



The Social Inclusion Value of Buses – Burbank

A final case study report by Ecorys
UK to Campaign for Better Transport



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1.0 Introduction

Ecorys, an independent research company, was commissioned by Campaign for Better Transport (CBT) and the Passenger Transport Executive Group (pteg) to undertake case study research to illustrate the social inclusion value of buses.

This report presents the findings of a case study of the social impacts of the suspension of the 516 bus route on the Burbank Estate, Hartlepool. The route ran between Hartlepool, Elwick and Dalton Piercy. The changes to this bus service came into force during 2011.

1.1 Study aims

The aim of this case study research was to provide evidence to demonstrate the contribution which local supported bus services make to social inclusion by illustrating the social impacts of service cuts on local communities. More specifically, the research explored the effect that service cuts have on different groups' ability to access local services, facilities and opportunities, in particular those groups that are likely to be most reliant on public transport such as older people, parents, people with disabilities and jobseekers.

1.2 Methodology

This section sets out the approach taken to conducting this case study.

Scoping research

The case study began with desk based research to gather more detailed information on the Burbank Estate and the surrounding area in order to compile an area profile and inform the fieldwork. The data collected included:

- Local population demographics including age profiles, household composition and ethnicity.
- Indicators of economic and labour market conditions, such as economic activity, employment and unemployment rates.
- Information on social issues such as health and people needing care (including receipt of Incapacity Benefit, Severe Disablement Allowance, Attendance Allowance or Disability Living Allowance).

This task also involved gathering information on local services and facilities and identifying and making initial contact with local community/resident groups, service providers and practitioners (such as youth workers and the leader of a local resident group). The purpose of this initial contact was to explain the purpose of the research, gain additional perspectives on the local context and transport issues, and identify the staff and users that are best placed to discuss the effects of the supported bus service cuts on the local community.

This desk research was supplemented by a site visit to the Burbank Estate to collect observations on the area, including the quality and availability of walking routes (attractiveness and safety), the facilities which can be accessed on foot and the cost of transport alternatives (such as taxis). The visit also provided an opportunity to meet a selection of the identified groups or contacts in person and have further informal discussion about the research. Representatives of groups interviewed at this stage included Hartlepool Community Centre, Hartlepool Centre for Independent Living and Burbank United Residents Together (BURT). Staff from the Transport Department at Hartlepool Borough Council were also consulted concerning the decision-making process surrounding the bus service cuts.

The findings of the scoping research are detailed in chapter two.

Resident survey

A face-to-face survey of 52 Burbank Estate residents was conducted with the following aims:

- to engage with as wide a group of residents as possible, including those that are not affiliated with any particular community group; and
- to draw out key messages, supported by quantitative data, which were then explored in more depth during the qualitative interviews.

The survey questionnaire explored Burbank Estate residents use of transport, including how often respondents use the local bus services (before and after recent cuts); the reasons for using local bus services; any changes in behaviour which have been required as a result of service cuts and the impact of this change including financial costs, inconvenience, and any other social or health related factors.

In order to ensure a diverse spread of respondents a mixed approach of on-street interviews and door-to-door methods was used and interviews took place during the day, in evenings and at the weekend. The findings of the survey are outlined in chapter three.

In-depth interviews

A series of twelve in-depth qualitative interviews were conducted to illustrate the social (and economic or financial) costs of cuts to the Burbank Estate's bus services. Participants were identified both via discussions with local groups and practitioners and the resident survey. The participants included:

- Older people
- People with ill health or a physical disability
- Parents travelling with small children/buggies

The findings from the in-depth interviews are presented in chapters three and four.

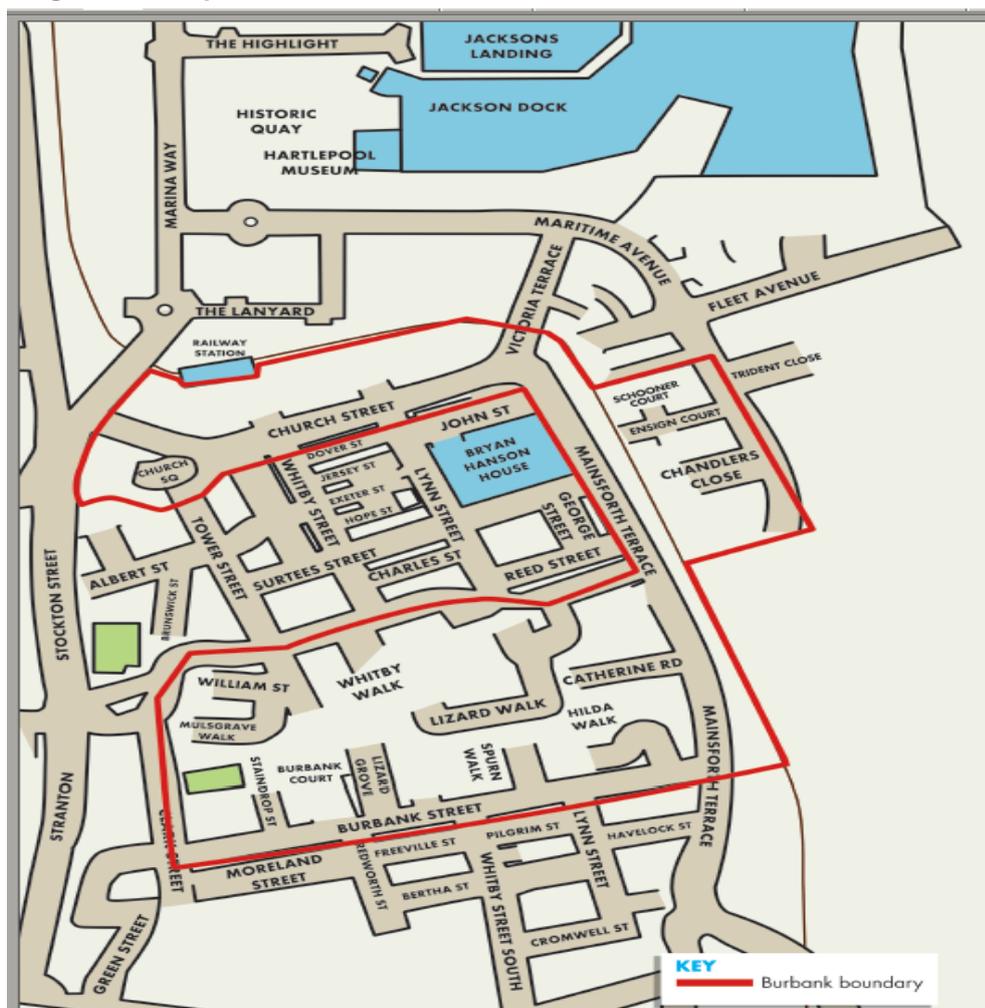
2.0 Burbank Estate's Profile

This chapter provides a profile of the Burbank Estate, which is located in the Stranton ward of Hartlepool. It includes an overview of the estate's demographics, access to public transport and local amenities which offers an insight into how different groups of residents are likely to be affected by the reduced bus service. This chapter draws on publically available data and the findings of the site visit. It should be noted that due to data availability some of the contextual information relates to a wider geographical area although we have supplemented this with anecdotal evidence where possible.

