



Derby City Council

Council Cabinet
15 March 2017

ITEM 9

Report of the Cabinet Member for
Neighbourhoods and Public Protection

Concessionary Fares Proposals

SUMMARY

- 1.1 A review of travel concessions on the Red Arrow and X38 bus services has been undertaken and subjected to public consultation. The review intended to determine whether both bus services fulfilled all the necessary requirements to remain within the concessionary fares scheme.
- 1.2 This report sets out the responses received during the consultation and also the relevant matters to be considered in determining whether travel concessions should continue to be available on these bus services. It concludes that the Red Arrow bus service includes enhanced amenity value and commands a higher fare than other services and hence should be excluded from the concessionary fares scheme. The report identifies that the case for removing the X38 from the concessionary fares scheme is less clear cut and concludes that travel concessions should continue to be available on this service.

RECOMMENDATIONS

- 2.1 To exclude the Red Arrow bus service from the Derby and Derbyshire Concessionary Fares scheme. The decision to withdraw the service would be effective immediately but with fare reimbursements continuing until 30 June 2017.
- 2.2 To retain the X38 bus service within the Derby and Derbyshire Concessionary Fares Scheme.

REASONS FOR RECOMMENDATIONS

- 3.1 The assessment of the Red Arrow bus service indicates that it is provided with significantly greater amenity value than other local bus services and commands a fare significantly higher than alternatives.
- 3.2 Delaying the effective date for withdrawal of concessions until 30 June 2017 will enable the bus operator and passengers to make any necessary changes to their activities.
- 3.3 A detailed assessment of the X38 bus service supported by responses to the consultation has indicated that the service operates as a local bus service and does not offer significantly higher amenity value compared to other local bus services.



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Derby City Council

Report of the Strategic Director, Communities and Place

SUPPORTING INFORMATION

- 4.1 The English National Concessionary Travel scheme guarantees people aged 60 and over and eligible disabled people who are resident in England free off peak travel on local bus services anywhere in England. Off peak hours are between 9.30am and 11pm on weekdays and all day on weekends and bank holidays. The statutory concession is intended to address the social exclusion of older and eligible disabled people in England by providing improved access to local services and amenities by using local bus services. However, it has never been intended to cover all local public transport services.
- 4.2 There are defined criteria setting out which bus services are exempt from statutory concessions. The exemptions include services where the fare charged is significantly high in relation to the general level of fares for comparable journeys and where the service is determined as having special amenity value. It is on this basis that both the Red Arrow and X38 bus services have been reviewed.
- 4.3 The Red Arrow bus service was reconfigured in October 2015, when the former direct service to Chesterfield was removed and replaced by a separate stopping service from Derby. The reconfigured Red Arrow service now operates essentially as a direct link between the city centres of Nottingham and Derby with just one stop on the route (Queens Medical Centre, Nottingham). The service is provided to a high standard with free wi-fi, marketed as a bespoke service and is similar to inter-city style coach services.
- 4.4 A comparison of the fares charged for the Red Arrow versus alternative bus services is shown in the table below. The cost of travel on this service is considered to be significantly higher than for comparable journeys and for this reason it is reasonable to conclude that the fare includes an amenity charge.

Service	Single Fare	Journey Time
Red Arrow	£5.00*	35 minutes
i4	£3.40*	64-69 minutes
Indigo	£3.40*	85 minutes
Y5	£3.00+	82-87 minutes

* As detailed on trentbarton website, 08 December 2016

+ As detailed on yourbus website, 08 December 2016

- 4.5 The X38 bus service is operated jointly by trentbarton and Arriva and is a similar style service to the Red Arrow. It again provides a direct service this time between Derby and Burton on Trent. There are several stops along the route including a stop at Derby Royal Hospital.

- 4.6 A comparison of the fares charged for the X38 versus alternative bus services is shown in the table below. The cost of travel on this service is again higher than those on alternative services. However in this instance the difference between the charges is actually lower than the comparisons indicated for the Red Arrow. The buses used for the service are similar in type to those used on other alternative services and there are no extra facilities provided. These, along with the lower charge differential, indicate that it is more difficult to suggest that in this instance there is a higher amenity value attributable to the service.

Service	Single Fare*	Journey Time
X38	£4.00*/£4.20^	35 minutes
V1	£3.70	60-65 minutes
V2	£3.70	65-75 minutes
V3	£3.70	45 minutes

* As detailed on trentbarton website, 08 December 2016

^ As detailed on Arriva website, 08 December 2016

- 4.7 Following an earlier report to Cabinet, members agreed that meaningful public consultation must be undertaken, prior to any formal decisions being taken in respect of these bus services and concessionary travel. A consultation exercise was undertaken over the six week period between 20 October 2016 and 27 November 2016. The consultation targeted current users of both bus services, together with other members of the public, bus operators and other interested stakeholders. A range of materials and methods were used, including posters, paper forms and web-based responses.
- 4.8 Slightly over 200 individual public responses were received, together with written submissions from both bus operators; these are included as Appendix 6. The responses were broadly against the proposal to withdraw concessions from the two services concerned, with many respondents being concerned that they would be forced to use alternative bus services, which all take significantly longer to reach their destinations than the Red Arrow or X38. Many people commented that longer journeys would impact negatively on medical conditions such as anxiety, continence issues etc.
- 4.9 Trentbarton objected to the proposal on the grounds that although the Red Arrow has no stops within Derby City Council's area, it does have a stop some 13.5 miles away, at Queen's Medical Centre in Nottingham; their view is that neither it nor the X38 can be excluded from the concessionary fares scheme, as they both meet the definition of a local bus service in Section 2(2) of the Transport Act 1985. They also take issue with officer's views that the Red Arrow provides a higher level of amenity than alternative services and suggest that the proposals could be anti-competitive and subject to legal challenge.
- 4.10 Arriva objected to the proposed exclusion of the X38 service from the concessionary fares scheme on the grounds that, in their view, the X38 does not provide a higher level of amenity than the alternative services (other than it is a quicker, more direct route) and that the fares are not 'significantly high in relation to the general level of fares for comparable journeys.'

- 4.11 It should be noted that Nottingham City Council withdrew travel concessions from the Red Arrow bus service from April 2016. It is clear that the number of concessions traveling on the service has since decreased although some people continue to use the service and chose to pay for the journey.

OTHER OPTIONS CONSIDERED

- 5.1 Do nothing. This would imply that the Council accepts that the fares charged for both bus services are comparable to alternatives and that it is therefore appropriate for the Council to continue to refund bus companies for concessionary travel.
- 5.2 Exclude both services from the concessionary travel scheme. The fares charged on the X38 are higher, though not significantly so, than fares charged on alternative routes, which means that it does not seem appropriate to recommend exclusion from the concessionary travel scheme.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Olu Idowu, Head of Legal Services Amanda Fletcher, Head of Finance, Organisation and Governance David Gartside, Director of Strategic Partnerships, Planning and Transportation
For more information contact: Background papers: List of appendices:	David Dowbenko, Group Manager, Traffic & Transportation 01332 641754 dave.dowbenko@derby.gov.uk None Appendix 1 – Implications Appendix 2 – Gold Card Passenger Numbers on X38 and Red Arrow Appendix 3 – Equality Impact Assessment Appendix 4 – Consultation Responses & Submissions

IMPLICATIONS

Financial and Value for Money

- 1.1 Since the November 2016 report additional work has been carried out to quantify the savings from the Red Arrow service. Prior to the reconfiguration of the Red Arrow bus service fare reimbursements for concessionary travel cost the Council in excess of £300k per annum. This figure has reduced following the changes to the service but it appears that should the Council decide to end concessionary travel on the Red Arrow an annual saving against current budget of around £200k per annum could be realised.
- 1.2 The proposal to continue reimbursements for a further 3 months, to provide sufficient notice for both bus operators and passengers, will reduce the likely saving in 2017/18 to approximately £150k. A previous report to Cabinet seeking to secure the long term future of school crossing patrols was approved on the understanding that an alternative saving would be identified. Savings from these proposed changes to concessionary fares will be sufficient to fund the continuation of school crossing patrols at 30 locations across the city.
- 1.3 If the full saving of £200k is realised then the additional £50k will be considered for further savings or to support current budgets. However, until the change is introduced and people have adjusted their travel behaviour the exact value of the saving is unknown.

Legal

- 2.1 A mandatory bus concession for older and disabled people has been in place since 2001. The scheme has gradually been extended since its introduction and from April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. The Derbyshire 'Gold Card' scheme forms part of the national scheme and is enshrined in primary legislation through the Transport Act 2000 (as modified by the Concessionary Bus Travel Act 2007). Both the Red Arrow and X38 bus services are currently treated as 'eligible services' in terms of reimbursement of Gold Card fares by the City Council. This report aims to identify possible savings by contesting that they could be excluded from the concessionary fares regime; the argument for exclusion is particular strong in relation to the Red Arrow service, but notably less so in respect of the X38 service.
- 2.2 Changes to concessionary fares including the potential exclusion of some bus services must be subject to meaningful consultation prior to any decisions being reached. The proposals also impact on statutorily defined equality groups, and therefore require equality impact assessments of the implications of the proposals on those groups to be carried out. An equality impact assessment is therefore included as Appendix 3 of this report to inform Cabinet's decision.

Classification: OFFICIAL

- 2.3 Counsel's advice has been sought in preparing this report. The advice is clear that the decision is one that the Council can and should take and that the legal position supports the recommendations contained within this report.

Personnel

- 3.1 None

IT

- 4.1 None

Equalities Impact

- 5.1 Making changes to the concessionary fares scheme can impact on the young, the elderly and disabled people. An Equality impact assessment was carried out in November 2016. It examined the potential impact on protected groups and also considered data available from the recent consultation and analysis of the alternative transport options. The assessment is attached as Appendix 5.
- 5.2 The equality impact assessment concluding that removal of the services from the scheme would not prevent anyone from travelling on the same services if they wished, although they would need to pay a fare.

Health and Safety

- 6.1 None

Environmental Sustainability

- 7.1 None

Property and Asset Management

- 8.1 None

Risk Management and Safeguarding

- 9.1 None

Corporate objectives and priorities for change

- 10.1 This report contributes to the priority outcome of 'making the most of our assets.'

Classification: OFFICIAL

Concessions on X38 and Red Arrow**Red Arrow Passengers from Derby Oct 2015 - Oct 2016****Trentbarton**

Oct	19,371
Nov	14,936
Dec	13,138
Jan	15,148
Feb	13,190
Mar	13,890
Apr*	9,363
May	8,810
Jun	8,884
Jul	9,084
Aug	9,531
Sep	8,953
Oct	9,653

153,951**X38 Passengers from Derby Oct 2015 - Oct 2016**

Trentbarton	Arriva	Total
3,478	3,597	7,075
3,348	3,383	6,731
2,990	2,985	5,975
3,035	3,207	6,242
3,106	3,275	6,381
3,092	3,417	6,509
3,363	3,433	6,796
2,955	3,272	6,227
2,954	3,037	5,991
3,411	3,292	6,703
3,295	3,395	6,690
3,286	3,175	6,461
3,312	3,344	6,656
		84,437

* Decrease in passenger numbers following withdrawal of concessionary fares travel from Nottingham to Derby by Nottingham City Council. For the 7 most recent months to date, total numbers are 64,278 passengers, which results in an annual forecast of 110,196 passengers, given the current arrangements.

NB The reimbursement paid for each Gold Card passenger boarding is approximately £1.

Equality Impact Assessment

What's the name of the policy you are assessing?

Concessionary Fares – Technical Review of Potentially Excluded services – Red Arrow & X38.

The assessment team

Team leader's name and job title – David Dowbenko, Group Manager, Traffic and Transportation

Other team members

Name	Job title	Organisation	Area of expertise
Nigel Brien	Head of Service	DCC	
Vickie Brandom	Marketing & Communications Manager	DCC	

Step 1 – setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side tracked.

- 1 What are the main aims, objectives and purpose of the policy? How does it fit in with the wider aims of the Council and wider Derby Plan? Include here any links to the Council Plan, Derby Plan or your Directorate Service Plan.**

The proposed actions assessed here are included in budget savings proposals to support the Council's Medium Term Financial Plan (MTFP) for the period 2016/17. Due to ongoing demanding budget pressures, officers have had to reluctantly consider policy options which could result in inconvenience or extra expenses for certain equality groups. However we have striven to ensure that the impact of any proposals which may be adopted will be mitigated as much as is possible. In each case, both destinations are also served by a number of other local bus services from Derby

The proposals included in this assessment all relate to services managed by the Traffic and Transportation Service and specifically include:

- a) Removal of concessionary travel starting from Derby on either/both the Red Arrow and X38 Bus services.**

Should members decide to remove either or both the above services, it is proposed that the savings achieved will be used to support the retention of the school crossing patrol (SCP) service.

2 Who delivers/will deliver the policy, including any consultation on it and any outside organisations who deliver under procurement arrangements?

The services covered by this assessment all form part of a wider statutory national concessionary fares scheme, the English National Concessionary Travel Scheme (ENCTS.) The local Derbyshire version of this scheme is called the Derbyshire Gold Card and is led by Derbyshire County Council, with Derby City Council administering the scheme within its area.

The services subject to these proposals are commercial bus services providing transport and other services to the residents and visitors of Derby. Gold card holders can currently travel on both services from Derby at no cost.

The Red Arrow bus service runs to Nottingham and is operated by the bus operator trentbarton.

The X38 bus service runs to Burton and is jointly operated by the bus operators trentbarton and Arriva.

