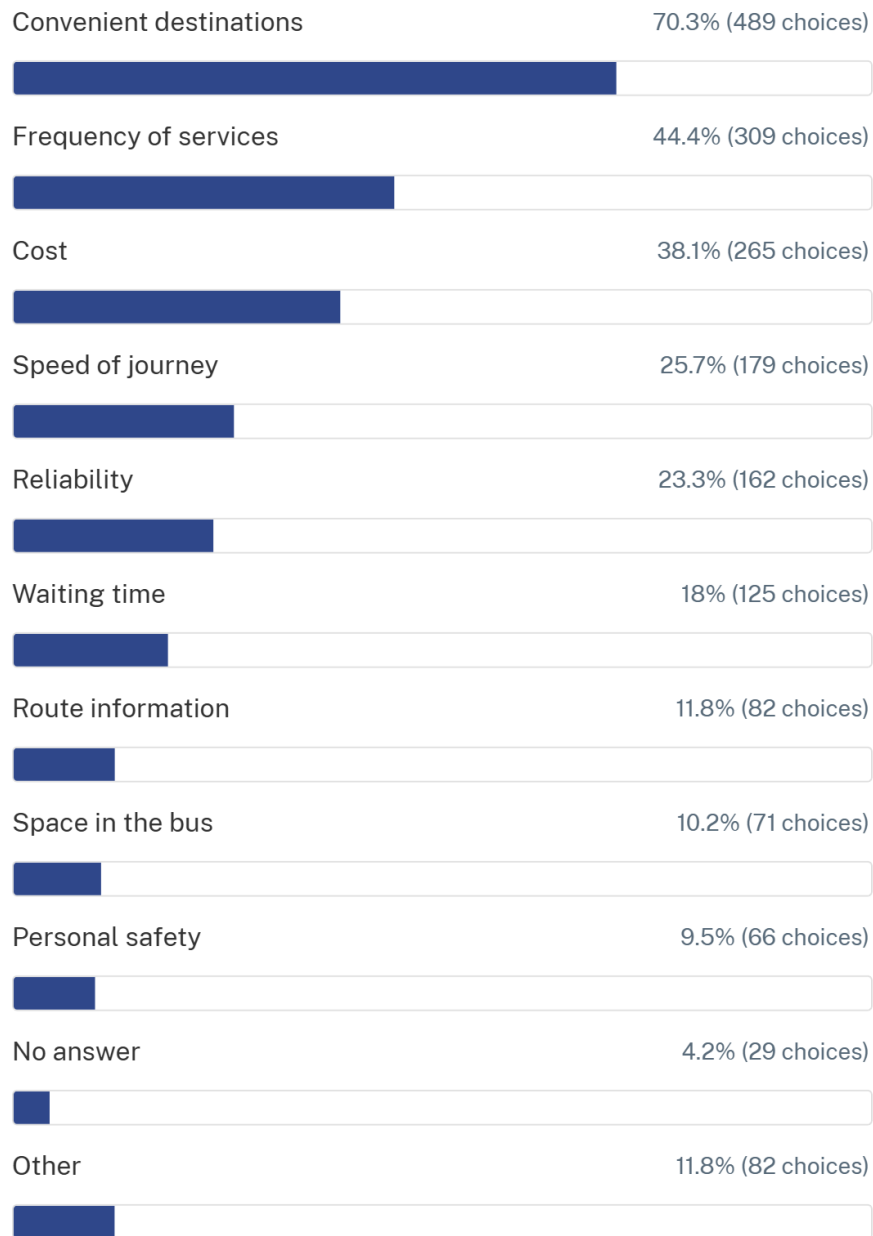


21 o N21 8.8% (61 choices)



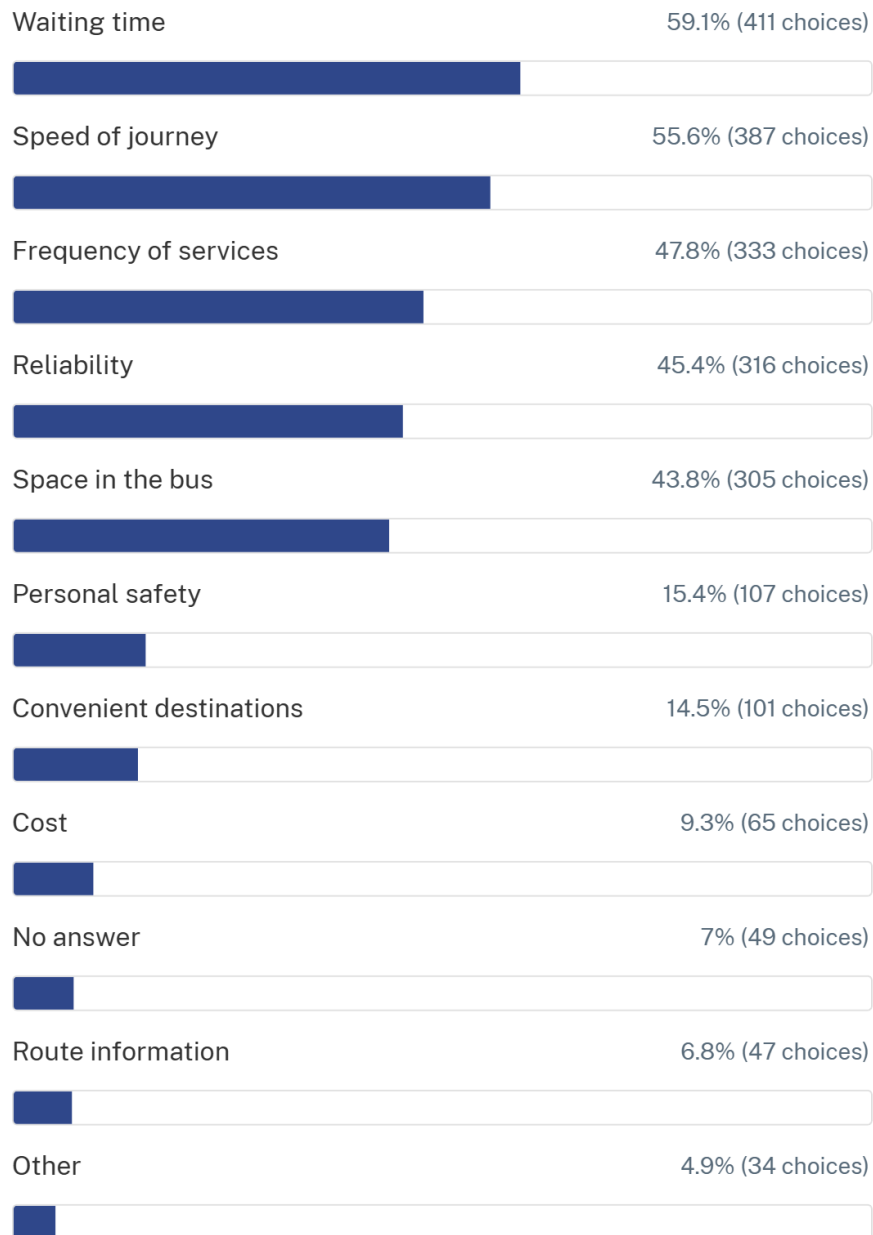
What makes you choose bus travel on this route?

667/696 - Multiple choice - choose many - optional



What might deter you from choosing bus travel on this route?

647/696 - Multiple choice - choose many - optional



Would you say your most typical journey on this route was...?

666/696 - Multiple choice - choose one - optional

A short local journey - up to 5 bus stops 9.9% (69 choices)



A longer journey within Southwark - 6-15 stops 51.7% (360 choices)



A long journey - over 15 stops, may go beyond Southwark 33.9% (236 choices)



I never use this bus route 0.1% (1 choice)



No answer 4.3% (30 choices)



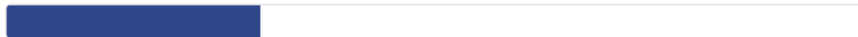
How do you usually plan your journeys?

664/696 - Multiple choice - choose many - optional

Check a website or app before setting out 75% (522 choices)



Always take the same journeys 29.6% (206 choices)



Information at bus stop 24.1% (168 choices)



No answer 4.6% (32 choices)



Information at transport interchange (e.g. train station) 3.6% (25 choices)

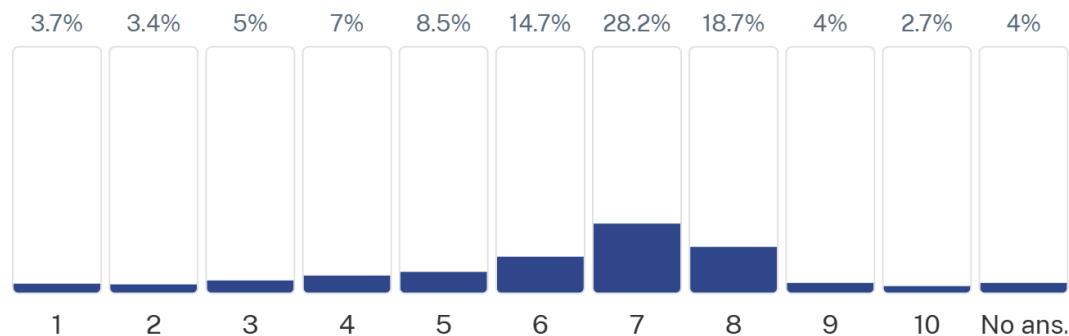


Other 3.2% (22 choices)



Overall, how would you rate the bus services on this route?

668/696 - Rating - optional



The chart below breaks down responses by age of respondent. This suggests that older respondents are somewhat more likely to rate the bus service more highly than those in younger age groups.

Overall how would you rate the bus service (1-10 with 1 being very poor)										
Row Label	1	2	3	4	5	6	7	8	9	10
No age giv	7.7%	9.6%	5.8%	15.4%	7.7%	19.2%	23.1%	7.7%	1.9%	1.9%
Under 16	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	0.0%
16-17	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	33.3%	0.0%	0.0%
18-24	0.0%	0.0%	0.0%	14.3%	9.5%	19.0%	42.9%	14.3%	0.0%	0.0%
25 – 34	4.6%	4.6%	8.3%	2.8%	8.3%	16.5%	33.0%	14.7%	4.6%	2.8%
35 – 44	2.1%	2.1%	4.2%	5.6%	9.2%	13.4%	36.6%	19.0%	4.9%	2.8%
45 – 54	3.9%	4.7%	5.5%	11.8%	10.2%	13.4%	27.6%	18.9%	3.1%	0.8%
55 – 64	4.6%	1.9%	6.5%	10.2%	8.3%	14.8%	24.1%	19.4%	6.5%	3.7%
65 – 74	5.3%	2.6%	1.3%	1.3%	9.2%	17.1%	23.7%	28.9%	3.9%	6.6%
75 – 84	0.0%	4.8%	9.5%	0.0%	9.5%	14.3%	19.0%	38.1%	4.8%	0.0%
85 – 94	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	50.0%	0.0%	16.7%
Grand Tot	3.9%	3.6%	5.2%	7.3%	8.8%	15.3%	29.3%	19.5%	4.2%	2.8%

The chart below breaks down responses by sex - broadly responses were similar between male and female respondents, though male respondents were slightly more likely to give a higher score.

Satisfaction with services										
Count of Overall, how would you rate the bus services on this route?										
Sex	1	2	3	4	5	6	7	8	9	10 Total
No sex given	4.8%	8.4%	4.8%	15.7%	9.6%	12.0%	27.7%	9.6%	4.8%	2.4% 83
Female	3.8%	2.7%	5.9%	6.7%	10.2%	13.7%	28.7%	21.4%	4.3%	2.7% 373
Male	3.6%	2.6%	4.1%	5.7%	5.7%	18.1%	32.6%	20.2%	4.1%	3.1% 193
Other	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0% 2
Prefer not to say	5.9%	5.9%	5.9%	0.0%	11.8%	35.3%	17.6%	17.6%	0.0%	0.0% 17
Grand Total	3.9%	3.6%	5.2%	7.3%	8.8%	15.3%	29.3%	19.5%	4.2%	2.8% 668

The chart below breaks down responses by cross-reference with whether the respondent told us they have a disability. Disabled and non-disabled respondents broadly give very similar average ratings – though the disabled respondents were more likely to rate the service either very high or very low.

Count of Overall, how would you rate the bus services on this route?											
Are you disabled?	1	2	3	4	5	6	7	8	9	10	Total
No answer	2.7%	9.6%	4.1%	15.1%	8.2%	16.4%	26.0%	12.3%	1.4%	4.1%	73
No	3.1%	3.3%	5.8%	6.1%	8.6%	15.0%	30.1%	21.9%	4.2%	1.9%	479
Prefer not to say	3.1%	0.0%	6.3%	9.4%	6.3%	21.9%	31.3%	12.5%	9.4%	0.0%	32
Yes	9.5%	1.2%	2.4%	7.1%	11.9%	13.1%	27.4%	14.3%	4.8%	8.3%	84
Grand Total	3.9%	3.6%	5.2%	7.3%	8.8%	15.3%	29.3%	19.5%	4.2%	2.8%	668

The chart below breaks down responses by how often the respondent uses buses on the route. Broadly the patterns are similar – though it's notable that those who use buses only 'occasionally' were less likely to give a medium-high score. As part of the Better Bus Southwark project, it will be worthwhile to look in greater detail at the feedback provided by this group.

Count of How often do you use buses on the Better Bus Southwark route?											
Frequency	1	2	3	4	5	6	7	8	9	10	Total
All the time (3 or more times a week)	6.0%	3.9%	4.8%	8.1%	8.4%	13.9%	26.5%	18.7%	5.7%	3.9%	332
Frequently (once or twice a week)	2.3%	4.0%	4.5%	8.5%	8.5%	15.8%	30.5%	20.9%	2.3%	2.8%	177
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0
Occasionally (once a month or less)	2.6%	2.6%	13.2%	5.3%	10.5%	28.9%	18.4%	15.8%	2.6%	0.0%	38
Regularly (a few times a month)	0.8%	2.5%	5.0%	4.1%	9.9%	14.0%	38.8%	20.7%	3.3%	0.8%	121
Grand Total	3.9%	3.6%	5.2%	7.3%	8.8%	15.3%	29.3%	19.5%	4.2%	2.8%	668

The chart below breaks down responses based on the respondent's main/typical reason for travel. Caution should be used, as most respondents travel for a variety of reasons. Broadly responses are similar for all types of respondent.

