

**CENTRAL AREA FORUM**  
**Questions and Answers**  
**Wednesday 22<sup>nd</sup> November 2006**

**Reference:** 01CNL 22/11/06 **Vandalism Watch**

**Question:** Are the Train Stations having Vandalism Watch etc?

**Answer:** British Transport Police has overall responsibility for offences on railway property, but having said that local police officers do give passing attention to railway stations whilst on patrol. One beat officer in Whaley Bridge is actually active with the 'Friends of Whaley Bridge Station' Group.

If any reports of incidents are received on railway property, and are reported to British Transport Police, then local Derbyshire Police officers are normally asked to attend in the first instance. The officers will attend and take positive action in relation to any offences disclosed. Derbyshire Police has a good working relationship with British Transport Police.

**Reference:** 02CNL 22/11/06 **Timetables**

**Question:** Are the households receiving New Timetable Booklets and how will they be delivered?

**Answer:** The County Council trialed a rolling programme of local area timetable booklets which were delivered door-to-door and the last edition for the New Mills area was published in July. However they are not sustainable. They are costly to produce and because of the nature of bus timetable changes are quickly out of date, so it is unlikely they will be continued in the future. But there are many other ways to get timetable information, including for this area, the Peak District Area Timetable book which is available by post from the Derbyshire County Council's Public Transport Unit, some local retailers, Tourist Information Centres and libraries. There is an online journey planner at [www.derbyshire.gov.uk/buses](http://www.derbyshire.gov.uk/buses) or you can call **Traveline 0870 608 2 608**. Some operators also publish individual route timetables.

**Reference:** 03CNL 22/11/06 **TP Service**

**Question:** Could the TP Service between Derby and Manchester either travel through Chapel, or at least divert from the by-pass to Hayfield Road to pick up / set down passengers?

**Answer:** There are a lot of long distance passengers on board, so the by-pass is used in preference to going through Chapel-en-le-Firth and Whaley Bridge to minimise the journey time. The number of passengers was very low when it used to go through those towns, and we have to look after the majority of the customers. The High Lane bus stops are en route, whereas Chapel & Whaley Bridge stops would add time on the journey.

**Reference:** 04CNL 22/11/06 **Stepping Hill Drop Off**

**Question:** Many people use the bus to travel to Stepping Hill Hospital from this area on the 199 Service, some of whom are unwell or elderly. I understand that certain Stockport local buses turn in to the hospital and drop off/pick up at the main entrance, which is quite a long walk from the main road bus stop. Could the 199 do likewise?

**Answer:** The 199 service carries people with many destinations and most of these are not Stepping Hill. The bus also serves the airport. With traffic congestion affecting the ability of the bus to run to time it is not possible to consider this diversion into an area already crowded with other traffic.

**Reference:** 05CNL 22/11/06 **Church Brow, Chapel-en-le-Frith**

**Question:** The residents of nos. 1-6 have gone the trouble and considerable expense of developing a car park on land off the lane linking the Market place and Burrfields road. Will the Council please look into making Church Brow a no parking area? This would free the Brow from illegal parking at the junction with Market Street and would also help the gritting team in winter. At present they are unable to access because of being restricted width ways.

**Answer:** Local Police Officers will look at this problem and deal with any illegal parking or highway obstruction issues found.

Derbyshire Council Council will carry out a site inspection, however all parking restrictions involve a lengthy legal process. At present DCC's list for waiting restrictions far outweighs the resources available and therefore is unlikely to be made a priority at present. If in the future a Traffic Order is advertised, it could be met by objections from other residents who need to park on Church Brow, until a site visit is undertaken it is not possible to comment further.

**Reference:** 06CNL 22/11/06 Pavement Parking, Chapel-en-le-Frith

**Comment:** At present cars are being parked on the pavement between Chandlers and the Bulls Head and in doing so are cracking the pavement flags some of which will need replacing at the expense of the Council and us the rate payers.

**Answer:** The local Beat Officer has been made aware of this report and positive action will be taken against offending vehicles. Chapel Town Centre now has a Police Community Support Officer who will be working alongside the Beat Officer for the Town and therefore increasing the visible police patrol in the area.

**Reference:** 07CNL 22/11/06 Traffic calming – Chapel-en-le-Frith

**Question:** The rumble strip that has been sited at the end of lane past the Church does nothing to slow traffic. Could you please look into siting one at the entry end, and possibly 2 more evenly spaced between entry and exit of the lane? I trust you will find these points relevant to the keeping of the conservation area as a historical site.

