

Selston Parish Transport and Engagement Survey 2015

Selston ParishTransport and Engagement Survey 2015

Selston Parish Transport and Engagement Survey



Report September 2015

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centre**
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Raising the
Rural Voice



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1. Executive Summary

Selston Parish Transport and Engagement Survey 2015

- 1.1 These are the key findings of the Selston Parish Transport and Engagement Survey carried out in Selston Parish between July and September 2015.
- 1.2 The overall aim was to carry out an in depth consultation as a follow up to the initial Our Centre Selston Parish Transport and Engagement Report March 2015.
- 1.3 The survey was undertaken as a joint project by Our Centre and Rural Community Action Nottinghamshire.
- 1.3 This report takes into account the initial report recommendations for a phased approach to improving the transport links and services commencing with survey and focus group consultations within the Selston Parish.
 - 1.4 This report provides an analysis of the questionnaire and group consultations carried out by Rural Community Action Nottinghamshire on behalf of Our Centre.
- 1.5 A total of 114 surveys were completed.
- 1.6 Focus groups, doty voting and graffiti wall consultations were also held.
- 1.7 A meeting with the members of Jacksdale, Underwood and Selston tomorrow (JUS.t) Neighbourhood Planning Group identified links with the household survey carried out as part of the development of the local plan.
- 1.8 In addition to the survey and focus group responses we have used evidence drawn from a range of sources as well as comments from interviewees and the discussions with members of JUS.t Neighbourhood Planning Group. This combined analysis has provided a rich tapestry of views which have informed our conclusions and recommendations.

What benefits can be achieved from this report?

- 1.7 This report sets out the information gathered; suggestions made by both Selston Parish residents and representatives of the Parish Council, together with partnerships, funding and resources that could provide Selston Parish with more locally cohesive transport that would benefit the community.
- 1.8 The outcome of the survey suggests that further consultation with local people is needed in order to develop additional community transport services that are adaptable to the requirements of the local people. One recommendation is the development of a partnership between Our Centre Community Transport and Selston Parish Council that seeks to provide transport services that are beneficial to both the residents of Selston and Our Centre as a community transport organisation.
- 1.9 A further recommendation is for a Selston Parish Transport working group to be established that works alongside the JUS.t group to gather further information regarding both commercial and community transport needs within the Rural area. The development of such a group should be initially supported by Ashfield District Council and Selston Parish Council.
- 1.10 It is also recommended that Our Centre further the findings and recommendations of this report in partnership with the Nottinghamshire Total Transport project and STAR Independent Consultants. (Sustainable Transport and Advice and Research).

2. Introduction

- 2.1 As part of the Ashfield District Council Locality and Community Empowerment Team commitment to seeking ways to support older people in the Selston Parish, partners within the Ashfield Infrastructure Alliance were tasked to undertake elements of work recommended in the Our Centre Selston Parish Transport and Engagement Report March 2015.
- 2.2 The initial focus for this work emanates from the Ashfield District Council Rural Locality Plan, September 2014 Rural 3b 'Investigate ways to improve community transport in the Rural area'.
- 2.3 Our Centre, working in partnership with Rural Community Action Nottinghamshire (RCAN) and community groups in the Selston Parish (Selston, Underwood and Jacksdale) were tasked to:
- ascertain transport needs
 - identify individuals who have difficulty accessing public transport on the grounds of health or poor local provision
 - locate pockets of isolation areas in Bagthorpe, Jubilee, Westwood and Jacksdale
 - explore offers of alternative means to help reduce isolation, improve access to healthier living options and improve community cohesion
 - work towards implementing the recommendations of Phase 1 and develop a Phase 2 transport consultation (Selston Parish Transport and Engagement Report March 2015).
- 2.4 Whilst the survey looks primarily at the transport difficulties of older residents within Selston Parish, the report also takes into consideration the impact that poor transport links have on the social and economic opportunities for other age groups.
- 2.5 One hundred and fourteen surveys were completed however when compared with the total population for Selston Parish of 12,864* this survey equates to less than one percent of residents. It is therefore important to review this survey in conjunction with other surveys carried in the area out where larger numbers of respondents were involved, for example the JUS.t household survey that included questions relating to transport.
- 2.6 Data from the 2011 Census obtained from *neighbourhood statistics.gov.uk* suggest that Selston Parish has a significantly older population when compared with local and national figures. Percentage wise the Census also showed the area had a higher number of both 45 to 59 and 60 to 64 age bands than local and national figures.
- 2.7 Our Centre has finite resources and funding and therefore the resulting recommendations from this survey must reflect what is a practical and achievable way forward in improving connectivity for the people of Selston.
- 2.8 Current transport regulations prevent profit generation from community transport routes. It is therefore essential that adequate core cost support is embodied in any grant funding allocated to deal with the community transport needs of the Rural area.
- 2.9 Our Centre provides a unique transport service, particularly for the Rural area and their expertise needs to be recognised within the development of potential local transport planning and delivery.

3. Methodology

Selston Parish Transport and Engagement Survey 2015

The initial Our Centre report recommended further information be gathered using a survey and focus groups in order to gain an insight into what residents of Selston Parish perceived were ways to improve current transport options.

A questionnaire survey was carried out at a variety of locations within the Selston Parish, on line through the Selston Parish web site and with passengers using the Our Centre Shopper bus services. Respondents from the following groups were involved:

- Tuesday Club at Old Council Offices
- 2 Walking Groups at Jacksdale Community Centre
- Art and Craft Group at Underwood Community Centre
- Fitness Group at Selston Parish Hall

Survey sessions were also held at the Selston Health Centre and Jacksdale Garden Centre OAP day.

Four JUS.t consultation events were attended and Graffiti Wall and Dotty Voting exercises were carried out.

A focus group was organised in conjunction with Selston Parish Council and included members of the SPEG Group and local residents.