Derby City Council has undertaken a public consultation exercise aimed at potentially-affected service users, other members of the public, interested parties, bus operators and local authorities.

3 Who are the main customers, users, partners, employees or groups affected by this proposal?

The Red Arrow bus service is used by people visiting Nottingham and by others who work or have business there.

The X38 bus service is used by people visiting Burton and by others who work or have business there.

The bus operators, principally trentbarton and Arriva.

Although the Derbyshire Gold Card scheme is led by Derbyshire County Council, it should be noted that the proposals being considered have originated specifically from Derby City Council – there should not be any effect on the County Council, who are seeking an indemnity for this reason in the event of any potential appeal should be proposal/s be adopted by members.

Step 2 – collecting information and assessing impact

- 4 Who have you consulted and engaged with so far about this policy, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.**

Potential changes to the services resulting in the withdrawal of travel concessions have been discussed between Senior Managers and Council Cabinet Members.

Consultation has also taken with the public and key stakeholders as part of the Council's wider consultation on the MTFP and need to retain the SCP service.

In the event of any change to concessionary entitlement to either or both of the bus services, specific and targeted consultation/communication will take place with service users.

- 5 Using the skills and knowledge in your assessment team, and from any consultation you have done, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each equality group whether this is a negative impact, a positive one or if you are not sure**

Equality groups	What do you already know?	No impact	Positive impact	Negative impact	Not sure
Age				X	
Disability				X	
Gender reassignment - trans					X
Marriage and civil partnership					X
Pregnancy and maternity					X
Race					X
Religion or belief or none					X
Sex					X
Sexual Orientation					X
Families and people on low income					X

Important - For any of the equality groups you don't have any information about, then make it an equality action at the end of this assessment to find out. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. You can get lots of information on reports done from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

6 From the information you have collected, how are you going to lesson any negative impact on any of the equality groups? How are you going to fill any gaps in information you have discovered?

Any withdrawal in concessionary entitlement on either bus service will have a negative impact on current users of the service.

To best manage this proposal, effective consultation/communication has been undertaken, to ensure that people are aware of the proposed changes.

In addition, although people will not be entitled to free travel if the proposals are agreed, the bus services are expected to continue and people can either choose to travel on them as fare paying passengers, or continue to travel for free, by using the alternative services which exist; although it is accepted that these alternatives take a longer time to reach their respective destinations than either the Red Arrow or X38 services.

Any negative impacts will predominantly affect the equality groups for both age and disability; these groups will include people who also belong to other equality groups.

Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

Outcome 1		No major change needed – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
Outcome 2		Adjust the policy to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
Outcome 3	X	Continue the policy despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none">• sufficient plans to stop or minimise the negative impact• mitigating actions for any remaining negative impacts• plans to monitor the actual impact.
Outcome 4		Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination

Our Assessment team has agreed Outcome number(s)

Outcome 3 – Continue the policy despite potential for negative impact.

Why did you come to this decision?

Any withdrawal in concessionary entitlement on either bus service will have a negative impact on current users of the service. However, we perceive the impacts to be relatively limited and balanced by the fact that the savings to be achieved will be used to enable the school crossing service to continue.

To best manage this proposal, effective consultation/communication has been undertaken, to ensure that people are aware of the proposed changes.

In addition, although people will not be entitled to free travel if the proposals are agreed, the 'express' bus services are expected to continue and people can either choose to travel on them as fare paying passengers, or continue to travel for free, by using the alternative services which exist; although it is accepted that these alternatives take a longer time to reach their respective destinations than either the Red Arrow or X38 services.

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the policy. You also need to make sure that there are actions in the Equality Action Plan to lessen the effect of the negative impact. This is really important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is really important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

Step 4 – equality action plan – setting targets and monitoring

- 8 Fill in the table (on the next page) with the equality actions you have come up with during the assessment. Indicate how you plan to monitor the equality impact of the proposals, once they have been implemented**

Equality action plan – setting targets and monitoring

What are we going to do to advance equality?	How are we going to do it?	When will we do it?	What difference will this make?	Lead officer	Monitoring arrangements
Consultation with bus service users, bus operators and other interested stakeholders	Information on posters, buses, in the media and the Council's web site	October/November 2016	Raise awareness of the change so that people can adjust their travel patterns accordingly or comment on the proposals prior to a decision being made by Cabinet	David Dowbenko	Monitoring of passenger numbers on X38 and/or Red Arrow vs alternative bus services serving Burton & Nottingham from Derby.

Make sure you include these actions in your Directorate service business

Consultation Responses & Submissions



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Date: 25 November 2016

Mr Dave Dowbenko
Council House
Corporation Street
Derby
DE1 2FS

Dear Mr Dowbenko

Thank you for your letter of 21st October 2016 and for providing us with the opportunity to take part in this consultation.

We are aware of the severe financial pressures that the City Council are under and, through other discussions we have had with the City Council, stand ready to look at sensible, viable opportunities to assist in helping to overcome these pressures. We do not believe, however, that this is a sensible or viable opportunity for the City Council to pursue – nor do we agree that the X38 service falls outside the scope of the services which the City Council is legally mandated to provide under the Travel Concessions (Eligible Services) Order 2002 (as amended).

In order to determine whether a service falls within or without of the National Concession Scheme, the following analysis must be undertaken by the City Council:

1. Are the services in question “eligible services” under the National Concession Scheme?

An “eligible service” is defined under the relevant legislation as one which meets all the following conditions:

- (a) at least half of the accommodation on the vehicle by means of which the service is provided is normally available to members of the general public and the service is regularly used by such members;
- (b) the stopping places are situated at locations where they are likely to be used with reasonable frequency by members of the general public;
- (c) such members are able to make a single journey between any two stopping places upon payment of a fare which is not a deliberate deterrent to their use of the service;
- (d) such members are able to pay the fare at a place and in a manner which are not a deliberate deterrent to their use of the service;
- (e) there is not displayed on the vehicle by means of which the service is provided any sign or description intended or likely to convey the impression that the service is only available to a particular category of person; and
- (f) arrangements are made which afford members of the general public a reasonable opportunity to inform themselves of the existence of the service, times of its operation and the places which it serves.

Arriva Midlands is the trading name of Arriva Midlands North Limited, Registered in England 1556305, Arriva Midlands Limited, Registered in England 2141078, Arriva Derby Limited, Registered in England 2362274 and Stevensons of Uttoxeter Limited, Registered in England 1042339, which are all subsidiaries of Arriva Passenger Services Ltd., Registered Office: Admiral Way, Doxford International Business Park, Sunderland SR3 3XP

Concessionary Travel Scheme

Arriva's View

We are of the view that the X38 service clearly meets all of the conditions set out above and is therefore, prima facie, an "eligible service" under the mandatory National Concession Scheme. However, based on the City Council's correspondence to date, it would appear from the City Council has some doubt as to whether condition (b) is satisfied in respect of the X38 service. Arriva is strongly of the view that it does for the following reasons.

The X38 is a long standing and popular service, registered as a local bus service and operated with standard bus vehicles which are no different to other vehicles used on routes in and around Derby – it is certainly not similar to Red Arrow as your letter claims. It is operated jointly between ourselves and Trent Barton and customers can enjoy some ticket inter-availability between operators to take advantage of the 20 minute frequency offered. Many people use the service to access Derby City Centre for work, shopping and leisure and in doing so contribute to the economy of the City.

We note in your email of 2nd November 2016 that the limited stop nature of the X38 is something that the City Council has taken into consideration. The X38, by virtue of using the A38 where there are no stops, is limited stop between the Hospital and Clay Mills outside Burton. It is also limited stop between the Hospital and the City Centre to ensure that a quick journey is provided to the many people who use it. It makes considerably more stops than Red Arrow does. There are also, of course, limited stop sections on many other routes in Derby such as Spondon Flyer, Zoom and Comet – some of which do not have any stops within Derby City Council's area apart from the City Centre. The X38 clearly and demonstrably provides a service which offers stopping places at locations where they are likely to be used with reasonable frequency by members of the general public and thereby in our view satisfies condition (b) above.

2. If the service does meet the conditions outlined above, is it one which is still excluded automatically from the National Concessionary Scheme?

On the basis that the X38 service satisfies the conditions set out in point 1 above (which Arriva strongly asserts it does), the City Council must also consider whether the X38 may fall outside the mandatory National Concession Scheme on the basis that it meets any one of the one of the following conditions:

- (a) the services are such that more than half of the accommodation on the vehicle can be reserved in advance of travel;
- (b) the services intended to operate for less than six consecutive weeks;
- (c) the services operated primarily for the purposes of tourism or because of the historical interest of the vehicle;
- (d) the services are bus substitution services; or
- (e) the services are such that the fare for the service includes a "*special amenity element*". A fare is to be regarded as including a special amenity element if it is "significantly high in relation to the general level of fares for comparable journeys".

Arriva's View

We are of the view, at from the correspondence to date the City Council does not appear to be suggesting, that the X38 service meets any of the conditions set out in (a) to (d) above and consequently we do not intend to comment on these further and will instead focus on condition (e) which the City Council appears to be suggesting is met in respect of the X38 service.

We note that in an email from the City Council of 2nd November 2016, the City Council expressed a view that it believes that the X38 could have a "premium fare compared to other services" charged.

Concessionary Travel Scheme

We do not recognise this assertion, our single fare on the X38 is the same as that offered on the V1 and V2 by Trent and not a premium as the City Council suggests. Concessionary fares reimbursement is, of course, based on single fares.

We do not understand the suggestion that the fares charged on the X38 are significantly higher than fares on comparable journeys and, as such, we do not believe that condition (e) set out above is satisfied such that the service would fall outside the scope of the National Concessionary Scheme.

As an aside, we note with interest that the V1 and V2 operated by Trent Barton between Derby and Burton are not included in your consultation. These are operated with standard vehicles (but with enhancements – see below) like the X38 and are also limited stop between the Hospital and the City Centre.

The City Council makes reference to the V1 and V2 in its letter asserting that alternative bus services exist that would allow people to carry on making the journey for free between Derby and Burton. The City Council states that these are 'lower quality services'. We do not recognise these services as being lower quality as they are operated by the same standard vehicles that we use on the X38 and offer some enhanced facilities such as free wi-fi. Furthermore, this is not a condition for excluding the X38 from the National Concessionary Scheme in any event.

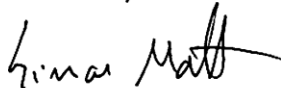
We would also challenge the City Council's assumptions on savings to be made if it is to offer routes between the two locations as an alternative as this, in our view, will not reduce the concessionary fares expenditure with which the City Council is currently faced.

Conclusion

To conclude, for all the reasons set out above, Arriva is of the view that the X38 service meets all the conditions set out in part 1 above and does not fall within the types of excluded services in part 2 and that therefore the City Council must provide a concessionary scheme in respect of that service as it is an "eligible" service under the relevant legislation.

Arriva remains committed to working with the City Council to understand and assist with its financial pressures but we also remain committed to providing the best possible bus services for as many people as we can to ensure that the economy of Derby continues to thrive and that the communities in and around the City have access to good public transport.

Yours sincerely



SIMON MATHIESON
AREA MANAGING DIRECTOR EAST

Concessionary Travel Scheme



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24th November 2016

Dear David,

Consultation on Withdrawing Concessions from Bus Services Originating from Derby, Including the red arrow and X38 Services

I refer to your letter dated 21st October 2016 regarding the above.

In the first instance I would refer you to the statutory documents for the definition of what constitutes a Local Bus Service where you will find that both the *red arrow* and X38 comply fully with the guidance as laid out by the Senior Traffic Commissioner in this respect.

Firstly, you state that the *red arrow* has no stops 'on route' and this is not true; the *red arrow* service stops to allow customers to alight and board at the Queens Medical Centre in Nottingham which is less than 15miles from its originating point in both directions. You therefore cannot legally exclude this service from concessionary payments on these grounds. Neither does the statutory guidance preclude the use of coaches on local bus services. Likewise the X38 service also complies fully with the definition of a Local Bus Service on the same grounds.

As far as I'm aware a local bus service cannot be omitted from the concessionary reimbursement scheme on the basis that 'alternative bus services' exist. There are many examples of bus services linking common destinations via different routes. Therefore this is a flawed argument. Neither have you considered the question of your proposals being anti-competitive and subject to legal challenge.

Also on the question of the *red arrow*, I find it astonishing that you infer that you can consider excluding it from concessionary reimbursement on the basis that it is 'provided to a high standard' and 'marketed as a bespoke service'; suggesting that it may be excluded due to its higher quality of delivery. This confirms our commitment to oppose any proposed legislation which might seek to give Local Authorities great powers over the control of local bus services.

Regards

A handwritten signature in black ink, appearing to read 'Jeff Counsell', enclosed within a dashed oval.