**Answer:** The rumble strip was implemented as part of the new development on Burrfields Road as a delineation to the one way restriction. Traffic calming in the form of humps has become increasingly unpopular and has to be justified. This justification is based on reported injury accidents allied with a speeding problem. As Burrfields Road has a good accident record, traffic calming in the form of road humps would not be considered at the present time.

**Reference:** 08CNL 22/11/06 Travelling Difficulties – New Mills

**Question:** Improvements for bus travel along the A6 have been publicised recently in the South East Manchester Multi-Modal Strategy (SEMMMS) Newsletter, yet despite New Mills being in the SEMMMS area, and Derbyshire County Council being a partner, New Mills residents have actually had their accessibility along this corridor steadily eroded. The withdrawal, first of 199 bus services into New Mills bus station a few years ago, and more recently of the 361 service, has left New Mills bus station with no direct connection with the A6 westwards to Disley, High Lane and Hazel Grove. This causes problems especially for mobility impaired people who cannot walk from the centre of town to Newtown, and is also inconvenient for everyone else. What can the panel do to get this connection reinstated? Would it be possible at least to better integrate the timetables of buses between New Mills bus and Newtown rail stations with those of the 199 and rail services? What can we do to speed up the implementation of a bus shelter at Newtown Station?

**Answer:** Changes to bus services in New Mills in recent times have improved the levels of service to the town with regular services to more destinations. These provide for the travel needs to work, education, health and shopping destinations. Hazel Grove is

included (bus 62). Demand for travel to and from other places on the A6 to Disley and High Lane is too small to be served by bus.

Timetabling buses and trains is a hugely complex operation. Certain amounts of notice have to be given to alter times and they are planned months ahead. Buses generally have a couple of changes a year whereas trains have more because they have to take into account things like certain weather conditions and engineering works, so it is really difficult to meet peoples' specific needs. We have to go with the best fit looking at the service as a whole.

There was a shelter at Newtown Station but it was repeatedly vandalised and so it was moved over the road opposite where there have been much fewer problems. It is a modern shelter, well lit, with seats and bins and good timetable information.

**Reference:** 09CNL 22/11/06 **Personal Security – New Mills**

**Comment:** Poor personal security on late night train and bus services, and at both rail stations and the bus station.

**Answer:** If Police receive any reports via British Transport Police regarding any problems on any of the trains they attend the local railway station and check with the driver of the train regarding the report and will take positive action to resolve the situation. Local police would not normally travel on the late night trains in order to maintain the peace. British Transport would fulfil this role if they were in a position to. There have been incidents of youths causing nuisance on the bus route between Hayfield and New Mills and large numbers congregating at both Bus Stations. As a result of this, Operation Regulus was introduced and involves high visibility police patrols at both locations using hand held video cameras to gain evidence and taking positive action against any offenders identified. During this Operation the bus route between Hayfield and New Mills is given extra attention and in recent months less reports have been received as a direct result. Any youths found to be causing a nuisance in the areas have their details obtained and letters sent to their parents(70 letters generated in last 8 months).

Operation Regulus has now been expanded to combat anti-social behaviour nuisance violent crime and damage throughout the section. New Mills bus station does have CCTV coverage which is regularly monitored.

**Reference:** 10CNL 22/11/06 **Ideas to improve local bus & train services – New Mills**

**Comments:** Encourage bus operators to introduce 'carnet' type tickets, allowing payment for a bulk purchase of journeys up front at a discount. This would encourage market growth by encouraging more frequent bus travel for those with irregular travel demands, especially commuters. Trent buses already do this.

**Response:** Many operators do offer multi-journey tickets. Trent, for example, offer a Frio ticket – 13 journeys for the price of 10, and there are Zig Zag and other day rover tickets. The Derbyshire Wayfarer is good value if you're making several journeys on a day and it also gives discounted train travel. Young people are entitled to a b\_line card giving them half fare bus travel throughout Derbyshire and Derbyshire Gold Card for people over 60 and some disabled people allows these passengers to travel for free after 9.30am in the week or at any time at the weekend. Both b\_line and Gold Card holders can also travel either at a discount or for free into six other neighbouring counties which is much more generous than in many other local authorities.

**Comments:** Install secure cycle lockers at both rail stations. GMPTE/Northern rail / Stockport Council operates such lockers from stations in Stockport - Can the system be extended to New Mills, especially as it involves the same rail operator, GMPTE has an interest in the stations, and all the authorities are supposed to be cooperating in terms of transport provision under the SEMMMS banner?