3.1 Key Documents

The key documents used as reference during the compiling of this report:

- Ashfield District Council Rural Locality Plan, September 2014 – August 2019
- Our Centre Selston Parish Transport and Engagement Report, March 2015
- JUS.t – Jacksdale, Underwood, Selston . Tomorrow – Household Survey 2015
- JUS.t – Scoping Report Neighbourhood Development Plan 2015 - 2030

Other reference documents that provide a good insight to the operational aspects of community transport are:

- Enterprising Approaches to Rural Community Transport 2006 – a research report and outline development programme by Community Transport Association and the Plunkett Foundation and supported by Department for Transport.
- Department for Transport Community Transport: Guidance for Local Authorities March 2011.

3.2 Consultation

Selston Parish Transport and Engagement Survey 2015

3.2.1 A broad survey and consultation framework was decided and the questionnaire developed taking into account the requirements of Our Centre and with regard to the current transport services.

3.2.2 The survey and consultation included consultation with a range of individuals including local residents, community representatives and members of JUS.t.

3.3.3 The consultation questions included demographic information; access to and current use of local transport; perception and use of community transport.

3.3.4 Our Centre were keen to consult with as wide a range of individuals as possible. In order to achieve this aim they were assisted by the RCAN team.

- a. Survey sessions with community groups in Jacksdale, Underwood and Selston.
- b. Electronic questionnaires on the Selston Parish web site.
- c. a focus group sessions with members of the community.
- d. A 'Graffiti Wall' and 'Dotty Voting' exercise held at the focus group and also at three JUS.t consultation events – interactive voting exercise using post it notes and coloured dots to respond to a series of closed questions.
- e. Survey session at the GP Surgery in Selston.

3.3.5 The combination of methods used together with anecdotal evidence will provide a basis for future decisions in respect of potential improvements to transport and engagement within the Selston Parish.

4. Analysis of Results

4.1 Consultation

The target figures for consultation were 100 people and 10 different groups. The total number of responses was 114 and representatives from 8 different groups were consulted.

It was beneficial to reinforce the survey questionnaire with a focus group and other consultation methods and through discussion and less questions to focus on, to be able to elicit an interesting variety of opinions.

4.2 Questionnaires

Survey consultations were conducted with members of several community groups in Selston, Jacksdale and Underwood and also with visitors to the Selston GP practice. This was a valuable exercise as the interviewers were able to pass on information to respondents, some of whom had no knowledge of Our Centre and community Transport. Our Centre would like to thank the Rural Community Action Nottinghamshire team for their support.

The survey results combined with the written commentaries show a number of quite consistent themes emerging and the survey data can be seen at Appendix 1.

The analysis of the survey results are specifically focused on how Our Centre can provide additional transport services in and around the Selston Parish.

The introduction of any additional services would be dependent on both the financial viability and current transport regulations rather than aspirational.

Q 1. Do you live in Selston Parish?

Although only two people indicated on this question that they did not live in the Parish cross reference to Question two shows that 24 people gave their home location as being outside the Parish. People who lived outside the Parish were encouraged to complete the survey particularly if they were involved with local groups and therefore had experience of transport services within the Parish.

Q 2. Do you live in?

Of the total number surveyed 78.07% lived in Selston Parish. There were no respondents from either Westwood or Jubilee and perhaps these two areas would benefit from at least one or two residents in each area being given the opportunity to complete a survey.

Q 3. What is your postcode?

The purpose of this question was, at some later stage, to use the information gathered in connection with address details to identify distances from main bus routes.

Q 4. Are you Male/Female?

A significantly higher proportion of females completed the survey, this is possibly due to the fact that there are more female members of groups and organisations that were used in the survey.

Q 5. In which age group are you?

Again the highest numbers surveyed were in the 65 years and over groups with 59.64% respondents. This figure is again linked to the type of groups and organisations used for the survey.

Q 6. Which of the following best describes your employment status?

Here again we see majority of 58.41% of respondents are retired however the remaining 41.59% who possibly represent a younger element of residents who are either in employment, education, seeking employment, disabled or at home.

Q 7. How often do you use the following?

This question tries to ascertain the use of current local services and connections to wider transport options. The average percentage of response to these questions was 71.67% with very low uptake of daily use of local services but a proportionally higher use of the same services on a weekly basis. Correlating age, gender and usage would indicate that the local bus services are used for planned trips such as shopping outside of the Parish. Not surprising was the daily and weekly use of the car as a preferred method of transport. Looking at the individual examples of public transport available as used in the survey it would appear that the majority of those who responded never or only occasionally used what is currently available. The question now needs to be asked if this is because the service is not adequate to their needs or they are not aware that it exists.

Q 8. Do you have an elderly or disabled concessionary travel pass?

This question again affirms the majority of respondents were over retirement age.

Q 9. Do you use the services of a voluntary car scheme?

The overwhelming response to this question was NO, possibly due to the fact that no such scheme is currently available in the Selston Parish. It is assumed that those who indicated the use of a scheme lived near enough to Derbyshire to avail themselves of a cross border scheme.

Q 10. How many cars are in your household?

The survey results show a high percentage of single or multiple car ownership however as the survey did not ask whether people owned a car it can be assumed that the 33 people who did not respond to this question do not own a vehicle. Taking the total of 114 respondents this would give a figure 28.98% of people surveyed without access to private transport.

Q 11. How often do you have access to the following types of vehicles?

For the purposes of the survey in respect of Our Centre the responses to the section regarding the use of motorcycle/bicycle has been disregarded as only 42 people responded to the question and 29 of the responses were negative.

The question relating to the availability to a car as a driver resulted in a total of 161 responses, however if the response to full time availability is deducted from the individual time periods the total response number is reduced to 110 which would suggest that people duplicated their answers. A significant number of people said that they had no access to a car as a driver and it is presumed that their availability to private transport is reflected in the response to access to a car as a passenger.

The responses to access to a car as a passenger were fairly evenly distributed across the time periods given and need to be considered together with the responses from Question 12.

Q 12. If your access to a vehicle is dependent on others, please indicate who it is you rely on:

The majority of responses to this question were from people who relied on either someone at home, another relative or a friend/neighbour to provide transport for them as a passenger in a car. The response numbers to this question are similar to those for retired in Question 6 and the age ranges 65 to 84 years in Question 5. The interviewees found that many older female respondents relied totally on someone providing car transportation for them and found it difficult to try and get them to think about transport if they no longer had a supportive relative or friend.

