

Linking Communities

Thurrock Community Consultation

2009



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1. Introduction

The Rural Community Council of Essex (RCCE) Rural Transport and Access Adviser (RTAA) has an expert knowledge of the issues concerning rural areas. The RTAA is part of a team at RCCE working with local people to strengthen their communities by combating the loss of essential services and revitalising community life. The RTAA also contributes this expertise in rural issues to local partnerships and fora, and acts as a key consultee on policy documents.

Led by the RTAA the Linking Communities project has a unique role in the county working closely with rural communities to develop a range of transport and access projects. The need for improved access to vital services in rural areas continues to dominate community surveys and as a result the expertise of the RTAA has proved invaluable in guiding communities through successful projects.

Linking Communities develops partnerships and facilitates projects that improve access to employment, education, health and leisure facilities, and that enhance other essential services in rural areas.

This has been achieved by working closely with local communities to identify needs, particularly of disadvantaged and socially excluded individuals, and solutions that address these needs.



2. Purpose of the survey

The Thurrock Community Consultation will gather specific information on the transport needs of three communities: **Bulphan, Horndon on the Hill and East Tilbury**. The consultation will involve a variety of different data sourcing techniques and means of gathering evidence. The information gathered will contribute towards the requirements for accessibility planning in the area.

3. Methodology

Thurrock Council identified three communities for consultation. Linking Communities, in partnership with Thurrock Council defined an appropriate timetable for surveys ensuring that the villages could be reviewed at appropriate times.

In order to ensure a broad range of the community (including hard to reach groups) respond, a variety of consultation techniques was recommended. The surveys had to be inclusive, encouraging a cross section of the public to participate; ensuring that accurate and relevant information could be extracted. (An example of each is in the appendix).

Method A: Random Drop Questionnaires. Questionnaires designed by the RCCE were hand delivered to a random sample of 25% of the households in each community.

Each questionnaire was delivered with a pre paid envelope and RCCE contact details. The questionnaires have been designed to gather information on current public transport use, key destinations and current perception of transport provision in the area. In addition there were qualitative questions to gather opinion regarding current service provision.

Method B: Street Surveys. The face to face surveys gathered information on current public transport use, key destinations and current perception of transport provision in the area. These were also completed at the Drop in Events.

Method C: Drop in events. The Drop in events were an opportunity for each community to share thoughts on transport provision in their area and identify priority transport needs at a central location. Liaising with the Community Forums the most appropriate location and time was agreed. RCCE designed appropriate facilitation exercises to gather data on transport needs in the area.

Method D: Services Survey. The surveys were completed by RCCE to establish service provision in each community e.g. Dr's surgery, general store, cash point etc.

Survey and consultation period: 13th April 2009 to the 29th May 2009

4. The Report

The resulting information from each community has been gathered and presented in the form of a report. The report records profiling, individual responses, the results of the household questionnaire, street survey plus the responses gathered at the drop in events.

In addition an overall assessment of the community, including general comments/observations from the RCCE is included.

5. Profiling Results

In all, during the period of 13th April 2009 to the 29th May 2009, 3 communities were assessed with a total of **231 members** of the public participating in the consultation (with 196 responding in a questionnaire). In total 700 household questionnaires were delivered with an **overall response rate of 13%** (Bulphan 20%, Horndon on the Hill 17% and East Tilbury 10%). A total of 89 questionnaires were returned to RCCE, as the household questionnaires asked for travel details of each member of the household this equated to 166 individual responses. In East Tilbury **13 Street surveys** were carried out with positive, useful responses recorded on each. Drop in Events were held in Bulphan and Horndon on the Hill with a total attendance of **52** (40 attendees in Bulphan and 12 attendees in Horndon on the Hill) at these events 17 surveys were completed.

Figure 1 - Gender and Age of whole consultation (11 did not respond).

Age bracket	Male	Female
16 and under	8	10
16-19	4	4
20-24	5	2
25-39	9	12
40-64	44	43
65+	22	22
Total	92	93

Figure 2 - What is your main employment?

Of those involved in the consultation in Thurrock 32% are retired while 45% who responded are in full time employment, part time employment or are self employed.

No response	Part time	Full time	Self	Unemployed	Retired	Student	Other
26	9	62	17	6	63	10	3

6. Survey Responses.

	Post Office	General Store	Market	Pubs/Café's/Restaurants	Cash Point	Dr's	Pharmacy	Village Newsletter	Village Website	Village Hall	Sports Filed	Hard surface play area	Allotments
Bulphan		•						•	•	•	•	•	
Horndon on the Hill	•	•		•				•	•	•	•	•	•
East Tilbury	•	•		•	•	•	•	•		•	•	•	

Figure 3 - Services available in each community.

Current service provision in each community is quite diverse. Bulphan has a general store, a village hall and a thriving community forum. There is a well equipped recreation ground and play area, primary school and church. This highlights Bulphan's lack of access to basic key services, which apart from a struggling village shop are outside the community. Horndon is slightly better off with two public houses, a general store and Post Office. There is also a well equipped recreation ground with play area, community allotments, a new children's centre (under construction) and a primary school. The general store is very much the heart of the community with many respondents to the surveys suggesting this is where they collect travel information. East Tilbury is a much larger community and, as a result, can support 2 general stores, a Post Office, Pharmacy, hairdressers, Dr's Surgery, library, Village Hall, takeaway restaurants and pubs. There is also a number of employers in the village, a train station and recreational facilities. The community therefore has access to the basic key services.

Where do you go?

Participants in the survey were asked if they use public transport to get to an activity. The following table shows the main destinations from each of the three communities consulted, it also highlights the numbers that responded that do not use public transport.