No.1 reason for travel	1	2	3	4	5	6	7	8	9	10	
Leisure	0.0%	3.6%	2.4%	10.7%	6.0%	15.5%	39.3%	13.1%	4.8%	1.2%	84
Accessing other public transport	2.8%	4.3%	2.8%	5.0%	10.6%	12.8%	37.6%	20.6%	2.1%	1.4%	141
Healthcare	0.0%	2.4%	9.8%	2.4%	12.2%	7.3%	26.8%	17.1%	9.8%	7.3%	41
Shopping	0.0%	0.0%	4.7%	4.7%	7.0%	11.6%	20.9%	39.5%	7.0%	2.3%	43
Education	2.7%	2.7%	5.4%	13.5%	8.1%	27.0%	16.2%	18.9%	2.7%	0.0%	37
Work	6.6%	5.4%	6.2%	8.3%	8.7%	13.7%	24.5%	17.0%	4.1%	3.7%	241
Visiting friends or family	0.0%	0.0%	4.9%	7.3%	9.8%	29.3%	24.4%	24.4%	0.0%	0.0%	41
Libraries or leisure centre	0.0%	0.0%	7.1%	0.0%	0.0%	21.4%	50.0%	14.3%	0.0%	7.1%	14

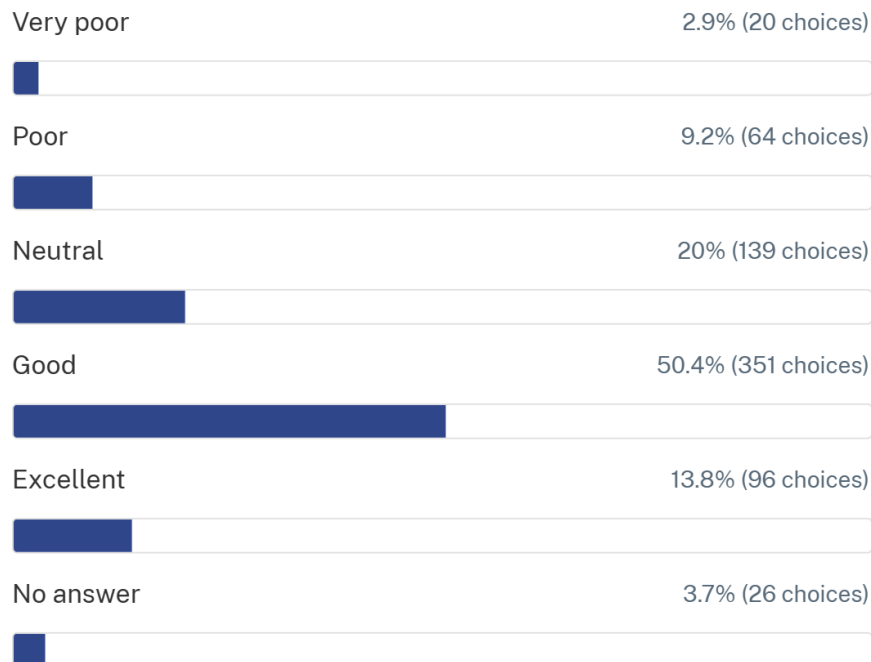
How would you rate these aspects of the service?

663/696 - Matrix - optional

	1 - Very poor	2 - Poor	3 - Neutral	4 - Good	5 - Excellent
Reliability and efficiency	6.85%	15.98%	24.35%	47.64%	5.18%
Speed of journey	10.69%	23.82%	28.4%	34.05%	3.05%
Frequency of services	6.56%	20.61%	24.73%	42.44%	5.65%
Comfort and accessibility	4.17%	13.27%	29.78%	47.22%	5.56%
Driver -communication and service	7.86%	17.87%	35.29%	31.74%	7.24%
Safety around bus stops	5.43%	11.49%	39.29%	38.51%	5.28%
Cleanliness of buses	7.88%	19.32%	34.78%	34.31%	3.71%
Safety on buses	4.21%	8.72%	36.45%	45.02%	5.61%
Information about your journey	5.95%	15.02%	30.83%	42.1%	6.1%
Cost / value for money	3.91%	7.34%	24.22%	43.13%	21.41%
Road safety along the route	3.79%	10.25%	38.17%	41.01%	6.78%

What is your experience like getting to your usual bus stops?

670/696 - Multiple choice - choose one - optional



Tell us about your experience getting to your usual bus stops?

258/696 - Long answer - optional

The most common issues raised by respondents relate to difficulties crossing busy roads to reach bus stops, with many highlighting a lack of pedestrian crossings, short crossing times at traffic lights, and dangerous driver or cyclist behaviour

Pavement quality and maintenance is another major concern. Many mention uneven, cracked, or narrow pavements, obstacles such as bins, e-bikes, scooters, and tree roots, and poor drainage leading to puddles.

Cleanliness and anti-social behaviour are frequently mentioned, with reports of litter, overflowing bins, fly-tipping, graffiti, and people loitering or engaging in anti-social behaviour (including drug use, urination, and threatening).

Cyclists and e-scooters on pavements are a recurring complaint, with several respondents feeling unsafe due to cyclists and scooter riders ignoring traffic rules, riding on pavements, or blocking access.

Accessibility for those with mobility issues, prams, or wheelchairs is often poor, with obstacles, high kerbs, narrow pavements, and buses not pulling up close enough to the kerb.

Bus stop facilities are often lacking or unreliable. Respondents mention broken or missing real-time information screens, lack of shelters or seating, and overcrowding at busy stops.

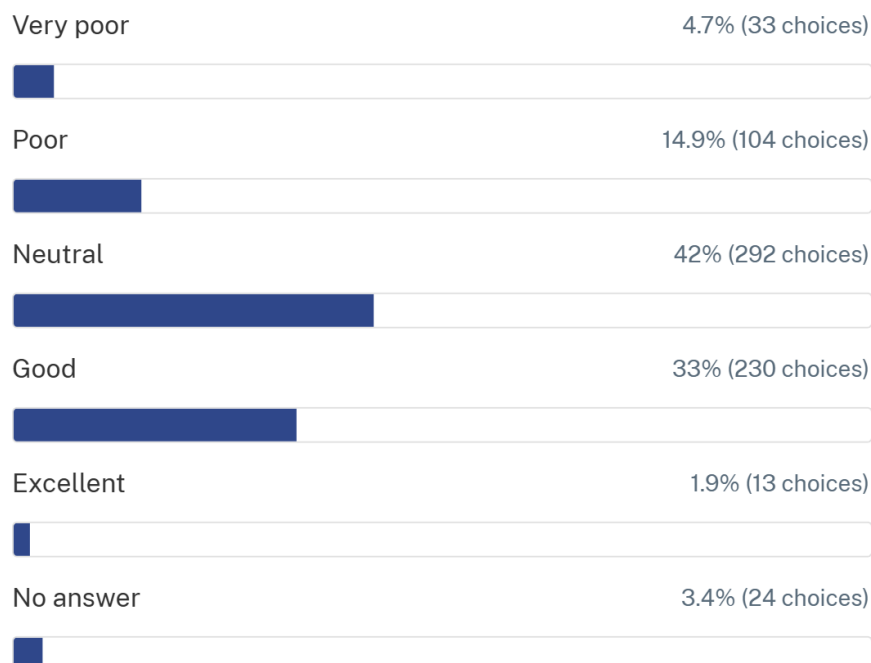
Bus reliability and frequency are also mentioned, with some routes (notably the 35) described as overcrowded and infrequent, especially at peak times.

Positive experiences are also reported, especially where stops are close to home, crossings are available, and pavements are in good condition.

In summary, the main themes are: unsafe and inconvenient road crossings, poor pavement quality and maintenance, cleanliness and anti-social behaviour, personal safety concerns (especially at night), issues with cyclists and e-scooters, accessibility challenges, and inadequate bus stop facilities. There are also calls for more reliable bus services and better real-time information. Where infrastructure is good, experiences are positive.

What is your experience like when waiting for a bus?

672/696 - Multiple choice - choose one - optional



Tell us about your experience like when waiting for a bus?

395/696 - Long answer - optional

The most common issues raised by respondents relate to the lack of reliable, up-to-date information at bus stops. Many people report that electronic displays are often missing, broken, or inaccurate, leading to uncertainty and frustration when waiting for buses. This is particularly problematic at night or in areas with high phone theft, as people are reluctant to use their mobiles to check bus times.

A significant number of respondents complain about inadequate shelter and seating at bus stops. Many stops lack protection from the weather, and shelters are often too small or non-existent, especially on busy routes or at major interchanges. Seating is frequently described as uncomfortable, insufficient, or unsuitable for elderly or disabled people.

Crowding is a recurring problem, especially at peak times and at stops with narrow pavements, making it difficult for both bus users and pedestrians.

Cleanliness and maintenance are also highlighted, with many stops described as dirty, littered, or vandalised.

Safety concerns are frequently mentioned, especially at night, with reports of poor lighting, antisocial behaviour, phone theft, and feeling unsafe or intimidated.

Other recurring issues include:

- Buses not running to schedule, long waits, and unreliable service information.
- Lack of clear information about diversions or closed stops.
- Pavement congestion and poor accessibility for disabled people.

A minority of respondents are satisfied with their local stops, especially where there is shelter, seating, and working information displays.

In summary, the main trends are: a strong desire for more reliable and widespread real-time information at stops, better weather protection and comfortable seating, improved cleanliness and lighting, and greater attention to safety and accessibility. Crowding and unreliable bus services also contribute to a poor waiting experience for many.

What are the journeys themselves like?

453/696 - Long answer - optional

Overcrowding is the most common complaint, especially during peak hours, with many respondents reporting that buses are so full they cannot board, are forced to stand, or feel unsafe and uncomfortable. Routes 35, 176, 185, 12, 21, 343, and 484 are repeatedly cited as particularly problematic for crowding and infrequent service.

Delays and unreliable service are also a major theme. Respondents mention frequent delays due to roadworks, congestion, and especially buses stopping to “regulate the service” or for driver changes, often at Camberwell Green. These stops are seen as unpredictable, poorly communicated, and add significant time to journeys. Many find it frustrating when buses terminate early or go on diversion with little or no warning.

Traffic congestion, especially on Walworth Road, Lordship Lane, and around Elephant & Castle, is a frequent cause of slow journeys and delays. Many blame roadworks, lack of bus lanes, and the impact of LTNs (Low Traffic Neighbourhoods) for worsening congestion and journey times.

Driving quality is mixed. Many respondents complain about jerky, abrupt, or aggressive driving, with drivers accelerating and braking sharply, not waiting for passengers to sit, and sometimes not pulling in close to the kerb. Some praise considerate drivers, but many want better driver training and more consistent standards.

Cleanliness and comfort are recurring issues. Many find buses dirty, smelly, and poorly ventilated, especially in summer. The Routemaster buses are particularly criticised for being cramped, hot, and uncomfortable. Some mention that the newer electric buses are smoother and more pleasant.

Accessibility is a concern for disabled passengers, wheelchair users, and those with prams or assistance dogs. There are frequent reports of buggy spaces being blocked, drivers not using ramps or lowering the bus, and a lack of priority seating.

On-board information is generally seen as useful when it works, but many complain that driver announcements are inaudible, unclear, or not made at all, especially regarding diversions, early terminations, or driver changes.

Antisocial behaviour is mentioned by several respondents, including loud music or phone calls without headphones, eating and leaving litter, and sometimes intimidating behaviour from other passengers.

A minority of respondents report generally positive experiences, especially outside peak hours, praising the electric buses, clear information, and helpful drivers.

In summary, the main issues are overcrowding, delays (especially due to driver changes and service regulation), poor communication, uncomfortable and dirty buses, and inconsistent driving quality. Improvements most requested are: more frequent and reliable services, better communication (especially about delays and diversions), improved accessibility, and higher standards of cleanliness and driver behaviour.

What is your experience like of changing between journey types on this route?

315/696 - Long answer - optional

Many respondents find changing between journey types on Southwark bus routes generally straightforward, especially at major hubs like Elephant & Castle,

Camberwell Green, Denmark Hill, and Vauxhall. However, several recurring issues and frustrations were highlighted:

Long Waits, Unreliable Timings, and Poor Information: Many users complain about long waiting times for connecting buses, especially at Camberwell Green and Elephant & Castle, and that live bus tracking is often inaccurate. Unplanned driver changes and buses terminating early without warning are a common source of frustration, leading to missed connections and additional fares.

Distance Between Interchange Points: A significant number of respondents mention that bus stops for interchanging, especially at Elephant & Castle and Camberwell, are too far apart, requiring long walks that are particularly difficult for those with mobility issues, children, or luggage.

Safety and Comfort Concerns: Several users feel unsafe or uncomfortable waiting at certain interchanges, especially at night (notably Camberwell Green and Elephant & Castle), due to poor lighting, lack of shelters, crowding, or anti-social behaviour.

Accessibility Issues: The distance between stops, lack of step-free access (especially at Elephant & Castle), and crowded or poorly designed bus stops make interchanging difficult for disabled people, those with prams, or the elderly.

Overcrowding and Bus Capacity: Overcrowding at key stops and on buses, especially during peak times, is a frequent complaint, making it hard to board and causing delays.

Cost and Hopper Fare Limitations: Some respondents are frustrated by the 60-minute hopper fare limit, which is often not enough for longer or disrupted journeys, leading to extra charges.

Positive Feedback: Many users report that interchanging is generally easy, especially when using travel apps, and appreciate the flexibility and number of connections available at major hubs.

Suggestions for Improvement: Respondents suggest better coordination of bus and train times, clearer and more timely information about driver changes and terminations, improved shelter and seating at stops, more frequent services, and better signage and accessibility at interchange points.

In summary, while many find the system workable, the most common frustrations are with unreliable connections, long walks between stops, lack of information, and accessibility/safety concerns at key interchanges, especially Camberwell Green and Elephant & Castle. Improvements in these areas would make changing between journey types much smoother for all users.

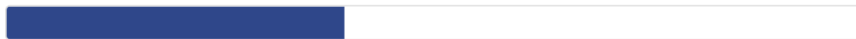
Would you like to leave comments about specific numbered bus routes on the Better Bus Southwark corridor?

633/696 - Multiple choice - choose one - optional

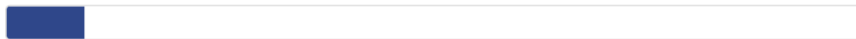
No 51.6% (359 choices)



Yes 39.4% (274 choices)



No answer 9.1% (63 choices)



P5 (based on 8 responses)

The most common themes raised by respondents are:

Frequency and Reliability: The most frequent concern is that buses are not regular enough, with long waits between services and issues with reliability. Many call for more buses on routes, especially at peak times.

Current Service Satisfaction: A number of respondents are happy with the current service and urge that routes should not be changed or reduced. Some specifically say “do not disturb this route” or express that they would be “gutted” if services were cut.

Route Suggestions and Coverage: Several respondents suggest extending routes or adding stops, for example, a stop on Effra Road in Brixton or starting/ending at Inner London Crown Court. There are also requests for better connections to key destinations.

Cleanliness and Bus Quality: Some positive comments about the cleanliness and quality of buses.

Overall, the main message is that while many value the current bus services and want them protected, there is a widespread call for improved frequency and reliability. Some also want minor route adjustments to improve coverage.