2.1 Burbank Estate demographics

Burbank Estate is approximately a mile from Hartlepool town centre and two miles from Seaton Carew (a nearby seaside resort), two and a half miles from the University Hospital of Hartlepool and 10 miles from Stockton-on-Tees. The Burbank Estate covers the area from Burbank Street to Hucklehoven Way as well as the area between Mainsforth Terrace and Maritime Avenue, Church Street and the railway line as illustrated by the map below.

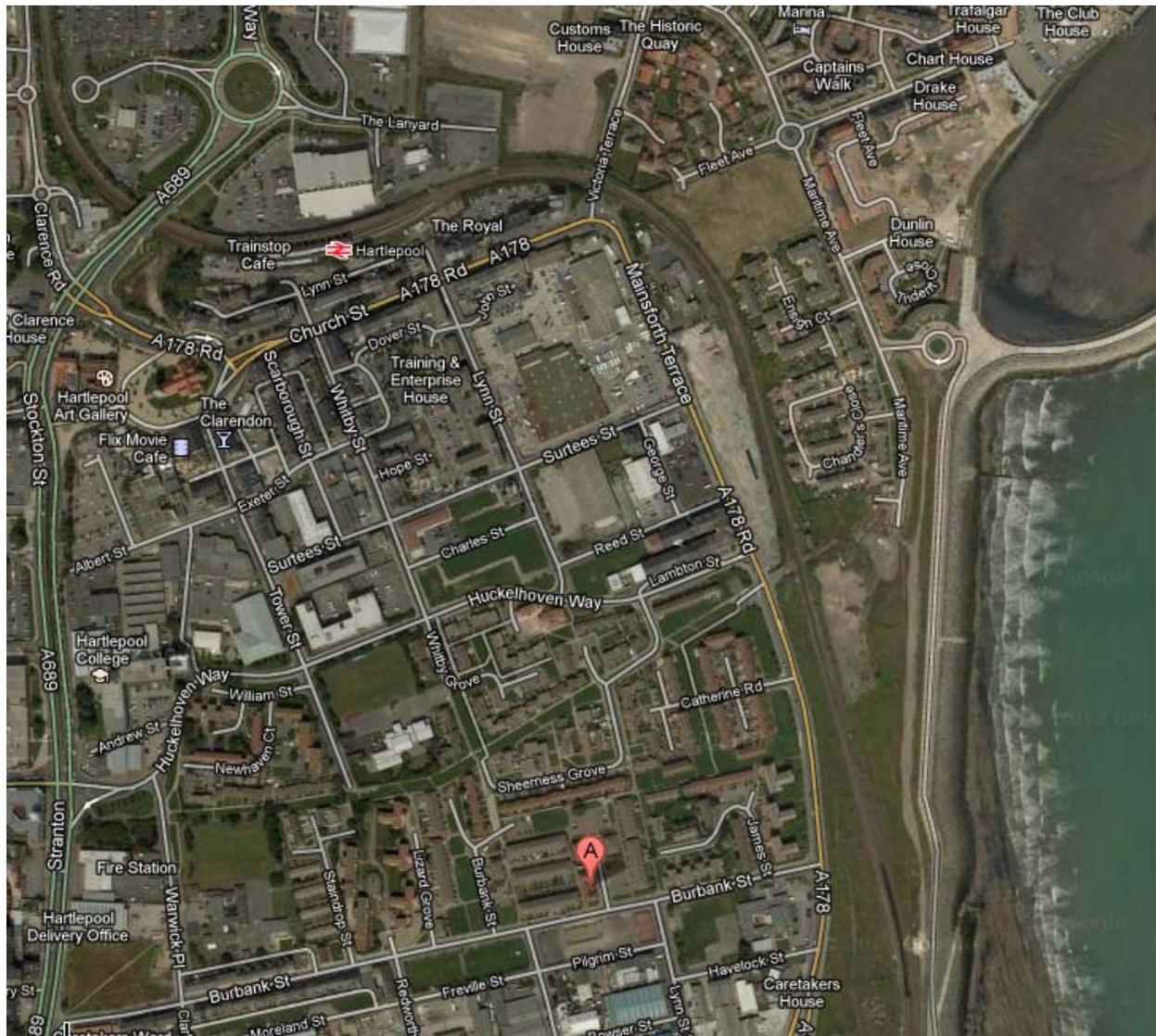
Figure 2.1 Map of Burbank



Source: Hartlepool Borough Council

The Burbank Estate has a current population estimated at just over 1,500 people across 940 households¹. Many Burbank residents live alone (60%), which is a relatively high proportion compared with Hartlepool Borough (36%)² and England as a whole (20%)³. The remaining residents tend to be couples with no dependent children (22%) and only a small proportion of Burbank households are couples with dependents (2%), which is significantly lower than for the Borough as a whole (15%)⁴.

Figure 2.2 Satellite map of Burbank and the surrounding area



Source: Google maps, 2012

The population of Hartlepool is predominantly White British (88%) and has remained relatively stable in terms of ethnic profile in recent years. However the small Black and Minority Ethnic population increased

¹ Source: Hartlepool Partnership website:

http://www.hartlepoolpartnership.co.uk/site/scripts/documents_info.php?documentID=432&pageNumber=2

² Source: Ipsos MORI's Burbank Household Survey 2008: Burbank base = 82, Hartlepool Borough base = 1,371