Jeff Counsell
Managing Director



Mansfield Road, Hooron, Derbyshire DE175 7BG
www.trentbarton.co.uk

Trent Barton Travel Company Ltd registered in England no 115501
B1 Ltd Buses Ltd registered in England no 251402
registered office as above

Appendix 4 – Consultation Report & Submissions

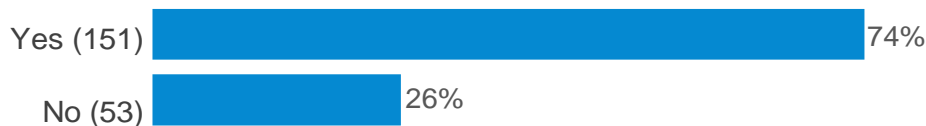
This report may contain personal data please do not share externally

Concessionary Travel Scheme

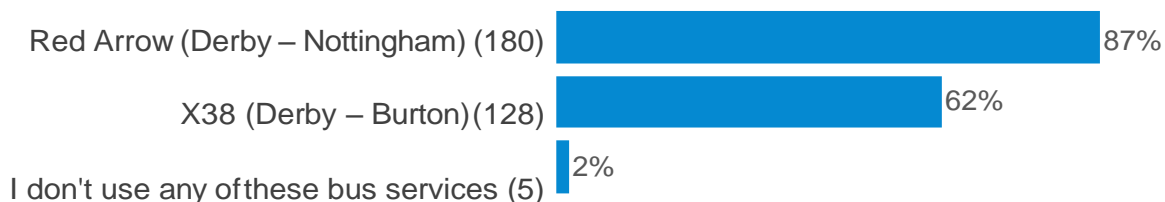
This report was generated on 30/11/16. Overall 206 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

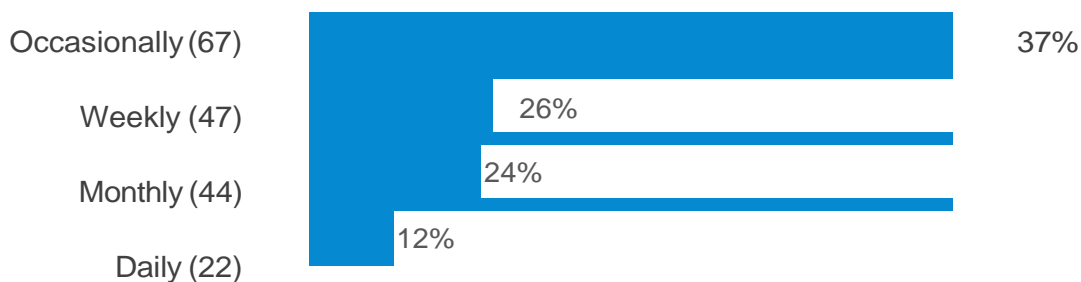
Are you a Derby City Goldcard Holder? Please select one option



Do you currently use the following bus services? Please select all that apply.

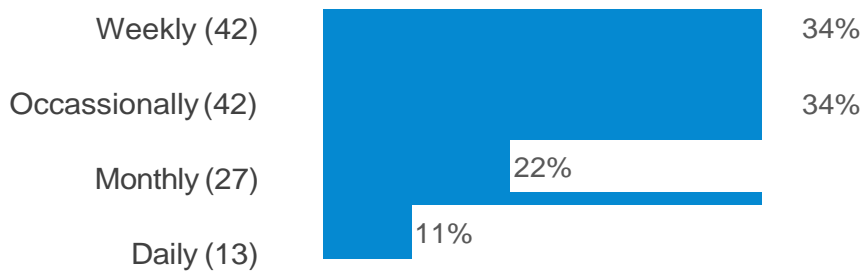


How often do you use the bus service? Please select one option. (Red Arrow - Derby – Nottingham)



Concessionary Travel Scheme

How often do you use the bus service? Please select one option. (X38 Derby – Burton)



There are a number of other frequent bus services that run between Derby and Nottingham that are free for all concessionary card holders:

indigo (Trent Barton) - Derby Bus Station – Long Eaton - Nottingham Broadmarsh Bus station

i4 (Trent Barton) - Derby Bus Station – Sandiacre – Stapleford - Nottingham Broadmarsh Bus station

Y5 (Yourbus) - Derby - Long Eaton – Beeston - Nottingham Friar Lane

Have you used any of these services? Please select all that apply.



Would you be happy to use these services for free as an alternative to the Red Arrow? Please select one option.



Please tell us why you would not be happy to use these services for free as an alternative to the Red Arrow?

Long drawn out journey

General time consuming and too busy !

The increased travel time to Nottingham would not be acceptable as there is already an increased travel time from Nottingham since that concession was withdrawn

The service is direct, quick and reliable. The council should remember that we have paid thousands of pounds over the years in council and income tax, and we have the power of the ballot box.

As we use the red arrow bus to Nottingham to access the theatre and Victoria Centre. We would not be able to walk from up to the theatre or Victoria Centre. pensioners we would not be able to afford the fare so would not support the theatre or Victoria Centre

On the return trip to Nottingham-Nottingham City Council obviously withdrew the Red Arrow route from the scheme so already get one of the above buses to Derby and currently still enjoy the luxury of taking the fast bus back

Because they take longer than the Red Arrow. I'm 39 and have a Gold Card because I have very poor health. The longer the journey the more tiring it is for me. I'm not well enough to manage the longer bus journey. The Red Arrow is the ideal service for me to use. I used to drive but can no longer do this because of my health.

Just because you're old, why should you have to use inferior services?

The journey is too long

Too slow

Journey time - Indigo takes an hour which is very inconvenient

Takes too long

They all are much slower and if the Derby Red Arrow concession is removed then they will be very crowded.

Redirecting passengers from the express service to the local service has no benefits to anyone. The cost to the council will be the same as for concessionary fares, the total fuel used for transporting the passenger will be higher (as the route is wandering), and the passenger wastes time. Unless you stop people with gold cards from travelling by making the route too unattractive, you won't save any money. If you do stop people travelling then you are not helping pensioners to get out of the house (and all the related health benefits).

It takes too long and does not take me to the Victoria Bus station directly.

Not as convenient

Not happy to use them as take twice as long BUT take grandson to Nottingham each month - go on the Rd Arrow but come back on i4. It's easier with his wheelchair on I4. (Red Arrow are not wheelchair friendly - we have to lift him onto bus and put wheelchair in boot hold. Never been offered to put wheelchair onto the bus!

Because they go the long way round to Nottingham and back to Derby. This discriminates on grounds of aged.

The length of the journey time. Red Arrow is direct and fast.

The Red arrow is an excellent fast service that makes travel to Nottingham easy and quick. I would probably drive rather than take these slower services.

Takes a very long time

The journeys take too long.

Concessionary Travel Scheme

They take too long going all around the estates.

Because they take too long between the locations, having had appointments at the Queens Medical Centre and my father being in there also the Red Arrow was a fast frequent service direct to outside the hospital, and quite a few Derby people need hospital appointments at the QMC as not all services are provided at Derby Royal

Time consuming

Slower travel time - lots of old people have bladder issues. More inconvenient terminal The journey would take too long. I would be unlikely to travel to Nottingham in the future.

I already do use these services to return from Nottingham since the withdrawal of the concessionary facility by Nottingham City Council. This is inconvenient but tolerable. However, travel in the Derby - Nottingham direction would become very difficult, especially on a Sunday morning when not only these services but also connecting services within Derby are infrequent. The journey is potentially extended not just by the extra 25 minutes or so that the Derby - Nottingham leg takes, but possibly by up to an hour or more extra.

These buses take one and a quarter hours to reach Derby and would therefore be two and a half hours for the round trip, which makes a shopping trip prohibitive.

Time taken by alternatives is excessive

The Red Arrow is quick, regular service. New comfortable buses. I would be quite willing to pay for the return journey

Takes too long to get to Nottingham on other buses.

Because they take too long to get where I want to go

Use Victoria Station. Too far to walk from Broadmarsh

Disabilities getting to and from ,and on and off buses within Notts and difficulty sitting comfortably for longer distances on ordinary buses

Red arrow is quick a great help if you are going to the QMC

The journey time is much longer and it is advantageous to keep the Red Arrow service going - Don't lose it

Because they take more than twice as long on the journey. Derby City Councillors don't care who they inconvenience or by how much- as long as it isn't them.

I use the Red Arrow to Victoria Centre. The other buses go to Broadmarsh which is more than one mile from Victoria Bus Station.

These buses take far too long to go between Nottingham & Derby

Too slow

The need for comfort stops due to the time taken to reach the destination.

The red arrow is much quicker so I can catch connections to Melton Mowbray and Oakham

They are much slower. The faster services usually have free seats so Gold Card holders are not taking up paying customers' seats.

Unless we are stopping other fare paying passengers in travelling, what is the problem?

The alternatives are much slower.

The red arrow is faster and is direct to derby/Nottingham

Long time sitting if disabled

The Red Arrow is a short journey, the others take a lot longer . If I had to use the longer timed routes it would make it harder for me as I need to use the toilet as soon as I get back anyway. And that is going

Concessionary Travel Scheme

to the toilet minutes before the Red Arrow leaves Nottingham.

Slow and windy roads that are uncomfortable in a wheelchair

One of the reasons that I have disabled travel is due to the difficulties I have with travelling. A normal long bus journey from derby to Nottingham would be prohibitive for me due to health reasons. Being able to use direct transportation with my gold card enables me to visit outside of my immediate locality and maintain independence as a younger disabled person.

Concessionary fares are not a benefit but a right. They were originally introduced in to replace pension rises. I worked 50 years continually so feel that loss of this right will inhibit my older age pleasures.

Because they take much longer and I sometimes have travel sickness if the journey is longer.

I suffer from Chronic Kidney disease and had surgery on my right hand and arm including repair to my damage Ulnar bone. The consultant believes my hand limitations will affect my ability to Drive. For example the pass will be useful for disabled people who both work or study in both Derby and Nottingham who may need the pass because they have lost their driving licence on health grounds and could be a danger to other motorists. Both the I4 and Indigo are too slow because the Indigo takes 1 hour 35 minutes to travel from Derby to Nottingham and the I4 takes 1 hour and 20 minutes instead of 35 minutes like on the Red Arrow. To solve this allow the disabled who work or study access to the concessionary travel scheme because both the I4 and Indigo are too slow and often make a disabled person with health problems tired because of the increased travelling time between cities. If a new service could be developed with new stops like on Pride Park Wyvern Centre, Spondon, Borrowash then Nonstop to Sandiacre covering stops in Sandiacre then Non-stop to bus stops at the University of Nottingham, QMC, Nottingham City Centre Victoria Bus station would reduce the travelling time of around 50 minutes instead of 1 hour and 20 minutes saving 30 minutes in time and access to the Victoria Centre. The new service will be cheaper than Red Arrow because it covers more stops and people living in Spondon Borrowash area could use the Spectrum passes to and from Derby.

The Red Arrow bus route is ALOT quicker than the Indigo from Derby to Nottingham, and this helps with my Anxiety issues. By taking the longer bus journey/route I find that this raises my Anxiety levels. Has a member of the public I am asking you too consider my Mental Health issues that I have raised with you.

Are you aware of the time length this would put on travelling using alternative buses??? People like myself find it a struggle to travel short times on buses due to mental health illness. This would put added stress and anxiety on us travelling for longer periods? We are often called into Nottingham for hospitals benefit appointments assessments as well as sometime just being able to get out with a friend is beneficial to our mental health? This is unfair and discriminates against us because under discrimination ruling your using our disability against us and causing illness. Gold card was awarded for any travel in Derbyshire therefore your now breaking the rules of issue? What is the saving this would make? What is the cost of this consultations compared to the saving?

The other services can be extremely slow and subject to traffic delays. If you are elderly or infirm, and have difficulty going to the toilet, as I do, I would be unable, or in extreme pain, having to endure a longer journey using a much slower route from end to end.

I suffer from extreme anxiety and I find travelling on public transport very difficult. However both these services are doable for me as they are both very comfortable but most importantly they are quick. I wouldn't be able to go on a journey that rather than take 30 minutes I'd be forced to take a bus journey that would be 90 minutes.

They take longer to get final destination.

Yet another nail in the coffin for senior citizens for bus pass users. Funding withdrawal will be yet another reduction on of derby city councils services to CAB, Age UK. Toilet Closures Library cuts, Soup kitchen facilities in the market place, etc.

If I have to pay both ways on the red arrow I will choose to drive from Etwell to Clifton and catch the tram. Very convenient. Saves time catching Villager into Derby from Etwell

Concessionary Travel Scheme

It's all to do with time and connection to rural villages with less services so not being able to use the quicker service would mean no connection and a longer wait

Bus journeys on the other services are too long - an hour and a half. The Red Arrow was a quick and easy way to get to Nottingham and Chesterfield from either Derby or Ripley - especially when you need to get there fairly quickly on the same day. For some disabled people, an hour and a half on one bus is too long for them so they are put off using bus services and their quality of life goes downhill rapidly.

~~(The Red Arrow) If I wish to travel Derby/Nottingham, I wish to reach my destination as soon as possible; not mind the extra cost of service, and I believe more journeys have a secondary service buses which~~

These journeys take much longer than the express

They take too long and the seats are not comfortable. Broadmarsh bus station is too far away from the theatre and Victoria Centre

I would not go shopping in Nottingham. If I went I would want Victoria Centre. I can't walk far so would refuse on principle. If the Red Arrow is not a normal bus service why are they allowed to have a place at one of stops in Derby Bus Station. They can't have it both ways. They should be made to stop at the bottom of bus station where National Express stop.

These buses are too slow

These services take considerably longer and are not convenient if you only want to go to Nottingham. Most older people want to go to the Victoria Centre and not Broadmarsh.

These services (indigo and i4) take much longer and are much less comfortable than the red arrow - which is important on a longer journey.

These alternative services take far longer - 1hr 11 min for the Indigo compared with 35 min for the Red Arrow. I travel on the Red Arrow late afternoon/evenings and they are never overcrowded. Will the service now be reduced if they are carrying less passengers?

Journeys are twice as long, if not longer. Not good for the bladder!