C10 (based on 19 responses)

Many respondents commented on the C10 bus service, with several recurring themes:

Frequency and Reliability: The most common concern is that the C10 is unreliable, with long gaps between buses and inconsistent arrival times. Many suggest increasing the frequency, especially during peak hours, as the bus gets extremely crowded.

Service Quality: Mixed feedback on service quality. Some users report professional, friendly drivers clean and spacious buses and efficient journeys. Others mention issues such as drivers going over speed bumps too fast route changes and buses sometimes driving fast or arriving in pairs.

Safety and Behaviour: A few respondents highlight problems with anti-social behaviour, especially smoking (including cannabis vapes) on the bus.

Design and Accessibility: Some praise recent changes to bus design while others note accessibility issues due to crowding or the bus size.

General Sentiment: There are positive comments, such as “Best bus in Britain” “Good service” and appreciation for the bus covering many destinations. However, these are countered by concerns about reliability and capacity.

Other Issues: Some mention technical problems with bus time displays and a few note they rarely use the service.

In summary, the main trends are requests for more frequent and reliable service, concerns about overcrowding and bus size, and mixed feedback on service quality and behaviour.

12 (based on 59 responses)

The most common issues raised by respondents about the 12 bus route are overcrowding, infrequent and unreliable service, and uncomfortable buses. Many people describe the 12 as essential for connecting Camberwell, Peckham, and Dulwich to central and west London, but say it is often full to capacity, especially at peak times. There are repeated calls for increased frequency, particularly during rush hour, as long gaps between buses lead to crowding and frustration.

Delays are exacerbated by frequent driver changes, especially in Camberwell, and by buses terminating early, sometimes at Trafalgar Square or Peckham, which disrupts journeys and reduces service for areas further along the route. Several respondents mention that the service used to be more frequent and reliable, and express frustration at perceived reductions in service.

The buses themselves are widely criticised for being cramped, hot, poorly ventilated, and uncomfortable, especially the ‘Boris Buses’. Overcrowding makes the experience worse, and some suggest newer, larger, or better-ventilated buses would improve comfort on this long distance route that is valued by users.

A few respondents praise the route for its usefulness and reliability, and stress its importance for local residents, urging that it not be cut or rerouted. Some would like to see the route extended back to Oxford Street or Marble Arch, as it used to be.

Other issues mentioned include lack of real-time information at stops, too many diversions at weekends, and concerns about safety at night or at certain stops.

In summary, the main themes are: the 12 is a vital but overcrowded and unreliable route, with calls for increased frequency, improved reliability, and better, more comfortable buses.

P13 (based on 41 responses)

The most common themes raised by respondents relate to the reliability, frequency, and crowding of the P13 route. Many users report that the P13 is unreliable, with long waits, buses not turning up as scheduled, and real-time information on apps being inaccurate or missing altogether – though there is recognition that some of this is due to the route following residential roads – one comment notes buses are obstructed by parking on Whateley Road.

Calls for increased frequency are widespread, especially during peak times and school runs, as overcrowding is a significant issue, making it difficult for commuters, school children, and those with buggies to board.

Several respondents mention that the buses are old, tired, and sometimes too small for the demand, suggesting newer or double-decker buses would be beneficial. There are also requests for electric buses to reduce noise, especially as the route passes through residential areas.

Some users appreciate the helpfulness and friendliness of drivers, and value the route for connecting key destinations such as New Cross, Streatham, and Peckham. People rely on it for access to supermarkets at East Dulwich and New Cross.

However, some would like to see improved connections, for example, between East and West Dulwich, or a return to previous destinations like Surrey Quays.

Other suggestions include better signposting and communication during diversions, and adding a bus stop near New Cross Gate station for better accessibility, and rerouting near Rye Lane.

In summary, the main issues are poor reliability, infrequent service, overcrowding, and outdated vehicles. There is strong demand for more frequent, reliable, and modern buses, with better real-time information and improved connections, especially during busy periods and for key local links.

21 (based on 20 responses)

Overwhelmingly, respondents report that the 21 (and N21) bus route suffers from severe overcrowding, especially during peak commuting hours. Many mention that buses are often so full at busy stops (such as Old Kent Road, Borough Station, and London Bridge) that they do not stop to pick up additional passengers. This leads to long waits, with several buses passing before passengers can board, and journey times that are much longer than expected—sometimes up to 45-60 minutes for what should be a 15-minute trip.

Frequency and reliability are also major concerns. Many respondents describe the service as erratic, with long gaps between buses followed by two arriving at once (“bus bunching”). Delays are common, particularly as the bus approaches the city, and the service is considered unreliable for time-sensitive journeys. Some note that the buses themselves are old, uncomfortable, and lack air conditioning, making crowded conditions even worse.

There is a strong call for increased frequency, especially during rush hours, and for larger or more modern buses to cope with demand. Several respondents also request the reinstatement of the previous route from East Dulwich to London Bridge, which is missed by some users. On the other hand, some note that the Bakerloop route means you could reduce frequency on Old Kent Road.

A number of users highlight that the 21 is the only direct bus from Peckham/Old Kent Road to the City/London Bridge, making it a vital but overstretched service. Some suggest the need for an additional route to relieve pressure on the 21.

A minority of responses are positive, describing the route as convenient or improved in recent years but these are outweighed by complaints about crowding, delays, and unreliability.

In summary, the most common themes are: severe overcrowding, poor reliability and frequency, long waits and journey times, and the need for more or alternative services on this corridor. There is also some nostalgia for previous route arrangements and calls for better bus infrastructure and newer vehicles.

35 (based on 66 responses)

Overwhelmingly, respondents report that the 35 bus is consistently overcrowded, especially during peak hours (morning and evening commutes). Many mention that buses often pass stops without picking up passengers because they are already full – though some also note drivers not stopping with buses only half full. Impossible to board at Monument in peak times. “This bus route is the source of human misery.”

The lack of alternative routes since the rerouting or withdrawal of other buses (notably the 40 and 388) has left the 35 as the only direct option between Camberwell, London Bridge, and Liverpool Street, increasing pressure on the service.

A very common complaint is the infrequency and unreliability of the service: buses do not arrive as scheduled, waiting times are long, and gaps between buses are unpredictable. Several respondents mention that the real-time information displays are inaccurate.

Many call for an increase in the frequency of the 35, especially at peak times, or for the reinstatement of alternative routes to relieve pressure. A repeated comment is that the service is much more in demand since the route of the 40 was changed, as well as a consequence of discontinued rail services between Denmark Hill and London Bridge.

Other recurring issues include:

- Delays and long waits at driver changeovers in Camberwell, sometimes causing significant additional delays – one mentions 15 minutes for a changeover, with no alternatives for passengers at the stop.
- Buses terminating early without warning.
- Cleanliness issues, with some mentioning dirty buses and litter.

- Some mention that the bus is essential for night travel – for example getting home from Liverpool Street Station - and for those without other transport options.

A minority of respondents are satisfied with the service, describing it as “good” or “essential” – Southwark to Shoreditch in 20 minutes. Many people rely on the service.

In summary, the main themes are severe overcrowding, infrequent and unreliable service, and a lack of alternative routes, all leading to frustration and delays for regular users. The most common request is for increased frequency and/or reinstatement of alternative direct routes to the City.

40 (based on 73 responses)

Many respondents praised the 40 bus for its modern, clean vehicles, reliability, and helpful features such as phone chargers. Several described it as their favourite or the best local service, cleaner than other routes. However there were some major areas of concern:

1. Loss of London Bridge/City Connection:

Many respondents expressed frustration that the 40 no longer goes to London Bridge or into the City, with many stating this was a vital link for work, hospital, and leisure journeys, and more useful than the current route to Farringdon. Many called for the route to be restored to London Bridge or extended to Kings Cross. People complain that they are forced to use the (more expensive) train.

2. Frequency and Reliability:

There were widespread complaints about the infrequency of the service, especially at peak times and in the mornings. Many noted that buses are often delayed, do not run to schedule, or terminate early without warning, causing inconvenience and longer waits. Crowding at peak times was also a frequent complaint.

3. Delays and Driver Changes:

Many respondents were frustrated by long waits for driver changes, especially at Camberwell, and by buses stopping to "regulate" the service. These operational pauses were seen as disruptive, especially when combined with early terminations – leading to stress for people who are trying to get to work or appointments.

Other points raised:

- Some users praised the bus for being less crowded than others.
- A few mentioned the need for better information during diversions or disruptions.
- Some noted travel was slow on Lordship Lane because of traffic. Others said it can be slow on Walworth Road. Others blamed roadworks for delays.
- There were requests for more electrification and environmental improvements to mitigate increased traffic on parts of the route.

- Some noted fare evasion as an issue.

In summary, while the 40 bus is valued for its comfort and modern features, the loss of the London Bridge/City link, reduced frequency, unreliable service, and operational delays are the main concerns. Calls for restoring the old route, increasing frequency, and improving reliability were the most consistent themes.

42 (based on 46 responses)

Most respondents highlighted that the 42 bus is highly unreliable and infrequent, with many reporting long waits—often 20-35 minutes or more—between buses. Many noted that live information on apps is often inaccurate, with buses disappearing from the list or arriving much later than scheduled. Several mentioned that the service is particularly poor at weekends and during peak hours, leading to overcrowding and sometimes buses refusing passengers.

Frequent early terminations at Camberwell Green were cited as a major issue, with buses not completing their full route to East Dulwich Sainsbury's. Respondents also complained about delays caused by traffic, especially around Tower Bridge and Camberwell Road/Albany Road. Some suggested route changes to avoid problematic junctions.

A few respondents mentioned the need for double-decker buses during peak times due to overcrowding. Others requested increased frequency, especially given the route's importance for commuters, hospital access, and school journeys. There were occasional positive comments about the route being peaceful or useful for specific connections but these were rare.

Overall, the dominant themes are poor reliability, infrequent service, inaccurate information, overcrowding, and early terminations, with many respondents calling for more frequent buses and improved reliability.

68 / N68 (based on 40 responses)

The most common feedback from respondents is that the 68 (and N68) bus route is frequently overcrowded, especially during peak hours, with many calling for increased frequency and more buses to cope with demand e.g. Many users report long waits between buses, unreliable service, and buses often arriving in pairs or bunches, followed by long gaps.

Several respondents mention that the frequency of the 68 has decreased over the years, making it less reliable and harder to plan journeys. There are also complaints about buses terminating early or going out of service at Camberwell, causing inconvenience.

Crowding is a major issue, with reports of buses being full before reaching key stops, making it difficult for parents with prams or those with mobility needs to board. Some respondents also mention safety concerns due to overcrowding and disruptive passengers.

A number of users express frustration with buses stopping for long periods for driver changeovers or to "even up the service", which adds to journey times. Some suggest better coordination with train departures at Herne Hill.

There are requests for the return of the 168 route, which previously provided a direct connection from Old Kent Road to Bloomsbury.

A few respondents praise the route as useful, reliable, or providing good coverage, especially for connections to central London and Euston. Some like the double staircase buses for ease of boarding.

Other suggestions and comments include:

- Calls for electrification of the fleet for efficiency and environmental reasons.
- Issues with visibility from the top deck on new Routemaster buses – meaning you can't check for alternative buses in the rear window when the bus is on a changeover.
- Requests for the 68 to stop at London Bridge in both directions.
- Problems with Countdown displays not working at some stops.
- Some positive comments about the service being good or great.

In summary, the main issues are overcrowding, reduced frequency, unreliable service, and long waits, with strong demand for more frequent and reliable buses, especially at peak times. There are also calls for operational improvements, better coordination, and some requests for route and vehicle changes.

133 / N133 (based on 12 responses)

Comments note that this route is infrequent and overcrowded at peak times. Several respondents complained about the rerouting of the day service, which previously provided a good alternative route to Liverpool Street but now goes to Holborn – so passengers for the City have to change at London Bridge.

136 (based on 19 responses)

Several comments describe the service as infrequent and unreliable, with the electronic boards at Elephant & Castle often giving inaccurate times. However it is seen as a useful route connecting SE postcodes and avoiding some of the busier roads.

148 (based on 19 responses)

Respondents say that this is a good service on a useful route, but several add that it needs to be more frequent – it is often overcrowded since the frequency went down. Some complain about the buses terminating early, at Elephant & Castle or Parliament Square.

171 / N171 (18 responses)

Most respondents expressed frustration that the 171 bus route no longer continues beyond Elephant & Castle, with frequent calls for it to be extended to central London destinations such as Holborn, Aldwych, or Waterloo. Many noted that the route is now “way less useful” especially for those who cannot use the tube or need a direct bus to central London for safety, reliability, or accessibility reasons.

Several respondents highlighted the lack of direct bus connections from Peckham Road to central London or Waterloo, describing the current situation as inconvenient and “ridiculous”. There were also comments about overcrowding and reduced frequency since the route was shortened, with some suggesting more buses are needed during peak hours. Some mentioned the difficulty of planning journeys due to unreliable live trackers and long waits.

A few respondents praised the service as “good” or “great” but these were much less common than complaints about the route change.

176 (based on 94 responses)

Overwhelmingly, respondents report that the 176 bus route is consistently overcrowded, especially during peak hours, late evenings, and after theatre or nightlife events. Many say it is often so full that buses do not stop to pick up passengers, particularly in central London heading south at night. It is also packed in the mornings, hard to get on from East Dulwich.

A major theme is the infrequency and unreliability of the service. Respondents repeatedly call for more frequent buses, especially at peak times and late at night, to address both overcrowding and long waiting times. Unreliability is also linked to buses being taken out of service, frequent diversions, and poor real-time information.

A significant number of comments mention the inconvenience and delays caused by frequent driver changes at Camberwell, and buses stopping to “regulate” the service.

Cleanliness and the condition of the buses are also recurring issues. Many describe the buses as dirty, smelly, and uncomfortable, with specific criticism of the Routemaster bus design (cramped, poor ventilation, uncomfortable seats, and lack of buggy space).

Journey times are widely described as slow, with delays attributed to traffic congestion (especially on Lordship Lane and Walworth Road), frequent stops, and service regulation. One suggestion is for an express version covering the same route with fewer stops.

Despite these issues, many respondents stress the importance of the 176 as a vital and essential route, especially as a night bus and for connecting Southwark to central London. Some call for electrification of the route and improved accessibility features.

In summary, the most common and urgent requests are for increased frequency, especially at busy times and late at night, improved reliability, less disruption from

driver changes, cleaner and more comfortable buses, and faster journey times. The 176 is seen as a crucial service, but current capacity and reliability do not meet demand.

185 (based on 72 responses)

The majority of feedback highlights significant issues with reliability, frequency, and overcrowding:

Unreliability and Delays: Many respondents describe the 185 as unreliable, with frequent delays, long waiting times, and buses not arriving as scheduled. This is particularly problematic during peak hours and at night, when buses can be especially infrequent. Difficult for passengers interchanging at Oval or Vauxhall.