Q 13. Do you consider yourself to have a mobility difficulty which makes it difficult or impossible for you to use conventional public transport?

The majority of respondents answered NO to this question but there were sufficient responses from those who classed themselves as having a mobility problem to investigate further the issues for these people with public transport.

Q 14. Do you have difficulty in understanding local bus timetables?

This question was included following the Our Centre March 2015 report as a number of people involved in the initial consultation indicated that they did have difficulty in understanding bus timetables. It was therefore surprising that in this survey the majority of respondents said that they did not have a difficulty.

The problem seems to arise not primarily from the timetables themselves but the descriptions of the routes that the transport takes as there is no indication of what roads the buses travel along or whether they pick up between what appear to be designated locations in each settlement in the Parish.

Q 15. How far from a bus route do you live?

Of the 104 respondents there was an almost equal split between those who have near access (less than 100 yards and no more than 440 yards) to a bus route and those who had anything from ¼ mile to over ½ mile distance to access transport. The previous consultation had shown that each settlement within the Selston Parish has areas where people have to travel some distance to get to a bus route and that it is not only mobility problems but also terrain that adds to their difficulties.

Q 16. What street do you live on?

This information will be valuable to Our Centre, when used in conjunction with the bus route map produced for the initial report it could indicate potential link service routes.

Q 17. Which of the following would you like a minibus to help you with?

The obvious response was to **go shopping** but a surprising number of people would like transport available to take them to leisure activities not available in the area such as the cinema and theatre.

Q 18. Which of the following health activities would you like community transport to help you to access?

Locally respondents indicated that they would use community transport to help them attend doctor and dentist appointments. As with the initial report the survey showed a great need for access to transport to attend or visit the local hospital, the Kings Mill Centre.

Q 19. How would you like to arrange your trips?

The majority of respondents said they would prefer to book in advance and be collected from home, this would indicate that there is a mobility problem or long term condition requiring ongoing treatment with pre-determined appointments. A significant proportion of respondents opted for a timetabled service from pick up points and this would presumably link to hospital visiting times.

Q 20. If community transport was available in Selston Parish, which facilities would you need it to access?

A small number of respondents requested access to local facilities but the majority chose access to shopping centres outside the Parish with Sutton and Kirkby being the most popular. The tram connection to Nottingham also seemed more popular than the train connection to Nottingham from Newstead. However if this information is looked at in conjunction with some of the comments made later in the survey Eastwood and Ilkeston would also be popular shopping venues.

Q 21. When would you like this service to operate?

As a link to Question 20 respondents were fairly evenly in agreement that morning and afternoon services would be most used, including Saturdays but with quite a number opting for evening and Sunday services.

Q 22. Would you be more likely to use community transport in bad weather?

More respondents said YES they would be more likely to use community transport in bad weather but considering that the majority of car users surveyed were in the older age group this is more likely to be in winter months only.

Q 23. Could community transport help you access a meeting or service within rural Ashfield or further afield?

Only 18 people answered this question and their responses can be seen at Appendix 2.

Q 24. What community transport options would make you use your car less?

Additional shopper bus routes were chosen by most respondents with Ring and Ride being the second choice. As Ring and Ride is available in Selston Parish it may need to be publicised more.

Q 25. How much would you be prepared to pay for a one-way trip into the centre of Sutton?

Respondents were given a choice of from home or from a bus stop. The majority thought £2.00 from both home and bus stop. More respondents selected from a bus stop rather than from home. No-one opted for a fare of over £5.00.

Q 26. How much would you be prepared to pay for a return trip into the centre of Sutton?

Respondents were given a choice of from home or from a bus stop. The majority thought £5.00 from both home and bus stop. More respondents selected from home rather than a bus stop. Three respondents would pay £10.00 from home.

Q 27. How much would you be prepared to pay for a one-way trip to the centre of Kirkby?

Respondents were given a choice of from home or from a bus stop. Again the majority thought £2.00 from both home and bus stop. More respondents selected from home rather than from a bus stop. One person would pay £10.00 from home.

Q 28. How much would you be prepared to pay for a return trip to the centre of Kirkby?

Respondents were given a choice of from home or from a bus stop. Although a slight majority of respondents selected £2.00 from home and from a bus stop almost as many selected £5.00 from both options. Two people would pay £10.00 from home.

Q 29. How much would you be prepared to pay for a one-way trip into the centre of Hucknall?

Respondents were given a choice of from home or from a bus stop. The majority of respondents again chose £2.00 from both home and a bus stop. One person would pay £10.00 from home.

Q 30. How much would you be prepared to pay for a return trip into the centre of Hucknall?

Respondents were given a choice of from home or from a bus stop. The majority of respondents would pay £5.00 from both home and a bus stop. Three people would pay £10.00 from home and one person the same amount from a bus stop.

Q 31. Would you volunteer to be on the committee to manage the community transport scheme?

Only one person volunteered to be on a management committee. Contact details were given.

Q 32. Would you volunteer to drive for a community transport scheme?

Only one person volunteered and indicated that they would be available for all three options: Ring and Ride, Volunteer Car Scheme and Mini bus. Previous experience and contact details provided.

Q 33. Is there anything else you think it is important for us to know in improving transport in the rural areas of Ashfield?

There were numerous comments and suggestions provided by respondents, many of which will be taken into consideration when making recommendations for potential future improvements to transport in the Selston Parish.

4.3 Graffiti Wall/Dotty Voting at JUS.t consultation sessions

This consultation was carried out as part of the focus group held at Selston Parish Hall and at JUS.t consultation events held at Jacksdale Community Centre, Selston Parish Hall and Underwood Community Centre.

From the questions posed it would appear that the majority of people are aware of Our Centre's community transport within the Selston Rural areas.

These sessions provided an opportunity to talk to local people and to give them the opportunity to suggest ways in which they thought local community transport could develop.

Three main closed questions were displayed and respondents were encouraged to answer either yes or no by placing a dot in the appropriate column. In addition respondents were also given the opportunity to expand and explain with more detailed responses on post it notes including thoughts on routes and destinations for community transport services. The results of these sessions can be seen at Appendix 2.