Not as easy for a disabled person like me.

The red arrow is a direct link

The red arrow goes to Victoria Bus Station. The above buses all serve Broadmarsh Bus Station over one miles walk away.

Having a much slower service both to and from Derby will certainly cut the number of visits I make from Nottingham to shop and visit pubs etc.

It would stop me from going to Nottingham. It is only the red arrow service which tempts me to go to Nottingham to shop or go to the theatre. The other services would be too long winded, stopping everywhere to pick up. On the red arrow you feel like going on a proper outing.

Because the Red Arrow service is essential to return to Derby after evening performances at its varied theatres and concert halls (which Derby currently lacks and will do so indefinitely) in time to connect with Derby services to its outlying districts. Also, like many pensioners, my wife and I have health problems which could prove distressing on long, tedious bus journeys late at night. The earliest Red Arrow to Derby after concerts is 10-30 pm.

Takes too long at peak times.

Red Arrow is a comfortable, reliable service unlike the bone-shaker buses on the local services. Also 35 minutes as compared to one hour - no comparison.

Some of these buses go all over to pick up instead of straight there. This limits your time at your destination. If you have anyone in Nottingham Hospital it would be too expensive to visit every day.

Because of the length of time necessary for the journey

Because of the length of time taken for the journey. My generation is more keenly aware that time is of the essence!

Concessionary Travel Scheme

Take too long

The red arrow provides a fast and comfortable service whilst the other options take much longer and using standard buses are not so comfortable. Red Arrow uses Victoria bus station is better sited for the main shopping areas. Red Arrow also provides access to the hospital for appointments and visiting.

The journey was so slow we may as well walk

I go to Nottingham when I need to, I don't have 2 1/1 hours (round trip on other buses) to waste. Ditto people to Queens Med. Other buses don't pick up from Victoria Centre/Theatre Royal in Nottingham, or event from same terminal.

Journey would take too long

Too lengthy a journey Slowness

of the service.

Lack of comfort, the time it takes and routing in Nottingham. It appears to be the thin edge of a possible thick wedge. Like Nottingham council, can Derby council really say that they run the council efficiently, or are they looking for targets to make a political point?

Journey time excessive

The journey is twice as long. My husband would be unable to travel this length of time as he is a frequent toilet user

Ttakes too long

Ticked both yes and no Sorry to look daft by ticking both boxes, but yes I don't mind catching the other services when I'm not in a hurry, but when I have a connection to catch I prefer to be in Derby without missing my bus back to Chesterfield, as there is only one bus (other concessionary card holder - not Gold card)

The above buses indigo-i4 - Y5 I have used for shorter journeys e.g Chaddesden. But not for greater distance Nott'm those buses take much longer.

The red arrow is direct and only takes 40 mins the other bus services take over 1 hour 10 mins or more.

Because the Ilkeston flyer stops running on Sundays back to Ilkeston at 5.35pm and the last Y3 services back to Heanor via Ilkeston at 6.30pm. I don't like going home too early that's why I get red arrow back to Notts I then get the two back from Notts to Ilkeston.

I used the Trent Barton during the Summer. It was a hot day there was no air conditioning the bus was cramped and rather old compared with the red arrow. It took 1 1/4 hours to get back to Derby compared with Red Arrow (1/2 hr) in a lovely cool atmosphere.

There are a number of other frequent bus services that run between Derby and Burton that are free for all concessionary card holders:

V1/V2 (Trent Barton) – Derby Bus Station – Hilton – Stretton – Burton.

V3 (Trent Barton) Derby Bus Station – Willington – Repton – Burton.

Have you used either of these services before? Please select all that apply.

No (59)

V1/V2 (54)



Would you be happy to use these services for free as an alternative to the X38? Please select one option.



Please tell us why you would not be happy to use these services for free as an alternative to the X38.

Faster n save time n less hassle

Slower service which is mostly used by people of the villages they serve. Doubles the journey time

As for the other buses these are longer journeys and after a hospital visit I'm shattered and I will have to pay for a taxi home which as I get travel expenses it will cost much more than a bus.

Journeys take longer

It just takes way too long , it's not worth using it

AsQ6

I am not a concessionary card holder.

About an hour is too long a journey, it will just encourage more people to use their cars causing even more congestion on Uttoxeter Road in Derby.

These are slow seivces, meaning the travel time nearly doubles. It's a little like saying "well obviously going direct is quicker, but would you be happy detouring around Milton Keynes on the way"? So no I don't think anyone would be "happy" about this

Too slow

Slower service, and not a direct journey Takes

too long

Same comment as above

They are slower and it would be more difficult to make longer journeys.

Takes too long

Route is too long

Concessionary Travel Scheme

They are too slow. This is currently a regular bus service with a limited stop section to protect other local routes and speed up the service which would otherwise not be viable or attractive. I am old enough to remember when it was a Midland Red service that ran all the way to Birmingham it was a bus then and it still is a bus today.

i like direct bus service

They take much much longer

same as above derby city council run by clowns to

slow

As journey times would be interested and I believe RA and the X38 stop and enough stops to make it a local service.

Takes too much time from end to end.

When I visit Derby the journey takes at least twice as long on V1/V2 than X38 which considerably extends the total time involved in the round trip plus my business in Derby. I would seriously seek to arrange my shopping etc. so that it could be done solely in Burton.

These services go all round the houses to get to Burton and take at least twice as long Not enough hours in the day! It stupid to suggest this an alternative.

Again this is a long drawn out journey

This isn't a fast service an gets full of school children during the time that I have to travel so no seats available

Again, the increased travel time would deter visiting Derby I

refer you to my previous answer.

X38 bus is more frequent service which gives me the opportunity to connect more easily with with other bus services leaving Burton to my home village of which there very few.

end-to-end trip would take too long, was planning a trip from Notts to Burton one day, getting train there and bus all way back, by means of derby, if this was to happen, may as well just get train BOTH there and back

See previous answer

The X38 is a direct service. We travel from our village to Burton, then get on the X38 to Derby which takes about an hour and a quarter, to go on the V1/V2 would take a lot longer. This is not an option for us as pensioners, so the money we would have spent in Derby will be lost, so overall the savings to Derby will be more than the cost of the bus service.

The x 38 is much quicker and doesn't go through all the villages To

slow and infrequent

they take to long go all round villages the x38 is a great service and the drivers always polite and friendly the bus will be empty if you make people pay and will that mean loss of jobs for drivers

The X38 provides a fast direct service. I probably would refrain from visiting Burton if the X38 not available.

Firstly, they take too long to travel between the shopping centres of Derby and Burton, and secondly, I anticipate making some journeys in the near future from Derby to the area of Burton close to the Pirelli stadium, and whereas I believe (from observation from travelling on the X38) this is currently a direct journey, this direct connectivity will be lost unless I choose to pay for the privilege of riding on a normal service bus which just happens to use a major trunk road for part of its journey.

(paper survey) Villager buses take twice as long. At least X38 is wheelchair accessible when we take our grandson out.

Concessionary Travel Scheme

Because it takes too long to get to Burton and back.

This discriminates on grounds of age.

I need to use this service to accompany my wife to derby eye clinic on a regular basis a necessary reason as my wife has both neurological and vision conditions

They take a very long time

TOO LONG WINDED WAY TO BURTON

again speed of journey between towns. why should disabled/pensioners be shoved onto slower services that take much longer therefore becoming second class citizens

too time consuming

Far too long a journey, the same as for the trip to Nottingham.

The bus is much quicker and many times on buses we choose a faster route along bus journeys are detrimental to my wife's health.

Takes too long (paper survey)

I am disabled and need space for my walking aid and this isn't always available on smaller buses.

Not good traveller so constantly stopping makes me feel sick.

I use the x38 as quick way to Burton so that I can catch a connection there to Lichfield and Sutton Coldfield

The villager services are no real alternative to the direct service. They are infrequent and slow.

Using our concession passes, a 9.30 bus into Derby. 30 minutes wait in a cold bus station. 10am leave, arrive Burton 10.45. 1.15 min to cover 12 miles!

I am disabled and incontinent - the journey times are too long for me.

These buses are called "villagers" for a reason and take too long to get to/from Burton

Too slow

The X 38 is so much quicker so I can catch connections to Lichfield and Sutton Coldfield

Time!

Takes much longer and is an hourly service, long time to fill if you miss one. Long

time sitting if disabled

Length of journey would be a problem for the reason given above.

I've paid council tax all my life and don't want these services to be cut - they are good for my social life and for my wellbeing

Slow and windy roads that are uncomfortable in a wheelchair

Regularly use my pass on these services at the present time.

I prefer a quicker bus service as I sometime suffer travel sickness

Not frequent enough service, especially in view of number increased appts.being made at RDI. Lack of 'Park and Ride' site on Burton side of Derby.

as previously stated

The other services take a much longer routing. If you are elderly or infirm, and have difficulty going to the toilet, as I do, I would be unable, or in extreme pain, having to endure a longer journey using a much slower route from end to end.

For the same reason I've stated - travelling is extremely difficult due to anxiety. So to have to use a bus that would take longer would for me and others with mental health issues be no longer possible.

Take longer to get to final destination.

Concessionary Travel Scheme

The X38 is a limited stop service (not an express service) with ten or more defined pick up/drop off points. The vehicles used on X38 are standard specification service buses (in branded livery). The alternative 'Villager' services take approximately one hour, whereas the X38 is timed for 35 minutes between terminal points.

These buses take too long to get to Burton

They take too long and are not comfortable. My neighbour tells me that since the announcement about the X38 the villager services have become very crowded. This is before free travel on the X38 is stopped. Heaven knows what the crush will be like after the free travel is stopped.

Again I would go elsewhere.

These buses are too slow.

They're fine for going to Hilton/Stretton/Willington/Repton &c, but we're going to Burton, preferably as quickly as possible.

Too long a journey

Because they take too long.

Because of the time necessary for the journey

As stated earlier, because of the length of time taken for the journey. (paper survey) Take

too long

Length of journey time as opposed to X38. Getting on the alternative services is less easy from where I live

Happy to travel on V1/2 when I go Derby to Royal Derby Hospital only. But not when I want to go to Burton. If I needed to go to Burton, I don't have 2 hours (round trip on other buses) to waste. Ditto people from Burton to Royal Derby Hospital. On Sundays people depend on X38 (2 hour) other buses are rare and provided by Derbyshire County Council subsidy, and are at risk of being abandoned

Journey times too long - I would find it painful to sit on bus that length of time

Takes far too long & a poorly run service with old buses run by Trent Barton. The X38 is fast, efficient & excellent all round run by Arriva!

Journey time too long

Journey time is too long for the same reasons as above

Again sorry for looking daft and ticking both boxes but I would rather catch the X38 due to it being quicker as I work in Burton on Trent and don't want to arrive to work later. If I caught the Villager Services I would arrive work late and my boss would be cross.

I prefer to use the X38 as it is a quick service and the other services take much longer, and as it gets dark much earlier during the winter months, one is able to commence the trip in daylight hours and return while it is still daylight!

The X38 is very quick & direct the other services go round country lanes too fast and dangerous driving. The X38 is much safer to use.

If you have any further comments on the proposals, please tell us below.

The City Council should stand up to Government and say enough is enough. Morocco, which was considered to be a third world country, is building a high speed rail network between its cities and has established modern tramways in two of them. Meanwhile in "prosperous" Derby we cannot even afford to allow our elder citizens the dignity of travelling for free on existing bus services.

I am a concessionary card holder from another authority's area. Your proposed actions are illegal. Neither service meets the criteria for exemption under the Travel Concessions (Eligible Services) Order 2002. Just because Nottingham have done it with the Red Arrow and got away with it does not mean it is legal. You should take advice.

Red arrow use coaches on most journeys they are comfortable and help with my journey.

Stop wasting money on things like stupid rings at the spot and start/keep spending it on things like libraries, swimming pools and school TAs.

I do not agree with these proposals, but I can understand your position re the Red Arrow. There has been a long standing limited stop service between Nottingham and Derby for at least 50 years and when Nottingham CC stopped paying for the service it is very easy for you to jump on the wagon. The X38 however is just a bus and very often a very old one there is no quality on this service.

I have to make journeys to Nottingham medical centres, the Red Arrow service is quick and convenient and comfortable. The other routes take longer and not the best form of travel if you are not feeling well. If this service was withdrawn I may have to consider using my car.

Get rid if Banwait

X38 is a normal stopping service within both Burton and Derby, which just happens to use the A38, where it cannot stop anyway! I am strongly opposed to this reduction in the hard fought for availability of Concessionary passes, and will be writing to my MP on this creeping attack on our rights. Save the money somewhere else please!

I occasionally use the Red Arrow and it is possible to justify a restriction on this service as superior specification vehicles are used compared with the stopping services. This is not the case with the Villager which uses similar vehicles to X38. In any case I feel this action would be discriminatory on age grounds.

I suspect this is just the start for actually getting rid of the concessionary scheme altogether. City centres will suffer badly when/if the OAPs can't afford to visit and also the services as we now know them will disappear with not enough people using them. If the fare to Nottingham is going to be £5 each way it will be cheaper to go by train or National Express

If I can't use the Red Arrow free then I will have to travel by car, which is not environmentally friendly. I already have to pay one way (Nottingham to Derby) and with two trips to pay for the car becomes the better option. Using the car doesn't get me any exercise either as I can park at my destination free.