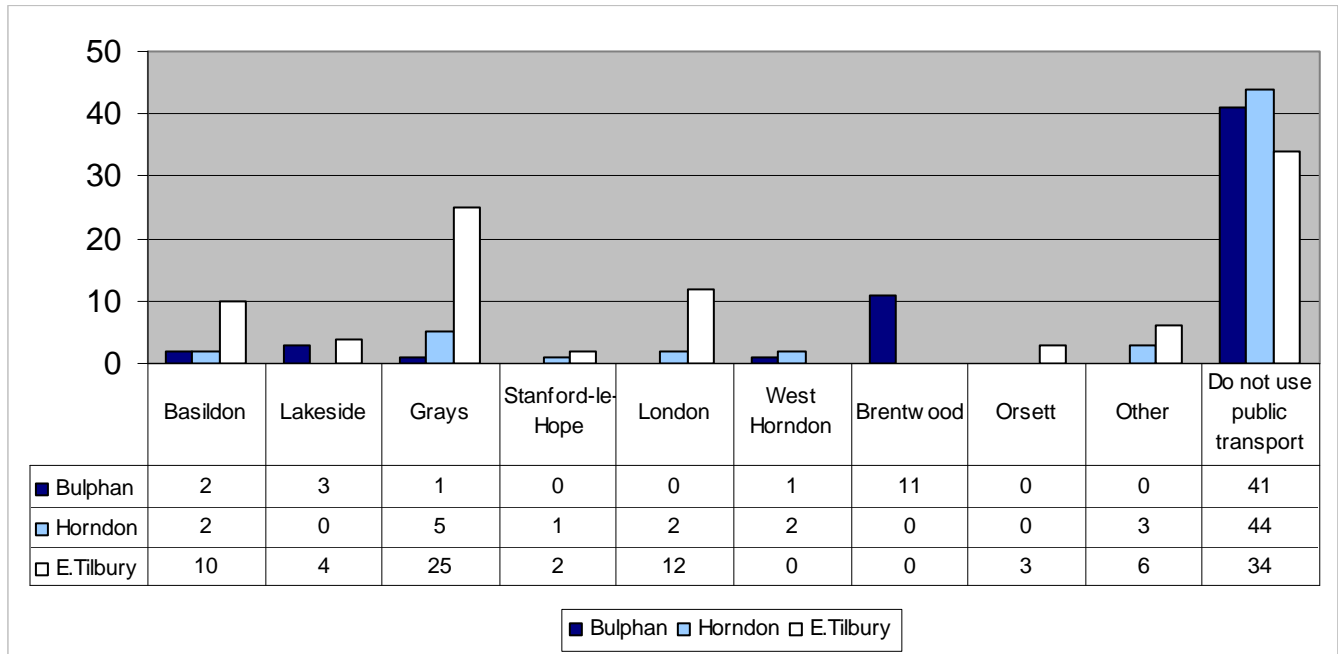


Figure 4 – Table showing the 'Current' key destinations in each community.

How do you travel?

Participants in the survey were asked what public transport they currently use. It is worth noting the importance of the rail service in Easy Tilbury and how the majority of those using public transport in the three villages use buses. There is little evidence that Community Transport, hospital cars, lift sharing or minibuses play any part in public transport in these 3 villages.

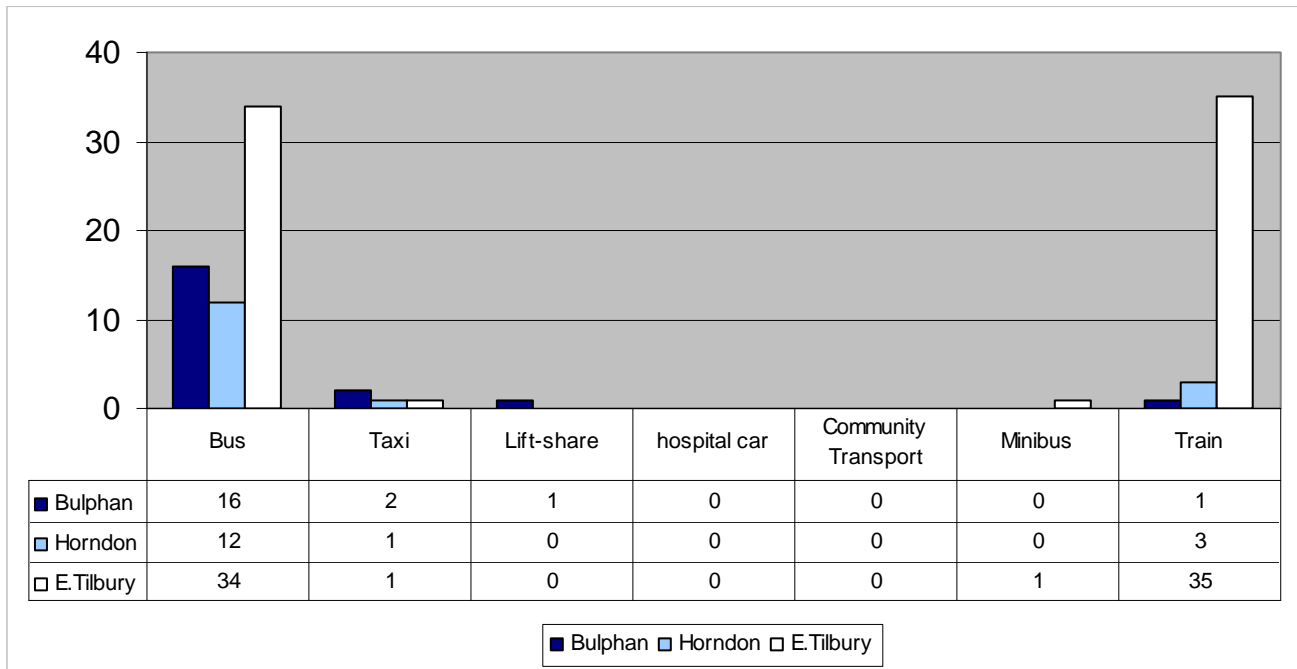


Figure 5 – Table showing the current trend for public transport use in each community.

