



Carlton, Netherfield and Gedling Village Transport Study

Phase 1 - Summary Report

Strategy background and process

In March 2006, the County Council – in partnership with Nottingham City Council – published its five-year Local Transport Plan for Greater Nottingham. The plan sets out how the Council will strive to achieve its seven transport objectives. One of the commitments made in the plan is to continue to undertake local transport studies (known as Local Accessibility Transport Studies, or LATS), aimed at finding solutions to local problems.

Each study focuses on a town or district centre, and its aims are to:

- **Encourage local empowerment** through consultation and the development of **local transport strategies** to tackle **local problems**
- Help **improve people's quality of life** by developing sustainable district centres (including rural centres) that are **safe**, healthy and attractive places to live, work and visit
- **Enhance and maintain accessibility** to local services within the district centres (including rural centres) and their hinterlands
- **Make best use of the existing network** by re-allocating road space to favour public transport, walking and cycling; improving walking, cycling and public transport networks; maintaining satisfactory access by car; and ensuring appropriate car parking facilities and controls
- **Reduce the need to travel** by promoting 'smarter travel choices' such as public transport; and promoting healthy travel choices like walking and cycling
- **Aid regeneration** by helping to promote the role of district centres as shopping and service centres, promoting leisure and tourism and adding to the attractiveness of each area.

The studies will help maintain and enhance the economic well-being of district centres, promoting each as a competitive and attractive place to work, shop and invest in. The area incorporating Carlton, Netherfield and Gedling village was selected as the location for the 2009 LATS. Following discussions with Gedling Borough Council it was agreed that there would be no steering group, but that the project would be directed by local county councillors.

The study was scheduled to be undertaken in two stages:

Year 1 (2009): Identification through consultation of issues and problems through:

- Early consultation with the stakeholders, such as district councils and key organisations
- A survey of residents to determine transport needs and aspirations, including leaflets to all households in the area, focus groups and meetings with stakeholders.

Year 2 (2009/10 onwards): Implementation, possibly over a number of years, of a programme of measures.

Background data

The study area has a population of 41,472 (according to the mid-2007 estimate), which can be categorised as follows:

Gender:

Male: 48.7%.

Female: 51.3%

Age group:

0-15: 18.2%

16-25: 12.4%

26-35: 13.7%

36-45: 16.1%

46-55: 12.9%

56-65: 11.4%

66+: 15.3%.

Ethnicity:

White: 95.8%

Mixed: 1.1%

Asian or British Asian: 1.6%

Black or Black British: 1.2%

Chinese or Other: 0.4%.

There are seven census wards within the study area, and they are fairly homogenous with regard to their socio-economic breakdown. However, there are a few variances, which are worthy of comment.

Gedling has a noticeably older population: there is a lower number of 26-35 year olds in the ward compared to the study area as a whole (9% compared to the average of 14%), and a higher number of over-65's (20% compared to the average of 15%).

On the other hand, Netherfield and Colwick has a relatively younger population: there is a higher number of 26-35 year olds (20% compared to 14%) and a lower number of over-65's (10% compared to the average of 15%).

Accessibility data

The study area has a slightly higher percentage of households without a car than the county as a whole (27% in the study area compared to 24% in the county). Within the study area, there are also significant variations: Gedling and St James wards have relatively high levels of car ownership (only 18% of households do not have a car) compared to Valley ward (35%), Netherfield and Colwick (30%) and Carlton (also 30%).

What should be noted is that, regardless of variations within the study area, there is a surprisingly high number of households that do not own a car: over a quarter of all households.

Furthermore, an *additional* 48% of households only have one car (this is fairly consistent across the whole study area). If this vehicle is in use all day (for example, used to take one member of the household to work), this has major accessibility implications for any remaining household members. In the worst-case scenario, the census suggests that up to 75% of households in the study area could have no access to a car for parts of the day. Of course, the actual figure is likely to be lower than this, as many one-car households are also single-person households.

Phase 1 - Consultation

Consultation took three forms:

1. A questionnaire sent to every household in the study area.
2. Three focus groups, comprising residents drawn from each part of the study area (i.e., Carlton, Netherfield and Gedling village) based on that area's socio-economic profile
3. Consultation with local stakeholder groups.

1. The questionnaire

In February 2009, 19,500 questionnaires were distributed to households within the study area (see attached plan); it was also made available on the county council's website.

A total of 2,025 responses were received, all bar 12 of which were from the postal questionnaire. This is a response rate of 10.4%. Most respondents (88%) supported our aim of improving walking, cycling and public transport facilities in the area (5% did not and the remainder did not specify).

In order to ascertain whether respondents were representative of the socio-economic profile of the study area, a series of questions were asked on the questionnaire.

From the responses received, it is possible to conclude that females are slightly over-represented in the consultation (54.6% compared to 51.3% of the population). [Note: 9% of respondents did not specify their age.]

Young people were grossly under-represented in the consultation for the simple reason that questionnaires tend to be completed by adults within a household. Consequently, although under 25's account for 30% of the population, only 2% of responses were from those under 25.