Overcrowding: Overcrowding is a major concern, especially in the mornings and during rush hour. Many report being unable to board due to full buses, or having to wait for several buses to pass before being able to get on.

Driver Changes and Short-Running: A frequent complaint is the regular change of drivers at Camberwell, which causes delays and inconvenience. Many also mention buses terminating early at Camberwell or Vauxhall, forcing passengers to disembark and wait for another bus. One response even mentions drivers just walking off at Camberwell, leaving passengers behind.

Frequency: There is a strong call for more frequent buses, especially during peak times and in the mornings.

Journey Time and Speed: Many find the 185 slow, citing congestion, parking on Lordship Lane, frequent stops, and delays due to driver changes or service regulation.

Cleanliness and Comfort: Some respondents mention issues with cleanliness, stuffiness, and the design of the buses, especially for those with mobility issues.

Safety: A few respondents feel unsafe on the 185, particularly at night.

Fare Evasion: There are concerns about fare evasion, with some reporting that drivers do not check or enforce payment.

Some criticism of the bus design – with the rear seats not being accessible, hard to access for wheelchairs and prams, bus gets stuffy in hot weather. On the other hand, USB phone charging points are welcomed.

Importance of the Route: Despite the issues, many respondents stress that the 185 is a vital link for connecting areas like Lewisham, Camberwell, Oval, Vauxhall, and Victoria, and is relied upon for commuting and access to other transport.

Suggestions: Calls for more frequent and reliable service, better timetable planning (to avoid bus bunching), improved cleanliness, and consideration for accessibility and comfort are common. Some also suggest route extensions (e.g. to Herne Hill or North Dulwich) and electrification for environmental reasons.

In summary, while the 185 is seen as an essential and sometimes well-liked route, it is widely criticised for unreliability, overcrowding, slow journeys, and frequent operational disruptions, with strong demand for improvements in frequency, reliability, and passenger experience.

196 (based on 10 responses)

Respondents mention frequency and unreliability as issues with this service. There were complaints that it is often packed at peak times, also that there are frequent changes of destination at Vauxhall.

197 (based on 17 responses)

Respondents noted there is sometimes a long wait between buses, and that buses are packed, especially at school closing times. Several respondents said this was a good service, and welcomed the link to Croydon.

343/N343 (based on 33 responses)

Multiple respondents noted this bus is frequently subject to delays and overcrowding – commenting that it could do with more buses at peak times. This and the 136 are vital services for Camberwell, and are not sufficient for the number of residents.

344 (based on 7 responses)

Respondents requested greater frequency in peak times – it was also observed that this route regularly terminates early.

468 (based on 18 responses)

Several respondents praise this route as frequent and useful. However others observe that it is often crowded at peak times and could be more frequent – in particular, it often seems to travel in a pair with the 68, so services could be better spaced. People mention the route often stops to regulate services or change drivers.

There were also comments about cleanliness, poor communication by drivers, and a suggestion that the route be extended to London Bridge.

484 (based on 33 responses)

The most common theme across responses is that the 484 bus is widely seen as unreliable and infrequent. Many users report long waits, buses not turning up as scheduled, and inaccurate real-time information on apps and at stops. Several

mention that buses often arrive in pairs after long gaps, or terminate early, leaving passengers stranded.

Overcrowding is another major issue, especially during peak times and school runs. The single-decker buses are often described as too small, leading to passengers being "crammed on like sardines". Many call for double-decker buses or increased frequency to address this.

Despite these issues, the 484 is valued for its unique route, serving areas not covered by other buses and providing important links to places like East Dulwich Sainsbury's and Camberwell. Some suggest extending the route or improving connections at Camberwell Green.

There is strong opposition to any reduction in service or frequency, with many stating that the route is "vital" and should be improved, not cut. Some respondents mention the negative impact on those without cars, people with mobility issues, and schoolchildren.

A few positive comments note that the bus is "fun" or "lovely" when it works, but these are rare and usually caveated by concerns about reliability or crowding.

Other less frequent but notable points include complaints about rude drivers, poor bus maintenance, and issues with air conditioning.

In summary, the overwhelming feedback is that the 484 is an essential but deeply unreliable and overcrowded service, with strong calls for increased frequency, larger buses, and better real-time information. There is significant concern about any reduction in service.

Any other route (based on 34 responses)

Many respondents highlighted issues with bus frequency and reliability, particularly on routes such as the P4, 37, 381, 63, and 363. The P4 was repeatedly described as "unreliable", with frequent cancellations and long waits. The 37 was also criticised for long waiting times and unexplained cancellations. The 381 was described as slow and infrequent, with journey times much longer than scheduled, and poor road conditions exacerbating the problem.

Overcrowding and insufficient capacity at peak times were common complaints, especially on the 63 and 363, with reports of buses being too full to board and long gaps between services. Some also noted that driver changes on the 63 can cause significant delays.

A strong theme was the need to reinstate or extend certain routes, especially the 45 to Kings Cross, as its withdrawal has left some areas poorly connected to major transport hubs. There were also requests for better connections to London Bridge Herne Hill and for a new route linking Old Kent Road to Walworth Road via Albany Road.

Accessibility concerns were raised, such as the distance from bus stops to key destinations (e.g. Camberwell New Cemetery on the P12). Several respondents also

mentioned the lack of direct routes between Nunhead and East Dulwich, making journeys longer and less safe at night.

Some praised certain routes for their usefulness, such as the 12 and 363 and there were requests not to cut vital routes like the 436.

Other suggestions included more bus lanes to improve journey times addressing high fares on certain routes and improving real-time information, as buses sometimes disappear from apps or change destination mid-journey.

In summary, the most common concerns were unreliable and infrequent services, overcrowding, loss of direct connections to key destinations, and the need for better accessibility and real-time information. There is strong demand for reinstating lost routes, improving reliability, and ensuring buses serve the needs of all residents, including those with limited mobility and those living in areas with poor transport links.

Do you regularly use late night bus services (once a month or more) on this route?

687/696 - Multiple choice - choose one - optional



How would you rate your experience of using late night buses on this route for:-

134/139 - Matrix - optional

	1-Very poor	2-Poor	3-Neutral	4-Good	5-Excellent
Safety	5.22%	11.94%	35.82%	42.54%	4.48%
Reliability	5.3%	21.97%	32.58%	37.12%	3.03%
Waiting time	10.69%	35.11%	30.53%	19.85%	3.82%
Overall experience	4.58%	12.98%	44.27%	34.35%	3.82%

Is there anything you would like to tell us about your experience of late night bus services on this route?

60/139 - Long answer - optional

The most common issues raised by respondents relate to infrequent and unreliable late-night bus services, especially on key routes such as the 176, 35, 12, and N63. Many people report long waits (often 20–30 minutes or more) between buses, with some buses not showing up at all or real-time information being inaccurate or unavailable. Overcrowding is a frequent complaint, with buses often too full to board, especially between 10pm and midnight and on routes from central London.

Safety concerns are a major theme, particularly for women and those travelling alone. Respondents mention feeling unsafe at certain stops (notably Camberwell Green, Denmark Hill, Walworth Road, Waterloo, and Elephant & Castle) due to poor lighting, lack of visible staff, presence of people with challenging behaviour, and incidents of harassment or antisocial behaviour. Suggestions for improvement include more visible staff or conductors, increased CCTV, and more ticket inspectors to deter antisocial behaviour.

Despite these issues, many respondents value the existence of night buses and find them essential for work, travel to airports, and social activities. Some mention that night buses are preferable to the tube for late journeys. However, there are calls for more routes and better coverage, particularly to areas like Nunhead and for connections to major stations and airports

Other recurring suggestions and comments include:

- Better real-time information and digital displays at
- Improved bus stop facilities (lighting, shelters, seating) for comfort and safety.
- Earlier and later running times to match the needs of shift workers and early/late travellers.
- Cleaner buses and stops, with some concern about the presence of homeless people and associated issues
- Public toilets along routes

A minority of respondents report generally positive experiences, describing the night bus services as “fantastic”, “very handy”, or “much appreciated”. However, even these users often acknowledge the need for improvements in frequency, reliability, and safety.

In summary, the main trends are: demand for more frequent and reliable night buses, significant safety concerns (especially for women), overcrowding, and a desire for better information and facilities at stops. The night bus network is seen as vital, but in need of investment and improvement to meet the needs of Southwark’s residents.

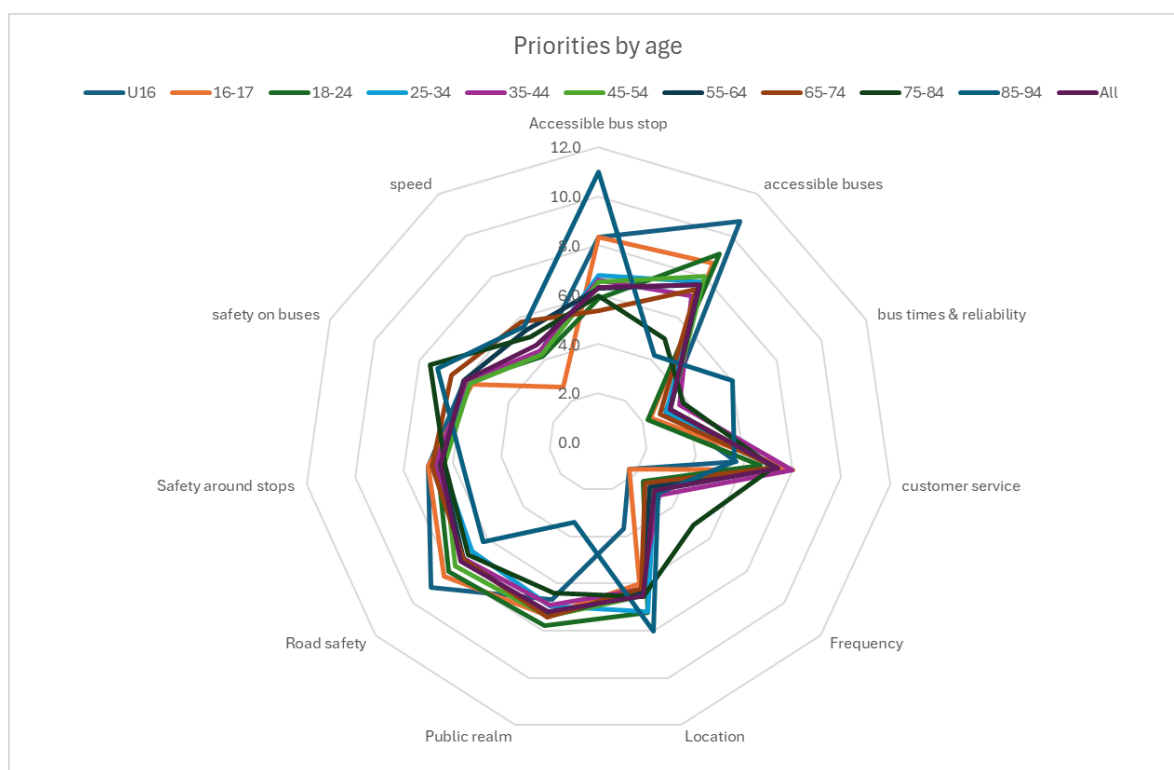
What would you like us to prioritise in developing the Better Bus Southwark route?

657/705 - Ranking - optional

#1	Frequency of services	#3 average
#2	Bus times and reliability	#3.2 average
#3	Speed	#4.7 average
#4	Safety on buses	#6 average
#5	Accessibility of bus stops (i.e. do they provide shelter/somewhere to sit)	#6.3 average
#6	Safety around bus stops	#6.5 average
#6	Location of bus stops	#6.5 average
#8	Public realm along the route -e.g. pavements and green spaces	#7.2 average
#9	Road safety along the route	#7.4 average
#10	Customer service	#7.4 average
#11	Accessibility of buses -e.g. ramps and spaces for wheelchairs	#7.6 average

Priorities for improvement by age											
	U16	16-17	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85-94	All
Accessible bus stop	8.3	8.3	5.8	6.8	6.6	6.5	6.2	5.4	6.0	11.0	6.3
accessible buses	10.7	8.7	9.1	7.8	7.1	8.0	7.6	7.4	5.0	4.2	7.6
bus times & reliability	3.0	2.3	2.2	3.0	3.6	3.2	3.2	2.8	3.8	6.0	3.2
customer service	5.7	8.0	6.7	7.3	8.0	7.4	7.2	7.3	7.2	5.6	7.4
Frequency	1.7	1.7	2.4	3.0	3.3	2.9	2.8	2.5	5.2	3.2	3.0
Location	3.7	6.0	7.2	7.2	6.3	6.5	6.4	6.2	6.6	8.0	6.5
Public realm	6.7	7.3	7.8	6.9	6.9	7.4	7.4	7.4	6.4	3.4	7.2
Road safety	9.0	8.3	8.1	6.8	7.3	7.7	7.3	7.3	7.0	6.2	7.4
Safety around stops	7.0	7.0	6.6	6.4	6.7	6.4	6.5	6.8	6.3	5.6	6.5
safety on buses	6.0	5.7	5.9	6.0	5.9	5.8	6.0	6.6	7.6	7.2	6.0
speed	4.3	2.7	4.2	4.3	4.4	4.3	5.4	5.8	5.1	5.6	4.7

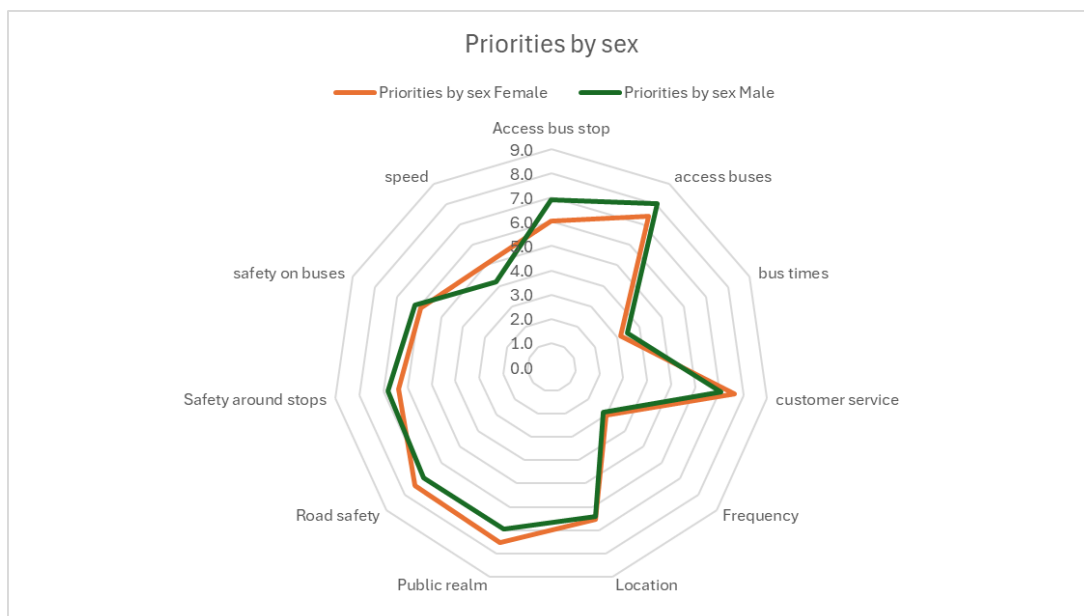
Chart above shows how priorities differ by age cohort – the green segments indicate high priorities, the red/orange segments are the lowest priorities.