**Response:** Required from Northern Trains.

**Comments:** Improve the design of New Mills bus station. Buses are rarely able to pull in close to the kerb, making access for mobility impaired people very difficult. Realignment and raised kerbs could solve this.

**Response:** The bus station is owned by Network Rail as it is on top of a railway tunnel. Derbyshire County Council maintains the station but we need permission to make alterations. The bus turn is roundish and so this does make it difficult for buses to pull in closely to the kerb and it is something that we will look at at some point, but at the moment we don't have the money. On the positive side the bus station is at the junction of three roads and clearly visible.

**Comments:** Undertake a local personalised travel marketing service. I believe such a project as planned under SEMMMS but never materialised. I believe this would greatly help people to make the switch from car to other modes, thereby reducing congestion, improving the local environment and increasing people's awareness of accessibility to local services.

**Response:** We have undertaken these in the past but they are very costly and we simply do not have the resources balanced against other priorities.

**Reference:** 011CNL 22/11/06 Bus and train connections - New Mills

**Question:** At present the appropriate local buses namely Stagecoach 358 (Stockport-Hayfield service) and Bowers 61 don't seem to link up in the mornings with the times of Newtown train services departing for Stockport. The connections always end up either arriving in Newtown Station yard too early or too late for catching the relevant train. This usually causes inconvenience to the travelling public. Any remedies for this situation to be actioned within the next few months or so?

**Answer:** As previously explained timetabling bus and train connections is a very complex business and what is inconvenient to some people will be convenient to others. We have to take a broader view of the network and serve the majority of our customers.

**Reference:** 012CNL 22/11/06 Bus link – Newtown to High Lane

**Question:** Are there any plans to provide a **regular** bus link between the lower end of New Mills and the Swan at Newtown connecting through to Disley and High Lane? The present link is very infrequent. A proper link would make it much easier for anyone with more limited mobility to access these next two villages should they need to do so.

**Answer:** Not many people use this service and it currently operates at a level justified by the number of passengers wanting to travel. As with all these services we have to prioritise services according to the numbers of people who do or are likely to use them.

**Reference:** 013CNL 22/11/06 Train access safety

**Question:** On Whaley Bridge rail station and our own at New Mills, when some trains stop at these particular stations, in some places along the platform, the gap between the train carriage exits and the platform is quite wide, making it tough for the less able-bodied to alight from or get on the train. Train guards are not always readily available to give assistance here. Will any effective action be taken to improve this unsatisfactory situation?

**Answer:** Northern Trains will investigate this problem.

**Reference:** 014CNL 22/11/06 **Notice of Train cancellations**

**Question:** Would it be possible for information on train cancellations to be made more widespread, and announced to avoid turning up at New Mills Central Station when trains are cancelled?

**Answer:** Northern Trains try to publicise planned cancellations, and use a public announcement system to advise passengers of short notice change, where this facility is available. Since this facility is available at this Station we will look into why an announcement was not made. Timetable information is available on the National Rail Enquiries website ([www.nationalrail.co.uk](http://www.nationalrail.co.uk)) - telephone no. **08457 48 49 50** textphone **0845 60 50 600**.

**Reference:** 015CNL 22/11/06 **Second rate passenger service**

**Question:** Chapel-en-le-Frith Station is a long way from the town, the trains are jam packed, and using the 199 bus service is more expensive than in other areas. This feels like a second class service.

**Answer:**  
**DCC** We can only subsidise certain fares.  
**Trent Barton** There are cheaper tickets in certain other areas, not an urban fare which can be subsidised.  
Zig Zag ticket only cuts in for more than 2 journeys perday.

**Reference:** 016CNL 22/11/06 **Facilities on Chinley Station**

**Question:** The Station has no disabled facilities, out of use telephones and is very difficult for families with children.  
Also is there any possibility of a more substantial shelter that offers more protections and does not flood?

**Answer:**  
**Northern Trains** Disabled access is a challenge as railway premises were not originally built with this in mind making it difficult, but it has to be done step by step. British Telecom will only replace vandalised phones so often. This matter will be looked at as clearly the shelter needs to be flood free.

**Reference:** 017CNL 22/11/06 **Bus drop off/ pick up in Chapel-en-Frith**

**Question:** The Trans Peak bus does not stop in Chapel, as there is a railway station, but the Station is too far out of Chapel to make this an option. This service stops 5 times along High Lane, could that number be reduced and Chapel included in the run?