Accounting for the fact that under 16's are not targeted by household consultation, the profile of respondents compared to residents is as follows:

Age group	Population over 16	Respondents over 16*
16-25	15%	2%
26-35	17%	7%
36-45	20%	12%
46-55	16%	15%
56-65	14%	22%
66+	19%	40%

* note: figures do not sum to 100% due to rounding. Two percent of respondents did not specify their age

It can clearly be seen that younger residents (under 45's) are under-represented and older residents (over 56's) are over-represented. Only the 46-55 year old age group is accurately represented by the questionnaire survey.

The questionnaire more accurately represented the ethnic diversity of the study area, with all groups reasonably fairly represented.

Ethnicity	Population	Respondents over 16
White	95.8%	91.6%
Black or British Black	1.2%	1.2%
Mixed	1.1%	0.7%
Asian or British Asian	1.6%	0.7%
Other	1.1%	0.3%
Unspecified	-	5.4%

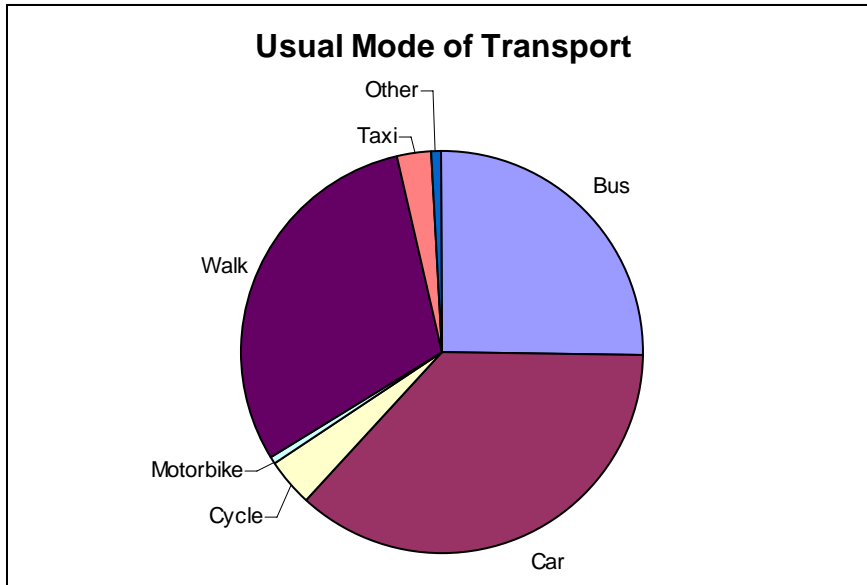
* note: figures do not sum to 100% due to rounding

One other indicator, important to identifying transport and accessibility need, is that of disability. Although not directly comparable, the 2001 Census indicates that 18% of the population of the study area suffers from limiting long-term illness. From consultation responses, it can be seen that 19% of respondents considered themselves to be disabled, suggesting that residents with mobility difficulties are accurately represented by the consultation.

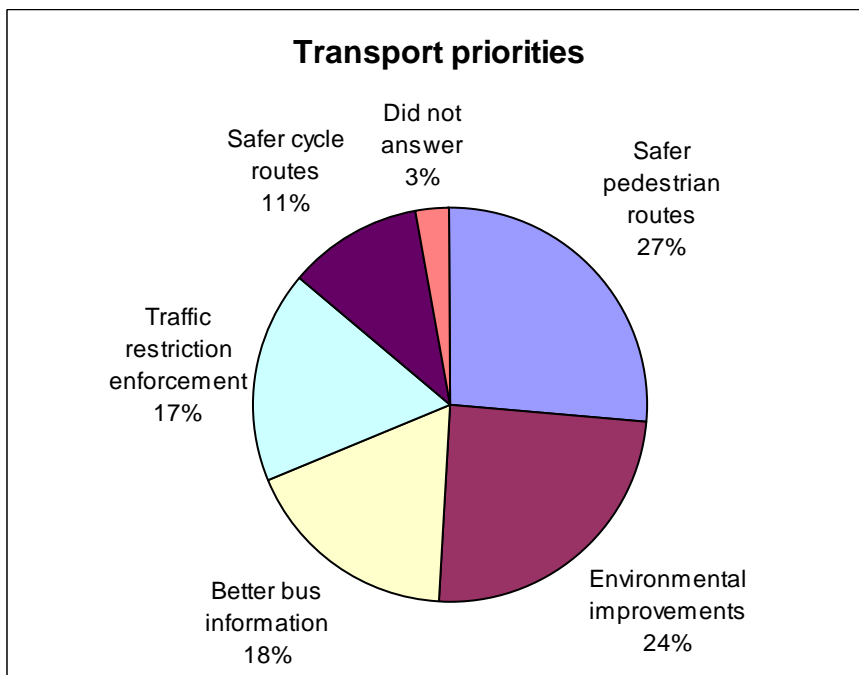
Responses to the questionnaire

The following sections detail the results for each question.