The radar chart above is a visualisation of the same data – points closer to the centre indicate higher priorities.

Priorities by sex	No sex given	Female	Male	Other	Prefer not to say	All
Access bus stop	6.6	6.0	6.9	2.0	5.8	6.3
access buses	7.7	7.4	8.0	11.0	6.3	7.6
bus times	3.3	3.1	3.4	1.0	3.4	3.2
customer service	7.4	7.6	7.1	10.0	8.9	7.4
Frequency	3.0	3.0	2.9	9.0	3.7	3.0
Location	6.7	6.5	6.4	3.0	10.3	6.5
Public realm	6.8	7.5	7.0	4.0	5.7	7.2
Road safety	7.6	7.5	7.0	5.0	5.3	7.4
Safety around stops	6.3	6.4	6.8	6.0	8.6	6.5
safety on buses	6.1	5.9	6.2	8.0	4.9	6.0
speed	4.3	5.0	4.2	7.0	3.1	4.7

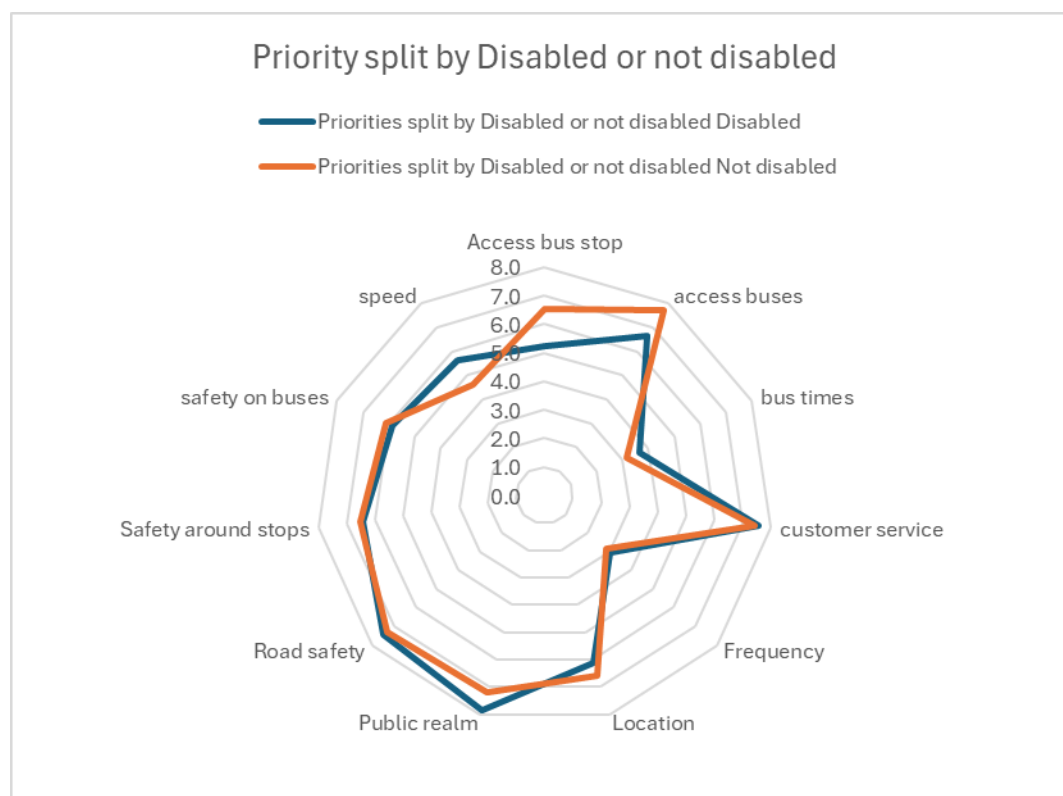
The chart above shows how priorities differ by sex – again, green segments indicate high priorities, red/orange are low priorities. This suggests men and women show more or less the same priorities for improvement.



The radar chart above is a visualisation of the same data, simplified for male and female responses only – points closer to the centre indicate higher priorities.

Priorities split by Disabled or not disabled	Disabled	Not disabled	All
Access bus stop	5.2	6.5	6.3
access buses	6.7	7.7	7.6
bus times	3.6	3.1	3.2
customer service	7.6	7.4	7.4
Frequency	3.0	2.9	3
Location	6.1	6.6	6.5
Public realm	7.8	7.2	7.2
Road safety	7.5	7.3	7.4
Safety around stops	6.4	6.5	6.5
safety on buses	5.9	6.1	6
speed	5.6	4.6	4.7

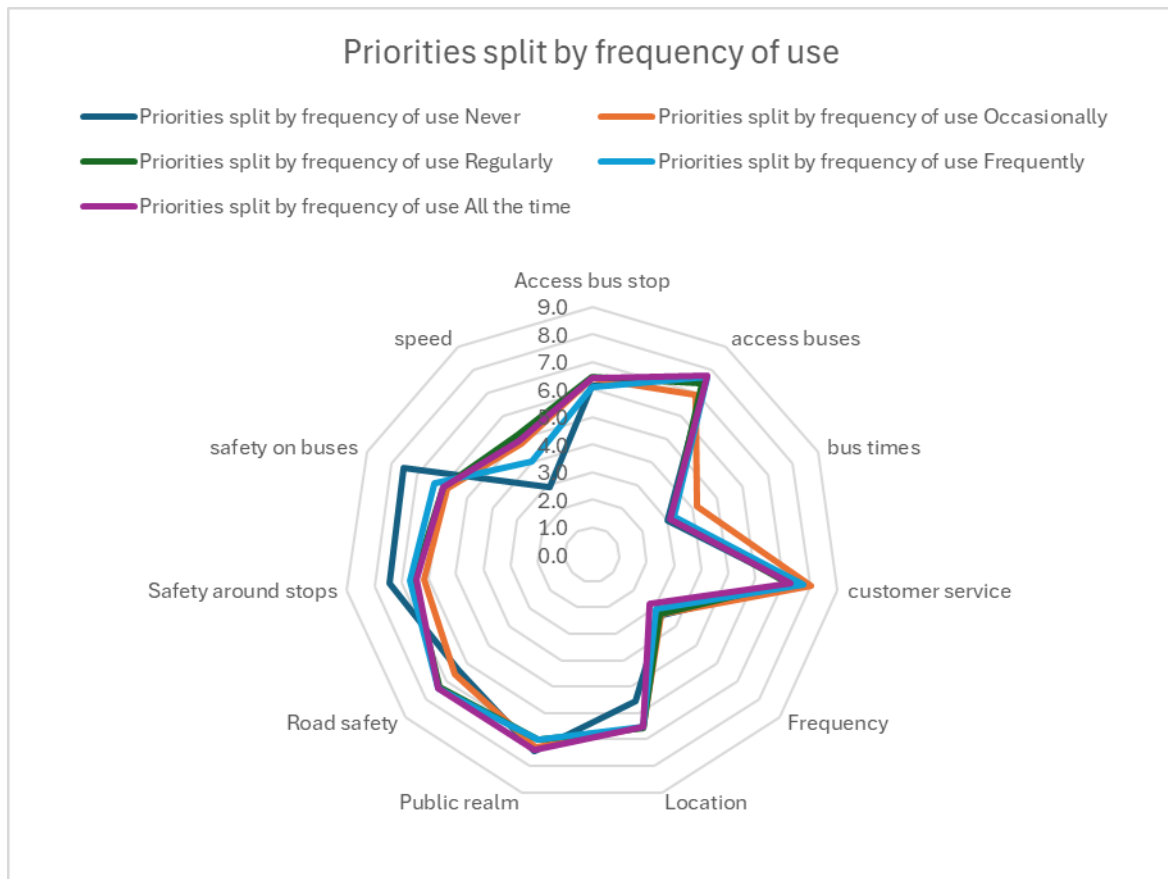
The chart above shows how priorities differ based on whether a respondent has identified themselves as disabled or not. Again, green segments are higher priorities, red/orange are low priorities. Both cohorts similarly prioritise bus times/reliability and frequency, but Disabled respondents, as we might expect, have a stronger interest in accessibility.



The radar chart above is a visualisation of the same data – points closer to the centre indicate higher priorities.

Priorities split by frequency of use					
Frequency	Never	Occasionally	Regularly	Frequently	All the time
Access bus stop	6.1	6.4	6.5	6.1	6.4
access buses	7.7	6.9	7.4	7.7	7.7
bus times	3.0	4.2	3.2	3.3	3.1
customer service	7.3	8.0	7.2	7.7	7.3
Frequency	3.3	3.3	3.3	3.0	2.8
Location	5.6	6.5	6.6	6.5	6.5
Public realm	7.4	7.3	7.0	7.0	7.4
Road safety	6.4	6.6	7.3	7.4	7.4
Safety around stops	7.4	6.2	6.5	6.7	6.4
safety on buses	7.6	5.8	5.9	6.3	5.9
speed	2.9	4.8	5.1	4.0	4.9

The chart above shows priorities split by frequency of use – there is strong correlation across all categories. Notably respondents who use buses ‘all the time’ are even more keen on improving bus frequency and times/reliability. Those who use them occasionally were slightly more likely to see safety as a priority.



The radar chart above is a visualisation of the same data – points closer to the centre indicate higher priorities.

If you would like, please explain your answer

159/705 - Long answer - optional

The most common themes raised by respondents are:

1. Frequency and Reliability

- The overwhelming majority of respondents cite the need for more frequent and reliable bus services. Long waits, buses not arriving as scheduled, bunching (several buses arriving at once then long gaps), and unexpected terminations are repeatedly mentioned as major frustrations. Many say this is the single biggest factor in whether they use the bus.

2. Speed and Journey Times

- Buses are considered too slow, especially compared to cars. Delays are blamed on traffic congestion, too many stops close together, driver changes, and enforced regulation stops. Many call for more bus lanes, fewer stops, and express/superloop services.

3. Bus Stops and Route Issues

- Many say bus stops are too close together, slowing journeys. Others say some stops are too far from key destinations (e.g. Elephant & Castle tube). There are requests for new or restored stops in places like East Dulwich.

4. Information and Communication

- Many respondents want better, more reliable real-time information at bus stops and on apps, especially during diversions or disruptions. Broken or missing digital boards are a common complaint.

5. Overcrowding and Capacity

- Overcrowding is a frequent concern, especially at peak times. Respondents want more buses and higher frequencies to address this

6. Traffic and Bus Priority

- Traffic congestion is widely blamed for slow and unreliable services, especially on Walworth Road, Lordship Lane, and Camberwell Road. Many call for more bus lanes, bus gates, and measures to reduce general traffic.

7. Accessibility and Safety

- Accessibility for disabled passengers, those with buggies, and the elderly is a recurring theme. Issues include lack of space, inconsiderate behaviour from other passengers, and drivers not always lowering ramps or pulling up to the kerb

disabled people, including those with hidden disabilities?

130/705 - Short answer - optional

Most respondents highlighted issues around accessibility for disabled people, particularly wheelchair users, and those with hidden disabilities. The most common themes were:

- Wheelchair and buggy conflicts: Many noted frequent problems with buggies and luggage occupying wheelchair spaces, and called for clearer signage, public information campaigns, and stronger enforcement of wheelchair priority. Calls for more wheelchair spaces were also frequent.

- Priority seating: Respondents repeatedly mentioned the need for more and clearer priority seating for disabled, elderly, and pregnant passengers, including colour coding, signage, and announcements to encourage able-bodied people to vacate seats.

- Overcrowding and lack of seating: Overcrowding was cited as a major barrier to accessibility, with disabled and elderly passengers often unable to find seats or space. Suggestions included encouraging able-bodied passengers to use upstairs seating and providing real-time information about seat availability.

- Driver training and behaviour: Many called for improved driver training, including awareness of hidden disabilities, progressive braking, waiting for vulnerable

passengers to sit before moving, and ensuring ramps and platforms are used properly.

- Ramp and bus stop accessibility: Broken or poorly placed ramps, high steps, and buses not pulling close to the kerb were frequent complaints. Many asked for regular maintenance and testing of ramps and stops.
- Hidden disabilities: Calls for greater awareness, signage, and campaigns about hidden disabilities (e.g. sunflower lanyards), and for badges similar to those for pregnant women.
- Information and communication: Many respondents with hearing or visual impairments requested clearer, more accessible information, including visual displays, improved audio announcements, and information about diversions.
- Bus stop facilities: Many requested more and better seating at bus stops, with shelter, flat seats, backs and arms, and dropped kerbs.
- Pavement and public realm: Respondents mentioned the need for wider, well-lit, and unobstructed pavements, with attention to hire bikes and scooters cluttering the space.
- Neurodivergent and sensory needs: Some flagged issues with noise, crowds, and smells, and requested quieter environments and stricter rules on phone use.
- General accessibility: Calls for more frequent buses, reliable services, and not cutting routes, as these disproportionately affect disabled passengers.

Overall, the strongest trends were the need for clearer priority and enforcement for wheelchair users, improved driver training and behaviour, better seating and bus stop facilities, and greater awareness and accommodation of hidden disabilities. Respondents also emphasised the importance of accessible information and communication, and the impact of overcrowding and unreliable services on disabled people.

women and girls?

112/705 - Short answer - optional

Respondents most frequently raised concerns about safety for women and girls, especially at night and when travelling alone. The most common suggestions were:

- Better lighting at and around bus stops and along routes to stops, to deter crime and make waiting areas feel safer.
- CCTV on buses and at bus stops, with clear signage that it is recording and monitored, to deter harassment and provide evidence if needed.
- Increased bus frequency and reliability, especially at night, to reduce waiting times and exposure at stops.

- Presence of staff, conductors, or community officers on buses and at stops, particularly at night, to provide reassurance and intervene if needed.
- Emergency help points, intercoms, or alarm systems at bus stops and on buses, so people can quickly raise the alarm if threatened.
- Clear information and signage about what to do if feeling unsafe, how to report incidents, and how bystanders can help.
- Safe words or codes for discreetly alerting staff to harassment, similar to schemes used in pubs.
- Allowing women and girls to request stops anywhere late at night to minimise walking in unsafe areas.
- Better bus driver training on responding to harassment and supporting vulnerable passengers.
- Campaigns and signage to deter harassment and inappropriate behaviour, especially towards schoolgirls.

Many respondents described feeling unsafe on buses or at stops at night, often choosing to sit near the driver or avoid the upper deck. Some noted positive experiences or felt current measures were adequate but these were in the minority.