To do what activity?

Participants were asked to detail what activity they use public transport to access.

The main purpose of current journeys in East Tilbury is predominately to access shopping, work and leisure while Bulphan use the services available in the village to access schools, shopping and leisure to a lesser extent. Horndon on the Hill mainly use the existing services to access leisure activities.

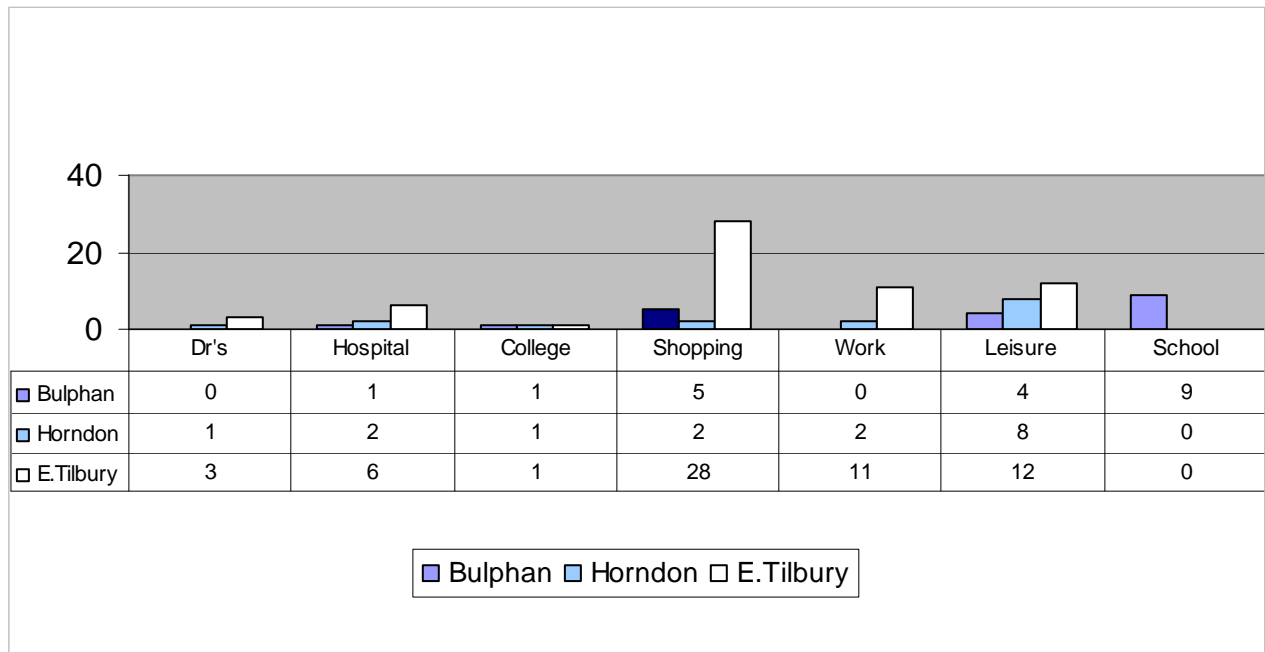


Figure 6 – Table showing the main activities that each community use public transport to access.

Where do you have difficulty getting to?

Participants were asked to detail where they currently have difficulty in getting to, where they would like to go. As you can see from the table below East Tilbury, residents have a desire to access Basildon (for shopping) and Orsett to access the health care facilities at the hospital.

Bulphan residents have a desire to access a number of different locations with Upminster being the most requested.

All communities have a desire to access Lakeside for shopping and leisure activities.