4.4 Community Focus Group

Six people attended a focus group held at Selston Parish Hall where five questions were discussed. Those present were keen to put forward their views regarding transport in the area and how it can be improved. The comments and suggestions made by the group can be seen together with individual responses at Appendix 3.

5. Conclusions

Has the survey provided the information required?

- 5.1 The main survey questions were designed to find out:
- how many people were aware of community transport;
 - frequency of both commercial and Our Centre transport use;
 - perception of community and commercial transport;
 - what areas of service could be improved or developed

From the responses obtained the survey has provided information relative to the four main questions.

5.2 The survey also included questions relating to:

- mobility;
- distance from commercial bus routes;
- access to health services;
- access to private transport
- potential fares for community transport;
- involvement in operating a local transport scheme

The combination of survey and group discussions has broadened the scope of the consultation exercise to gather this additional information.

5.3 Comments made by local people both in the focus groups and during the completion of the survey reinforced the need for better communication and publicity of Our Centre services.

5.4 People who use the community transport schemes are very enthusiastic and see them as essential in carrying out their normal lifestyle.

5.5 There are still a large number of residents who know little or nothing about Our Centre and community transport. This lack of knowledge could be preventing a large number of people from using Our Centre's services as increased user capacity could contribute to financially sustainable services.

Has the survey provided ways in which to improve access to transport?

5.6 The survey and focus groups have provided a number of suggestions for further discussion in order to develop additional services and integrating with commercial providers.

5.7 People made comments regarding the frequency and routes of commercial and Nottsbus services.

5.8 Following comments about the difficulty in accessing the Nottsbus services to Phoenix Park and Eastwood, enquiries are being made regarding the publicity and actual routes for these services. Although local people provided information as to these routes there were many comments relating to the drivers who were observed not following them.

5.9 Discussions held with Selston Parish Neighbourhood Planning Group were very positive and the Our Centre survey will provide valuable additional information around their core objectives. (JUS.t household survey Question 7 What facilities do we need?)

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5.10 Local connectivity seems to be the key to effective transport systems in rural areas, however it will require different organisations, both commercial and community, to come together to achieve this.

Area - Is the geographical area a barrier to effective transport provision?

5.11 There will always be areas within the Selston Parish that will not be on or close to public transport options due to the size of the Parish and distance between the settlements. These areas need to be identified and further discussions carried out with residents to look at specific needs.

5.12 This should not be seen as a barrier to the development of a Selston Parish Community Transport Scheme that is flexible enough to fulfill the needs of the majority of people who need or want, for whatever reason, to use community and public transport.

Has the survey produced specific, identifiable outcomes?

5.13 The survey has identified several areas that can be further investigated with the potential of producing outcomes that will address points and issues raised by respondents and these are included in the recommendations.

5.14 Whilst this survey has provided valuable additional information regarding transport and its use by Selston Parish residents it still leaves many other areas of information relating to transport needs of a wider age range and those living in small residential pockets whose access to transport is difficult.

Has the survey created an opportunity to work with local service providers?

5.15 There are suggestions arising from the consultation regarding existing bus routes and services that present an opportunity for discussion with the relevant transport service providers, however these are not within the remit of Our Centre.

5.16 Local connectivity relating to access to health would require a commitment from health service providers regarding the ability to book appointments for out patients, treatments and clinic times for Selston Parish residents that all coincide.

5.17 The development of an Ashfield 'medi-link' style bus route to the Kings Mill Centre could be accessed by community transport services from Selston, reducing the time currently incurred having to frequently change buses.

5.18 Many respondents said that they would like to shop in Eastwood or Ilkeston and although this may be contradictory to encouraging people to support business within Ashfield they felt that current transport did not give them a service of choice but was 'take it or leave it'. Cross border transport options need to be investigated.

Additional observations:

5.19 Many people surveyed do not seem to have a realistic idea of the cost of community transport and the fares that need to be charged.

5.20 Increased use of community transport in the Selston Parish can be achieved by encouraging people in specific locations or areas to join together to form 'user co-operatives' who can book transport for one off trips and also use regular additional services.

6.0 Recommendations

These recommendations have been formulated specifically within the remit of what Our Centre is currently able to deliver both in terms of capacity and current transport regulations. However the geographic location of the Selston Parish and its proximity to both the M1 and A38 major road

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networks together with a potential rail link to national services, lends itself to the possibility of excellent connectivity inextricably linked to public and community transport feeder services.

Census 2011 figures indicate that Selston will continue to have a higher than average proportion of older residents who will continue to require transport support and this knowledge provides the opportunity to start and develop a community transport network now that will grow with the increasing needs.

It is essential to the success of any proposed project that Our Centre works with Selston Parish Council to provide support and commitment together with any available funding. Ashfield District Council will provide initial support, advice and guidance.

1. Development of a Selston Community Transport Planning Group linked to the JUS.t group to focus on the transport issues linked to the Neighbourhood Plan. This group should include Our Centre, local residents and any other interested parties.
2. The development of this Planning Group should initially be supported by Ashfield District Council and Selston Parish Council to encourage local people and groups to be involved with the exploration of ideas and issues of Rural transport development.
3. The development of demand transport services and Ring and Ride within the Parish would enable Our Centre to provide more options and research other needs.
4. A Selston Community Transport Planning Group, as either part of the JUS.t Neighbourhood Planning Group or an individually constituted group in its own right, can seek funding to develop a pilot scheme over a period long enough to determine sustainable operating patterns and local needs.
5. Continue to use the Selston Community News and Badger News to inform residents of ongoing developments, proposals and raise awareness of Our Centre and community transport.
6. Liaison with other cross border local authorities regarding potential support for cross border routes to other towns is essential as the current commercial route options are limited. Commercial operators will also need to be engaged so that adjustments can be considered to current routes that could be reconfigured to increase the availability of more transport options for residents of Selston Parish.
7. Funding support is required for printing and distributing Our Centre publicity and route information materials. Leaflets and posters showing shopper routes and details of times and fares for these and other services.
8. Engage in specific work with local groups and organisations in Selston Parish to set up localised/street 'transport user groups' (Friends and Family).