Firstly, respondents were asked to identify their usual mode of travel into Carlton or Netherfield town centre. The majority of journeys are made by car followed by walking. The majority of public transport passengers are either 16 to 25 years old or over 65. The majority of cyclists are either between 26 and 35 years old or between 46 and 65 years old.



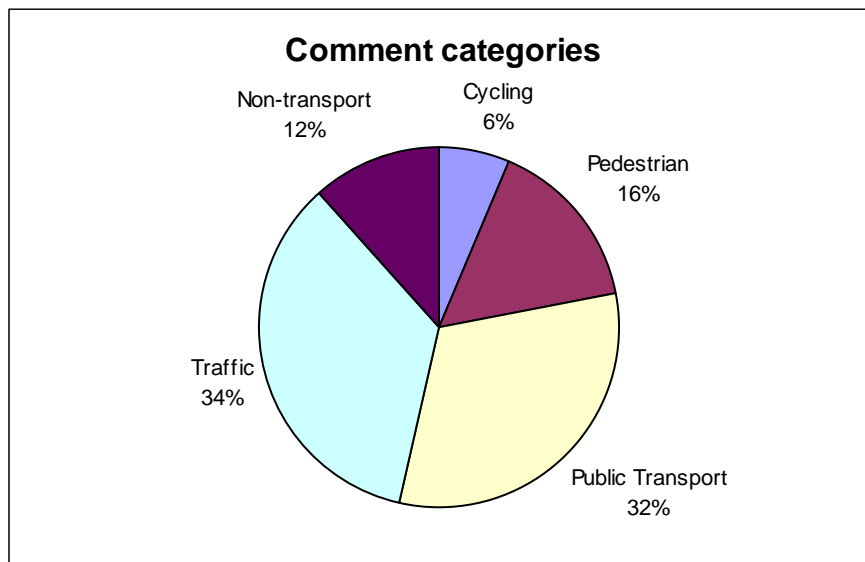
Secondly, respondents were asked to identify their three highest transport priorities. Safer pedestrian routes, environmental improvements and better bus information proved to be the highest priority amongst respondents. It should be noted, however, that this was not reflected in the comments we received, where public transport, traffic and pedestrian improvements were most common.



Finally, respondents were given an opportunity to put forward specific ideas or suggestions for the county council to consider. A total of 1,869 responses were received with a number of respondents commenting on more than one issue. The county council has recorded and considered every comment and issue.

For the purposes of summarising these responses, they have been divided into five main categories: cycling, pedestrian, public transport, traffic and non-transport modes. A copy of the comments is included in the Consultation Report, available separately.

Of the 1,869 responses, the majority of comments were about traffic or public transport issues, with comments about pedestrian issues coming a close second. This is in contrast to the priorities identified elsewhere in the consultation.

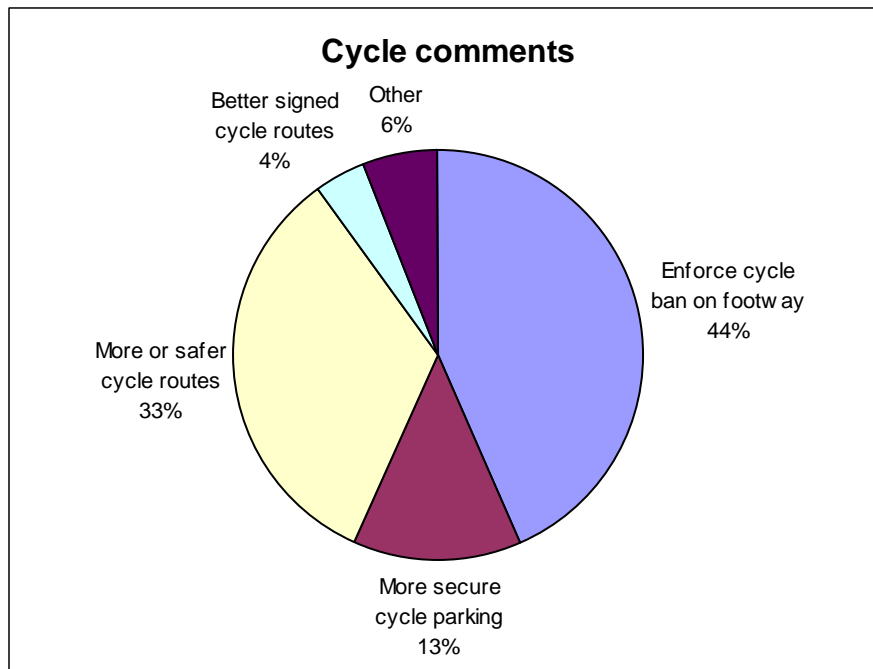


The single most common request is for extended bus routes (8.9% of total responses) followed by the enforcement of Traffic Regulation Orders and parking on pavements (6% of total responses).

Each category of comment can be summarised as follows:

Cycling

Cycling comments comprised 6.4% of the total number received. The chart below indicates that the majority of the cycling comments were requests for further enforcement of the cycle ban on footways and more or safer cycle routes.



Within the Other comments section, a number of specific route improvements were mentioned. The majority of these specific routes were in the Gedling area. The conversion of the former colliery railway line in Netherfield into a cycle route was the most popular location-specific request.