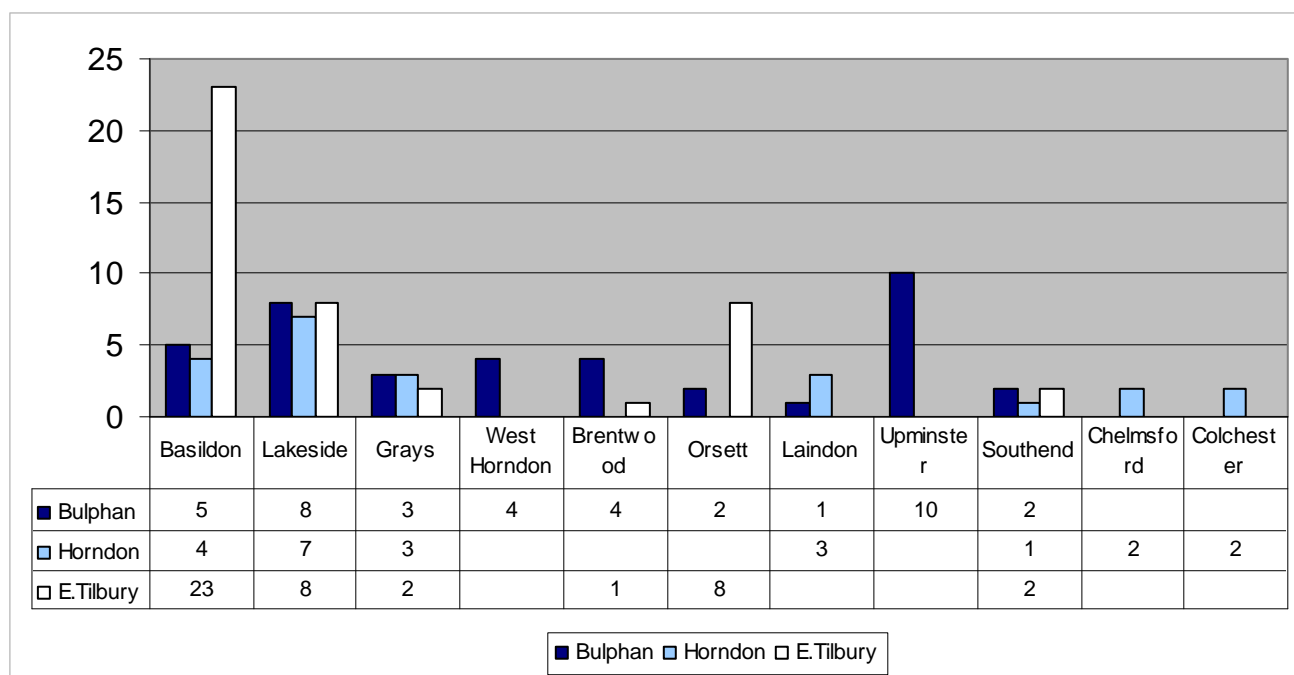


Figure 7 – Table showing where each community has difficulty getting to using public transport.

To do what activity?

Having been asked where they have difficulty accessing participants were asked to confirm what activity they would like to do at these desired destinations. This bar graph details the key services that Bulphan, Horndon on the Hill and East Tilbury currently believe are difficult to access. Each community currently has access to key service centres where shopping facilities are available. It is important to note that access to health care is an issue, particularly for residents in East Tilbury looking to access the hospital facilities in Orsett.

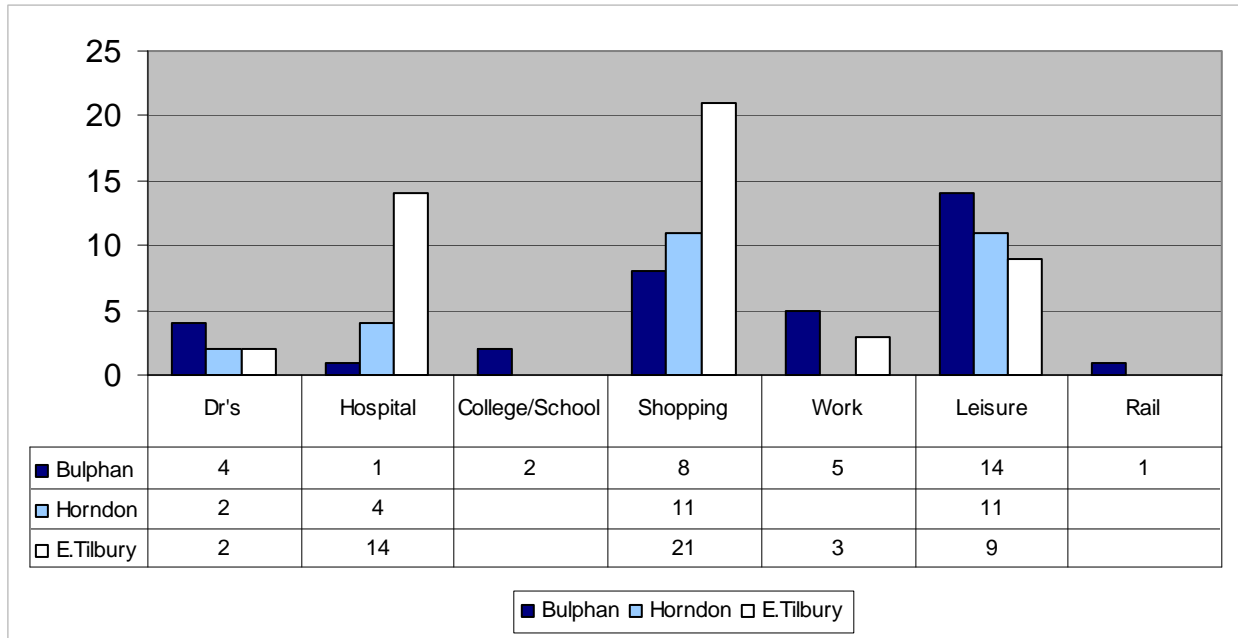


Figure 8 – Table showing the activities each community has difficulty accessing.

If transport services were not available how would you have made the trip? (Not all responded to this question).

It is worth noting that of those surveyed only 22 would not have taken the trip if the bus service was not available. While only 2 passengers would use an alternative bus service highlighting that the three communities have little choice in alternative transport. It also highlights the fact that there is a lower dependence on public transport services in Thurrock particularly in villages such as Bulphan where the car is still an alternative to many.