I feel this is a very short sighted attitude and will probably deter lots of people

I use the Red arrow to take my child home and I will not be able to travel with them now, they use this bus due to venue of the final stop in Nottingham and so they can arrive at speed! I am sad that this will no longer be an option due to not being able to fund both of our travel :(

Whilst I appreciate the reasons for withdrawing the concessions on these services, I feel that it would deter people visiting Derby from Burton on Trent - might as well go to Lichfield or elsewhere.

If spending cuts are required, then councillors should take a long hard look at waste within the council. Having worked there, I like most employees, are aware of over spending and waste.

If the pensioners with bus passes use the alternative V bus service instead of the X38 are not the council funding them which surely goes against the promise of saving. IE robbing Peter to pay Paul.

Concessionary Travel Scheme

Also, has been pointed out in the Derby Telegraph, if the pensioner passenger numbers go down on the X38 because of this proposal money is lost so the proposal is self defeating. Less passengers = less income to Bus Company = reduced services = reduced staff ie job losses.

Makes sense in some respects and others not

You want to cut back on help for pensioners, close the libraries, and doubtless decimate many other core services. Economy didn't stop you building that useless swing bridge behind the Cathedral, or treating yourselves to a de luxe environment in the Council House rebuild.

This is a first class service and deserves to be paid for. You wouldn't get me on the i4 again if you paid me! It's very uncomfortable ... it hurts! If we can afford a day out in Nottingham we can afford the Mango fare !

The Red Arrow to Nottingham, although we only occasionally travel on it is an excellent service as is the X38. I would be happy to pay a reduced fare on these services. e.g. On Midland Classic when we travel between 8.30 and 9.30 we pay £1, to do this at anytime on these routes I think would be a compromise.

Why pick on pensioners

Leave the passes alone we worked from 15 these are all we get no other perks

I hope Derby does not take after Nottingham in charging fares to pensioners. I am disgusted with Nottingham for doing this.

Concerned that the red arrow may be withdrawn if passengers displace to other services. Concerns about the alternative services being full Express be withdrawn Longer journeys won't suit some people (Paper Survey)

Nottingham city council removed the concession and the Red Arrow buses were noticeably quieter. If the Derby concession were to be removed then it would, in my opinion, mean Trent Barton would run fewer Red Arrow buses.

I agree that free travel should cease using a Gold Card but have felt for some time that we should have been paying a half fare if we have a card.

Don't see why Derby to Nottingham is free but Nottingham to Derby isn't.

Whilst the Red Arrow is an express service to/from Nottingham using coach type vehicles, the X38 is not - in fact, in some parts of Burton it operates as a local bus service, stopping to set up/drop down at all stops. Moreover, it does NOT use coaches to operate the service; it is a jointly operated limited-stop service by TrentBarton and Arriva, and the former operates it with the same type of bus as can currently be found on its 'Mickleover' service, and although the latter has some specifically "marked-up" for the X38, the "marked-up" ones can be found on other services (this link should take you to a photo of one on a Chaddesden service https://www.flickr.com/photos/guy_arab_uf/28966078054/), and non-marked-up ones - such as those typically found on services to Chaddesden/Oakwood and Allenton/Shelton Lock/Chellaston - are sometimes used on the Burton service. Further, the quality of Arriva's buses "marked-up" for X38 are inferior to those to 'Sapphire' standard operating the 38 route to Sinfen, and those being refurbished to operate services with 'Arriva connecting Derby' branding; they are also inferior to those used by TrentBarton on the Villager services advocated as an alternative service! The X38 is, in reality, one of a group of four services operating between Derby and Burton using different routes; and although there is some commonality between the V1, V2, and X38 routes within the Derby city boundary (which includes the V1 using part of the A38), the X38 provides a UNIQUE link between parts of Burton (particularly the A5121 Derby Road) and Derby. The service uses TrentBarton's system of route specific names/liveries, and from this it takes the name X38; however, it isn't really any different to TrentBarton's 'Spondon Flyer', the 6X to Belper (using the A38 north of Derby), the 'nines' to Ripley/Alfreton/Mansfield, the 'Comet' to Ripley/Alfreton/Chesterfield, the X17 to Borrowash, the 'Zoom' to Long Eaton, and the 'Ilkeston Flyer' or the YourBus Y3 service to Spondon/Ilkeston/Cotmanhay. ALL use normal service buses, AND dual carriageways - the A38 or A52 - for parts of their journeys, and operate non-stop where these trunk roads are used. Therefore, although it does make sense to withdraw

Concessionary Travel Scheme

the 'Red Arrow' from the concessionary bus scheme, it does NOT make sense to remove the X38 service; unless, of course, this is just a first step towards withdrawing concessionary bus fares from all of the other bus services listed in the preceding paragraph.

Why not cut down on the number of No 38 buses. They are every 10 minutes. My route - No 2B was improved?? We used to have a bus every 20 minutes not it is every 30 minutes - how is that an improvement? It doesn't encourage people to use the bus. Not everyone can walk to the main road for an alternative bus.

I would like the express buses to continue as it is a change to shop at Nottingham and Burton from Derby.

They take far too long to reach Nottingham and travel along bumpy roads especially in Sandiacre and Stapleford. But more importantly they do not go to the Intu (Victoria Centre, Theatre Royal and Parliament Street area of Nottingham where I wish to shop and attend cultural events. It is too far to carry books purchased at Waterstones to Broadmarsh. The area around Broadmarsh doesn't feel safe after dark. Also a very rude lady at the Bus Station information desk would not accept this questionnaire on 28th October afternoon. If the City Council had spent the insurance money from the Assembly Rooms fire on renovating that building there would be no need to travel to Nottingham for concerts, and theatre etc. They did not. Also the Red Arrow is in my opinion a local service which gets me to my nearest cultural venues. In addition, as the Council has wasted public money on the Spot scheme it can't be as desperate for funds as it claims. Being able to travel to shops, concerts etc keeps many elderly people with a purpose in life and helps their physical and mental health. Removing this use of the bus pass will increase the demands on care services in the city.

Given the cost of providing this benefit I think that at a time of cutting back this money should be better used on providing services for all residents.

I have used the Red Arrow service to attend daytime choir practices and Blood Donor sessions in Nottingham. There are no comparable daytime choirs in Derby. It also lacks a Blood Donation centre, relying instead on ad-hoc and infrequent sessions at schools and the like that I frankly don't have the dedication to track down and attend. The alternative services to Nottingham take far too long, with their tortuous routes and stops every couple of hundred yards; using them would mean intolerable disruption to my wife's routine as well as my own. Your cuts thus mean not only that there is less and less to do in Derby, but also that people on limited means, such as myself, are increasingly trapped within its confines!

Derby City Council needs to get a clearer grasp on priorities. It built a swing bridge nobody uses, built itself a state of the art Council House, but is axing basic services. What about the closure of libraries, the ending of the Concert in the Park, the withdrawal of the green bin service and the maintenance of our public open spaces? BACK TO BASICS, people!

Unlikely to use public transport if concessionaire travel via Red Arrow is discontinued.

I would stop using the bus to Nottingham if this service was to be paid both ways. Cheaper for two (I usually go with my wife) to travel by car

The X38 is a very convenient, efficient and well-used service.

The red arrow is NOT a local bus so should NOT be part of the scheme!!

It would not make any difference to Derby City Council what my objections would be, you have already made your mind up. Just take everything of senior citizens especially those of us that have worked from the age of Fifteen, never claimed Benefits of any description, never been a burden to the system. And while you're at it take local bus concessions of us as well. Save on future administration costs.

STOP BEING TIGHT AND PICKING ON THE LESS WELL OFF AND ELDERLY AND DO WHAT YOU ARE SUPPOSED TO DO AND LOOK AFTER THE PEOPLE THAT ELECTED YOU

I think that older people with bus passes should pay to use the Red Arrow or use alternative services for free. To date the council has protected those over pensionable age from all the effects of the budget

Concessionary Travel Scheme

cuts. The government has aimed cuts towards working age families. In fact pensioner poverty is at its lowest levels for decades -therefore I believe that they should contribute towards the bus service.

I travelled on the Red Arrow today and there was no problem travelling to Nottingham from Derby but I was amazed to find that I had to pay £5 for the return journey - I was informed it had changed 2 months ago. Information should be given to travellers when they board for the outbound journey as it may influence the journey they take. I will be e mailing Trent Barton to make them aware of my concerns.

In the Burton case as the extra inconvenience would affect me only infrequently I would reluctantly put up with the alternatives. However I would comment that I fail to see how the proposals are intended to save money - surely if everyone who now uses RA and X38 simply switches to other buses the outgoing payments to the bus companies will remain about the same? I find it highly unlikely that people used to free travel are likely to choose to pay to travel on one of the fast services and if they do decide not to use the slow services are more likely to use a car, this at a time when we are supposed to be encouraging greater use of public transport.

If you take away older people's right to travel to Nottingham and Burton, timetables will have to be drastically cut and drivers put out of a job and shops will lose custom. Older people need to be able to "get out of the house" to keep healthy, or they will be a strain on the NHS and the cost of the full fare is not possible out of a meagre pension.

A reduced nominate charge of £5-6 return would be acceptable

I heard that the proposal is to make travel on these buses full adult fare with no concessions? Half fare may be acceptable but as a pensioner on restricted income I would not pay full fare and hence refrain from travelling.

Red Arrow service is quicker particularly for OAPs who cannot always manage a longer journey for various reasons, and cost is important to them also.

I don't want to seem selfish but these concessions were brought in by first a Labour then carried on by a Tory government so that seniors could travel around the country. Don't forget London's pensioners can use all transport in the Greater LONDON area free 27/7. I can use my bus pass there on buses anytime of the day. West Midlands seniors on passes can use their cards on buses, trams and trains in the area. When I am in Oxford my free pass is valid from 9am till midnight(Oxford has a Labour council like Derby I believe. Also Kent council have the same time limit. Why in Derby are we penalised all the time?

The £150,000 saving could be met, or could have been met, by other means. A few seats and a couple of flower beds on The Spot, instead of producing a meaningless "sculpture" (It must have taken many hours of toil and artistic talent to come up with three chromium rings) would have done it alone. There are other examples I can give if you wish to contact me, den-hs@talktalk.net

I think it's disgraceful that having worked all their lives, pensioners - who get little enough in the way of perks - now look set to lose some of their concessionary travel. And if the Council hadn't wasted many millions on a totally unnecessary and unwarranted refurbishment of the Council House, thereby saddling themselves with huge banking fees and interest charges for years to come, pressures on their finances would not be anywhere near as great.

In my belief children should be taken to school by a parent or if 11+ walk to school along. School crossing patrols are useful but not essential.

I can see why the council is targeting the Red Arrow service as a quid pro quo to what Nottingham City Council have done, why should Derby Council Tax payers subsidise people travelling out of Derby back to Nottingham? As regards the X38 this is not an inter-city service it does not have a high level of amenities as the buses used are no different from those which operate within Derby, they are not coaches like the Red Arrow. They may have Wi-Fi but then so do the "sixes" buses operating Derby to Duffield, Belper etc. and probably other local buses which I don't use. If you are trying to encourage people to use the alternative slower services, surely this is counter-intuitive as if we all swapped to

Concessionary Travel Scheme

these how would the council save money as the number of journeys would be the same? Have you considered the impact on Trent Barton if concessions were reduced, they have relatively recently invested in new buses and increased the frequency of the services.

Stop eroding the value of this concession!

In addition to my previous answer sent yesterday I was under the impression that central government re I burned all councils for money paid out to bus companies. I have already sent comments about this to you sorry I forgot to add this extra comment

I have only got a Gold Card this year. After looking forward to one for so long it seems terrible to diminish its value.

X38 is a fast and efficient service and is popular with senior citizens at off peak times.

Traveling on a bus can shake up older folk , therefore the shorter the journey the better.

If your sure the labour party want to run this counsel. Don't take on the disabled and the pensioners. As a labour voter all my life if you go along this route (excuse the punt) it's me and many others that will never vote for labour again

I use the bus to go into town regularly to do shopping and banking as well as social needs. Loss of the bus pass would make it to costly to do it on a regular basis. Over the years over 4 local pubs have shut down leaving one in town as my local. I also use it to go to Belper fairly regularly too

love the gold card - i often travel on the transpeak - makes my day – I've been waiting for this privilege for many years - a toilet would be nice for my weak bladder

This could be seen as a first step to removing concessions altogether. We are an easy target to be mugged.

I do not believe that the stopping of this funding would be used or be of long term benefit to the keeping of the school crossing patrol. If the council make these cuts they need to look closer to home to make them not keep taking away things from the tax payer. I am sure things within the council could be taken away from councillors instead. For example, Derbyshire County Council have only just decided to save £3000 per vehicle by having them white instead of orange and yet they continue to state they have no money!!! At least in the city the council already have their vans white!!! Maybe the City is less wasteful after all, who knows.

Why can't the council charge a small fare for gold card users onx38 routes Pensioners will not use it so loss of income to Arrival?

I am a gold card owner and I feel that this is a benefit for paying my taxes all my working life (from the age of 18) until I retired at 60. I will not be travelling to either Burton or Nottingham if I have journeys all round the villages.

The older generation passes could cope not using the X38 and Red Arrow but disabled people may need these buses to reduce the stress of travelling and reduce the risk to health. To make up the short fall I will place sponsorship of lolly pop people with some advertising on the yellow coats and lolly pop like you see in the US and Canada to help support local services and improve safety of Children. The sign could include informing car drivers to stop with an extra notice when stopped to use a bus to work or pick up their child with a link to collect discount tickets displayed on the sign. The sign could include a electronic sign to tell motorist to stop and when stopped seniors will display an advertisement when children crossing the Road.