Other suggestions included: more female drivers and officers improved routes to avoid walking through unsafe areas and allowing women to ride if their card fails late at night.

Overall, the strongest themes were the need for improved lighting, visible and monitored CCTV, increased bus frequency and reliability, staff presence, and clear reporting/support systems to make bus travel safer and more comfortable for women and girls.

pregnant women?

62/705 - Short answer - optional

The most common theme across responses is the need for more and better-prioritised seating for pregnant women, both on buses and at bus stops. Many respondents report that buses are often too crowded for pregnant women to find a seat, and that existing priority seating is either insufficient or not respected by other passengers. Suggestions include increasing the number of priority seats, making them more visible (e.g. colour coding, clearer signage), and having specially reserved or designated areas for pregnant women.

Public awareness and education is another strong theme. Respondents call for more signage, posters, and announcements (both on buses and at stops) to remind passengers to give up their seats for pregnant women and to clarify that pregnancy is a valid reason for using priority seating. Some suggest regular driver or automated announcements to prompt passengers to offer seats.

Crowding and bus frequency are frequently mentioned as barriers for pregnant women, with calls for increased bus frequency to reduce overcrowding and make it easier for those in need to access seats.

Physical comfort and safety are also highlighted. Respondents mention the need for more comfortable and accessible seating (e.g. more legroom, seats like those at Druid Street bus stop), ensuring pregnant women can sit before the bus moves, and better air conditioning in summer. Cleanliness is also raised as an issue, with some noting that unpleasant smells and dirty buses are particularly difficult for pregnant women.

A few responses mention the importance of seating at bus stops for pregnant women, especially those who may be waiting with children or experiencing fatigue.

Some respondents feel the current arrangements are adequate or that nothing more is needed while a minority express negative or dismissive views.

Other suggestions include:

- Ensuring expectant mothers have visible badges (e.g. "baby on board")
- Bus conductors or drivers actively intervening to help pregnant women get seats
- Public campaigns to encourage considerate behaviour
- Improving pedestrian crossings near bus stops

Overall, the strongest trends are the need for more, clearer, and better-enforced priority seating for pregnant women, greater public awareness, and improvements to comfort and cleanliness.

children, and adults travelling with small children?

95/705 - Short answer - optional

The most common theme across responses is the need for more and better space for buggies/prams and wheelchairs. Many respondents say that current provision is inadequate, leading to stress and conflict, especially at busy times or in family-heavy areas like near parks and schools. There is frequent mention of conflict between prams and wheelchairs for space, with calls for clearer prioritisation (wheelchairs first), more dedicated buggy space, and better design to avoid handrails and poles blocking access.

Bus driver behaviour is another strong theme. Respondents report that drivers often move off before children are seated, don't stop close enough to the kerb for prams, or are unfriendly or unsupportive to parents with buggies. Calls for better driver training and reminders to wait until families are seated or have disembarked are frequent.

Overcrowding is a major concern, especially during school runs, with children and parents often unable to find seats and buses being too full. Suggestions include more frequent buses, additional routes, and larger or more accessible buses.

There are repeated requests for clearer signage and public education : reminders for adults to give up seats for those with children, clearer rules about prams and wheelchairs, and more visible priority seating. Some suggest digital or audio announcements.

Safety is a recurring issue: concerns about children standing on moving buses, the need for drivers to brake and accelerate more gently, and suggestions for seat belts or more secure seating for small children.

Some respondents highlight social behaviour issues: children being noisy or disruptive, parents not controlling children, and people blocking doorways or not giving up seats.

There are also calls for improved infrastructure : better bus shelters, more crossings, wider and clearer pavements, and better connections between key family destinations.

A minority of responses suggest things are adequate or have improved, but the overwhelming trend is that bus travel for families with small children is currently stressful, inconvenient, and sometimes unsafe , with the main barriers being lack of space, poor driver behaviour, and unclear rules or signage.

older people?

95/705 - Short answer - optional

The most common concern among respondents is that bus drivers often do not wait for older people to be seated before driving off, which can lead to falls and injuries. Many call for better driver training and more patience and consideration for older passengers.

A significant number of responses highlight the lack of available seating for older people, especially during busy periods, and the need for more and better-prioritised seats. Overcrowding is frequently mentioned as a barrier to older people finding seats.

There are repeated calls for priority seating to be better enforced, more visible, and for campaigns or announcements to encourage passengers to give up seats for older people.

Accessibility issues are also prominent, including requests for drivers to always lower the bus for boarding, ensure level boarding, and avoid stopping away from the kerb. Some mention the step up onto buses is too high, especially when buses do not pull up close to the pavement.

Several respondents mention the need for more frequent bus services to reduce crowding and improve the chances of getting a seat.

Other recurring themes include:

- The importance of clear, large-font information at bus stops for those with poor eyesight.
- The need for seating and shelter at bus stops.
- Concerns about harsh or erratic driving, which can cause older people to lose balance.
- Requests for better connections to hospitals, GPs, and rail stations.
- Some mention that the current provision for older people is adequate.

A few respondents raise issues about the Freedom Pass not being valid before 9am, which is seen as unfair for those with early medical appointments.

In summary, the most frequent requests are for drivers to wait until older people are seated, more and better-enforced priority seating, improved accessibility for boarding and alighting, and more frequent services to reduce crowding. There is also a strong desire for greater respect and consideration for older passengers from both drivers and fellow passengers.

people from Black, Asian and Minoritised Ethnic communities along the route?

29/705 - Short answer - optional

Most respondents emphasised the importance of equal treatment and respect for all bus users, regardless of ethnicity, with many explicitly stating that no one should be treated differently or singled out. Several responses expressed discomfort or criticism towards the framing of the question, suggesting it was divisive or unnecessary.

A recurring theme was the need for a safe and respectful environment on buses, with suggestions for better signage about mutual respect bus driver training to minimise disruption and address discrimination and mechanisms for passengers to alert drivers if they feel unsafe. Some respondents mentioned the importance of preventing racist insults and hate speech, with one suggesting the return of bus conductors to help address these issues.

A few responses highlighted practical improvements, such as better road crossings language accessibility and representation in advertising and considering the needs of shoppers with grocery bags. One respondent noted that the bus route does not serve the communities directly and another suggested improving bus speed for better utility.

Overall, the strongest trends were calls for equality, safety, and respect, with some frustration about the focus on ethnicity in the consultation.

people of particular faith or belief?

26/705 - Short answer - optional

The most common theme across responses is a strong emphasis on equal treatment and respect for all passengers, regardless of faith, belief, age, or background. Many respondents explicitly stated that no one should be treated differently or given special treatment due to their religion or beliefs. Several questioned the relevance of faith or belief to bus travel at all, suggesting that the focus should be on universal accessibility and safety.

Safety and respectful behaviour were also frequently mentioned, with calls for collective responsibility to ensure public spaces, including buses, are safe and welcoming for everyone. Some highlighted the need to prevent harassment or disrespectful behaviour, including religious preaching or being laughed at for one's beliefs.

A minority of responses referenced specific faith-related needs, such as ensuring good bus access to churches or religious sites, clear signage about service changes to help people get to religious services or engaging faith groups to encourage public transport use instead of driving. A few suggested practical improvements like more stops near churches or better bus speed to serve all communities.

Some respondents raised general operational issues such as the need for better complaints processes, holding bus companies to account, and avoiding unnecessary curtailment of services.

In summary, the overwhelming trend is a call for universal, respectful, and safe access to bus services, with little support for faith-specific provisions, but a clear expectation that all passengers are treated equally and with dignity.

LGBTQ+ residents

30/705 - Short answer - optional

Many respondents emphasised the importance of equality and respect for all passengers, with frequent calls for LGBTQ+ residents to be treated the same as everyone else, without discrimination or special treatment. Many also stressed that everyone should be treated equally regardless of background, and that respect and professionalism should be standard.

A significant number of responses highlighted concerns about harassment and hate crimes, particularly towards LGBTQ+ people, women, and disabled passengers. There were repeated calls for increased safety measures, such as more CCTV at and around bus stops, better lighting, and visible signage/posters making it clear that discrimination and harassment will not be tolerated. Some suggested public information campaigns and positive, inclusive messaging to reinforce this.

Several respondents called for bus drivers and staff to receive better training in recognising, de-escalating, and responding to hate crimes and harassment. There

was also a desire for improved complaints processes and greater accountability for bus companies when incidents occur.

Some responses noted that the current provision is adequate and nothing further is needed while others made light-hearted or dismissive comments.

A few respondents suggested practical design improvements, such as double staircases on buses for safer exits and increased bus frequency so that buses can serve as safe spaces if needed.

Overall, the main trends were a strong desire for equal treatment, a safe and welcoming environment for all, visible anti-discrimination messaging, and better staff training and accountability to address harassment and hate crime.

people from less well-off socio-economic backgrounds?

50/705 - Short answer - optional

The most common theme across responses is the need for lower bus fares or more fare concessions for people on low incomes, with many suggesting free or heavily discounted travel for those on benefits, jobseekers, students, and low-paid workers. Many respondents feel current fares are too high, especially given the quality of service.

There is strong support for retaining and extending the Hopper fare, with some suggesting the transfer window should be increased from one hour to two. Some also want more flexible or targeted passes for those on low incomes.

Service reliability and frequency are a concern, with calls to avoid cutting routes, especially night services, and to maintain or improve frequency, particularly for routes into central London. Respondents note that service cuts or unreliable connections disproportionately affect those who rely on buses for work and essential travel.

Accessibility and equality are recurring themes. Several responses stress that all passengers, regardless of background, should be treated equally and with respect. Some mention the need for better information about concessions and benefits, including for non-citizens and those on minimum wage.

A few respondents highlight safety, especially at night, and call for a greater police presence or measures to reduce anti-social behaviour. Others mention the need for better infrastructure (e.g. road crossings, faster buses, more direct routes, and more space for luggage/shopping).

Some respondents express frustration that Southwark lacks the same level of public transport investment as other parts of London, such as the Tube or DLR.

A small number of responses focus on road safety, especially in deprived areas, and the need to reduce traffic danger for vulnerable groups.

In summary, the main trends are: make bus travel more affordable for those on low incomes, protect and improve service levels, ensure equality and accessibility, and address safety and infrastructure needs.

Is there anything else you would like to tell us about our plans for the Better Bus Southwark route?

231/705 - Long answer - optional

The most common themes raised by respondents are the need for more frequent, reliable, and direct bus services, especially in areas with poor tube or rail connections such as Dulwich, Camberwell, and Lordship Lane. Many people highlighted overcrowding, infrequent buses, and long waits, particularly on key routes like the 21, 35, 40, and P4. There is a strong call for restoring or creating direct routes to central London destinations (e.g. London Bridge, King's Cross, Waterloo, Liverpool Street) and for better east-west connections across Southwark.

Bus speed and journey times are a major concern. Respondents blame traffic congestion, cars parked in bus lanes, roadworks, and frequent driver changes or early terminations for slow and unreliable journeys. Many want better enforcement of bus lanes, fewer stops (or express/superloop services), and improved traffic management.

Accessibility and inclusivity are repeatedly mentioned. There are requests for better provision for disabled passengers, wheelchair users, and parents with buggies, including better bus stop design, step-free access, and more space on buses. Some respondents criticise floating bus stops as unsafe for vulnerable users.

Anti-social behaviour is a recurring issue, especially passengers playing loud music, fare evasion, and smoking/vaping on buses. Many want more enforcement, announcements, or campaigns to encourage considerate behaviour.

Bus infrastructure improvements are requested, such as better shelters, real-time information boards, wider pavements at stops, and more seating. Some want public toilets restored along routes.

Cleanliness and air quality are also important, with calls for cleaner buses, more electric/zero-emission vehicles, and less idling.

Bus design is a niche but passionate topic, with several lengthy responses advocating for the New Routemaster as an accessible, iconic, and inclusive bus, and criticising the new electric buses as bland and less functional. These respondents want more three-door, open-platform buses, and for TfL to use the Routemaster design for new electric models.

Other notable points:

- Some want better communication about route changes, stop closures, and service disruptions.

- There are mixed views on reducing car parking and extending bus lanes , especially on Lordship Lane, with some fearing negative impacts on local businesses and access.
- Calls for safer, well-lit stops and routes, especially at night .
- Some suggest better integration with cycling infrastructure and segregated cycle lanes.
- A few ask for new or improved east-west and orbital routes , and better links to hospitals, schools, and rail stations.

In summary, the main priorities are frequency, reliability, speed, direct connections, accessibility, and a safe, pleasant environment on and around buses. Respondents want action on congestion, anti-social behaviour, and better communication, with some also calling for iconic, inclusive bus design and greener vehicles.

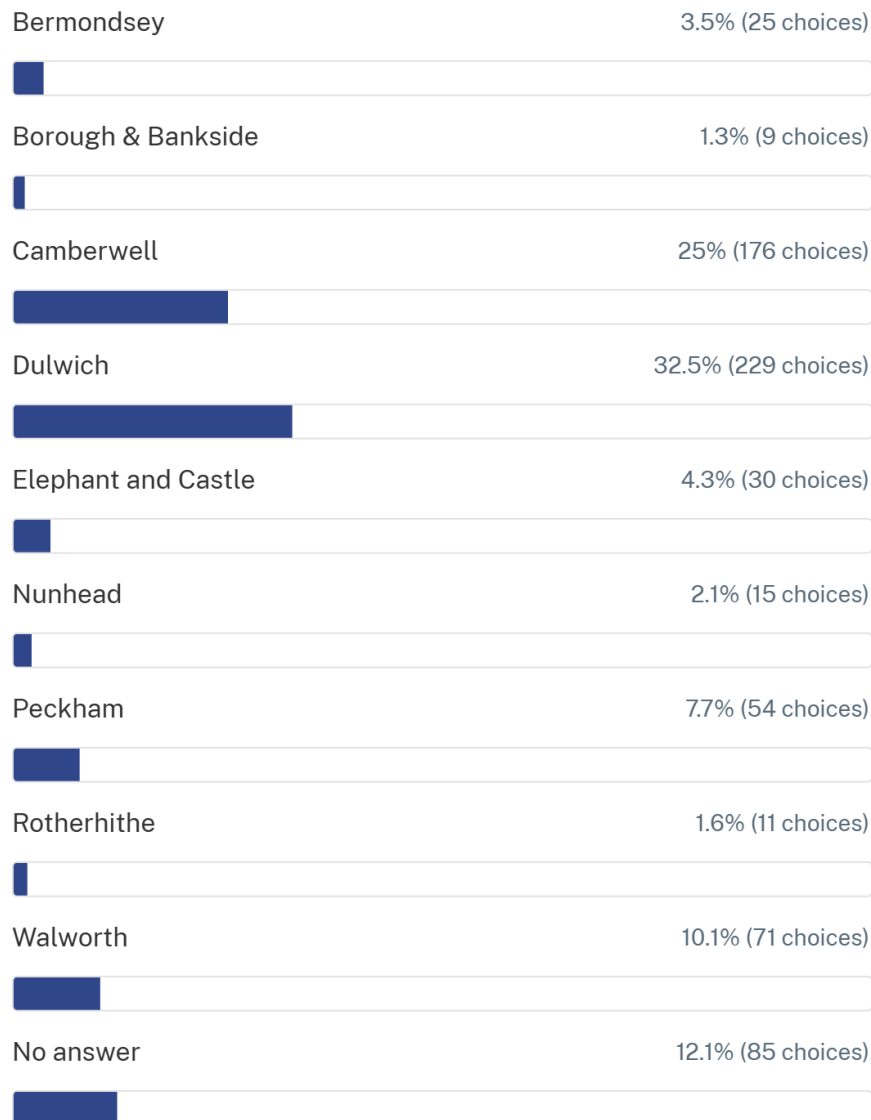
Are you interested in attending focus groups about this project?