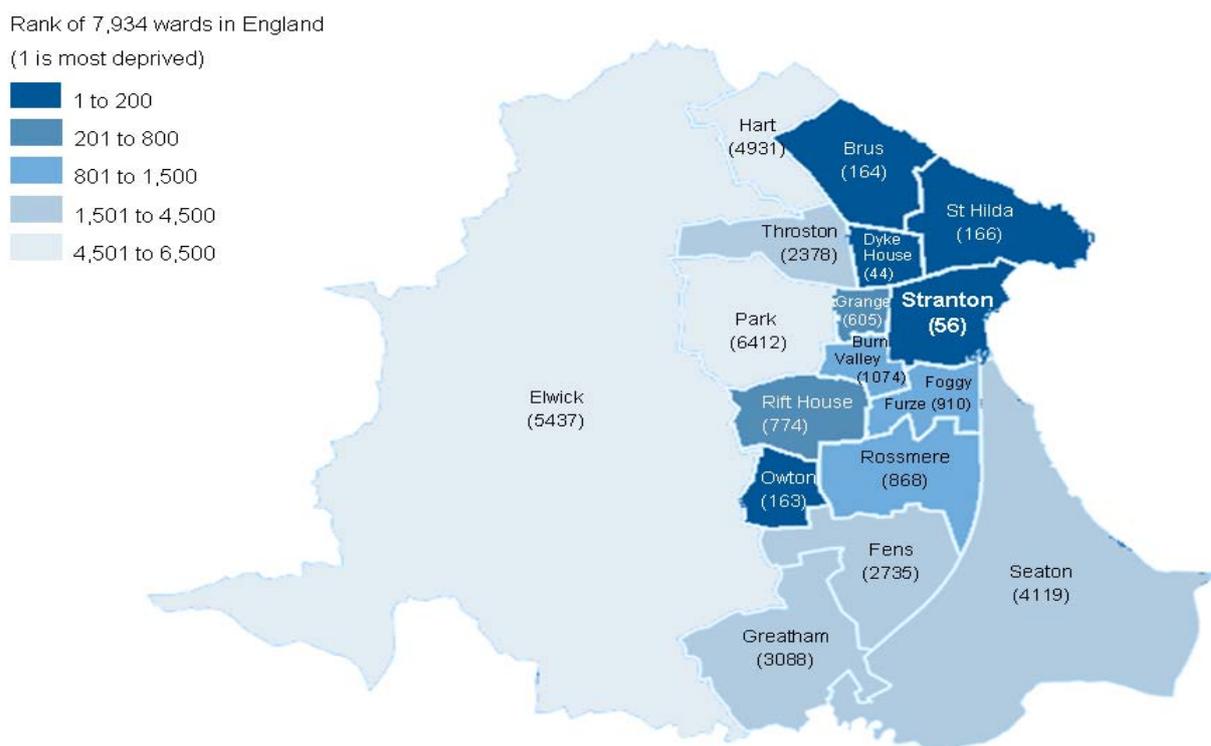
³ Source: Survey of English Housing, 2008

⁴ Source: *ibid*

slightly between 2007 and 2009 (from around 2,600 to 2,800 overall). Those of Pakistani and Indian origin accounted for much of this growth⁵.

In terms of deprivation, Hartlepool was ranked the 24th most deprived local authority (rank of average score) in the country in 2010 according to the Indices of Multiple Deprivation; a similar position to that which it held in 2007. However the Stranton ward is the second most deprived ward in the borough and is ranked 56th out of the 7,934 wards in England, as illustrated by the map below:

Figure 2.3 Indices of Deprivation 2010 – Hartlepool Wards



Source: CLG (2011) The English Indices of Deprivation 2010. Map by Ecorys

In terms of household income, many Hartlepool residents can be regarded as being income deprived, although the borough's relative ranking has improved slightly between 2007 and 2010 (from 102nd to 112th most deprived local authority out of 326 local authorities). Equally, many residents in Hartlepool also suffer from employment related deprivation, with the local authority standing well inside the top 50% most deprived in England (100th most deprived)⁶.

In general, the population of Hartlepool is less likely to be economically active than the population at regional or national level (with rates standing at 69% in Hartlepool, 73% in the North East and 76% nationally in 2010/11)⁷. The unemployment rate in Hartlepool has been noticeably higher than regional or

⁵ Source: Estimated resident population by ethnic group and sex, mid-2009

⁶ Source: Department for Communities and Local Government, The English Indices of Deprivation, 2010

⁷ Source: Annual Population Survey 2011, Office for National Statistics

national comparators in recent years (standing at 12%, 10% and 8% respectively in 2010/11)⁸. Furthermore the issue of worklessness is more apparent in Hartlepool than at the regional or national level; the proportion of all households that were workless in Hartlepool in 2010 was 21% (compared to 18% regionally and 13% nationally)⁹.

In addition, benefit dependency levels in the Stranton ward are noticeably higher than local, regional and national comparator figures, standing at 41% (compared to 24% across Hartlepool as a whole, 18% regionally and 14% nationally in May 2011)¹⁰. Employment Support Allowance and Incapacity Benefit make up the largest proportion of these claims, which is likely to reflect the relatively large proportion of older people in the ward. Lone parent, carer and disability benefit claimant levels are also higher in the ward than in comparator areas.

Burbank's housing stock¹¹ appears to be mainly terraced housing, the majority of which is social housing, with a small amount of privately owned and privately rented accommodation. Burbank Court provides sheltered housing for older people and is run by Housing Hartlepool. There are some social and privately owned bungalows, many of which are inhabited by elderly residents. On the periphery of the estate there are also some flats which have provided temporary accommodation for asylum seekers.

2.2 Access to local amenities

The Burbank Estate has some local amenities including two primary schools and a nursery. In terms of shops, the Burbank Co-op Shop is run by residents and is open three mornings a week at Burbank Community House. There is also a Chinese takeaway.

The Estate is well served by activities for different groups. For older residents, Burbank Court, sheltered accommodation for older people, has a weekly older peoples club. Hartlepool Centre for Independent Living, previously the Havelock Centre, supports people with disabilities and holds regular coffee mornings. There is also a men's club that meets weekly for a range of activities, a youth club that meets three times a week and Connect Care, a social enterprise based at Burbank Community Centre which signposts local people to different Hartlepool services. The Bridge Community Association is a relatively new local residents association in Burbank which plans to provide resources and a Drop-In Room within the Hartlepool Centre for Independent Living in order to signpost residents to the services available within the Centre.

The Burbank Estate also has a number of residents groups. Burbank United Residents Together (BURT) focuses on identifying the issues faced by the Burbank Estate and how these problems can be addressed. Building a Better Burbank Partnership is a partnership between resident groups focused on regeneration issues while the Burbank Community Forum brings together residents (including community group representatives), the Council, Housing Hartlepool, Three Rivers Housing Association and Cleveland Police and is responsible for implementing Burbank's Neighbourhood Action Plan¹².

⁸ Ibid

⁹ Source: Annual Population Survey 2010, Office for National Statistics

¹⁰ Source: Benefit Claimants, 2011, Office for National Statistics

¹¹ Sources: site visit and Ipsos Mori's Burbank Household Survey

¹² Source: Burbank Estate Local Neighbourhood Agreement 2009-10

In terms of places of worship, the Burbank Estate has a Community Church and there is a Church of England church nearby which is strongly linked to the Burbank Estate, particularly with the vicar being chair of the Burbank Community Forum.

Burbank residents must travel out of the estate to access the following amenities:

- Supermarket (approximately one mile away across a busy road).
- Library (approximately one mile away across a busy road).
- Post office (approximately one mile away across a busy road).
- Secondary school (two miles away).

2.3 Transport options

Figures from the 2001 Census reveal that 62% of households in the Stranton Ward had no access to a car, which was much higher than was the case in Hartlepool as a whole (39%). Recent anecdotal evidence suggests that car ownership levels have remained low, particularly amongst older residents.