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9. Explore new funding streams and initiatives through the Nottinghamshire Total Transport Project and Leader to develop new and existing services.
10. Our Centre to continue to monitor usage of services to show improvements to and numbers accessing community transport rurally.

7. Opportunities and development

Nottinghamshire Total Transport Pilot Project (NETPP)

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In July 2015 the launch was announced of a rural transport pilot project supported by the Department of Transport whereby Nottinghamshire County Council and STAR (Sustainable Transport and Advice and Research) would investigate the feasibility of integrating local authority transport with wider partners such as NHS and schools and colleges. The initial pilot areas were Bassetlaw, Newark and Sherwood and Rushcliffe, with all other areas involved to a lesser degree. Our Centre representatives attended this initial meeting and interest was shown in the feasibility work that was being done in the Selston Parish.

In October 2015 a further communication was received via the Voluntary Car Scheme Forum to the effect that the DfT have approved the project to be extended to cover all of Nottinghamshire in addition to the pilot areas. STAR will focus a survey around the cross-subsidising of health transport relating to the costs saved by the NHS in terms of transport provided by community transport schemes in Nottinghamshire. They will also be working with QMC regarding blocks of appointments for clients arriving by community transport.

The focus of NETPP pilot project crosses over many of the issues raised in the Selston Parish survey and it is to this end that strategic links are made with STAR in order to capitalise on their research and discussions, particularly those with the NHS.

Since the survey and report was initially undertaken Our Centre have been invited to join the Mid Notts working party and to look at the local hospital discharge scheme with a view to exploring the potential for similar pilots in other parts of the county. They are also to meet with STAR and Trent Barton to discuss a potential pilot regarding linking commercial operated services and community transport. Both meetings will take place early in 2016.

Footnote: (A thought for the future of Selston Parish)

Putting on the RITZ (an extract from a response speech given by Professor Paul Salveson at the 2012 Campaign to Promote Rural England Annual Lecture by Rt.Hon. Patrick McLoughlin Secretary of State for Transport)

“(on community rail projects).....the same cannot be said for rural bus services which are headlong decline. We're seeing a 'Beeching of the Buses' and we're losing many rural services with hardly any outcry. We need to apply some of the lessons of community rail to rural buses backed up by sufficient funding for local authorities to keep core services functioning. Community transport, including demand responsive services, has a role to play but it should be complementary to a core network, which is essential not only for residents but also to visitors to rural areas.

We all want to see more integrated rural transport but if we do not act soon there will be nothing left to integrate. And what's the use of having free bus travel for pensioners if there is no bus service left to use? We need to make better use of scarce transport resources in rural areas and develop the idea of '**The RITZ**'. Rural Integrated Transport Zones where bus and rail services complement, not duplicate, each other. Where key railway stations become hubs for trains and buses but also community transport services, cycle hire and taxis.”

Appendix 1

Survey Questionnaires

Q1 Do you live in Selston Parish?

YES 112 NO 2 TOTAL 114

Those people who did not live in Selston Parish asked to complete the survey as they appreciated the transport difficulties experienced by Selston residents.

Q2 Do you live in?

Selston	59	66.29%	Jacksdale	8	8.99%
Underwood	15	16.85%	Bagthorpe	3	3.37%
Felley	0	0.00%	Jubilee	0	0.00%
Westwood	4	4.49%			

Total respondents 89 indicating that they lived in the Selston Parish.

Although contradictory to the response to question one the following areas were give:

Pinxton 1	Alfreton 1	Kirkby 4	Mansfield 4
Brinsley 2	Annesley 1	Ripley 1	Somercotes 2
Heanor 2	Nuncargate 1	Eastwood 1	South Normanton 1
Newstead Village 1	Bestwood Village 1	Nuthall 1 (but moving to Selston)	

Additional respondents 24 making a total of 113

Q3 What is your post code?

All 114 respondents provided part or all of their post code.

Q4 Are you Male/Female

Male	32	29.09%	Female	78	70.91%
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Total respondents 110

Q5 In which age group are you?

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11 & under	0	0.00%	12 – 16	2	1.75%
17 – 24	4	3.51%	25 – 44	16	14.04%
45 – 64	24	21.05%	65 – 74	31	27.19%
75 – 84	29	25.44%	85 & over	8	7.02%

All respondents answered this question with all but the 11 and under age group being represented.

Q 6. Which of the following best describes your employment status?

In full time or part time employment	29	25.66%
In full time or part time education or training	4	3.54%
Job seeker	3	2.65%
Full time homemaker/carers	6	5.31%
Unable to work due to illness/disability	5	4.42%
Retired	66	58.41%
Total respondents	113	

Q 7. How often to you use the following?

Local bus

Daily	8	8.87%
Weekly	30	32.97%
Week-ends	3	3.30%
Monthly	7	7.69%
Occasionally	23	25.27%
Never	23	25.27%
Total respondents	91	

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Robin Hood Line to Mansfield or Nottingham

Daily	0	0.00%	
Weekly	6	7.79%	
Week-ends	1	1.30%	
Monthly	4	5.19%	
Occasionally	29	37.66%	
Never	38	49.35%	Total respondents 77

Tram to Nottingham

Daily	2	2.33%	
Weekly	1	1.16%	
Week-ends	1	1.16%	
Monthly	1	1.16%	
Occasionally	41	47.67%	
Never	28	32.56%	Total respondents 86

Nottinghamshire County Council Village bus

Daily	1	1.30%	
Weekly	5	6.49%	
Week-ends	0	0.00%	
Monthly	1	1.30%	
Occasionally	13	16.88%	
Never	57	74.03%	Total respondents 77

Private Taxi

Daily	0	0.00%	
Weekly	3	4.05%	
Week-ends	1	1.35%	
Monthly	2	2.70%	
Occasionally	29	39.19%	
Never	39	52.70%	Total respondents 74

Our Centre bus

Daily	0	0.00%	
Weekly	23	28.05%	
Week-ends	0	0.00%	
Monthly	0	0.00%	
Occasionally	2	2.44%	
Never	57	69.51%	Total respondents 82

Car

Daily	56	65.88%	
Weekly	14	16.47%	
Week-ends	2	2.35%	
Monthly	0	0.00%	
Occasionally	3	3.53%	
Never	11	12.94%	Total respondents 85

Q 8. Do you have an elderly or disabled concessionary travel pass?