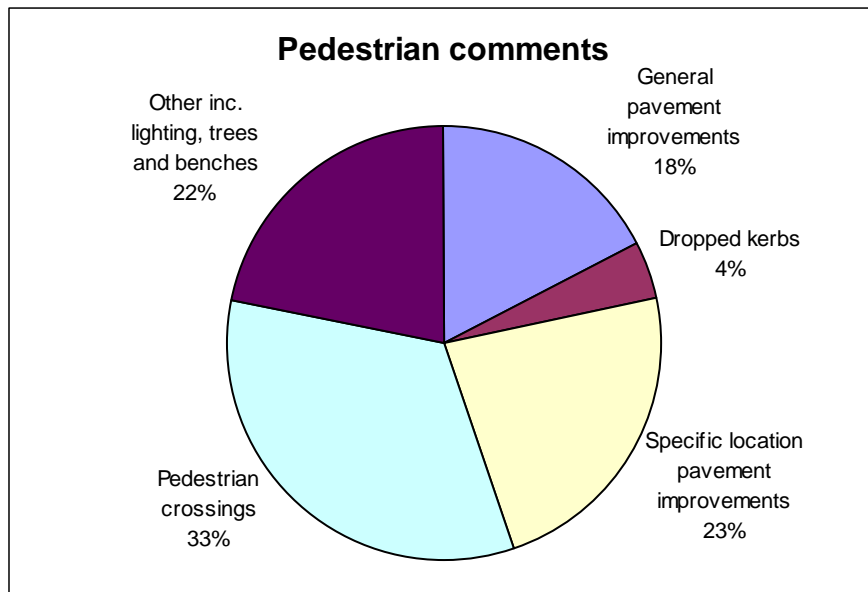
Pedestrian

Comments about pedestrian facilities made up 15.6% of the total. Almost half relate to pavement improvements. These comments range from a general request for pavement resurfacing or widening to a list of specific locations that need improving. These specific locations include Carlton Square, Emerys Road and Cavendish Road. The majority of pavement improvement requests were in the Carlton area.

A third of the pedestrian related comments were requests for additional pedestrian crossings whilst many listed the exact location for a new crossing. Over a third of these relate to crossings to serve local facilities like schools, Post Offices and pharmacies. The majority of individual crossing requests can be grouped into seven distinct areas/roads:

- Victoria Retail Park
- Wright Street, Netherfield
- Burton Road, Carlton
- Station Road, Carlton
- Southdale Road/Carlton Hill junction, Carlton
- Westdale Lane, Gedling
- Vale Road, Netherfield.

Other suggestions include improvements to Carlton Square, more seats, more trees, better lighting and more refuse bins.

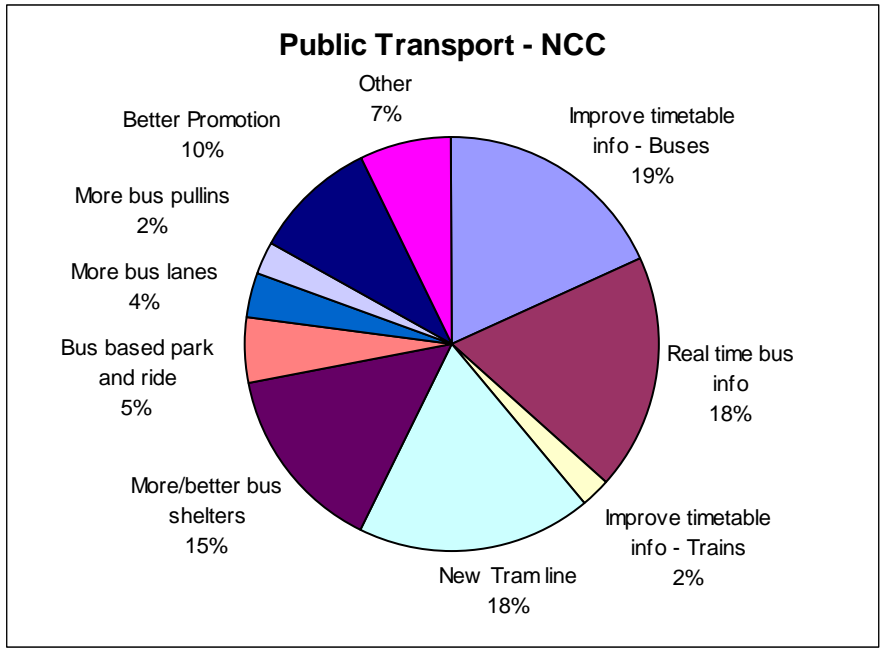


Public transport

Comments regarding public transport make up 31.7% of the total. The results detailed below are divided into those issues that fall within the remit of Nottinghamshire County Council and those that the county council has no direct responsibility for and that fall to public transport operators to address.