In terms of alternative modes of transport, the estate is only a mile away from Hartlepool town centre and some residents are able to walk to the town centre. However, the route into town involves crossing a main road with fast moving traffic. The quality of pavement between Burbank Estate and the nearest supermarket is poor in places, including raised paving stones which could create problems for older people, people with disabilities and parents with buggies¹³.

Figure 2.4 A main road, Burbank



Source: Ecorys

¹³ Source: Ecorys site visit

Recently a free bus scheme has been piloted by Hartlepool Borough Council and Elwick Parish Council. The bus runs three times a day, three days a week to Tesco, Asda and the Marina in order to help Burbank residents travel to the local supermarkets. However, this bus only travels down one side of the estate (Burbank Street)¹⁴.

The other option for Burbank residents who are unable to walk to their destination is a taxi. There are two main taxi companies in the area and these companies appear to have realised the problems which older people face in travelling to key places and as a result offer discounts to older people travelling to the hospital, bingo and to the shops¹⁵. The cost of a taxi from Burbank Estate to Hartlepool town centre tends to be £3 to £4; the cost to travel to Seaton Carew is £4 and it costs approximately £18 to travel to the James Cook University Hospital, which provides a range of specialist medical services.

2.4 Work

There is a general lack of up to date data on travel to work distances; however, according to the 2001 Census, 72% of people in the Stranton Ward worked within a 5km distance of their home and, of those, one-third (35%) of all employed people both lived and worked within the ward boundary. However, the most common form of transport used to get to work was the car (51%), either as the main driver or passenger. Only 9% of people who travelled to work used the bus, although these travel patterns may have changed since the data was collected.

More recent statistics highlight that the working population in Hartlepool are relatively more likely to be employed in lower skilled elementary occupations (16%, compared to 12% at regional and 11% at national level in 2010/11). In addition, the annual pay of workers in Hartlepool has tended to be below national but above regional averages in recent years with workers in Hartlepool earning around £2,000 per year less than was the case nationally in 2011 (£24,584 compared to £26,615)¹⁶.

On the periphery of the Burbank Estate there are a number of businesses including numerous vehicle repair companies, Tesco, MacDonald's, Royal Mail, an undertakers and an engineering company. These employment opportunities can all be accessed on foot. Anecdotal evidence suggests that Tesco, Asda (about one mile away) and Macdonald's are the most common source of employment opportunities for residents of the Estate¹⁷.

2.5 Hartlepool Borough Council

From Hartlepool Borough Council's perspective¹⁸, the cuts to bus services in the Hartlepool area reflect the fact that there is less funding available from Central Government for transport to support local bus services.

¹⁴ Source: bus timetable viewed during site visit

¹⁵ Source: site visit

¹⁶ Source: Annual survey of hours and earnings 2011, Office for National Statistics

¹⁷ Source: Ecorys site visit

¹⁸ Source: interviews with Hartlepool council staff

"We've always given, because we've always had, but we simply don't have the funding to support the continuation of services that are not in demand."

The decision to stop subsidising the 516 bus service was taken after a 29 day consultation process which included discussion with groups such as the Young People's Parliament, Burbank Neighbourhood Forum and the Elected Member Transport Groups. However the response to the consultation was relatively low and many of the people that signed a petition lived outside of the affected areas. Another issue the council had to take into account was the fact that the take up of alternative community transport options, such as the fleet of community vehicles that can be used via a travel club, was low. However, in order to access the community vehicles a group needs to put forward a proposal to the council for community travel needs, which the Council will then consider, procure and deliver. This requires a membership payment to the club, and resident involvement with community groups is a requirement of this delivery model.

2.6 Groups potentially most affected by bus service cuts

As highlighted above the Burbank Estate residents that are potentially most affected by the bus cuts are those who are not able to walk long distances or have trouble negotiating busy roads or poorly maintained pavements, these groups are largely:

- Older people
- People with ill health or a physical disability
- Parents travelling with small children/ buggies

The next chapter focuses on the reasons the above groups used the number 516 bus service and how the changes in the bus service have affected them.

3.0 Primary research findings

This chapter is based on twelve in-depth interviews with Burbank residents affected by the bus service cuts and a survey of 52 Burbank residents. The survey respondents ranged in age from 16 to over 65; however, respondents tended to be aged 45 and over¹⁹ and the majority were retired (36), although some respondents were not working and not seeking employment (6); unemployed and seeking work (4) and in full time employment (3). All respondents were White British, which reflects the demographics of the Burbank Estate and over half of the respondents were female (31). Almost three-quarters of respondents had a disability or long-term illness. Respondents tended not to own or have access to a car (41) although a small number did not own a car but had access to a one (9) and only one respondent stated that they owned a car.

The majority of respondents answered the survey at least partially on the basis of their own experiences of the bus service changes. However nine residents answered the survey solely on behalf of a friend or neighbour, their child, their parent or another relative.

3.1 Use of the bus service

Survey respondents tended to use bus number 516 two to six times a week (42) with only a minority stating that they had used the bus once a day (7) or more than once a day (2). The most popular time of day to use the 516 bus was between 10am and 4pm on a weekday (44) however many residents surveyed also used the bus between 7am and 10am (36). Some residents also travelled by bus between 4pm and 7pm (12) and on a Saturday (14).

As shown in the table below, residents surveyed tended to use the 516 bus to travel to the shops which amounted to a fairly short journey. Another common reason for using the bus was to attend a hospital or doctors appointment. Residents surveyed also used the service to socialise with family or friends, care for a friend or family member and take part in leisure activities.

Table 3.1 For what purposes did you/they make journeys by bus? (Total base= 52, multiple responses allowed)

	Frequency
To travel to the shops	47
To attend a hospital/ doctor's appointment	29
To socialise with friends/ family	17
To care for a friend/ family member	9
To take part in sports/ leisure activities	7
Other (collect pension, take granddaughter to school)	5
To travel to work	2
To travel to school/ college	2

¹⁹ 15 out of 52 survey respondents aged 46-65; 29 survey respondents aged over 65

Many residents surveyed used the bus to travel between one and two miles, which would include trips to the shops, and reflects the fact that many residents surveyed had some health problem or physical disability so were unable to walk this distance.

"Some people can walk into town, for example, the lad upstairs, he just walks, but it is the people with mobility problems and health issues that miss the bus most." (Male, retired, over 65, arthritis, no access to a car, receives home help twice a day)²⁰

Most residents surveyed tended to travel between one and four miles by bus but very few travelled less than a mile or more than four miles using the 516 bus, as the table below illustrates.