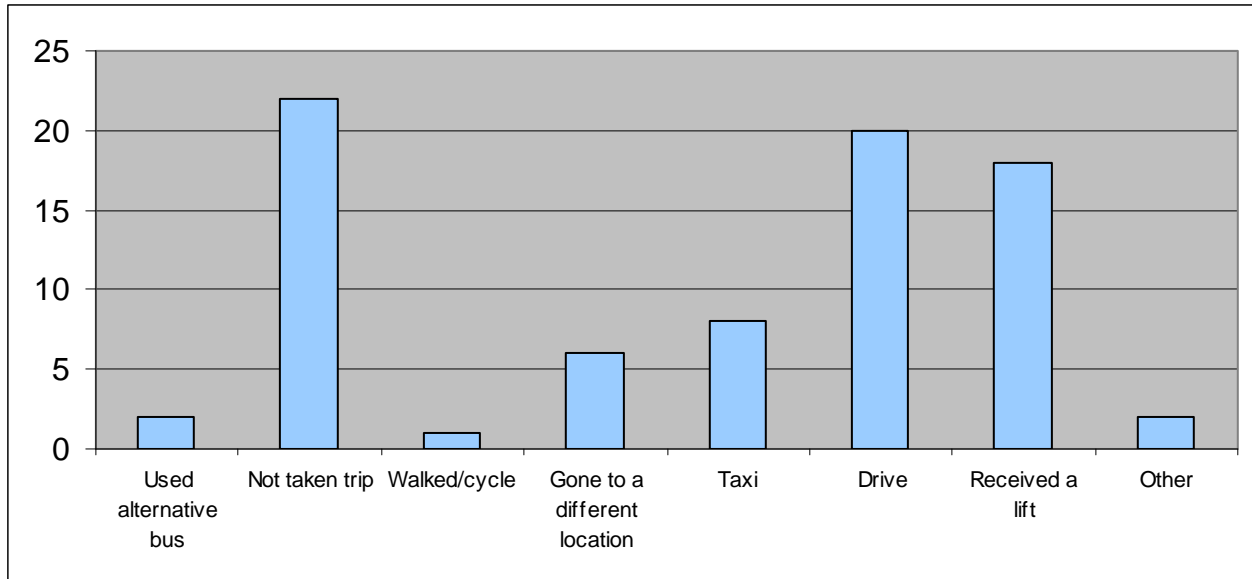


Figure 9 – Table showing how individuals would access services if current public transport provision were not available.

7. Summary

The following offers a summary of the responses provided by those who completed the household questionnaire, the street survey or attended the drop in day highlighting some of the key themes and patterns. On the whole those who completed the household surveys were keen to share their thoughts and ideas while those approached as part of the street survey were not as willing to participate.

Due to the poor weather and few people in the community during the working week the street surveys (in Bulphan and Horndon) were not well received, efforts therefore were directed to the Drop in Events in those communities. On the other hand a culture of poor relations with consultants in East Tilbury suggested that the face to face, one on one approach of the street survey would be more rewarding than a Drop in Event.

General Observations

Bulphan. Despite a limited number of services in the village, on the whole, there were few complaints regarding current service provision and access to services. The main concern in the community identified by the various consultation techniques is that there are no direct buses to Upminster.

Bulphan is currently served by the 265, 374 and the 565. The 265 runs from Brentwood to Thurrock Lakeside Shopping Centre daily and stops in the village at church and the Plough Motel. The 374 runs from Grays to West Horndon hourly and also stops in the village at the church. The 565 runs to Brentwood. Comments from the consultation suggest that while the service 265 and the 374 run suitable timetables the current bus stop at the church is dangerous. There also seems to be a worrying perception of the 565 bus missing out Bulphan (possibly to make up time).

Youngsters in the village are very well catered for and seem to have plenty to do (including having representation on the Community Forum). This therefore gives a false impression that there are no access issues for under 16's. It is worth noting that some of those that were in attendance at the drop in event had experienced poor levels of service from the operators including being left at bus stops. This could have a long term negative effect on the young people's perception of public transport in the area.

It is worth noting that information on public transport in the community is generally sourced from Internet. Please note that when making observations in the village the bus stops did not carry timetables.

Horndon on the Hill. Horndon on the Hill is currently served by the 11 and the 374. The 11 runs from Purfleet to Basildon Mon to Sat every 90 minutes. The 374 runs from Grays to West Horndon Mon to Sat hourly. When reviewing the consultation responses it became apparent that on the whole the bus services in the village were not relied upon by those completing the survey. A

number of those consulted did however suggest that the lack of direct services is the main reason that they cannot access their desired destinations and is a factor affecting current patronage levels. Those that did respond and do use public transport have suggested that current service provision/times do not seem to be an issue in Horndon on the Hill and that they would like public transport to Lakeside Shopping Centre. The main problems in the village seem to relate to vehicle size and the bottle neck on Horndon High Road (which has in the past resulted in the bus getting stuck). The question 'Are buses the best vehicles for the those needing public transport in Horndon' was raised by those attending the Drop in event. It is surprising that while the internet was the most common source of travel information the local shop in Horndon is also regarded as a key distributor of information.

East Tilbury. While residents in East Tilbury are regular users of public transport they do have the impression that they are 'like an island' with limited routes in and out of the village (no safe walking or cycling routes exist). There is also the feeling among those without access to a car of the sensation of being stranded when services are not running.

East Tilbury is currently served by the 374. The 374 runs from Grays to West Horndon Mon to Sat hourly. The bus runs on a regular timetable on a route through East Tilbury that passes close to the majority of the residents of the village. The service however, according to the majority of responses, is not regular enough for residents who believe that to access their key destination of Grays the buses should run more frequently during the day, in the evenings and at weekends.

One observation in East Tilbury is the split between North and South. The North of the village (Stenning Avenue, Princess Margaret Road, Beechcroft Avenue etc) mainly use the train for accessing services even if they have access to a car. Conversely those living in the South of the village (Coronation Avenue, Queen Mary, Thomas Bata Avenue etc) without access to a car use and rely on the local bus routes.

Because public transport is widely used in the community many source information from traditional locations such as the library, the bus stops, the train station and local papers. There is also a trend to source information from the internet.