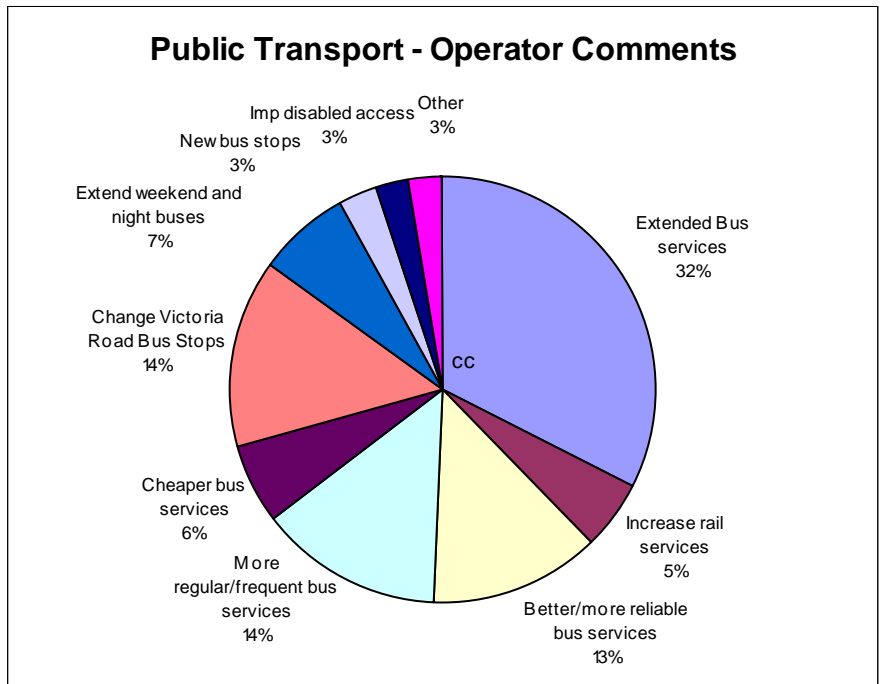
Public transport: Nottinghamshire County Council

Of the public transport comments, 14.2% fall to Nottinghamshire County Council to consider. Better or more bus timetable information, including requests for real-time information systems, forms the majority of these comments with a minority requesting further information about train times.



Public transport: operators

The majority of comments about public transport (85.8%) concern issues that cannot directly be addressed by the county council. Instead, these issues fall to bus and train operators. Most of these comments (93.5%) relate to bus services while only 6.5% were about train services.



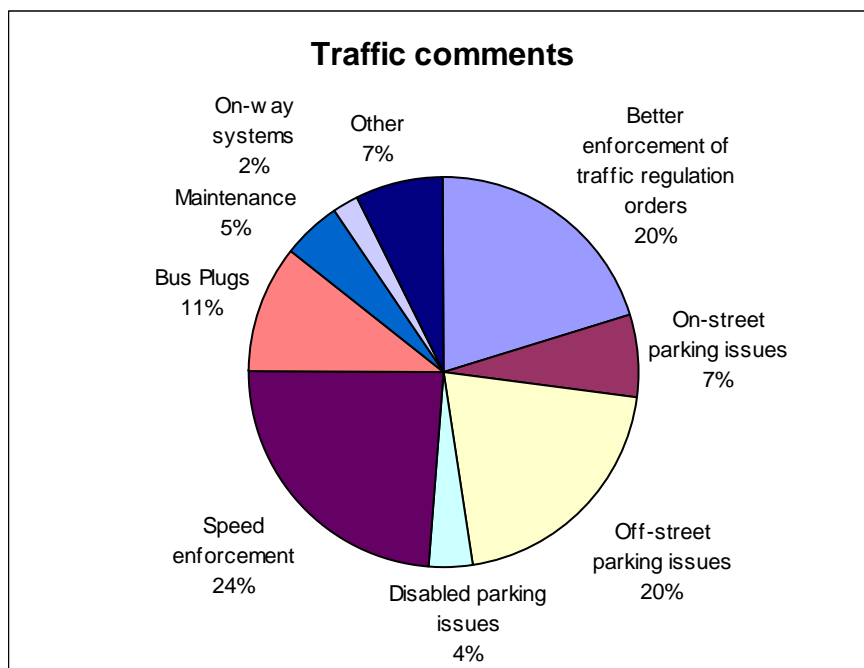
As shown in the above pie chart, more than a third of operator-related comments made related to extending bus services. A further third of comments can be attributed to additional or more reliable bus services.

The single most common location-specific public transport issue (as well as the most common of all comments received) concerned the Victoria Road bus stops in Netherfield town centre. Fourteen percent of public transport comments related to the delay caused by buses laying over at stops opposite one another on Victoria Road in Netherfield and blocking traffic. Suggestions included moving one or more of the bus stops, stop the lay-over period so that the delay is temporary and re-instantiate the bus lay-by.

Further public transport comments include requests for more evening and night bus services and improved access for disabled passengers. Fifteen specific locations were suggested for new or improved bus stops.

Traffic

The comments in this section all relate to traffic, car parking and the local road network and its impact on car users. These comments make up 34.5% of the total.



Three quarters of these comments relate to enforcement; specifically, enforcement of the existing traffic regulation orders, parking and speed.