Table 3.2 How far did you/they tend to travel on the bus, on the journey you/they made most frequently? (Total base= 52, single responses only)

	Frequency
Between 1 and 2 miles	35
Between 3 and 4 miles	14
Less than a mile	1
5 to 7 miles	1
7 to 10 miles	1
Total	52

3.2 Changes and impacts of reduced bus services

3.2.1 Changes to routines and daily lives

Most commonly the discontinuation of the 516 bus means that residents now use bus services less often as there is not an alternative/frequent bus for residents to use²¹ (there is now a free bus but it only operates on three days a week to nearby supermarkets, see below). Survey respondents stated that they can no longer get the bus at the times they used to.

Many residents surveyed stated that they are now reliant on taking taxis²² to travel to the shops, medical appointments or to see friends and family. Some residents now walk distances of up to three or four miles to get to where they want to go now that there is no bus service²³. Other residents now stay at home more often as it is too difficult for them to get out without a bus service,²⁴ while others now have to take more than one bus to get to their destination²⁵.

Residents surveyed, a community group staff member and a resident interviewed did state that a free bus, operated by Paul's Travel but subsidised by Hartlepool Borough Council, now runs three times a week to help Burbank residents get to the supermarket which does help to some extent to address the gap in service provision following the discontinuation of the 516 bus.

²⁰ Source: resident in depth interview

²¹ 46 out of 52 residents surveyed

²² 42 out of 52 residents surveyed

²³ 16 out of 52 residents surveyed

²⁴ 13 out of 52 residents surveyed

²⁵ 8 out of 52 residents surveyed

"I could try and change the days I go to the day centre to fit in with Paul's travel bus timetable if that carries on. If Paul's travel is doing alright out of it, and carries on, I would use it." (Male, retired, over 65, arthritis, no access to a car, home help twice a day)²⁶

However, some residents commented that the bus service was not adequate to replace the 516 service both in terms of the size of the bus and the frequency of the service:

"It was a good service. Could carry shopping on that bus. There's a free one now but not a big bus so can't get much shopping on." (Female, retired, over 65, no access to a car, no disabilities)²⁷

"I moved from Schooner Court to be nearer to town and now taken bus off. The other bus runs Monday, Thurs/Friday. Not enough every 2 hours" (Male, retired, over 65, no access to a car, has a disability or ill health)²⁸

3.2.2 Impacts

3.2.2.1 Shopping

A key impact of the cancellation of the 516 bus has been the difficulty to go shopping. Nearly three quarters of residents surveyed stated that since the bus stopped they now go shopping less often. For some this is due to disability or ill health which makes it difficult to walk to and from the nearest supermarket, especially carrying heavy shopping.

"Carrying shopping back from town is the biggest problem and with the cold weather it's a trek." (Male, retired, aged 46-65, no access to a car, no disabilities)²⁹

For others the problem is crossing a busy main road without a proper pedestrian crossing, which is particularly dangerous for parents walking with small children³⁰. Online shopping is not seen as an option for many residents as computer ownership is very low among Burbank residents³¹.

3.2.2.2 Visiting friends and family

Approaching half of the Burbank residents surveyed stated that they do not see their family or friends as often since the 516 bus service stopped operating. For instance one resident now finds it difficult to visit his daughter as he explained:

"Needed the 516 to travel into town and often caught connecting bus to daughters and vice versa so don't see as much of each other now. Feel totally isolated - I have problems walking, get short of breath and use a stick." (Male, retired, over 65, no access to a car, has a disability ill health)³²

Other residents also commented on the difficulties in visiting relatives that live either on the other side of Hartlepool or outside the town since the bus service was cut.

²⁶ Source: resident in depth interview

²⁷ Source: Residents survey

²⁸ Ibid

²⁹ Source: Residents survey

³⁰ Interview with parents during site visit

³¹ Source: interview with staff

³² Ibid

"I'm waiting for an operation on my back so walking is very difficult and taxis are the only option but very expensive. My daughter lives in Seaton, often she says to call in but again taxis are the only option" (Female, aged 46-65, no access to a car, no disabilities)³³

Residents surveyed also find it more difficult to attend social activities or meet with friends without the 516 bus service. This has resulted in a few residents not being to attend social activities, such as Bingo and the pub, as often as they used to³⁴.

3.2.2.3 *Financial impact*

43 out of 52 survey respondents stated there had been a financial impact on them as they now have to take more taxis. Residents tended to comment on the expense of taxis and that they could not get out as much as they wanted to as a result.

"Can't get out as much as I would like to because taxi fares are £3 each way to town." (Female, retired, over 65, no access to a car, has disability or ill health)³⁵

"It's a big loss in this area. People staying at home more because of cost of taxis" (Female, in full time employment, aged 46-65, access to a car, has disability or ill health)³⁶

This was particularly an issue for many of the residents surveyed who have bus passes and used the bus for free.

"Taxis are available, but when I have a bus pass and paying £4 for a taxi, it's appalling." (Male, retired, over 65, no access to a car, has a disability or ill health)³⁷

"Should be an alternative. Paying for taxis when I have a useless bus pass." (Male, retired, over 65, no access to a car, has a disability or ill health)³⁸

In a couple of cases, residents commented that they had to make financial sacrifices to make sure that they could afford the cost of a taxi. This tended to mean generally the residents had less money to spend on other things.

3.2.2.4 *Health and emotional impact*

Nearly half of the residents surveyed felt that the suspension of the 516 bus service had not had an emotional or health impact on them; however, some residents now felt lonely or isolated due to finding it difficult to travel to socialise and visit friends without the bus service³⁹.

"I realise it would be heavily subsidised but it's a great loss. I feel quite lonely because of lack of public transport here. Not a good place for elderly to live and yet it's full of bungalows and elderly nursing homes." (Female, retired, over 65, owns a car, no disability or ill health)⁴⁰

³³ Source: residents survey

³⁴ 6 out of 52 residents surveyed

³⁵ Source: residents survey

³⁶ Ibid

³⁷ Ibid

³⁸ Ibid

³⁹ 18 out of 52 residents surveyed

"I know that she stays at home more than she used to especially in bad weather. She's a sociable person but can't get to the centre to meet her friends for coffee and a chat as much." (On behalf of neighbour/friend who is female, retired, over 65, no access to a car, has a disability or ill health)⁴¹

One older person commented that "Burbank is an island" and people felt isolated if they do not have a car⁴².

"A lot of older people than me live around here and especially early morning I relied on this bus service. I can't walk very well, I have a stick so walking far is not an option unless the weather is dry." (Female, aged 46 to 65, not working and not looking for work, no access to a car, has a disability or ill health)⁴³

"Can't get out enough now the bus stopped outside door. Not good with walking." (Female, over 65, retired, no access to a car, has a disability or ill health)⁴⁴

If there was transport put in place, it would encourage people to get out and about, but now some residents tend to just stay in, so it is quite a hidden need'. (Resident community group worker)⁴⁵

There was also a concern that without a regular bus service, people without access to a car, particularly adults with learning disabilities, have begun to lose their independence which undermines the Independent Living Centre's work to help people with disabilities and learning difficulties to live as independently as possible⁴⁶ as they are now more reliant on arranging lifts from other people.