If savings have to be made on X38, passengers could pay a reduced fare- e.g., £1 to £1.50

Another waste of money consultation false economy to save few pounds your wasting more. This is discriminate unfair and will cause ill health and financially to those already under fire from benefit cuts. Also this will cause people to refuse hospital treatment and travel to qmc and putting more strain on Derby royal hospital service? IF you want to save money cut your own wastage !!!

I think it is a disgrace when you are trying to encourage people out of their cars and to shop in town centres, as well as encouraging older people to get out and about when they are lonely at home on their own, to then discourage them by taking away one of the few things that enables them to get around and see life in other towns and cities. Will you then look at taking it away from the Skylink which is next, when you need to find even more savings?? Suggest you get Derbyshire Police sorting out speeding drivers outside schools (why isn't there a 20mph limit outside them all?) before.

Perhaps you should stop Nottingham City Council NCTS passholders getting free travel from Derby to Nottingham, how much are we letting them away with, while we can't get on a return bus. It is not an intercity style service, those are the National Express coaches. These ARE LOCAL "INTER-URBAN" BUSES, just like the TransPeak (intercity from Derby to Manchester) or the X5 (Oxford to Cambridge via Milton Keynes via every lamp post), not off for a holiday to London or Heathrow Airport. You should be grateful you have two local bus companies actually giving a decent, punctual, reliable, comfortable service, but you seek to discriminate older and disabled people from being able to use it. Shame on you for even considering it.

We have already lost the Citizens Advice Bureau, leaving us the ONLY city in the UK without one. It seems like this proposal is yet another cut to a section of the public who are the most vulnerable.

As I do not use this service frequently I am happy to use the other services that are provided. However depending on what I need the bus for i.e. recently having to make a trip for an appointment at the Queens Med. it is much quicker and more convenient regarding times to use the Red Arrow. I know many people who use this bus frequently and it would be difficult for them to now have a much longer journey. I'm not convinced that the Council need to make cuts in these areas especially when we see them wasting money on unnecessary features within Derby City. It just doesn't make sense.

It would be better to retain the current use of concessions on the Red Arrow service. If that isn't feasible, then look at alternative ways which don't take an hour and a half to reach Nottingham and Chesterfield.

Many people have already experienced the costly imposition of being denied a concessionary gold card at age 60. Some will almost reach age 65 before this will be permitted. The application of different rules for different services will cause potential confusion for those passengers making journeys requiring more than one service in order to reach a destination. Consider potential passengers from other areas, who may not be familiar with local services, who will be faced with unexpected discrimination.

The city council would like to reduce the number of cars on the road. My husband and I both have a car but have used the Red Arrow and X38. When free travel is stopped we shall have to use our cars.

In Q4, do these buses run during the evening or just during the day? The answer to Q5 would depend on the answers.

We are elderly with disabilities and have restricted movement. Nottingham, Derby and Burton will lose out on custom as people will shop elsewhere.

The government provides funding for Concessionary Travel. If these plans go ahead this funding will reduce and Derby City will not make any savings.

Along with many other older users of a bus pass, they are a lifeline for us. I have to rely totally on buses to get around. People I have spoken to will be unable to pay the fare to Nottingham and back. This is targeting older people and is unfair. I hope the council will seriously consider not removing the concessionary fare on the Red Arrow.

Derby and Nottingham are so close to each other that it makes sense to regard the Red Arrow as a luxury service - it's simply a fast service that's more comfortable because it has only one stop at the QMC

Concessionary Travel Scheme

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The law was clarified in 2009 to give only two types of services where the concession could be removed (excluding temporary services and services provided by historical vehicles): • where most seats can be reserved (e.g coaches) or • services where extras (e.g. refreshments or car parking) are included in the fare. Neither of these applies to the Red Arrow. Also there is a map in Derby Bus Station showing express coach services from Derby. The Red Arrow does not appear on this map.

The Red Arrow service has not changed except to have more comfortable vehicles - something Trent Barton and Arriva are doing on many of their services.

If concessionary pass holders are not able to use Notts Flyer and X38, usage will drop considerably, bus frequencies will reduce and everyone suffers

It is very difficult to fully comment without knowing any details of the financial side of the situation eg how much extra does Red Arrow cost Derby over the other routes and how many fewer visits to Derby to shop etc are estimated would result from these changes. Not having the faster service from Nottingham has already reduced visits by people I know, but on the other hand, I appreciate the constraints on council funds.

I am sure people would be prepared to pay a nominal fee together with the bus pass. If we have to pay the full fee it is cheaper to take the car and use park and ride from bracket.

It's very disturbing when bus services enjoyed and appreciated for years suddenly become unavailable because of the chicanery involved to justify their removal. Nottingham, another "Labour" council, set this regrettable and reactionary development. The question then becomes which service is going to be next? If this happens, the whole concessionary scheme across the country will be under pressure to destroy it by 'death of a thousand cuts'. I have raised this issue at local Labour Party meetings and have received the fullest support from members.

No point taking these services away will reduce number of busses required so will lead to job cuts.

Being retired and living on a pension you don't get much for free in this society, unless you are on benefits.

My financial position would curb my ability to travel, particularly to the Nottingham hospitals (paper survey)

I am well aware of the demands on funding, but feel very sad that the loss of pleasure and freedom is being removed from an already under supported generation.

Surely providing convenient free travel for older people enables socialization for socially isolated individuals. Use of public transport is preferable to an increase in increasing pollution and I would suggest a safety issue with older drivers. Longer bus journeys may not be suitable due to continence issues for the older population

You risk bringing national bus pass scheme into disrepute. Scheme based on single fares is defective and Trent Barton are taking advantage. Get onto Government not pensioners to resolve rule sand funding. you were unable to tell me the wording of the regulations used to justify your proposals. For Red Arrow Nottingham said "where fare includes a special amenity element; being 'fares considerably higher/express journey times / luggage/ bike racks / seats with tray tables" except for journey times, not applicable to X38 (see also Mickleover Ad attached). I don't like being though of as a second class citizen, only able to use second class buses. Where is the equality in this? Your proposals go against this economic argument being pursued in newspaper extracts attached.

What would be the additional cost per trip? If same price (£4) as currently charged on red arrow between Nottingham and Derby then cost would stop me seeing friends regularly and as I live alone this is important to me.

I would be extremely sad if this was taken away from oap pass holders, the service allows Burton residents to travel to Derby & spend their monies within the Derby economy. The villager bus service is not fit for purpose for a long while now.

Concessionary Travel Scheme

Older people, such as myself, took personal responsibility to work and pay into the system throughout their life for others to benefit. I'm sure that Councillors would love to means test all benefits so the irresponsible and work shy are rewarded. The rest of us aren't well off but dogma overrides everything.

The x38 bus to Burton is 3 times an hour along Uttoxeter Road and the v1 is only 1 an hour. If everyone catches the v1 by the time they reach the villages there will only be standing room for o ap's

With regard to the Red Arrow, I am happy to use the other services, but I like to use the Red Arrow for quickness but don't mind catching the other services if I'm not in a rush. With regards to the X38 I work just outside of Burton at a railway depot, so I would prefer to catch the X38 service as it's a bit quicker and gets me to work on time, but when I have missed the X38 I always catch the villagers. I really understand the reasons for cutting back on the use of the gold cards, but just say that you charged people £1 on both buses with a gold card I think that it would help. Bit of advice, a bus company in Sheffield called TM Travel charge £1 flat fare on their bus services with Gold Cards before 9.30am and it works.

I can understand why you are proposing the cuts to the Red Arrow and X38 but I hope you realise that those services will start to run empty through the day and then the bus company will start to lose money and will end up taking off two well used buses in Derbyshire. Don't you realise that the goldcards are keeping the services going strong.

Just don't take anything away please don't de value the passes

We need the service of X38 and red arrow as it also brings business to the shops in Derby and Burton

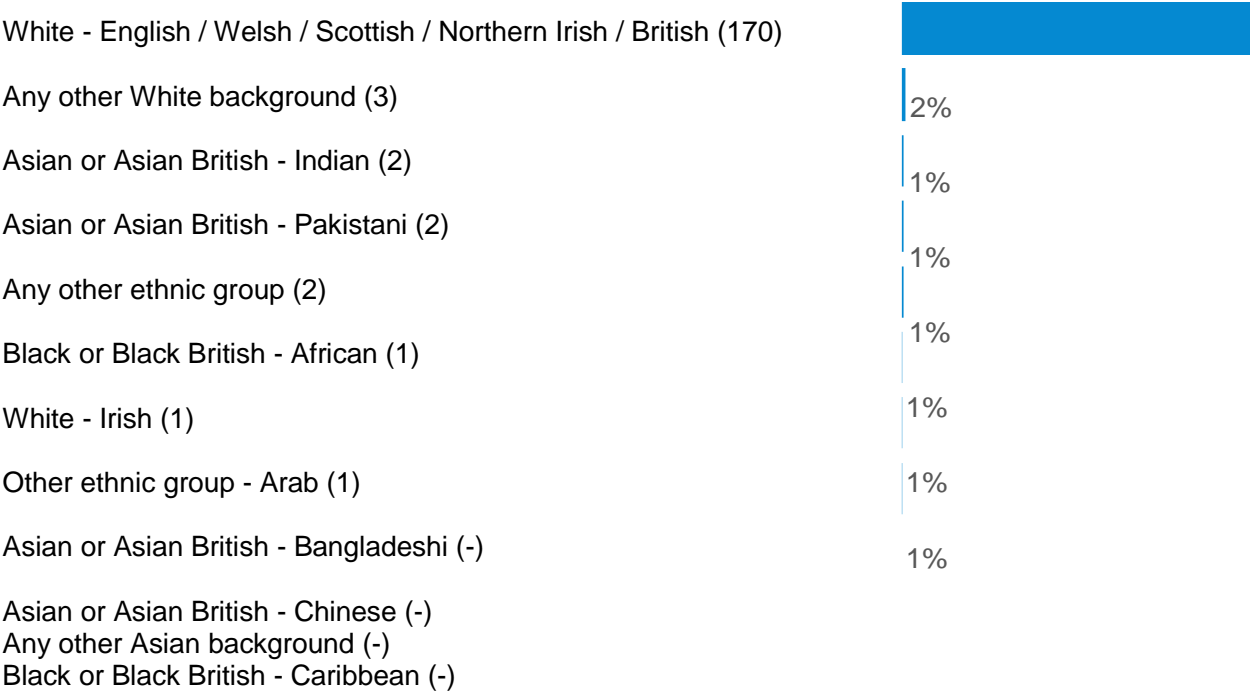
It would be a disaster if you cannot use your red arrow with my free bus pass after all you could use your free bus pass on red arrow for years why stop them now

I go to Nottingham to meet friends for a day out. The shops are a lovely alternative to Derby and I to there to buy things that I cannot get in Derby (Whittards tea). I feel that both Derby and Nottingham are cutting their own throats both in passenger numbers on the red arrow and people who come from the opposite cities to shop!

Are you ... Please select one option.



To which group do you consider you belong?

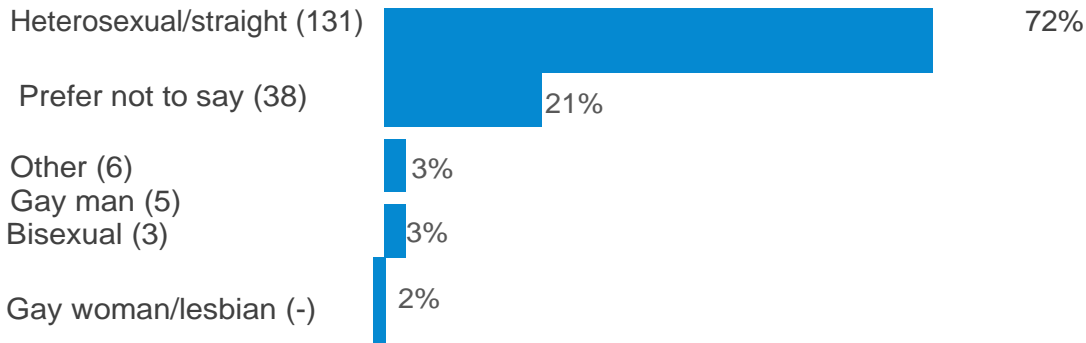


93%

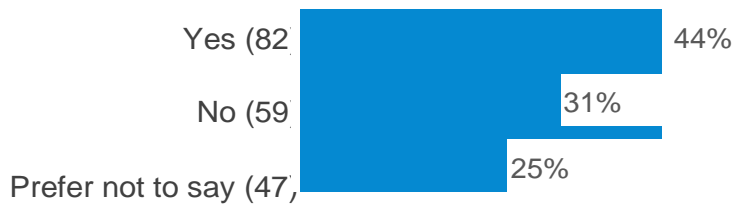
Do you consider yourself to be a disabled person? Please select one option.