More than a quarter of comments are about car parking. The majority of off-street car parking comments relate to car park charging. Gedling Borough Council was consulting on proposed car parking charges prior to this consultation and there had been considerable media attention on this matter. Of the on-street parking issues, a number of the requests are for residential parking schemes or more double yellow lines. Twenty-one comments related to disabled parking spaces with the majority requesting more spaces in Netherfield.

Around a quarter of the comments received were about speed restrictions. Further enforcement of existing speed limits and more speed cameras were also common requests. These comments also included a number of requests for traffic calming, speed signs (VMS) and a reduction in speed limits.

Within the traffic comments received, a number of specific locations were repeatedly mentioned. The majority of comments related to Victoria Road in Netherfield, including requests to return the section south of Meadow Road to two-way operation, the removal of one zebra crossing, changes to the roundabout at the Victoria Road/Meadow Road junction. Further general requests were also made to improve traffic flows, remove traffic, as well as reversing the direction of the one-way operation.

Almost a tenth of the traffic comments related to the Burton Road/Stoke Lane "bus plugs". Of these comments, 66% asked for their removal and a 20% sought further enforcement. Other "bus plug" comments included requests for enforcement at peak times only, a review and to change the operation to allow residents' access only.

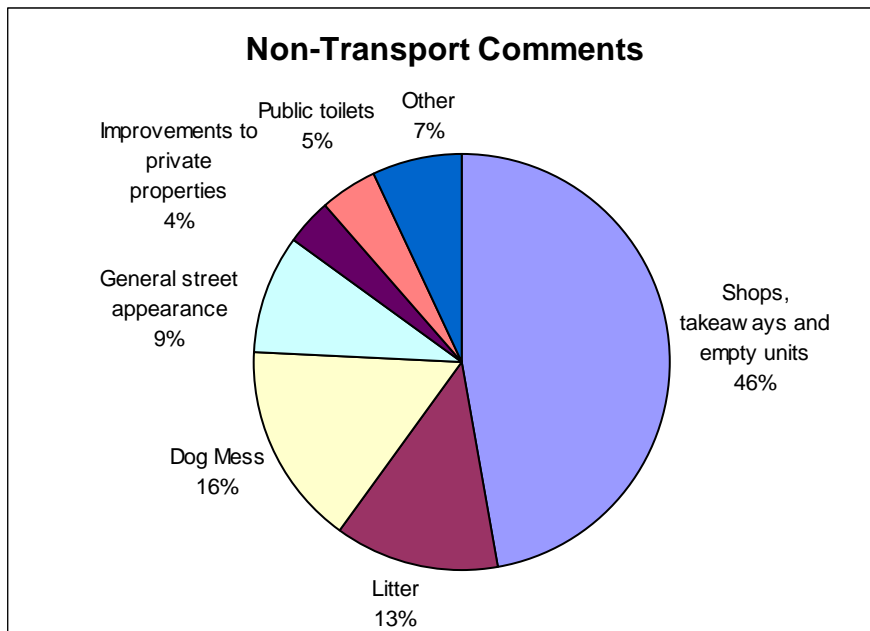
Resurfacing roads within the consultation area formed the majority of the maintenance comments. A small number of requests were for additional gritting (the consultation was undertaken in February/March following a period of snow).

12 of the traffic comments were regarding one-way systems – 11 of those comments would like a one-way system on their road and 1 comment would like one removed.

Within the Other comments were requests for the Gedling Access Road to be built, traffic lights at the Southdale Road/Carlton Hill junction and improvements to the Carlton Square junction including a yellow box junction, taxi pickup, new white lining and changed phasing of the traffic signals.

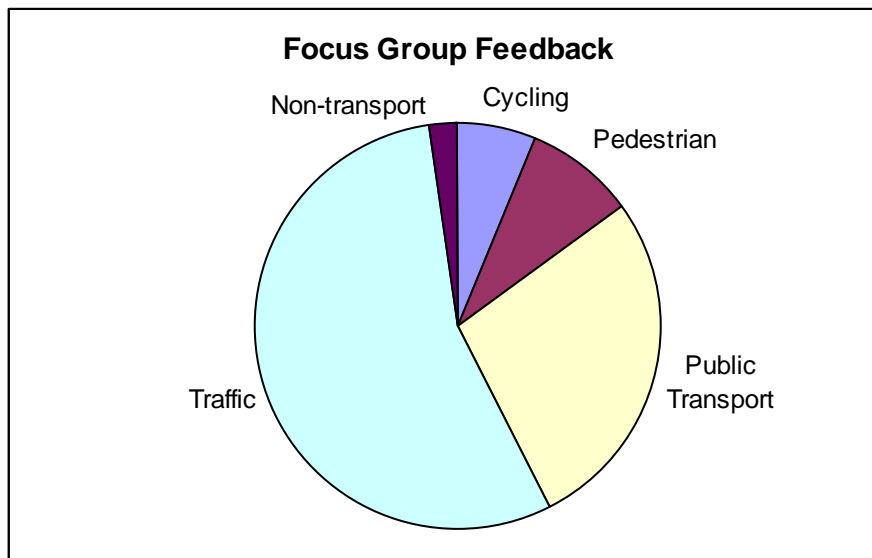
Non-transport

A further 11.8% of the comments in this section are not related to transport issues and, consequently, fall outside the scope of this study. They will be passed to Gedling Borough Council to consider.