The lack of bus service also has had an impact of the health of some Burbank residents who stated that they now have little alternative to walking to where they want to go and the walk is too much for them⁴⁷

"I have lung problems and if I walk into town which nearest bus stop it takes me over half an hour because I have to walk so slowly and keep stopping. No problem in good weather but impossible in bad." (Male, over 65, retired, has access to a car, has a disability or ill health)⁴⁸

"My partner has a twisted spine and walks with a stick. He finds it difficult to walk further than end of street. The nearest bus stop is at the shopping centre and it's a 20 minute slow walk which is painful and exhausting." (Female, aged 26 to 45, carer, no access to a car, has a disability or ill health)⁴⁹

Some of the residents surveyed felt that due to the bus service cuts they now go out less so get less exercise which has an impact on their health⁵⁰.

⁴⁰ Source: residents survey

⁴¹ Ibid

⁴² Source: Ecorys site visit

⁴³ Source: residents survey

⁴⁴ Ibid

⁴⁵ Source: interview with staff

⁴⁶ Source: interview with staff

⁴⁷ 17 out of 52 residents surveyed. Most of which have classed themselves as having a disability or ill health

⁴⁸ Source: residents survey

⁴⁹ Ibid

⁵⁰ 8 out of 52 residents surveyed

“I have to make myself go out and walk, just walking around the shops was good because I could sit down when needed, but I can't walk into town and there's no other alternative.” (Female, over 65, retired, no access to a car, has a disability or ill health)⁵¹

3.2.2.5 No impacts

Seven survey respondents said that there had been no impact on them as they are able to walk to where they want to get to instead of using a bus. Five out of these seven respondents stated that they do not have ill health or a disability so they were able to walk reasonable distances. However, two of the seven respondents stated they do have ill health or a disability but still needed to get to college or work. Both of these respondents commented that the amount of walking they now have to undertake is too much for them⁵². There was also anecdotal evidence that the discontinuation of the 516 bus service had little impact on some wheelchair users who were unable to use the bus service anyway due to the difficulty getting on and off a bus⁵³.

⁵¹ Source: residents survey

⁵² Source: Ecorys Burbank resident survey, 52 respondents

⁵³ Source: interview with staff

4.0 Case studies

This chapter presents four case studies of Burbank residents affected by the changes to the number 516 bus service. The case studies cover the following groups:

- Older people
- People with ill health

It is specified in each case study whether the individual has given consent to use video or photographs.

4.1 Older person

Case study one: Stephen

Stephen has signed a consent form to use the photo

Stephen has lived in the Burbank Estate for most of his life, and now lives alone in a ground-floor flat. Stephen is of retirement age and has not been able to work for five years since he developed arthritis and was no longer able to carry on his manual tasks. He now has a home help twice a day on week days to help him around the house.

Stephen has a bus pass and was a frequent user of the 516 bus service. He routinely caught the bus into Hartlepool four times a week to run errands. He also would get the bus into Hartlepool to go to the pub and then get a taxi home.

Impact of changes to the bus service

Since the 516 bus service has been stopped Stephen has had to find other ways to get into Hartlepool. It is too far for Stephen to walk and he is unable to drive and does not have nearby relatives that can offer him lift so he is reliant on taxis to take him into town and back again. This has become quite costly for Stephen but he does not see another option as he still needs to get into town.

One day a week Stephen is able get the free bus into the centre of town which is run by Paul's travel and subsidised by the Council. However this has meant that Stephen has had to change his normal routine. Stephen used to try and 'get up and out', catching the 9.07 bus on the 516 route into town in the mornings but as the free bus only runs at 10am, he has had to adapt his daily routine and go into town a bit later on. Stephen does not mind making this change as it means he does not have to pay for a taxi.

"I don't mind having to do everything an hour later if I have to, If there is no need to pay for a taxi, I wouldn't. I could try and change the days I go to the day centre to fit in with Paul's travel bus timetable if that carries on. If Paul's travel is doing alright out of it, and carries on, I would use it."

However Stephen still has to take a taxi home as the free bus does not run at the right time for his journey home from the town centre.

Stephen also now needs to get a taxi to social activities, such as going to the pub when he used to be able to get the bus there which saved him some money.

"If I am going out to the pub, well I used to get the second to last bus to the King John's tavern and then get a taxi home as the buses had finished by the time I was coming home. Since the number 516 bus stopped, I need to get a taxi both ways."

As well as the inconvenience of not having a regular bus service and the expense of taking more taxis, Stephen also misses the bus staff who showed him kindness.

"I used to like getting the bus. The staff were good. There used to be this driver who could tell I didn't find it very easy to walk and used to drive a bit further down the road to drop me off, say if it was raining or something."

Stephen has been left feeling frustrated that there is no longer a regular bus service into Hartlepool. He recognised that the Council has to make funding cuts but felt that it is people that cannot afford cars that are affected the most by the bus service cuts.

"A lot of people blame the Council (for the bus cuts), but it is not all their fault – the Central Government deficit has been passed on, but it's frustrating, they didn't need to be so stringent. The trouble is that the decision isn't taken by people that live around here. They are managers and have cars. Those affected are the poor people who can't afford cars."

Case study two: Brian

Brian has given verbal consent to use his name

Brian is 67 years old and has lived on the Burbank Estate for many years. Brian does not have any disabilities or health problems. Brian does not own a car but has a bus pass and used to travel on the 516 bus regularly. Brian used to take the bus in to town on a daily basis and would also use the bus to travel to Doctor's appointments.

Impact of changes to the bus service

Since the 516 bus was discontinued Brian now often walks into Hartlepool as he does not know of any other bus services that adequately serves Burbank Estate. Brian is aware of Paul's bus service but it is not as regularly as the 516 used and at the times Brian used the bus.

Brian is only able to walk into Hartlepool if he is not carrying anything heavy and the weather is good. Brian used to shop in Hartlepool and carry his shopping home on the bus now three times a week Brian now has take to a taxi home after shopping or to run errands in Hartlepool. Brian also takes a taxi if the weather is not very good. Each trip costs approximately £3 which adds up each week and is a new expense for Brian as he used to be able to use the 516 bus free of charge.

Brian realises that he is fortunate that he is able to walk to and from Hartlepool when the weather is fine and he is not carrying shopping. However he does miss the 516 service and feels that it has meant he has had to considerably change his weekly routine.

4.2 People with ill health

Case study three: Rob

Rob has signed a consent form to use the photo and film

Rob is 43 and has lived on his own in the Burbank area for three years. Rob has had health problems since childhood, suffering from epilepsy and had a stroke thirteen years ago. Rob has found it particularly difficult to get around since his stroke. His health issues mean that Rob is not able to drive or walk very far and has not been able to work for several years.