YES	67	NO	45
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Total respondents 112

Q 9. Do you use the services of a voluntary car scheme?

YES	5	NO	106	Total respondents 111
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Additional comments under the questions regarding use of transport were:

- We rarely use the bus since the 331 was withdrawn
- I use friends to take me places

Q 10. How many cars are in your household?

ONE	49	60.49%	
TWO	28	34.57%	
THREE	4	4.94%	
MORE	0	0.00%	Total respondents 81

Q 11. How often do you have access to the following types of vehicles?**Car as a driver**

Daytime	32	72.73%
Evening	27	75.00%
Week-ends	26	66.67%
All the time	51	86.44%
Varies/Occasionally	4	12.50%
Never	21	55.26%

Car as a passenger

Daytime	17	38.64%
Evening	16	44.44%
Week-ends	20	51.28%
All the time	22	37.29%
Varies/Occasionally	28	87.50%
Never	10	26.32%

Motorcycle/Bicycle

Daytime	1	2.27%
Evening	2	5.56%
Week-ends	2	5.13%
All the time	5	8.47%
Varies/Occasionally	3	9.38%
Never	29	76.32%

Q 12. If your access to a vehicle is dependent on others, please indicate who it is you rely on:**Dependent on someone at home**

Car as driver	7	30.43%	
Car as passenger	18	78.26%	
Motorcycle/Bicycle	0	0.00%	Total respondents 23

Dependent on other relatives

Car as driver	3	11.11%	
Car as passenger	25	92.59%	
Motorcycle/Bicycle	1	3.70%	Total respondents 27

Dependent on friends/neighbours/others

Car as driver	1	5.88%	
Car as passenger	16	94.12%	
Motorcycle/Bicycle	0	0.00%	Total respondents 17

Q 13. Do you consider yourself to have a mobility difficulty which makes it difficult or impossible for you to use conventional public transport?

YES 16 14.68% NO 93 85.32%

Total respondents 109

Q 14. Do you have difficulty in understanding local bus timetables?

YES 23 21.70% NO 83 78.30%

Total respondents 106

Q 15. How far from a bus route do you live?

Less than 100 yards	27	25.96%
Over 100 yards	28	26.395%
¼ mile (440 yards)	28	26.92%
½ mile (880 yards)	17	16.35%
Over ½ mile	4	3.85%

Total respondents 104

Q 16. What street do you live on?

This information can be used in conjunction with the bus route map produced for the initial Our Centre report.

Total respondents 114

Q 17. Which of the following would you like a minibus to help you with?

Respondents were given the option to select more than one choice.

Go shopping	52	70.27%
Attend a lunch club/coffee morning	11	14.86%
Take part in leisure activities	24	32.43%
Attend a club or society	17	22.97%
Attend after school activities	2	2.70%
Go to the cinema	22	29.73%
Go to the theatre	19	25.68%
Go on day trips with a group	31	41.89%

Total responses 74

Additional responses to this question:

- To be able to get from home to Nottingham after 6 pm
- Football evening matches
- Jacksdale Centre
- None at present as got bus pass and we shouldn't be expecting things for free
- Wouldn't need minibus, got car
- Get to work at Sherwood Park
- Shopping in Nottingham
- Get my child to school
- Better access to Nottingham, Phoenix Park for the tram and Eastwood for local services. Existing bus services are not joined up and assume no-one wants to travel after 6 pm
- Use public transport easily
- Activities for children

Q 18. Which of the following health activities would you like community transport to help you to access?

Doctors	26	45.61%
Dentists	20	35.09%
Attending hospital appointments as an out patient	47	82.46%
Going to hospital to visit family or friends	18	31.58%
Total respondents	57	

Q 19. How would you like to arrange your trips?

Book in advance, collected from your front door	43	67.19%
Phone on the day you need it	17	26.56%
On a time table from set pick up points	22	34.38%
Pre-book for group hire	5	7.81%
Total respondents	64	

Q 20. If community transport was available in Selston Parish, which facilities would you need it to access?

Respondents were given the option to select more than one choice.

Selston Post Office	10	15.63%
Jacksdale Post Office	5	7.81%
Selston Council Offices	11	17.19%
Hucknall Market	7	10.94%
Sutton Market	25	39.06%
Kirkby Market	8	12.50%
Shops in Sutton	34	53.13%
Shops in Hucknall	11	17.19%
Shops in Kirkby	20	31.25%
Train connection in Newstead	10	15.63%
Tram connection in Hucknall	26	40.63%
Robin Hood Line connection to Mansfield	10	15.63%
Total responses	64	

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Other responses to this question:

- A direct link to Mansfield instead of swapping at Sutton
- Ashfield school
- Tram at Phoenix Park for connections to Nottingham. Eastwood shops and facilities.
- Would use if went to Eastwood.

Q 21. When would you like this service to operate.

Respondents were given the option to select more than one choice.

	Morning	Afternoon	Evening	Total responses
Monday	34 82.93%	24 58.54%	13 31.71%	41
Tuesday	35 79.55%	27 61.36%	12 27.27%	44
Wednesday	32 80.00%	26 65.00%	12 30.00%	40
Thursday	32 80.00%	28 70.00%	12 30.00%	40
Friday	37 80.43%	26 56.52%	13 28.26%	46
Saturday	26 81.25%	17 53.13%	17 53.13%	32
Sunday	16 88.89%	11 61.11%	11 61.11%	18

Q 22. Would you be more likely to use community transport in bad weather?

YES 57 71.25% NO 23 28.75%

Total respondents 80

Q 23. Could community transport help you access a meeting or service within rural Ashfield or further afield?

6 NO 1 YES 2 N/A 1 NEVER

The following were the remaining responses:

- Attend meetings every three months at the Tin Hat Centre Selston.
- Clubs fortnightly and monthly, shopping weekly.
- Is it not possible to redirect the Rainbow One to leave Nottingham Road at Wildes Corner up Mansfield Road turn right along Portland Road, turn right at the end of Portland Road and join Nottingham Road. This would mean that it would miss one stop on Nottingham Road but pass three stops on Portland Road so that everyone in the area of Portland Road would have easy access to a bus to Nottingham.