8. Summary of each Community.

Bulphan

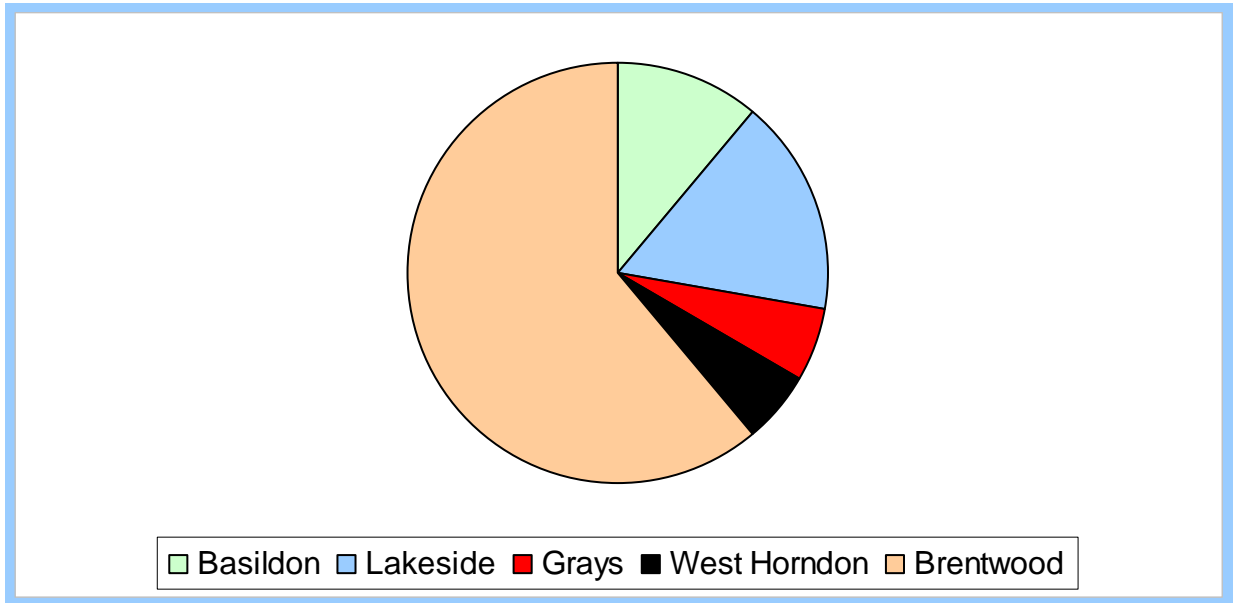


Figure 9 – Chart showing where individuals in Bulphan travel using public transport.

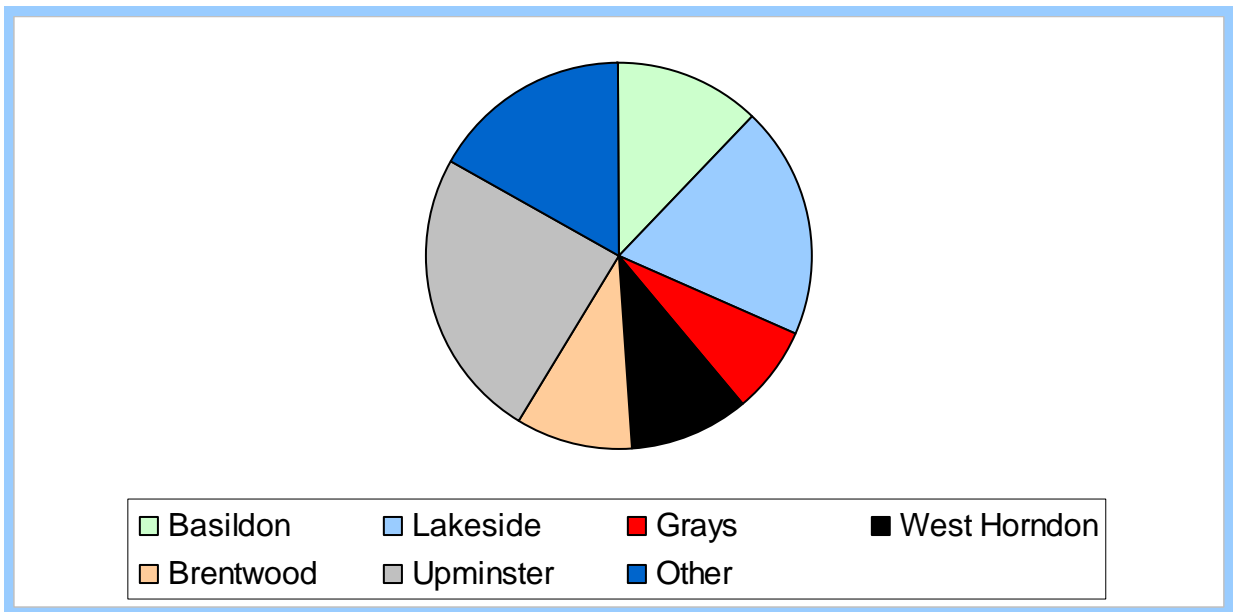


Figure 10 – Chart showing where individuals in Bulphan would like to travel using public transport.

Bulphan – General Observations

While the Bulphan is currently served by the No 265, No 374 and the No 565 there is little evidence from those surveyed that these services are widely used. Looking at the general comments from the Household Survey and the responses from the Drop in Event it is apparent that there are number of reasons for this trend. The most prolific response was that there are no direct buses or in fact no buses to the destinations required and that those that do run are infrequent.

Of those using public transport the majority seem to be school children travelling to Brentwood however the current services to Greys and Lakeside are popular for shopping.

There is a desire to have access to Lakeside shopping centre from the village and while the service 265 does run there during the week it may be that lack of awareness of this service and lack of information in the village have resulted in the assumption that there is no service available. There is also a suggestion that Upminster is a destination that many have problems accessing because there is no direct bus.