Rob has a bus pass and used to use the 516 bus four or five days a week to travel into Hartlepool. He used the bus both to visit his niece and to meet up with friends at a pub in the town centre.

Impact of changes to the bus service

Since the 516 bus has stopped Rob has tried to walk to his niece's house but finds this very difficult as he is finding it more and more difficult to walk long distances. This means that he often gets a taxi to his niece's house which can get expensive as it cost about £7 return and Rob likes to see his niece nearly every day.

Rob also now has to take a taxi to the pub in town. Rob does not drink but likes to meet up with people and get out of the house. Rob now goes to the pub less as he cannot afford to go as much as he used to.

The situation has left Rob feeling upset as he cannot see people as often as he used to as it is too expensive to take taxis.

"I am sad about the bus cuts, I wish they would put it back on. In scrapping the bus service, it feels like they are not thinking of the people that are affected, especially the disabled people and the older people."

Case study four: Shelia

Shelia has given verbal consent to use her name

Shelia is 62 years old and has lived in Burbank for a long time. She has trouble walking due to hip replacements and back problems. Shelia used to travel into Hartlepool on the 516 bus on a daily basis to go shopping, meet up with her friends for a coffee or attend hospital or GP appointments. Shelia also took the bus into Hartlepool two evenings a week to play Bingo.

Impact of changes to the bus service

The lack of a regular bus service in Burbank has made Shelia reliant on taxis as she cannot walk into town. Shelia now is unable go into Hartlepool every day due to the cost of the taxis. Shelia needs to take taxis to go shopping and attend appointment but now has less social outings.

Shelia now does not attend Bingo at all due to the cost of taxis. She misses this outing as she enjoyed

going to the Bingo and it was an important part of her social life.

In general the lack of a bus service has left Shelia feeling socially isolated as she her family does not live close by and she relied on the bus service to meet up with friends. Shelia now spends a lot more time at home on her own.

"It's just depressing cos all you do is sitting in and falling asleep."

Annex One: Residents' survey responses

SOCIAL VALUE OF BUSES- RESIDENTS' SURVEY

QA Did you or a member of your family use the bus number 516 bus before the service was discontinued?
(Total base= 52, multiple responses allowed)

Myself	43
Partner/spouse	11
Child	3
Other relative	3
Friend/ neighbour	3
Parent	0

1. Before the changes to the bus number 516, how often did you/they use the bus service? (Total base= 52, single responses only)

2 to 6 times a week	42
Once a day	7
More than once a day	2
Occasionally	1
Once a week	0
2 to 3 times a month	0
Once a month or less	0
Never	0
Total	52

2. When did you/they tend to use bus number 516? (Total base= 52, multiple responses allowed)

Weekdays between 10am and 4pm	44
Weekdays between 7am and 10am	36
Saturdays	14
Weekdays between 4pm and 7pm	12
Weekdays after 7pm	0
Weekdays before 7 am	0
Sundays	0

3. For what purposes did you/ they make journey by bus? (total base = 52, multiple responses allowed)

To travel to the shops	47
To attend a hospital/ doctor's appointment	29
To socialise with friends/ family	17
To care for a friend/ family member	9
To take part in sports/ leisure activities	7
To travel to work	2
To travel to school/college	2
To travel to job interviews	0
Other (pensioners, collect pension, home and here, take granddaughter to school)	5

4. How far did you/they tend to travel on the bus, on the journey you/they made most frequently? (Total base = 52, single responses only)

Between 1 and 2 miles	35
Between 3 and 4 miles	14
Less than a mile	1
5 to 7 miles	1
7 to 10 miles	1
More than 10 miles	0

5. Since the changes to the bus number 516 were made, how often do you/they now use bus number 516? (Total base = 52, single responses only)

Less often	30
None	12
Never	10

6. Since the changes to the bus number 516 were made, how often do you/they now use other local bus services? (Total base= 52, single responses only)

Less often than I did before	46
The same amount	5
Don't use any other services	1
More often than I did before	0

7. At what times of day can you/they NO LONGER use bus number 516 due to the bus cuts? (Total base= 52, multiple responses allowed)

Weekdays between 10am and 4pm	42
Weekdays between 7am and 10am	38
Weekdays between 4pm and 7pm	12
Saturdays	10
Weekdays before 7 am	0
Weekdays after 7pm	0
Sundays	0
Don't know	1

8. What do you/they do instead of using bus number 516? (Total base= 52, multiple responses allowed)

I take a taxi	42
I walk	16
I stay at home	13
I have to take more than one bus	8
I get a lift	0
I cycle	0
I take another form of public transport e.g. train	0
Other (friend/ neighbour takes me in their car)	1

9. What impact(s) has this had on your/their day to day life? (Total base= 52, multiple responses allowed)

I can't get to the shops as often	37
I don't see my family/ friends as often	22
No impact	7
I can't attend leisure/ sports activities as often	6
Other (see table below)	6
I miss appointments	1
I am not able to care for family member/ friend as often as I was before the bus cuts	1
I have had to do less shifts at work	0
I am late work/ school/ college	0
I have had to give up work	0
I had to leave college	0
I am late for appointments	0

Other	
Inconvenience	2
Depends if I can get a lift. Makes things inconvenient and expensive	1
Have to make financial sacrifices to cater for taxis	1
I still like to get out but expensive	1
Isolated and cut off as no shops nearby	1

10. Has there been any financial impact on you/them as a result of the bus service cuts? (Total base= 52, multiple responses allowed)

Yes I now have to take more taxis	43
None	9
Yes I now have to shop at more expensive local shops	0
Yes I have lost earnings	0

11. Has there been any affect on your/their health as a result of the changes to the bus service? (Total base =52, multiple responses allowed)

None	23
Yes I now feel lonely or isolated as I see less people	18
Yes I have to walk a long way and its too much walking for me	17
Yes I now go out less and so do less exercise	8
Yes I have to walk a long way and enjoy the exercise	0
Other (not known)	1

12. Do you have any other comments about the impact of the bus service cuts to bus number 516 on you or others? (Total base=41, open response)