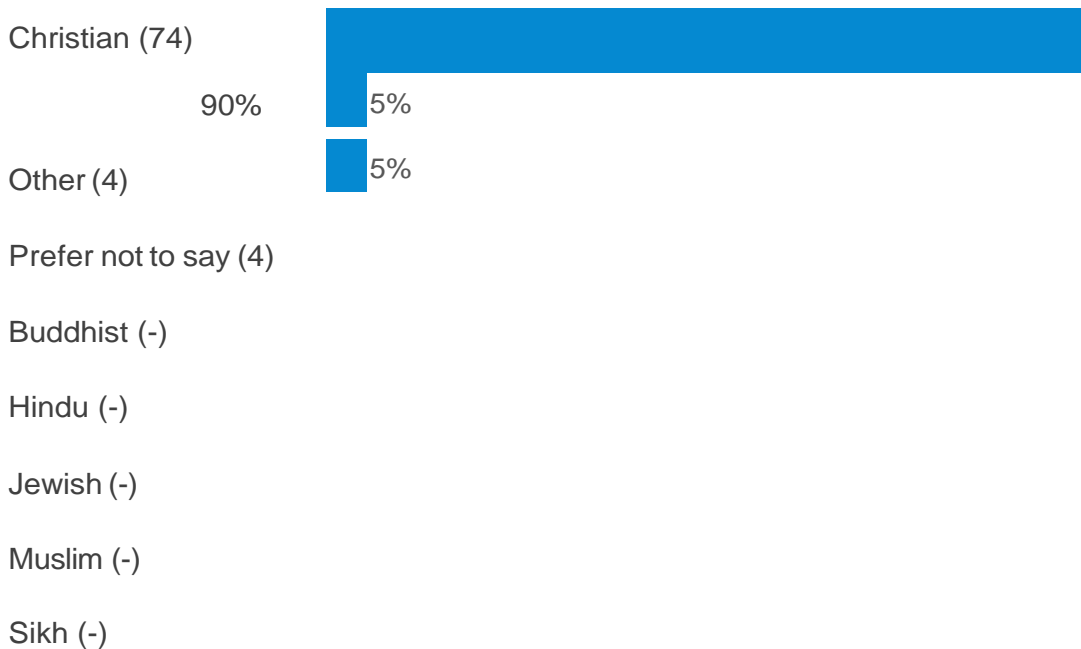
I consider myself to be? Please select one option.



Do you have any religious beliefs? Please select one option



Which religion do you belong? Please select one option.



11 Lea Drive
Mickleover
Derby
DE3 9HJ

26 October 2016

David Dowbenko
Group Manager, Traffic and Transportation
Derby City Council

Dear Dave

Concessionary Pass Use

I wish to object to the proposal to disallow use of ENCS passes on Red Arrow and X38 from Derby.

This letter sets out my personal views, which are informed by my involvement in Derbyshire Campaign for Better Transport and other transport interest groups, but are not endorsed by any group.

As a member of the City Council's Strategic Bus Partnership, I note that the minutes of our last meeting (in August) record that members were asked for feedback on a review of concessionary fare validity, but that proposals were not sufficiently advanced at that stage for the Partnership to be asked to endorse them. This letter incorporates previous feedback into a formal consultation response.

Consultation and Use of Savings

I am pleased to see that Derby City Council are consulting on the proposals prior to a report to Cabinet. I complained to Nottingham City Council that I found it difficult to assess the status of their plans as they were reported in the press at the end of January as new. The City Council said that they had originally been suggested in 2014, but relevant papers were not on the City Council's website and there appeared to have been little or no public consultation on the proposals either in 2014 or 2016.

Nottingham presented the situation as a choice between cuts to supported services around the city or cuts to pass validity. The supported services ("link" routes) are mainly shopping services used predominantly by pensioners, so there was a clear link between savings on pass reimbursement and other benefits for Nottingham-resident pensioners. In contrast, Derby City Council are proposing to use savings for road safety. Whilst appreciating the state of the City Council's finances, I consider that if the proposals were to go ahead, any savings should benefit either public transport in general, or be used for other benefits to the elderly and disabled, who have been subjected to many City Council cuts in other areas. I strongly object to the link to the emotional issue of school crossing patrols. This introduces a theme of "greedy pensioners or vulnerable children", which is far from the truth.

I don't think a figure has been put on the savings you hope to make, but I would expect it to be less than the £147,000 cost of school crossing patrols quoted in the *Derby Telegraph*.

Legal Position

Concessionary Fare schemes for the elderly were introduced to enable those without a car to travel more, and to encourage those with a car to use it less. While the initial idea was to allow access to local shops and health facilities, the current national scheme was designed to allow scheme users to travel longer distances for social and leisure purposes. As a widower living alone, I use my pass locally to shop, to attend meetings and to socialise with friends, many of whom live in Nottingham.

I contributed to a TravelWatch East Midlands (TWEM) response to consultation in 2009 over DfT proposals to change the criteria for services eligible for ENCS reimbursement. One category proposed was *"Services where the fare charged by the operator has a special amenity element"*

The supporting text includes:

"Some services include in the price a special amenity element. By this we mean that included in the fare is payment for something that is over and above the simple carriage of people. The special amenity or service element could be represented by a number of different things, such as complimentary drinks, parking or a commentary."

....However, the trait common to those services potentially falling within the class of 'a fare containing a special amenity element' is that all would be charging (whether implicitly or explicitly) for a service over and above the carriage of people from one location to another. We would expect that most of these services would therefore charge a premium fare – that is a fare that is more expensive than the fare that would be charged by a typical local bus service for the same route."

Examples of services that may include a special amenity charge are tourist services which have a commentary and charge a premium fare or park and ride schemes where parking is included in the fare."

We saw nothing wrong in this and did not object to excluding this type of service.

The response to consultation referred mainly to park and ride. However, the order was phrased as *"For the purposes of paragraph (1)(e) a fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys."*

I understand that this wording is what Nottingham Council believes gives them the right to define Red Arrow as a "Premium Service". Reference to the initial proposals shows that while this proposal may be within the letter of the law, it is not within the spirit of the law. If the DfT proposals had meant to include express services like Red Arrow, TWEM would have strongly objected at the time.

As far as I am aware, the legal position has not been defined, as Nottingham's action has not been formally challenged. "I've been getting away with it for ages" isn't a valid defence. Parking in the bus bay at the railway station was an offence before you installed a camera! Has Derby City Council asked for a legal opinion?

Proposals to exclude X38 from reimbursement introduces a third local authority, Staffordshire. Have they been asked for their opinion? If they continue to fund journeys, then Derby would be ending an anomaly on one route and introducing it on another, which seems strange.

Concessionary Travel Scheme

In response to letters of objection from myself and pass holder members of Nottinghamshire Campaign for Better Transport, Nottingham City Council officers stated that in addition to the fares on Red Arrow, they considered that the high quality of the vehicles and the fact that the service was limited stop created an “amenity element” within the meaning of the regulations.

Both Red Arrow and X38 are registered as normal local bus services, otherwise passes would already be invalid. I understand that the number of stops on a local bus service is up to the operator. You will note that V1 and V2 (two of the alternative routes to Burton) are limited stop between Derby city centre and the Royal Derby Hospital.

Red Arrow has always been operated with coaches, through four generations of vehicles since the service was introduced in 1995. Throughout this period, which began well before the current concessionary scheme was thought of, pass holders have been carried at the appropriate free/reduced rate on Red Arrow. There appears to have been no thought until 2016 that this was not a normal bus service. This situation hasn't changed since April.

Both Red Arrow and X38 are quicker than the alternatives. Red Arrow uses a new-build dual carriageway from Pentagon to Bramcote, while i4 uses the old road. But there isn't an old road to use from Derby to Burton, the A38 was dualled on-line. The X38 had a predecessor in the 1960's that ran direct along the unimproved A38 and was quicker than the alternatives. Then, as now, these ran through Hilton or Repton. It's not possible to run a direct bus between Derby and Burton that doesn't use the A38 and Highways England would not be happy if buses stopped along the dual carriageway. Why should pass holders be penalised by road improvements?

The vehicles used on X38 now are slightly plusher than on the Villager routes, but there is not the step change up to the level of the Red Arrow coaches. Trentbarton use 09 plate buses from the same batch as those just about to be replaced on the “Mickleover”, albeit re-furbished. Fares are discussed below.

Usage and the Economy

With regard to Red Arrow, I thought, in February, that the main use of passes was for shopping and visiting friends and that there was a bias to return travel from Derby. So, if people stayed in their home city, Nottingham's economy would be harder hit than Derby's.

I assume you will have figures for how travel on Red Arrow from Derby has dropped, and how much you have already saved. I think occasional travellers have been put off. In the case of my friends and myself, a slow (or devious) journey one-way and a fast one the other is often acceptable, but two slow journeys will not be. So there would be a further reduction in bus travel between Derby and Nottingham if your proposals take effect. This might be of benefit to Derby's economy, or people may go elsewhere, by bus, train or car, or simply stay at home.

In my objection to Nottingham, I said I used Red Arrow around three times per month. The consultation questionnaire asks if responders have used alternative direct bus services (i4, Y5, Indigo) since 1st April, when free Red Arrow journeys from Nottingham were abolished. I've gone to Nottingham by Red Arrow and back on a slow bus 8 times. I've paid to travel on Red Arrow 3 times (see below). I've been twice to Wollaton via Ilkeston rather than via

Red Arrow and Nottingham centre. I've 3 times gone by train. After the April EM Airport Forum (which required a pre-9.30 start), I had to be in Nottingham, so bought a ZigZag Plus (£9), which covered all of Mickleover – Derby – Skylink to airport – Skylink Express to Nottingham – Red Arrow to Derby – Mickleover. I've probably stayed at home on three occasions when I might have popped across for a chat and drink. This adds up to 20 in just under seven months, so I don't think I've forgotten any. (I haven't been by car!)

On a few occasions (around once per month), I've met friends halfway, in Ilkeston, Stapleford or Long Eaton, rather than one city or the other. This involves a sensible journey length from both sides, but means, on average, twice as many reimbursable journeys per day than before April.

I would expect to travel to Nottingham less if I cannot use Red Arrow in either direction, and I expect my friends to visit Derby less often. We may meet in the middle more, but probably stop at home more. This goes against the idea of enabling pass holders to socialise.

I only use X38 occasionally, so I am less able to comment. Loadings appear to be fairly even between those starting in Burton and those starting in Derby. I would guess that there are more passengers on an average X38 journey than on an average Red Arrow journey, but the frequency is half, and evening journeys only run on Friday and Saturday.

I suspect that a higher proportion of journeys would be lost to bus, either by people using cars, as it's cheaper to park in Derby or Burton than in Nottingham, travelling elsewhere or simply staying at home.

Both routes serve major hospitals, and do carry pass holders between Derby and QMC and Burton and Derby Royal, journeys which would be more difficult or expensive if the proposals take effect.

If there were significant transfers of pass holders away from the Red Arrow or X38, I do not see either service being viable at the current frequency.

Fares and Alternatives

Red Arrow

In their response to me in March, Nottingham City Council said *"The fares are significantly higher than on Indigo, i4 or Y5. Reimbursement is mainly determined by single fares, which are over 50% higher."* If Derby is reimbursing operators on this basis, you are paying too much according to DfT guidance, which refers to average fare.

The guidance doesn't refer to off-peak fares, which are unusual around the country, but do apply to trentbarton services. They charge high single and return fares, but a ZigZag is valid on all journeys at times when a pass is valid, and Mango cards are capped at £5 per day after 9.00. As ZigZag is an all-routes ticket, many passengers (including me) also use other routes as part of their travels. At £6 for one, £10 for a couple and £13 for a group of up to five, the average fare for one leg of a journey involving two or more legs is going to be little over £2, regardless of route.

Note that £6 is less than the peak return fare charged on i4 and Indigo, so an off-peak return fare from Derby to Nottingham is the same on a slow bus as on Red Arrow.

Allowing for season tickets and Mango cards, I would imagine the average fare on a Red Arrow journey in the morning peak to be around £4, but to be £2 - £2.50 off-peak. This is a lot less than the £5 single fare, and probably about 10p more than the average paid for full-length journeys on stopping services.

Red Arrow currently charges the full single fare (£5) for pass holders travelling from Nottingham to Derby on Red Arrow, which I regard as unethical if they are also claiming reimbursement for other journeys, especially for couples.

One of the journeys mentioned above where I paid was Mickleover – Derby – Nottingham – Hucknall, where all services run every 10 minutes and connect inside bus stations. I used a Mango card throughout, which maxed out at £5. I imagine that six reimbursements would add up to more than £5! To regard the middle of this type of journey as a different type of service does not make sense.

If your proposals go ahead, I would hope that trentbarton would introduce a discounted return fare for pass holders, but I am not optimistic given their actions since April. In this case, I would expect most to be sold suitable ZigZags, or, as I will, use Mango cards.

Free travel will still be available on alternative routes. However, the daytime journey time, from Derby to Broadmarsh, is 66 mins on i4 and 82 mins on Indigo or Y5, compared with 35 mins to Victoria on Red Arrow. If the connection works according to the timetable, it's actually quicker (and more frequent) to Victoria Centre via Ilkeston, using Ilkeston Flyer or Y3 plus the Two, than direct by i4, and one of my friends regularly comes this way to Derby. This option adds an extra Derbyshire reimbursement, in either direction, so increases the operators' income!

A doubling of journey time is more acceptable if it only applies in one direction, and I foresee a reduction in the use of alternative buses.

Neither Nottingham nor Derby railway stations are conveniently sited for their city centre, but with three trains per hour taking 20 – 28 mins, train is a viable alternative, particularly if the station is convenient at one end. The off-peak return fare of £6.90 is reduced by one third with a Senior (or Disabled) Railcard, making this, at £4.55, cheaper than the bus centre to centre. (The fare is slightly higher for travel in the evening peak.)