2. Focus groups

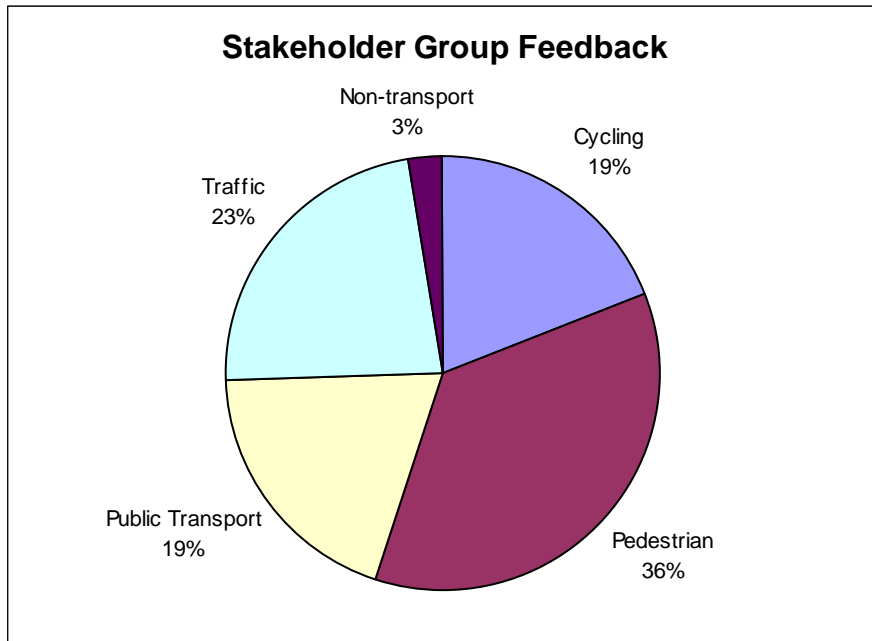
Ipsos MORI was commissioned to undertake three focus groups to identify transport and accessibility issues within the consultation area, one each in Gedling village, Carlton and Netherfield. The groups were selected to broadly reflect the demographic profile of the local population. Each group consisted of 10-12 individuals who use a variety of transport modes.



3. Stakeholder consultation

The county council contacted 61 stakeholder groups, seeking their views on transport issues that affect their members. Council officers also visited several of these groups in order to discuss issues in more detail.

A total of 78 comments were received. The majority are location-specific and relate to issues that directly affect members of the stakeholder groups. The majority of comments relate to pedestrian issues and the improvement of local pavements.



Phase 2 - Potential actions

Having completed the consultation process, the next step is to consider the comments submitted and identify a series of actions that can be undertaken in order to remedy the problems. This section of the report considers the key outcomes of the consultation and, where possible, proposes a remedial action.

1. Bus services: congestion in Netherfield town centre

ACTION 1: the County Council will investigate, in partnership with the bus operators, potential ways of relieving or reducing the impact on congestion of vehicles waiting at the bus stops on Victoria Road in Netherfield. The county council will investigate all options, including relocating the timing point (removing the need for extended waiting on Victoria Road).

2. Improve pavements

During the consultation, a number of general requests were made for improvements, but also a number of specific locations were identified that require consideration.

ACTION 2: the County Council will set aside a budget of £100,000 to address maintenance issues in the study area. Each request for pavement improvement works will be assessed using the standard method. These locations will then be prioritised along with all other sites where remedial work is required, and sites will be addressed in priority order.

3. Improve pedestrian crossing facilities

During the consultation, a number of general requests were made for improvements, but also a number of specific locations were identified that require consideration. The county council has considered all requests and has identified a shortlist of sites that are considered to be highest priority.

ACTION 3: the County Council will investigate the feasibility of providing new pedestrian crossing facilities at the following locations:

- Victoria Retail Park, Netherfield
- Wright Street, Netherfield
- Burton Road between Carlton Square and Manor Road, Carlton
- Station Road, Carlton near the Post Office
- Southdale Road/Carlton Hill junction (see also Action 10)
- Westdale Lane, Carlton near Haddon Primary School
- Vale Road, Colwick near St John the Baptist Primary School

4. Bus infrastructure:

- new bus shelters with seats
- better information
- electronic timetable displays

ACTION 4: the County Council will continue its ongoing programme of improvements to the existing bus stops in the study area to ensure, as far as possible, that every stop complies with the requirements of the Disability Discrimination Act and incorporates raised kerbs, flags, timetable cases and – where appropriate – a shelter.

ACTION 5: the County Council will investigate the feasibility of installing electronic timetable displays at the main bus stops on Carlton Hill, near Carlton Square, in Netherfield town centre and in the Gedling village shopping area (at the Main Road/Westdale Lane junction). These displays will be real-time compliant so that they can be upgraded should real-time technology be adopted in future.