A lot of older people than me live around here and especially early morning I relied on this bus service. I can't walk very well, I have a stick so walking far is not an option unless the weather is dry.
Can't get out as much as I would like to because taxi fares are £3 each way to town
Can't get out enough now the bus stopped outside door. Not good with walking.
Can't walk far especially with shopping on way home
Carrying shopping back from town is the biggest problem and with the cold weather it's a trek.
Feel isolated in this day and age. There are no buses whatsoever as the no 12 stopped years ago.
Had 2 knees operated on (replacement) and can walk okay but slowly and take my time. Heavy shopping always get taxis back. Always used the bus when it was here , return journeys
Handy to have a bus, nearest one is Tesco's which is inconvenient especially for people not good at walking
I feel cut off, get a bit depressed
I have lung problems and if I walk into town which nearest bus stop it takes me over half an hour because I have to walk so slowly and keep stopping. No problem in good weather but impossible in bad.
I have to make myself go out and walk, just walking around the shops was good because I could sit down when needed, but I can't walk into town and there's no other alternative. But to pay taxi fees in excess of £5 return.
I know that a lot of the residents from Burbank House used to use that route as you could see them all queuing in the morning for that service and now the place is just a taxi rank
I know that she stays at home more than she used to especially in bad weather. She's a sociable person but can't get to the centre to meet her friends for coffee and a chat as much.
I moved from Schooner Crt to be nearer to town and now taken bus off. The other bus runs Monday, Thurs/Friday. Not enough every 2 hours
I realise it would be heavily subsidised but it's a great loss. I feel quite lonely because of lack of public transport here. Not a good place for elderly to live and yet it's full of bungalows and elderly nursing homes
I would like the bus back Mon-Sat regular hours.
Isolation, expensive. When he takes his children out buses are essential and there are no buses for at least a mile and then if buses are used it requires 2 buses.
It was a good service. Could carry shopping on that bus. There's a free one now but not a big bus so

can't get much shopping on
It was the only bus service around here, there's nothing now
It's a big loss in this area. People staying at home more because of cost of taxis
It's because of the fact shopping is heavy.
It's hard in bad weather walking, good weather it's okay but coming back with heavy shopping is not very good.
Just feel isolated and forgotten
Just feel trapped here, what's the point of a bus pass if there are no buses to use it on
Massive. Not a single bus comes here now on a regular basis. We feel trapped and out on a limb, quite a depressing thought. Taxis are available, but when I have a bus pass and paying £4 for a taxi, it's appalling.
My partner has a twisted spine and walks with a stick. He finds it difficult to walk further than end of street. The nearest bus stop is at the shopping centre and it's a 20 minute slow walk which is painful and exhausting unless a taxi is used.
Nearest useable bus stop is the town centre which is approximately one and a quarter miles. Respondent had knee replacement and has hip problems
Needed the 516 to travel into town and often caught connecting bus to daughters and vice versa so don't see as much of each other now. Feel totally isolated - I have problems walking, get short of breath and use a stick.
On crutches so can't walk far totally cut off from anyone. Even though there is a warden controlled building (Burbank Crt) and a lot of elderly live here - there is no public transport for them.
Play outdoor bowls and the bowls are heavy and now I have to carry them to the 1st bus stop point on Victoria RD. Could get a taxi but too expensive
Respondent suffers with lung disease so although she can walk she has to walk slowly but when carrying shopping it's a lot of pressure. Can't afford taxis and doesn't see any point in having a bus pass, no buses here. Needs to walk into town to get any bus.
Respondent had a stroke recently and could manage the bus (has a bus pass) but now has to pay taxi fares
Respondent has heart and lung problems and walking is difficult. A big hindrance bus not being there. Taxis £3 each way whereas buses are free.
Respondent is waiting for an operation on her back so walking is very difficult and taxis are the only option but very expensive. Daughter lives in Seaton, often she says to call in but again taxis are the only option
Should be an alternative. Paying for taxis when I have a useless bus pass.
The bus was very handy and drivers always pleasant really miss it. There are no buses whatsoever here, have to pay for taxis and they are expensive. Don't mind paying a contribution to restart the bus even though I have a pass.
The younger ones can walk into town here to get a bus but that is too far for people with a disability to walk especially in bad weather. There's no bus service in this area and hasn't been for years previous to the 516.
There is now none around here it's like a stranded place
Used to be good, can't go anywhere now. It's all taxis and added expense.
We just feel isolated out on a limb. It was the one and only bus in this area
What is the point of having a bus pass if there are no buses available. For the nearest bus now you need to walk into town which is 1 mile away.

13. Into which of these age groups do you fall? (Total base= 52, single responses only)

Over 65	29
46-65	15
26-45	7
16-25	1

14. Which of these ethnic groups would you say you belong to? (Total base= 52, single responses only)

White – British	52
Mixed (White and Asian, White and Black African, White and Black Caribbean, any other Mixed background)	0
White – Irish	0
Other (<i>please specify</i>)	0
Asian or Asian British (Bangladeshi, Indian, Pakistani or any other Asian background)	0
Black or Black British (African, Caribbean or any other Black background)	0
Chinese	0
White – any other White Background	0

15 How would you describe your employment status? (Total base= 52, single responses only)

Retired	36
Not working and not looking for work	6
Unemployed and seeking work	4
In full time employment	3
In part time employment	0
Student	0
Other (carer, disability)	3

16. Do you own or have access to a car? (Total base= 52, single responses only)

No	41
Yes – have access to	9
Yes – own	1
Refused	1

17. Do you consider yourself to have any health problems or disabilities that limit the activities you can get involved in? (Total base= 52, single responses only)

Yes	38
No	14

18. Record below whether the respondent was Male or Female (Total base= 52, single responses only)

Female	31
Male	21

Annex Two: In depth interviews Topic Guide

Social Value of Buses – in depth interview topic guide

Introduction

Please could you tell me a bit about yourself

- 1 How long have you lived here?
- 2 Do you live on your own or with friends or family? Number of children in household?
- 3 Are you currently in education, employment (if not – are they looking for work), training, retired?
- 4 Do you own a car or other form of transport?
- 5 How old are you? Can we also ask if they have any disabilities or long-term health problems?

Reasons and frequency of use of buses

We would now like to think about how and why you used the bus service before the service was stopped/ reduced

- 6 How often do you/ did you use the bus service?
- 7 What time of day do you/ did you tend to use a bus?
- 8 Why do you/ did you use a bus?
- 9 Which of the following services did you used to access by using the bus service? (please only prompt on those not already identified above)
 - GPs/ doctors / hospitals
 - Shops
 - Education/ training / work
 - Libraries / community centres
 - Local groups
 - Social activities/ meeting friends
 - Looking after family/ friends
- 10 Why did you get the bus and not use another form of transport?
- 11 Did the bus service take you directly to where you needed to be or did you need to use another form of transport as well?

Change in behaviour and impact of bus service cuts

- 12 Since the changes to the bus service in your area, can you still make the bus journeys you described above? *Do you still need to make these journeys?*
- 13 (For each of the bus journeys the interviewee can no longer make, please ask the questions below)

14 How do you now make this journey?

15 (If the journey now takes longer) What has been the impact of your journey taking longer?

16 *(If they cannot make this journey without the bus service)* Why are you not able to make the journey without a bus service?

17 Have there been any financial costs of making these changes to your journey?

18 Has there been any affect on your health as a result of the changes to the bus service?

19 Has the cuts to bus services had any affect on your relationship with family or friends?

20 How has the cuts to your bus service made you feel?

Other affects of the bus service cuts

21 Has there been any other affects of the cuts to bus services on you or your family/ friends that we have not covered?

22 Do you have any other comments?

Many thanks for your time