Car travel depends on the number of passengers, the starting point, and the parking place. Centre – centre travel isn't competitive, but most people are not starting from the city centre.

Towards Nottingham, parking at Queens Drive (Clifton Bridge) P+R costs £3.50 per carload, and adds around 15 mins to a journey to the city centre. Parking charges in central Derby are less than in central Nottingham.

To summarise, for one person, the train would be cheaper if (s)he holds a railcard, if not, a ZigZag on Red Arrow. For a group, car would be cheaper than a group ticket on Red Arrow, allowing for marginal cost of car use at 20p/mile. Encouraging car travel, particularly into Derby city centre, is not in accordance with LTP policies.

X38

Concessionary Travel Scheme

This situation is complicated by it being a jointly-operated route.

According to trentbarton's website, local fares are available in Burton but not in Derby. It quotes £4.00 single and £5.50 two-trip for anywhere in Derby to anywhere in Burton. ZigZag tickets are valid, but Duo and Group tickets are only valid on trentbarton-operated services. Mango discounts aren't available on Arriva buses, as their ticket machines can't read Mango cards.

Villager fares for Derby – Burton are £3.70 single and £7.30 two-trip, which makes an off-peak return a £6 ZigZag.

Arriva don't quote single fares on their website, but (to my surprise) a younger friend was charged £3.70 single in September, not £4. Their Midlands Day Saver, at £6.20, is useful for anyone travelling into Derby centre on Arriva, but is less use at the Burton end since Arriva sold their local Burton services to Midland Classic in August. I think Day Savers are valid on trentbarton operated journeys, and I presume that Arriva sell two-trip tickets.

Trentbarton specify which services they run on their website, but Arriva and Derbyshire County council do not differentiate between operators on their timetables.

From this research, I conclude that single fares are not "significantly higher than comparable journeys" and returns are cheaper than on stopping services.

In regard to journey time, X38 is scheduled as 35 mins either way, V3 45 mins to Burton and 50 mins back, while both V1 and V2 are slightly over an hour.

Should all current pass holders move to V3, I would envisage capacity problems, especially as V3 serves the new estate at Rykneld Road.

The train fare from Burton to/from Derby is the same as from Derby to/from Nottingham, i.e. from £4.55 off-peak return with a railcard. Again, neither Burton nor Derby stations are convenient for shops.

Car parking in Burton is cheaper than in Derby, e.g. £1.80 for three hours in Coopers Square, and free after 15.00. As the distance is less than to Nottingham, I would envisage a greater change from X38 to car than from Red Arrow to car.

Whilst there are no mid-point destinations between Derby and Burton, I can see a switch being made by Burton residents to shop in Lichfield or Sutton Coldfield, which have a direct express bus at least hourly, or to Birmingham. New Street station, right in the centre, can be reached in 30 mins by train from Burton, at £8.10 off-peak return with railcard.

Conclusions

I don't believe that a decision on what constitutes a premium service should be made by one or two local authorities.

I think that the current situation on the Red Arrow, of paying one way but not the other, is ridiculous, especially given the price of a single fare in comparison to that of a day rover. If the legal position was clarified, I would have fewer objections to the proposal as it affects the Red Arrow.

Concessionary Travel Scheme

I strongly object to the possibility of introducing a similar ridiculous situation on X38. I can see no way in which X38 meets even Nottingham's interpretation of the criteria – fares are not excessive and vehicle quality is only marginally higher in comparison with indirect routes. X38 is no different to many routes round the country which run non-stop along a main road for part of their journey.

The proposals run the risk of damaging the economy of Derby city centre, or of increasing congestion. Encouraging pensioners back to their cars is a retrograde step, especially if they are not up to driving on the fast and busy A38 and A52.

If people use alternative bus routes, you will not save as much money as hoped.

I strongly object to any projected savings from these proposals being allocated to anything that does not directly benefit bus users or the elderly or disabled.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jim Froggatt', with a long horizontal stroke extending to the right.

Jim Froggatt.



Mr Tony Gascoigne
Derby City Council
Council House
Corporation Street
Derby DE1 2FS

2nd November 2016

Dear Mr Gascoigne

Withdrawal of funding for ENCTS for Red Arrow service and X38

It has been brought to our attention by residents and the local media that Derby City Council intends to use the amenity exemption to withdraw funding for concessionary card holders on the Derby to Nottingham Red Arrow and X38 services.

The special amenity clause was introduced mainly to exempt services largely or wholly used for the purposes of tourism from the concessionary fare scheme. Given that this service is used by local residents, however, this exemption clearly does not apply.

It would also be wrong to exempt card holders on the basis that they have the option of using the rail service. Neither Derby nor Nottingham has a train station located within the city centre, so passengers with mobility issues would have to find a further means of transport from the nearest station.

The indirect stopping service between the two cities takes more than twice as long and is therefore less convenient, making visits to family and other outings particularly challenging for those with physical and mental health issues.

We have been advised by supporters of Bus Users and groups representing people with disabilities and mental health conditions, that a similar decision taken in Nottingham has resulted in many people choosing not to travel. This will lead to an increase in social isolation and place even greater pressure on already over-stretched local authority support services.

We would also take issue with way these cuts have been presented, as a choice between funding a lollipop service or an express bus for concessionary card holders. This is misleading and divisive: pitting one vulnerable group against another is a clear dereliction of your duty to uphold the rights of all your citizens

and we would ask that this be corrected as quickly as possible

We are currently in contact with Nottingham City Council about its decision and would strongly advise against taking a similar approach as it is unlikely to hold up to legal scrutiny. We will be encouraging local supporters, representative groups in the area and other interested parties to respond to your consultation, so that you can understand the full impact these cuts will have on the lives of the people and communities you serve.

Yours sincerely

Dawn Badminton-Capps
England Director
Cobalt Square, Hagley Road
Birmingham, B16 8QG
T 0300 111 0001

Hi,

I have seen an article published in the 'Burton Mail' on 20th October 2016 regarding the Derby City Council's proposal to withdraw concessionary bus passes from the 'Red Arrow' and X38 services.

I subsequently found the consultation notice on the council website, showing the closing date for submissions as the 27th November 2016; I therefore decided to complete the on-line questionnaire, and this shows that the closing date for submissions is the 21st October 2016. However, I still pressed the "submit" button!

I guess you are aware that your name is shown as the contact at Derby City Council; therefore, I am sending you this e-mail, and I have restated below my reasons as to why I do not believe the X38 service should be considered in the same light as the 'Red Arrow'. The Nottingham service is, indeed, a premium service operated by coaches and providing a direct link between the two city centres, whereas the X38 is one of a group of services which link Derby with Burton, and just happens to run non-stop along the A38 for parts of its route.

My reasons are:

Whilst the Red Arrow is an express service to/from Nottingham using coach type vehicles, the X38 is not - in fact, in some parts of Burton it operates as a local bus service, stopping to set up/drop down at all stops. Moreover, it does NOT use coaches to operate the service; it is a jointly operated limited-stop service by TrentBarton and Arriva, and the former operates it with the same type of bus as can currently be found on its 'Mickleover' service, and although the latter has some specifically "marked-up" for the X38, the "marked-up" ones can be found on other services (this link should take you to a photo of one on a Chaddesden service https://www.flickr.com/photos/guy_arab_uf/28966078054/), and non-marked-up ones - such as those typically found on services to Chaddesden/Oakwood and Allenton/Shelton Lock/Chellaston - are sometimes used on the Burton service. Further, the quality of Arriva's buses "marked-up" for X38 are inferior to those to 'Sapphire' standard operating the 38 route to Sinfen, and those being refurbished to operate services with 'Arriva connecting Derby' branding; they are also inferior to those used by TrentBarton on the Villager services advocated as an alternative service!

The X38 is, in reality, one of a group of four services operating between Derby and Burton using different routes; and although there is some commonality between the V1, V2, and X38 routes within the Derby city boundary (which includes the V1 using part of the A38), the X38 provides a UNIQUE link between parts of Burton (particularly the A5121 Derby Road) and Derby. The service uses TrentBarton's system of route specific names/liveries, and from this it takes the name X38; however, it isn't really any different to TrentBarton's 'Spondon Flyer', the 6X to Belper (using the A38 north of Derby), the 'nines' to Ripley/Alfreton/Mansfield, the 'Comet' to Ripley/Alfreton/Chesterfield, the X17 to Borrowash, the 'Zoom' to Long Eaton, and the 'Ilkeston Flyer' or the YourBus Y3 service to Spondon/Ilkeston/Cotmanhay. ALL use normal service buses, AND dual carriageways - the A38 or A52 - for parts of their journeys, and operate non-stop where these trunk roads are used.

Therefore, although it does make sense to withdraw the 'Red Arrow' from the concessionary bus scheme, it does NOT make sense to remove the X38 service; unless, of course, this is just a first step towards withdrawing concessionary bus fares from all of the other bus services listed in the preceding paragraph.

I apologise if you receive this input twice; I've worked on the premise that it's better to receive my views twice than not to receive them at all!

Regards,

David Faircloth

Dear Dave Dowbenko

Concessionary Travel Scheme

I would like to express my concerns and other staff members concerns of the removal of the gold card and other concessionary passes on the X38 service (Derby – Burton) and the Red Arrow service (Derby to Nottingham).

From the current car parking issues we have at the Royal Derby Hospital I feel that removing these passes will discourage patients and visitors who would normally use public transport to come here, to start using their cars instead.

The X38 is a direct service to the hospital for many public transport users and by removing these passes would have an effect on these users who would primarily use the passes as they would then need to catch the longer route services to either get them to the hospital or the city centre which for some patients (elderly or disabled) could cause great distress before they even arrive at the hospital.

As part of Derby Teaching Hospitals Travel Plan we promote and encourage our staff, patients and visitors to travel by sustainable modes of transport. If the council keeps putting barriers up to prevent people using public transport this is going to have a greater impact on the amount of traffic, cars and single occupancy journeys not only coming to the hospital but also into the city centre of Derby.

Kind regards

Andrea Shaw

Transport & Sustainability Officer

Facilities Management

Level 5

RDH

Thank you for your note of 31 October about X38 Burton-Derby. I note the fare will not change from Burton so at least one can get to the Derby Royal on the gold card which was my original concern. Maybe you could please note the concern of transport to and from the **hospital**. I believe it would be possible to go on the V3 but it would involve a change somewhere in Derby since that bus does not go to the hospital.

ALSO if the concession is withdrawn and the public then travel on the V 3 for free that bus will become extremely busy. What will happen when the bus from Derby arrives in Repton FULL and we cannot get on to go to Burton? We will have to wait another **HOURL** for the next bus and that may be full too.....

I would appreciate if you would please point out the two points above.

Thank you for your help in this matter. Kathleen Muir (Mrs)

Sent from my iPad

Hi Dave,

Here are the points we wish to raise regarding the Red Arrow and X38 consultation.

Introductory points and context

- Firstly we wished to congratulate DCC for not immediately following NCC in their decision to restrict access to these services for disabled and older people.
- Derby City is the home of the Mental Health Action Group (MHAG) and we have been pioneering (both locally and nationally) a better understanding of the difficulties/needs of people living with a mental health condition in accessing public transport. Earlier this year we organised the first mental health and transport Summit sponsored by the DfT:
- <http://www.mhag.org.uk/wp-content/uploads/2016/05/Mental-Health-Transport-Summit-Report-1.pdf>
- It would be excellent and very praiseworthy if DCC therefore joined us in taking a strongly positive approach to this issue and championed full accessibility - worth some positive press for DCC in the local media! We would be happy to make a statement in support of positive action.

Specific Points

- Many people with a mental health condition experience a great deal of anxiety when using buses. The combination of crowded public spaces shared with strangers is a recipe for panic and distress for those who struggle with anxiety, social phobias, OCD and paranoia. The thought of getting on the bus is hard enough but the thought of having to be on a bus for 1.5 hours in order to reach their destination is awful and certainly enough to deter many people in this situation.
- Some of our members have had to give up attending hospital visits, visiting friends and family, voluntary work and education because the length of a journey is unbearable for them.
- The cost of transport is also a huge obstacle for all of our members who have to rely on benefits and their concessionary pass to 'do life'! Bus fares are not cheap these days and many people would face a stark choice between having food on their plate and making necessary bus journeys. See our Report attached for more details on the impact of concessionary fares.
- The cost of isolation is also extremely high for those suffering from mental health problems. Isolation leads to an increase in symptoms and can keep you trapped at home struggling with increasing depression, anxiety, agoraphobia etc.
- For the above reasons we believe it is vital that disabled people are offered the option of a swift, comfortable and not too crowded journey. It really does make the difference between the journey made, the appointment kept, the family visit made or not. When I spoke to you on the phone I gave the example of Enjoying Derby walking group. This is designed to help people recovering from mental health problems to start getting out again, meeting with other people, getting exercise and feeling better about themselves. The group offers a range of attractive and enjoyable walk destinations some of which involve getting to and from Burton or to Nottingham. When I walked with them a few weeks ago a member (with Parkinsons and depression) told me how it had taken nearly 2 hours for them to get home by bus after a walk at Attenborough nature reserve recently. He said he was exhausted when he finally got home at about 6pm and it would certainly deter him from going on such walks in future.
- The option of a swift, non-stop journey is much appreciated and needed by disabled people more than anyone else!

Dave if you are aware of any transport related groups for the City that it may be worthwhile us attending please let me know for future information.

Kind Regards

Niki Glazier

Mental Health Action Group Co-ordinators

Derby West Business Centre

Ashbourne Road

Derby

DE22 4NB