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- No, as I have access to a car, but appreciate the value of community transport.
- For me, NO, but it would be good for older people.
- NO – but if daughter couldn't help then YES.
- In the future, Labour Party or Ashfield District Council meetings – once a month.

Q 24. What community transport options would make you use your car less?

Voluntary car scheme	8	15.09%
Ring and Ride	21	39.62%
Mini bus (7 seater wheelchair accessible)	9	16.98%
Shopper bus	34	64.15%

Total respondents 53

Additional comments to this question:

- Not got a car so have to use bus.
- More frequent service on available buses now.
- Rainbow One.
- Hospital bus.

Q 25. How much would you be prepared to pay for a one-way trip into the centre of Sutton?

	£2.00	£5.00	£10.00	More	Total
From home	32 82.05%	7 17.95%	0 0.00%	0 0.00%	39
From a bus stop	38 92.68%	3 7.32%	0 0.00%	0 0.00%	41

Q 26. How much would you be prepared to pay for a return trip into the centre of Sutton?

	£2.00	£5.00	£10.00	More	Total
From home	16 38.10%	23 54.76%	3 7.14%	0 0.00%	42
From a bus stop	16 41.03%	23 58.97%	0 0.00%	0 0.00%	39

Q 27. How much would you be prepared to pay for a one-way trip into the centre of Kirkby?

	£2.00	£5.00	£10.00	More	Total
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From home	26 76.47%	7 20.59%	1 2.94%	0 0.00%	34
From a bus stop	29 90.63%	3 9.38%	0 0.00%	0 0.00%	32

Q 28. How much would you be prepared to pay for a return trip into the centre of Kirkby?

	£2.00	£5.00	£10.00	More	Total
From home	13 40.63%	17 53.13%	2 6.25%	0 0.00%	32
From a bus stop	20 62.50%	12 37.50%	0 0.00%	0 0.00%	32

Q 29. How much would you be prepared to pay for a one-way trip into the centre of Hucknall?

	£2.00	£5.00	£10.00	More	Total
From home	14 53.85%	11 42.31%	1 3.85%	0 0.00%	26
From a bus stop	27 87.10%	4 12.90%	0 0.00%	0 0.00%	31

Q 30. How much would you be prepared to pay for a return trip into the centre of Hucknall?

	£2.00	£5.00	£10.00	More	Total
From home	8 29.63%	16 59.26%	3 11.11%	0 0.00%	27
From a bus stop	15 42.86%	19 54.29%	1 2.86%	0 0.00%	35

Q 31. Would you volunteer to be on the committee to manage the community transport scheme?

YES	1 1.11%	NO	89 98.89%	Total respondents	90
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Q 32. Would you volunteer to drive for a community transport scheme?

	YES	NO	Total respondents
Volunteer car scheme (using own car)	3 3.80%	76 96.20%	79
Ring and Ride (7 seater vehicle)	1 1.39%	71 98.61%	72
Mini bus (16 seater)	1 1.41%	70 98.59%	71

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Q 33. Is there anything else you think it is important for us to know in improving transport in the rural areas of Ashfield?

- Road repairs as the ones in Selston are horrendous and dangerous in places.
- Cycle paths down Annesley Lane and Park Lane would increase usage of personal bikes, thus reducing traffic on the road and increasing safety.

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- There is no way to get a child from Selston to Ashfield school as the public bus in the morning doesn't run that way
- I don't think it is just about staying within Ashfield. In Underwood, people look more towards Eastwood / Kimberley and Nottingham, than Kirkby / Sutton / Hucknall. Connecting services to the tram and other transport is important, especially early mornings and later at night to help working people on shifts and people socialising in Nottingham etc.
- Perhaps a weekly bus to Mc Arthur Glen would be nice.
- Community transport is very important and valuable for communities. However, I have access to a car which is convenient as I have two children and often need to drive at last minute. I use the train (Robin Hood line) for work and sometimes tram as the times are convenient. Trips for children using community transport would be great!
- If my car is not available I am not able to get to my place of work in Selston by public transport.
- Needs to be advertised more. I only knew of two buses that came though Selston. People (older) who don't have the internet just would know about different services.
- The Friday shopper to Sutton is a lifeline for myself and several friends. We use it every week and really appreciate the service.
- Please stop traffic lorries, buses etc to stop driving on pavement on Mansfield Road between No 7-11 property.
- Happy with our Centre transport would like a bit more transport in afternoon.
- Struggle to get to Mansfield, a shopper bus to Mansfield would be great.
- If a transport scheme was set up it may want to include a bus to Mansfield.
- I drive and have access to my car vehicle but appreciate that others don't. Living in a village and being dependent on public transport can be isolating and prove difficult to get to medical appointments etc.
- It would be useful if it could go to Eastwood or Ilkeston.
- I travel from out of the area but think that a service that links to Eastwood would be useful.
- Really need a bus to easily get into Nottingham.

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- We need a better bus service. The buses don't know where they're going sometimes, who knows where we'll end up!
- I do not use it myself but run a club in Selston that would have to close if we did not have transport for the members.
- Lack of transport is terrible. I worry about where/how I'd get about should anything happened to my husband. I'd be a prisoner in my own home.

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Appendix 2

Graffiti Wall/Dotty Voting at JUS.t consultation events

Q 1. Do you know about Our Centre and community transport?

A total of 33 responses were given, 11 YES and 22 NO – 50% of all people did not know about Our Centre and community transport.

Q 2. Do you think many people in Selston Parish know about Our Centre's community transport?

A total of 26 responses were given, 3 YES and 23 NO.

A secondary question '**how do you think Our Centre community transport could become better known in the community?**' received several suggestions which can be seen at Appendix 3.

Response summary: The majority of respondents thought that not everyone knew about Our Centre and how it worked and that more publicity was needed to inform people.

Q 3. Do you think people in Selston would use a community transport scheme?

A total of 24 responses were recorded, 23 YES and 1 NO.

A secondary question '**how do you think they would do this?**' provided a variety of responses .

Response summary: The responses were varied with people suggesting that it would mainly be older people and those with mobility problems who would use community transport.