266/705 - Multiple choice - choose one - optional



If you live in Southwark, which community area do you live in?

620/705 - Multiple choice - choose one - optional



Age

648/705 - Multiple choice - choose one - optional

Under 16 1% (7 choices)



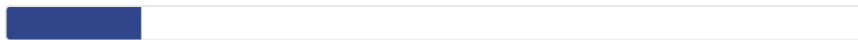
16-17 1.1% (8 choices)



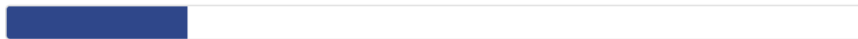
18-24 3.3% (23 choices)



25-34 15.7% (111 choices)



35-44 21.1% (149 choices)



45-54 18.4% (130 choices)



55-64 15.9% (112 choices)



65-74 11.1% (78 choices)



75-84 3.4% (24 choices)



85-94 0.9% (6 choices)



95+ 0% (0 choices)



No answer 8.1% (57 choices)



What is your ethnic background?

625/705 - Multiple choice - choose one - optional

Arab 0.3% (2 choices)

(Asian) Bengali 0.3% (2 choices)

(Asian) British 0.6% (4 choices)

(Asian) Chinese 1% (7 choices)

(Asian) Filipino 0.7% (5 choices)

(Asian) Indian 1.3% (9 choices)

(Asian) Pakistani 0.3% (2 choices)

(Asian) Vietnamese 0.1% (1 choice)

(Asian) Other (please specify if you wish below) 0.3% (2 choices)

(Black) British 2.7% (19 choices)

(Black) Caribbean 1.8% (13 choices)

(Black) Ghanaian 0.3% (2 choices)

(Black) Nigerian 0.3% (2 choices)

(Black) Sierra Leonean 0.3% (2 choices)

(Black) Somali 0% (0 choices)

(Black) Other African 0.6% (4 choices)

(Black) Other (please specify if you wish below) 0.1% (1 choice)

Gypsy, Roma or Irish Traveller 0.1% (1 choice)

Latin American 1.3% (9 choices)

Mixed White/Asian 2.3% (16 choices)

Mixed White Black African 0.7% (5 choices)

Mixed White/Black Caribbean 0.1% (1 choice)

Mixed Other background (please specify if you wish below) 1.6% (11 choices)

(White) British 33.3% (235 choices)

(White) English 10.9% (77 choices)

(White) Irish 3.3% (23 choices)

(White) Northern Irish 0.4% (3 choices)

(White) Scottish 0.7% (5 choices)

(White) Welsh 0.9% (6 choices)

(White) Other European 11.3% (80 choices)

(White) Other (please specify if you wish below) 5.2% (37 choices)

Other ethnic background (please specify below if you wish) 1.1% (8 choices)

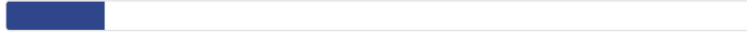
Prefer not to say 4.4% (31 choices)

No answer 11.3% (80 choices)

Are you disabled?

624/705 - Multiple choice - choose one - optional

Yes 13.2% (93 choices)



No 70.4% (496 choices)



Prefer not to say 5% (35 choices)



No answer 11.5% (81 choices)



Please tick the box or boxes below that best describe your disability:

156/705 - Multiple choice - choose many - optional

Hearing / Vision (e.g. deaf, partially deaf or hard of hearing; blind or partial sight) 2.7% (19 choices)



Physical / Mobility (e.g. wheelchair user, arthritis, multiple sclerosis etc.) 5.2% (37 choices)



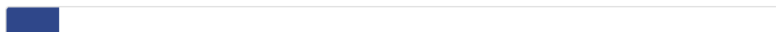
Mental health (lasting more than a year. e.g. severe depression, schizophrenia etc.) 4.4% (31 choices)



Learning disability (e.g. dyslexia, dyspraxia etc.) 4.3% (30 choices)



Long-term illness or health condition (e.g. Cancer, HIV, Diabetes, Chronic Heart disease, Rheumatoid Arthritis, Chronic Asthma) 6.8% (48 choices)



Prefer not to say 4.8% (34 choices)



No answer 77.9% (549 choices)

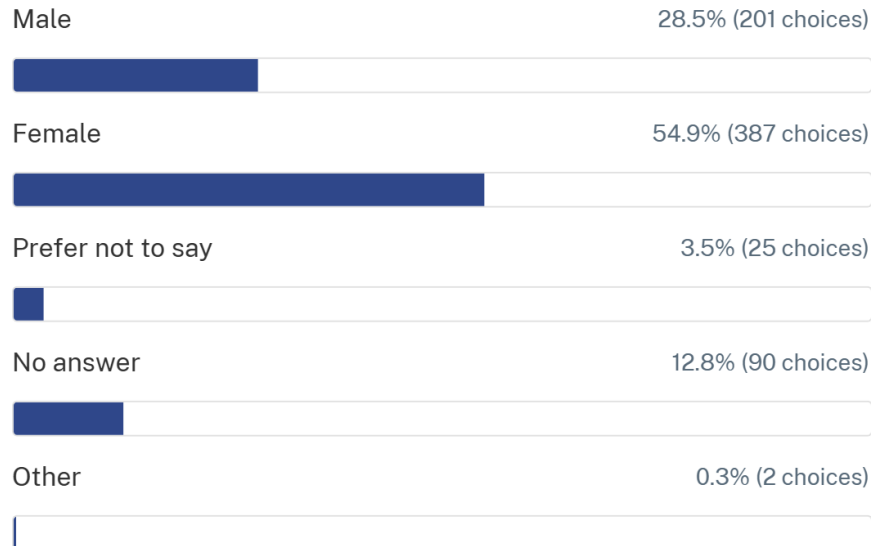


Other 0.9% (6 choices)



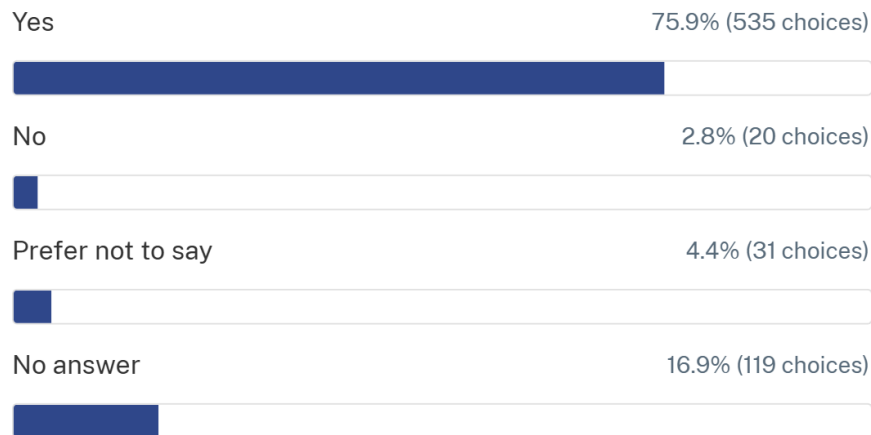
What is your sex as recorded at birth?

615/705 - Multiple choice - choose one - optional



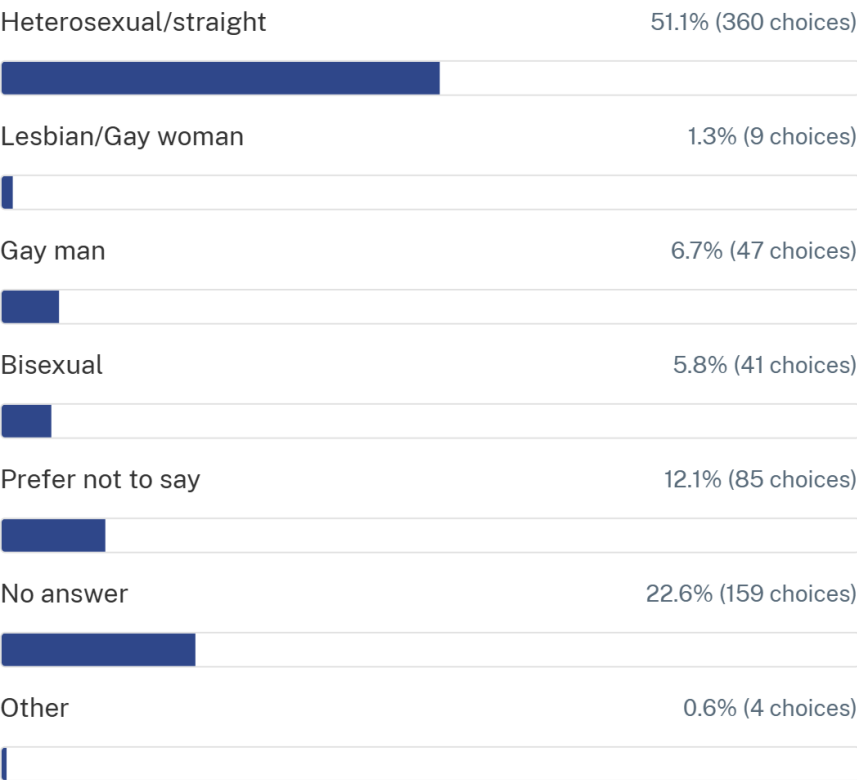
Is the Gender you identify with the same as the sex you were recorded at birth?

586/705 - Multiple choice - choose one - optional



Which of the following best describes your sexual orientation?

546/705 - Multiple choice - choose one - optional



What is your religion or belief?

557/705 - Multiple choice - choose one - optional

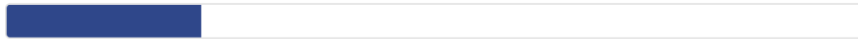
No religion 41.7% (294 choices)



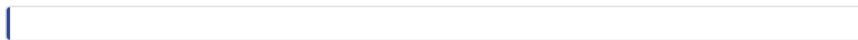
Buddhist 1% (7 choices)



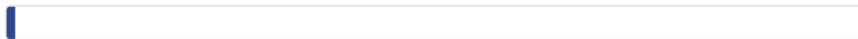
Christian 22.7% (160 choices)



Hindu 0.4% (3 choices)



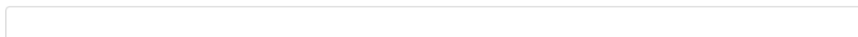
Jewish 1% (7 choices)



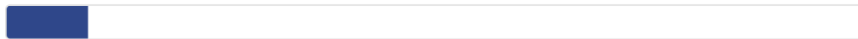
Muslim 1.3% (9 choices)



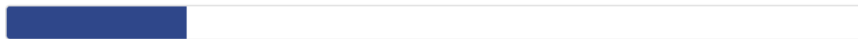
Sikh 0% (0 choices)



Prefer not to say 9.5% (67 choices)



No answer 21% (148 choices)



Other 1.4% (10 choices)



Approximately, what is your household income

545/705 - Multiple choice - choose one - optional

Under £15,000 per year 2.7% (19 choices)



£15-29,999 per year 7.7% (54 choices)



£30-44,999 per year 8.9% (63 choices)



£45-59,999 per year 5.1% (36 choices)



£60-74,999 per year 7.5% (53 choices)



£75-89,999 per year 6.2% (44 choices)



£90,000 or above 19.6% (138 choices)



Prefer not to say 19.6% (138 choices)



No answer 22.7% (160 choices)



What is your current housing situation?

571/705 - Multiple choice - choose one - optional

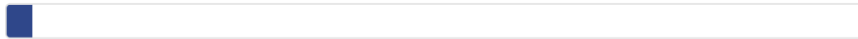
I own my home outright 21.8% (154 choices)



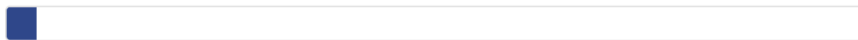
I am buying my home with the help of a mortgage 22.4% (158 choices)



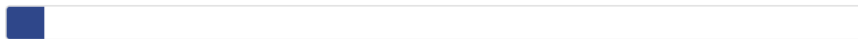
I rent from a Housing Association 3% (21 choices)



Shared ownership 3.5% (25 choices)



I rent from the council 4.4% (31 choices)



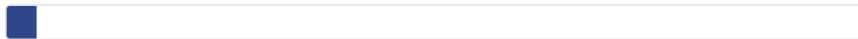
I am a home owner of a council property 0.3% (2 choices)



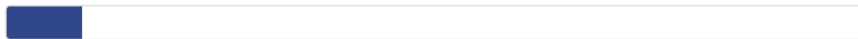
I rent from a private landlord 13.2% (93 choices)



I live with family/friends/rent free 3.5% (25 choices)



Prefer not to say 8.8% (62 choices)



No answer 19% (134 choices)



Appendix 2: responses to map surveys

Section 1 - London Bridge to Elephant and Castle

The most common issues raised by respondents are overcrowding and infrequent bus services, especially on routes between Elephant & Castle, Walworth Road, and London Bridge. Many people report that buses (notably the 35 and 148) are often full, do not stop, or arrive in bunches with long gaps in between, making commuting difficult and unreliable. There is a strong call to restore or increase services, such as bringing back the 40 route and improving frequency on the 343 and 35.

Accessibility is a recurring concern, with several comments about bus stops lacking seating or shelter, making them difficult for disabled or less mobile passengers. Some stops are described as dangerously crowded or poorly located.

Many respondents are frustrated by buses terminating short of their advertised route, forcing passengers to disembark and wait for another bus, often causing significant delays. There are also complaints about inconsistent bus stop usage between day and night services, causing confusion.

Cyclist/bus conflicts are frequently mentioned, especially on Borough High Street and at busy junctions, with concerns about safety for both cyclists and bus passengers. Suggestions include better segregation, improved crossings, and re-routing.

Several comments highlight the poor condition of pedestrian infrastructure, with narrow pavements, missing crossings, and dangerous junctions, especially around Borough High Street and London Bridge. There is support for reallocating road space to prioritise buses, pedestrians, and cyclists over private vehicles.