20 of those responding stated that they use the internet to source information on transport services while traditional information points such as bus stops and the local shop still act as a key information source.

It is important to note that there were a number of comments suggesting that information at bus stops was not always available and not always accurate.

There was also a concern in the community over the location of the bus stop in the village. It is currently situated outside the church on a tight bend that, when buses stop, causes a potential hazard. Some believe that by moving the bus stop into the centre of the village, opposite the village hall, safety would be improved and more might be encouraged to use the current service.

As a general rule the passengers are very happy with the service and happy with the service provided by the drivers.

Horndon on the Hill

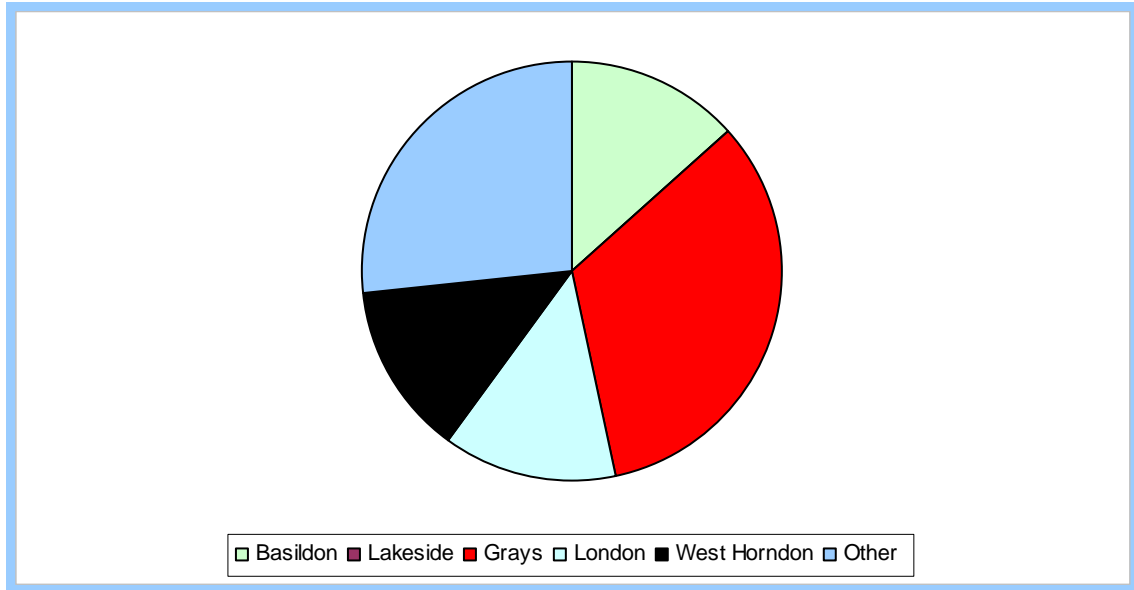


Figure 11 – Chart showing where individuals in Horndon on the Hill travel using public transport.

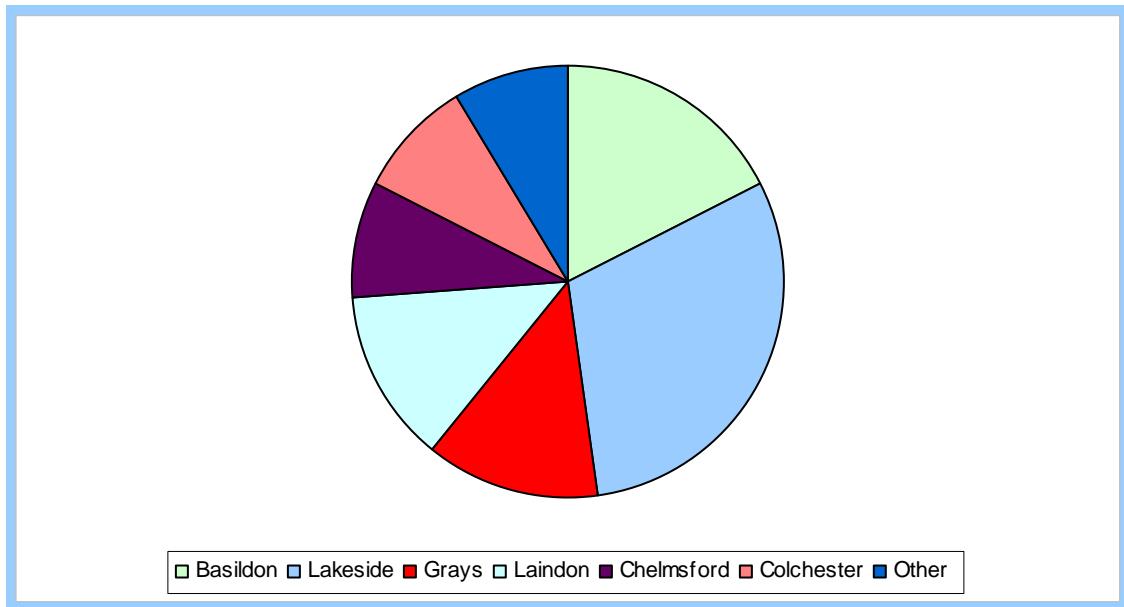


Figure 12 – Chart showing where individuals in Horndon on the Hill would like to travel using public transport.

Horndon on the Hill – General Observations

There is no evidence that the community has a burning issue with regards to the current levels of services and little evidence to show they use it. However when asked if they have any destinations they would like access to there was a very varied response with the majority favouring Lakeside and Basildon for shopping and leisure activities. It is important to note that only 8 of those that responded do not have access to a car, the car therefore plays a significant role in this community.