What are your thoughts about routes and destinations for Selston Community Transport?

The post-it note comments for this question can be seen at Appendix 3.

Summary of Responses at Community Focus Group held at Selston Parish Hall

Q 1. How do you think that transport can be improved in Selston Parish?

Response summary: People attending felt that transport could be improved for Selston residents by providing them with transport services that give them a choice and not to have their daily activities dictated by bus timetables that were inflexible and not fit for purpose.

By putting on a bus service!

- The 90 only comes once an hour and last Saturday it took an hour to get to Sutton because of the delays in Kirkby.
- Buses not running to timetable.
- Have to take two buses to get to Kings Mill Centre, could the 90 be re-routed?
- 10 minute walk to the bus stop. I have a car, but if I didn't I don't know how I would manage shopping.

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- Rainbow service to Nottingham is always full when it gets to Selston and it is a long walk from Portland Road to get to the bus stop.
- Nottsbus is useful but doesn't link with other areas, even parts of Selston.
- Bus services do not cover the whole of Selston and most are over crowded.
- Gaps in timetable, particularly Nottsbus to Nottingham, mean that your time is very limited between arriving and then catching the returning available bus.
- The current situation does not offer a 'service' it is just 'take it or leave it'.

- The buses dictate what people do.
- Nottsbus has large gaps in running times.

Q 2. How do you think community transport could improve people's lives within the Selston Parish?

Response summary: Those who knew about the Our Centre shopper bus thought that this was an excellent service but felt that it should be expanded and that more information be made available to Selston residents.

- Shopper bus services are excellent but need to be increased as always full.
- More information needs to be available.
- Map or routes need to be clearer as some people do not know where different street stops are located.
- Need to look at where people want to go (not just in Ashfield) but to Ripley, Alfreton and Ilkeston.
- Route 331 needs replacing.
- If service buses ran more frequently and did not all come together.
- Commercial providers have done consultations but nothing changed.
- Look at Ravenshead transport scheme for ideas.

Q 3. If a community transport scheme were to operate within the Selston Parish how do you think you and other local people would use it?

Response summary: The responses indicated that most people would use the scheme to help them carry out normal daily activities within the area, visiting health services and attending appointments.

- Shopping
- Hospital
- Dentists (in Kirkby)

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- GP services
- Solicitors (Kirkby)
- Choice of access to all areas

Q 4. Could a Selston Parish Transport Planning Group working with Our Centre help develop better transport links?

Response summary: People thought that it could and that links with bordering local authorities could be made and that it could inform more people about community transport. When asked if they knew of areas within Selston Parish that had transport issues most could name somewhere

and thought that a planning group would be able to enlarge on this question. The three areas sited at the focus group were Sherwood Way, Commonsides and Church Lane (Desmond Court).YES

- Provide local links.
- Can councils get together and operate cross border transport?
- Could Our Centre work across border and get funding from different authorities?

Q 5. Would you be a member of such a group?

Response summary: Most would need to think about this but one said a definite YES.

- Need to think about it.
- Yes (1 person)

Appendix 3.

Responses from the consultations held at Jacksdale, Underwood and Selston in conjunction with JUS.t Neighbourhood Plan new housing consultations.

How do you think Our Centre could become better known in the community?

- Use Badger News and the Parish News.
- Put leaflets in local shops, Post Offices and cafes.
- Use 'Clean Up Jacksdale' web site to publicise Our Centre services and routes.
- Let people know about the Shopper Buses.

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- Details in Community News; local free papers; leaflets in Co-op.
- Put details in Community News.
- Article/advert in Community News.
- Go and speak to groups, ie Ladies Section.
- Advertise in Community News.

How do you think people in Selston parish would use a Community Transport Scheme?

- By providing details of bus times.
- More information and routes.
- Elderley people, disabled people and youngsters – too young to drive?
- When people get too old to drive.
- Older people and those without cars.
- Pick up points along roads not part of main bus route.
- More consultation with bus users about the routes.
- Not as an alternative to proper bus routes but in conjunction.
- Shopping trips/day trips.
- More shopper buses to Nottingham and across the whole area.
- People need to know how to access community transport.

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What are your thoughts about routes and destinations for Selston Community Transport?

- Bus from Jacksdale straight through to Phoenix Park (tram station)
- Bus route from Jacksdale to Nottingham or Phoenix Park.
- Need to link road and rail transport better – a station in Selston Parish and better road links to the M1.
- Very difficult for older people to get to the bus routes from Alma, Hanstub and Inkerman (very steep hill).
- Service to McArthur Glen would be good, even if only once a month.
- Shopper bus to McArthur Glen.

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- Could the NCC Village Link bus provide a link to the Nottsbus 531 so Jacksdale people could access this service?
- More information on bus routes and times.
- 90 route used to link to Kings Mill Centre direct, why was this stopped. The change in Sutton adds time to the journey and the return buses are very unpredictable.
- Hospital link.
- Service to Kings Mill Centre.
- If proposed housing allocation is agreed for Underwood, Jacksdale and Westwood children from these areas would have to go to a Selston school, community transport could be used.
- More could be done to get young people to use community transport to go places and keep them from roaming the streets.
- People would use Phoenix Park 531 if it ran through Jacksdale.
- How to get around village (from end of Church Lane to Post Office).
- Bus to Badger Box to connect with other bus services.
- Direct bus to Nottingham that runs regularly on one route.
- Direct bus to Nottingham.
- Direct buses to Nottingham and Mansfield.
- Need to get cars off roads particularly around schools.
- Regular bus through housing estates to main areas, Kirkby, Mansfield etc.
- A bus through Heanor to Derby.
- Direct bus to Kirkby.

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- Connecting bus to catch free workers bus to Sherwood.
- Nottsbus sits in layby on the wrong road.
- Certain days go to certain places, eg Asda, Wollaton Hall and tourist areas of Nottingham.
- Designer Village J28.
- Shopper time table and routes.
- Garden centres; shopping centres; supermarkets.
- More frequent shopper services.
- Bus trip to theatre.

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- Bus to Hucknall.
- Current bus services take too long to get to destinations – one to one and a half hours average!