5. Bus services:

- improvements to bus services and a reduction in fares
- better services in the evenings and at weekends
- a new shuttle service between Carlton Square and Victoria Retail Park

It is important to outline the roles and responsibilities that the County Council has with regard to public transport services.

The County Council has no responsibility for the operation of services and fare levels set by private bus operators. However, the council is able to procure services where it has identified a need that cannot be met by commercial services and can subsidise additional services on routes that the operator would otherwise not provide. In both cases there are strict criteria that need to be met, partly because of the number of requests for additional services that are received, but also because it is necessary to ensure that the Council does not break any regulations with regard to the provision of services that compete with private operations.

Reviews of Council-subsidised services are regularly undertaken to identify the most important additional services. Such reviews will continue to be used to determine whether subsidising additional services in the study area can be justified.

One service the county council currently subsidises is the 154 operated by Veolia. This service currently runs hourly between Carlton Square and Victoria Retail Park.

ACTION 6: the County Council will forward the comments received during the consultation exercise to local operators and will consider the nature of subsidised service provision in the area as part of its ongoing review process.

6. Improve cycle facilities:

- increase the number of cycle parking facilities
- improve cycle signing

As part of its commitment to improving cycle facilities, the County Council has commissioned a series of independent Cycle Audits covering a number of market towns in the county. In anticipation of the start of this study, one such audit was carried out in the area to identify improvements that would provide benefits to existing cyclists and to encourage further cycling. Due to the relatively low priority of cycling in the area, the county council considers it appropriate to limit the amount of work carried out to improve cycle facilities; however, consideration will be given to improving signing and cycle parking, as requested during public consultation.

ACTION 7: the County Council will consider the recommendations of the Carlton and Netherfield Cycle Audit and will identify a programme of works to enhance cycle facilities. The programme will concentrate on signing and parking.

7. Enforce the rules regarding cycling on pavements

The enforcement of highway law is a matter for the Police. Complaints made during the consultation process will be passed to the local police.

8. Review on-street disabled parking provision in Netherfield

ACTION 8: the County Council will consult with the local access group to identify preferred locations. Once identified, the Council will consider whether these locations are suitable and, if so, will endeavour to increase disabled parking provision.

9. Review the condition of road surfaces within the study area and undertake a maintenance resurfacing programme where necessary

During the consultation, a number of general requests were made for improvements, but also a number of specific locations were identified that require consideration.

ACTION 9: the County Council will assess each request using the standard methodology. These locations will then be prioritised along with all other sites in the borough where remedial work is required, and sites will be addressed in priority order.

10. Review operation of the Southdale Road/Carlton Hill junction

ACTION 10: the County Council will review the operation of this junction and will consider whether signalisation is appropriate. If not, the Council will consider whether the installation of a pedestrian crossing facility is feasible (as noted in Action 6).

11. Review the operation of the Carlton Square junction

ACTION 11: the County Council will consider whether any additional improvements can be made to this junction to improve efficiency.

12. Amend the operation of / remove the A612 "bus plugs"

A separate review of the "bus plugs" is being undertaken and a decision will be based on this review.

13. Consider an assessment of the location of the existing speed humps and the requests for additional speed reduction measures

Currently, the County Council has no powers to enforce speed limits: this is the responsibility of the Police. Speeds can be reduced using physical engineering; however, the County Council is mindful of complaints regarding the use of speed reduction measures and is conscious of the need to find a balance between reducing speeds and causing unnecessary obstruction to the passage of vehicles.

Consequently, speed reduction measures will only be installed as part of an accident reduction scheme.

14. Enforce parking restrictions

On May 12th 2008, the County Council introduced civil parking enforcement (CPE). On this date, responsibility for the enforcement of on-street traffic regulation orders passed to the County Council from the Police. Gedling Borough Council now operates the enforcement regime and the County Council processes charges. NCP has been contracted to supply enforcement officers.

Off-street parking is the responsibility of the Borough Council, which already has its own parking management strategy.

15. Investigate a means of minimising traffic congestion on the local road network within the consultation area.

The County Council needs to be mindful of finding an appropriate balance between deterring through-traffic which has a negative impact (congestion, pollution etc) and maintaining the vitality of the town centres by encouraging visitors. This will be difficult to achieve using conventional engineering methods, which would impact on all motorists.

However, the County Council has a duty to manage congestion on the highway network and, in order to fulfil this duty, will continue to monitor it and consider any potential means of reducing the impact of congestion.

16. Enforcing speed restrictions

The enforcement of highway law is a matter for the Police. Complaints made during the consultation process will be passed to the local police.

Timescales

The actions identified above will be implemented with immediate effect. In reality, this means that the 2009/10 financial year will be dedicated to identifying and carrying out "quick wins", as well as undertaking feasibility and design work aimed at producing a package of schemes. Subject to funding, a programme of works will commence in 2010/11.

It is hoped that "quick wins" will include additional footway maintenance work and the installation of a number of pedestrian crossings.



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