Other issues raised include:

- Rude or unhelpful bus drivers.
- Environmental concerns, such as idling engines at termini.
- The impact of Low Traffic Neighbourhoods (LTNs) and closed side streets on bus speeds and reliability.
- Calls for improved east-west connections and restoration of lost routes (e.g., RV1).

In summary, the main themes are overcrowding, infrequent and unreliable services, poor accessibility and infrastructure at stops, conflicts with cyclists, and a desire for better bus priority and restored routes. Respondents want more frequent, reliable, and accessible bus services, with improved safety and comfort for all users.

Most reacted inputs

| Better Bus Southwark Section 1 - London Bridge to Elephant and Castle (Section 1 - Your comments)

Total inputs: 45

#1 Borough High Street

It is great that the project includes Borough High Street and may be able to help improve the very poor conditions for people walking and cycling at present and the slow bus journey times through the street. This is obviously a key bus corridor but also has very large cycle flows and pedestrians using the array of amenities and attractions in the area - inc. Borough Market, Guys Hospital, London Bridge rail and tube stations. At present there is very little space for pedestrians in particular with narrow pavements especially around the junction with St Thomas St. The result of

[Show more](#)

#2 Cycle lane often blocked by buses and other vehicles

The junction at the end of London Road has a painted-on cycle lane which filters between lanes of traffic. When there's a bus at Bus Stop E (which is frequent, given it serves 10 different routes), left-turning vehicles go round the bus and then have to cross the cycle lane to get to their left-turn lane. Given how close this is to the traffic lights, this means there's often a vehicle blocking the cycle lane while waiting at a red light.

[Show more](#)

#3 Narrow waiting area and much crowding

This bus stop is the first after London Bridge and is closer to the Borough St tube entrances than London Bridge stops - this means it is always crowded - there is a very narrow footpath, and there are always crowds of people waiting for buses. There is no shelter or seating available making it a very inaccessible bus stop.

There is a similar (though not so pressured problem) at the next stop also, and it is not until

[Show more](#)

#4 Borough Tube Station - missing pedestrian crossing

For well over a decade local groups have been campaigning for a green person pedestrian crossing on the northern arm of the Borough High Street and Marshalsea Road and Gt Dover St junction (<https://www.london-se1.co.uk/news/view/8012>) and there have been a number of road casualties at this location. Please ensure that this missing arm is delivered as part of this project.

#5 Dulwich route needed from Elephant Park through to Southampton Way

It would be very useful to have more connections off the Walworth Road and following some of the S16 and S18 routes in Southwark. We need to Dulwich station

Section 2 - Elephant and Castle to Camberwell

The most common issues raised by respondents relate to bus overcrowding and insufficient frequency, particularly on routes 176, 35, and 148. Many people report that buses are full even at off-peak times, with standing room only, and that services are not frequent enough to meet demand. Overcrowding is exacerbated by new housing developments, with several comments noting that bus capacity has not kept pace with increased population.

A significant number of responses highlight problems with the location and accessibility of bus stops, especially at Elephant & Castle. Many users find the relocated stops too far from the tube station, creating difficulties for people with mobility issues, those carrying shopping, and in bad weather. The interchange between buses and the tube, and between northbound and southbound buses, is described as inconvenient and inaccessible, with long walking distances and unsafe or unpleasant environments. Several users call for the reinstatement of bus stops closer to the station.

There is a recurring call for the reopening of Camberwell Station or the addition of a new rail station along the corridor to relieve pressure on buses and improve connectivity. Some also suggest reviving tram proposals or introducing express bus routes to provide higher-capacity alternatives.

Many respondents mention delays caused by frequent driver changeovers, especially at Medlar Street and Camberwell Green, which can add significant time to journeys and often occur at inconvenient points. There are requests for these to be better scheduled or for changeovers to occur at regular bus stops.

Bus stop spacing is another divisive issue. Some argue there are too many stops, slowing down journeys and causing congestion, while others strongly oppose removing stops due to the impact on accessibility for elderly and disabled passengers.

Problems with bus stop infrastructure are frequently mentioned: broken or missing real-time information displays, lack of shelter and seating, and overcrowded or dirty waiting areas. Several users request more street trees and improvements to the public realm to make waiting more pleasant.

Traffic congestion, especially at key junctions like Albany Road and Camberwell Green, is a major concern. Respondents cite roadworks, traffic lights, and conflicts between buses, cyclists, and other vehicles as causes of delays. Some suggest reintroducing or extending bus lanes, adding bus gates, or creating dedicated cycle lanes to improve flow and safety.

There are repeated calls for better east-west bus connections, especially along Albany Road and Wells Way, and for more frequent or new routes to London Bridge and the City, as current options are limited and overcrowded.

Other issues raised include:

- Night-time bus idling and parking near Camberwell Green causing noise and safety concerns for residents.
- Poor cleanliness and maintenance of buses and bus stops, with requests for better enforcement and facilities.
- Safety concerns at busy or dangerous junctions and crossings, with requests for new pedestrian crossings and traffic lights.
- The need for improved cycle infrastructure and separation from buses [.
- Frustration with service regulation stops and buses terminating early.
- Requests for better information and communication about service changes, roadworks, and stop closures.

Overall, the main themes are overcrowding and insufficient frequency, poor interchange and accessibility at Elephant & Castle, calls for rail alternatives, delays from driver changeovers, bus stop location and infrastructure issues, and traffic congestion at key points. There is a strong desire for improvements to capacity, reliability, accessibility, and the overall passenger experience.

Most reacted inputs

| Better Bus Southwark Section 2 - Elephant and Castle to Camberwell (Section 2 - Your comments)

Total inputs: 83

#1

It is annoying when buses stop short of Camberwell Green to change driver, which means anyone wanting to switch buses must walk to the Denmark hill stop. Why can't buses stop at normal bus-stops?

Buses stop short of Camberwell Green to change drivers. It would be better if they stopped at normal stops, making it easier for the many people wanting to change buses.

#2

Reopen the railway!

Consider re-opening the Camberwell stations /Walworth Road station or a new station on the Camberwell Road side of Burgess Park. The area has undergone significant housing and community development, but remains poorly connected by rail, and will ultimately be missed again following the Bakerloo extension plans to Old Kent Road.

The stations were ultimately closed in favour of a tram (that also no longer exists).

[Show more](#)

#3

Albany Road Junction

This feels like one of the most problematic parts of the corridor between the E&C and Camberwell with often long delays for northbound buses owing to the need to accommodate right turning traffic into Albany Road and then tailbacks southbound from all the traffic south along the A215 and then the traffic on Albany Road. Tackling this junction and enabling much more straightforward journeys for buses could make a huge difference to journey times along this section. In addition it is a very dangerous junction where there have been fatalities in the past

[Show more](#)

#4

Improve bus interchange between Elephant and Castle and Camberwell Green

I have concerns about the bus interchange around Elephant and Castle for journeys between Central London and Camberwell Green.

Many buses arriving from Central London stop at G, F, H or C and D on London Road and Newington Causeway. To continue towards Camberwell Green, passengers must then walk to stop R on Walworth Road. This is around half a mile away.

[Show more](#)

#5

Bus gate Walworth Road

Putting a bus gate on Walworth Road could significantly improve bus journey times

Section 3 - Camberwell to Goose Green

Bus frequency and overcrowding are major concerns, with many respondents reporting long waits, unreliable timings, and buses too full to board, especially on routes 37, 42, 185, and 484. Calls for increased capacity and more frequent services were common, with several noting that reductions in frequency (e.g. 484) have made things worse.

Bus reliability is undermined by traffic congestion, especially at key junctions (East Dulwich Grove/Lordship Lane, Denmark Hill, Lordship Lane), and by operational issues such as mid-route driver changeovers, which cause significant delays and frustration. Many want driver changes moved to route termini.

There is widespread concern about the number and placement of bus stops, with several suggesting that stops are too close together (especially between Denmark Hill and East Dulwich), slowing journeys. However, some caution against removing stops due to accessibility needs.

Junction safety and pedestrian crossings are repeatedly raised, especially at East Dulwich Grove/Lordship Lane and Grove Lane/Champion Grove, with multiple calls for new or improved crossings and traffic lights due to danger for pedestrians and poor accessibility.

Accessibility issues are highlighted, including overcrowded and poorly designed stops (notably at Denmark Hill and Medlar Street), buses not pulling up to kerbs, and lack of step-free access. Some suggest merging or relocating stops to improve space and safety, but others warn this could worsen access for those with mobility needs.

Operational suggestions include restructuring long routes (e.g. splitting the 468) to improve reliability, better real-time information at stops, and improved communication during disruptions. Calls for better enforcement of bus lanes and parking restrictions are frequent, especially at key pinch points.

There is demand for more east-west routes, particularly linking Nunhead and Dulwich, and for better connections to Sydenham and Forest Hill.

Other recurring themes include: requests for electrification of polluting routes (notably P13); improved bus stop facilities (shelters, seating, digital displays); and better signage and wayfinding for visitors.

In summary, the most common issues are: unreliable and overcrowded services, delays from traffic and operational practices, poor stop placement and accessibility, and dangerous junctions for pedestrians. Respondents want more frequent and reliable buses, safer crossings, better stop design, and operational changes to improve journey times and passenger experience.

Most reacted inputs

| Better Bus Southwark Section 3 - Camberwell to Goose Green (Section 3 - Your comments)

Total inputs: 53

#1 Electrify P13

The P13 is going through residential side roads and on routes with significant elevation changes causing diesel engine noise and pollution.

It appears that parts of the TfL bus fleet are being electrified. It would be extremely welcome to see this for the P13 as well.

#2 Denmark Hill Station Bus Stop C overcrowding

Bus Stop C at Denmark Hill can get severely overcrowded when there is a combination of trains letting passengers off in the evening and an irregular arrival pattern of buses (40/176/185) passing down Lordship Lane.

There is insufficient waiting area for the number of people, puddles make for a 'splash zone' when cars drive by, cyclists using the hire cycle parking bay create a risk, and cars create hazards by

[Show more](#)

#3 Pedestrian crossing desperately needed here!



A pedestrian crossing is desperately needed here. There has been talk for years. It is a lethal blackspot and very dangerous with the buses and fast moving traffic. Several crashes and near misses - nightmare. Stories road meets Grove Lane. incorporate rain garden to help with significant surface water during rain.

#4 Why do buses always stop here to 'regulate the service' rather than at the next stop?

Why do buses always stop here to 'regulate the service' rather than at the next stop which is the train station. If they stopped at the station people would have more time to get their trains, and there would also be more loading time for people getting off trains.

#5 Far too few 484 buses, and unreliable timings

The timings of the 484 bus are highly unreliable, and when the service does operate to time, it is always full. Often people with push chairs are turned away, and it can be hard for elderly people to get a seat.

Section 4 - Lordship Lane

The most frequently raised issues concern congestion and unreliable bus services, with many respondents attributing delays and slow journeys to parked cars along Lordship Lane, traffic restrictions (such as LTNs and school streets), and poor coordination of roadworks. There is a strong and recurring call for the removal or reduction of on-street parking to enable continuous, effective bus lanes, improve bus reliability, and make the area safer and more pleasant for pedestrians and cyclists. However, a minority of respondents are concerned that removing parking will harm local businesses and reduce accessibility for those who rely on cars.

Bus frequency and reliability are major concerns, especially during peak hours. Respondents report long waits, buses arriving in bunches, and frequent short-turning or early terminations of routes 40, 42, 176, and P4, making services unreliable and frustrating. Calls for increased frequency, especially for the 176 and P4, and better east-west connections are common.

Pedestrian safety is a significant theme, particularly at the junction of Lordship Lane and East Dulwich Grove, which is repeatedly described as dangerous and in need of a signalled crossing or other safety improvements. There are also concerns about narrow pavements, dangerous crossings, and conflicts between buses, cars, and vulnerable road users.

Several respondents request new or extended bus routes, including direct services to London Bridge, Brixton, Sydenham, and Forest Hill, as well as better east-west links (e.g., Dulwich Village to Lordship Lane). Accessibility for disabled and elderly residents is also highlighted, with calls for more stops and better access.

Other recurring issues include:

- Poor rubbish collection and pavement parking making bus stops and pavements unpleasant or inaccessible.
- Calls for better enforcement of bus lanes and restrictions (e.g., cameras, red route status).
- The impact of roadworks and lack of coordination with utilities causing major delays.
- Mixed views on the impact of LTNs and traffic restrictions: some blame them for congestion, others support them for improving pedestrian safety and reducing through-traffic.

In summary, the dominant trends are strong support for prioritising buses and pedestrians over private car parking, urgent calls for improved bus reliability and frequency, and repeated demands for safer, more accessible pedestrian crossings—especially at key junctions. There is also a clear desire for better east-west bus connections and more inclusive, accessible infrastructure. However, there is a vocal minority concerned about the impact of parking removal on local businesses and accessibility for those who need to drive.

Most reacted inputs

| Better Bus Southwark Section 4 - Lordship Lane (Section 4 - Your comments)

Total inputs: 59

#1 Rebalancing Lordship Lane for Reliable Buses and a Thriving High Street

As a regular user, I try to avoid using this route during the morning peak when travelling to central London because buses are typically stuck in traffic and journey times are unreliable.

On-street parking should be removed along the full length of Lordship Lane to allow wider pavements, proper bus stop waiting areas and the creation of a continuous dedicated bus lane. Parked cars currently create pinch points, congestion and unreliable bus journeys. Road space

[Show more](#)

#2 Narrow pavement

The bus stop outside the cinema takes up the whole pavement - people with buggies or in wheelchairs can often struggle to get past and have no other option (and they cannot get off the pavement into the road around the bus stop - unsafe and not practical)

#3 There should not be parking spaces on Lordship lane or Grove Vale as they create too many obstructions for buses.

Excessive parking on Lordship lane creates obstacles for buses and (I think) contributes to traffic jams on Lordship Lane. Lordship Lane is also very busy and it would be good if there was some way to reduce private car traffic on it.

#4 Dangerous to cross

Please do something about pedestrian safety here. Since the LTN's were put in (Melbourne Grove etc) the weight of traffic turning from Lordship Lane onto East Dulwich Grove makes it very dangerous to cross the road here. For anyone with a buggy/wheelchair/mobility issues there is a real chance of catastrophe.

I suggest adding a signalled crossing here, and either moving or syncing it with the one slightly

[Show more](#)

#5 There needs to be traffic lights, or at least a zebra crossing, at the junction of Lordship Lane and East Dulwich Grove, where the 37 bus turns into East Dulwich Grove. It is extremely perilous to cross there.

Where the 37 bus turns off Lordship Lane into East Dulwich Grove going towards Herne Hill there needs to be traffic lights. At present, pedestrians are continually crossing, having to take in traffic round the corners, from three different directions, and there is no rule or regulation about who has right of way. Traffic often tries to turn here when people are crossing with dogs and pushchairs, looking in all directions.

Visitor timeline

Visitors 

2542

Visits 

3390

Visit duration

00:04:47

Pageviews per visit

5.29