**Answer:** (see 03CNL).

**Reference** 018CNL 22/11/06 **Chinley Bus Service**

**Question:** I have travelled to this meeting by car as there is no evening bus service in Chinley. What a people supposed to do if they do not have their own transport?

**Answer:**  
**DCC** It is difficult because there are not enough passengers to provide a viable service. Consideration has to be given to providing transport links to access essential services for health, shopping needs, leisure, and social activities. Transport providers must demonstrate that the budget is being spent wisely to serve many more people in the community. Daytime Chinley patronage is quite low, except for children going to school. It is highly unlikely that Chinley will warrant an evening service due to low demand.

**Reference:** 019CNL 22/11/06 **Public Transport**

**Comment:** Integration is not within Derbyshire but into surrounding towns. Public transport links are not reliable, and are expensive. To reduce the carbon footprint we need the system to work.

**Answer:** There is a limited rolling stock and paths available which requires long journeys.  
**Northern Trains** There are issues on services returning, which causes a knock on effect. Northern Trains are making every effort to find where time is being lost and how to fix it. In the next 2 years there is an opportunity to make a much more punctual service.

**Comment:** In addition to the various forms of transport available, including taxi and community transport, there are also car schemes operated by the volunteer centres. Between Buxton and New Mills Volunteer Centres, and to a lesser degree Whaley Bridge Volunteer Bureau, the whole of the Central area is covered. Car schemes offer transport to hospital, doctors and clinic appointments as well as social activities and is for those who would have difficulty accessing standard public transport. It is offered at moderate cost and is vital to the many who use the service.

**Reference:** 020CNL 22/11/06 **Timetable information**

**Question:** Hope Valley & High Peak Transport Partnership notice board – why has it taken so long for a rail timetable for residents?

**Answer:** Northern Trains will make enquires to find out.

**Reference:** 021CNL 22/11/06 **Customer Information**

**Comment:** As a regular traveller, I asked the train conductor if my Gold travel card was valid on a particular journey. Since he did not know, I had to pay the full price. Training is obviously an issue.

**Comment:** There might be more use of public transport if people knew the timetables.

**Comment:** DCC is providing a lot of information by various means – electronic [www.derbyshire.gov.uk/buses](http://www.derbyshire.gov.uk/buses) and a clearer format timetable booklet.

**Question:** Why cannot local services be included at every stop?

**Answer:** There are between 7000 and 8000 stops in Derbyshire. Derbyshire County Council tries to provide information at bus stops where most people congregate, and aims to provide an automated updating system at more stops.

**Comment:** Timetable information is needed more at the less frequently used stops, with infrequent services, to avoid long waits.

**Reference:** 022CNL 22/11/06 **Chapel Transport facilities**

**Question:** What plans are there to open Central Station?

**Answer:** None.

**Question:** Bus shelters are a disgrace, what is to be done?

**Answer:** Let High Peak Borough Council know where there are problem areas and we will contact the responsible authority.

**Reference:** 023CNL 22/11/06 **Swimbus**

**Question:** Swimbus – could more information on Buxton and New Mills Pools be given to residents?

**Answer:** There is currently information provided about all the leisure site activities on the High Peak website ([www.highpeak.gov.uk](http://www.highpeak.gov.uk)) follow the links from Leisure and Culture). The leisure sites advertise their provision directly, with additional promotional materials during school holiday periods and information to every High Peak resident through the Connect magazine. Recently there has been an increase in pool attendance.

**Reference:** 024CNL 22/11/06 Chapel marketplace

**Question:** Does the Council take into account the filth they generate by fastfood outlets?

**Answer:** Planning cannot refuse permission on the basis of causing litter. This is a problem, which is the responsibility of the food operators, and enforceable by through litter enforcement officers who operate throughout the Borough.

**Reference:** 025CNL 22/11/06 School transport

**Question:** Is there any flexibility in respect of the 3 mile rule to obtain free school transport? Children travelling long distances to bus stops is dangerous during darkness.

**Answer:** Generally, to be entitled to free travel you need to live over three miles away from the designated school in your area (two miles for children under eight). Pupils attending schools by parental choice will not normally receive free travel. The 3 mile distance has been in operation for some time and is at the discretion of the local authority. The new Act of Parliament will introduce new and revised provision for travel entitlement.