There was a lot of concern regarding access for large buses on the High Road. The street is used day and night for residential parking and due to its narrow dimensions there have been a number of instances where the bus has got stuck.

Current travel habits suggest that those that do use public transport travel to Grays for Leisure, work and signing on. Other destinations include Basildon, Corringham and London.

Similar to Bulphan many of those that responded (44 out of 58) stated or indicated that they do not currently use public transport. There is however evidence to show that when public transport is used it is mainly for accessing leisure activities.

41 respondents stated or indicated that they did not have any difficulties accessing places, services, facilities or activities.

Overall there is a desire to access the train station at Laindon to be able to commute and to be able to access leisure activities in London.

East Tilbury

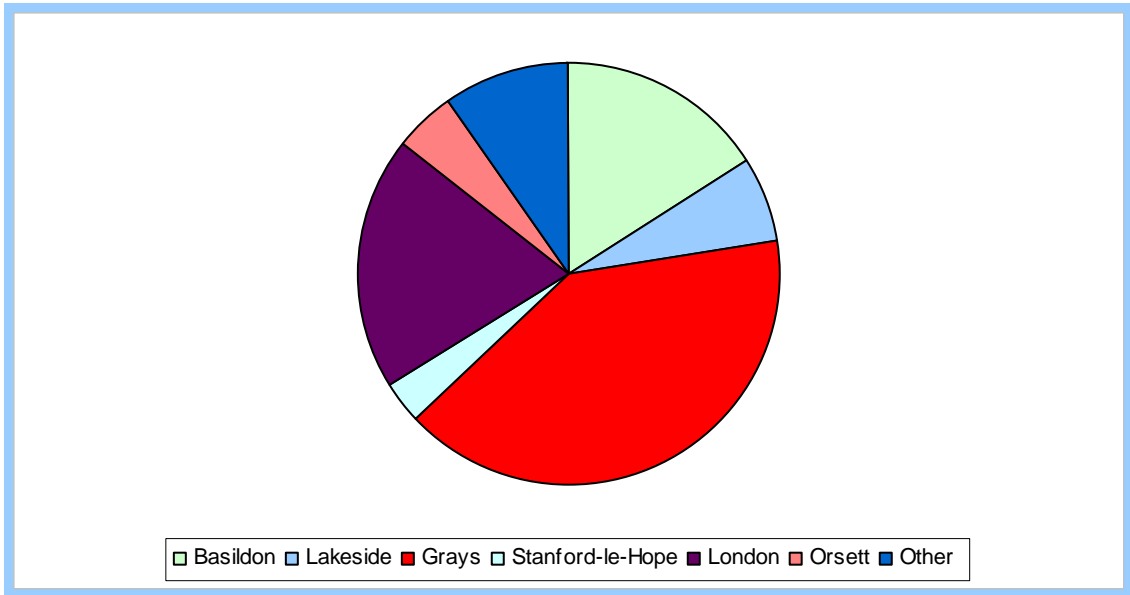


Figure 13 – Chart showing where individuals in East Tilbury travel using public transport.

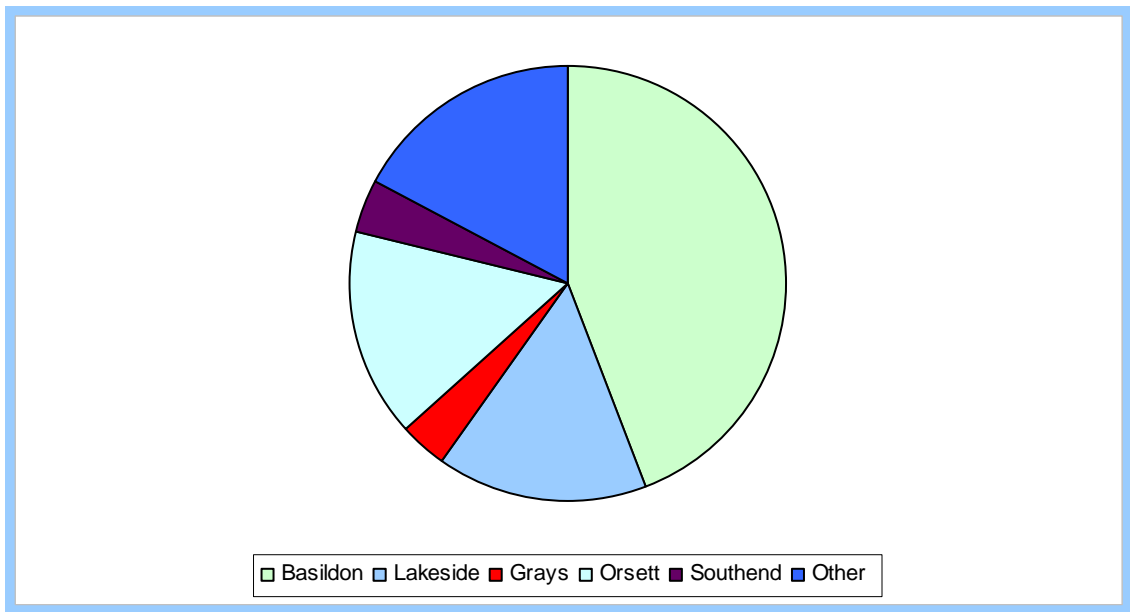


Figure 14 – Chart showing where individuals in East Tilbury would like to travel using public transport.

East Tilbury – General Observations

The community is well served by the No 374 as well as regular train services to Southend and London. The bus services run along Coronation Avenue which provides an accessible service for most in the community. In addition residents are able to access a library, Post Office, general store and pharmacy within the village.

The bus routes through the heart of the village are well known and relatively well utilised.

The majority of bus patronage heads for Grays, while there is a trend in East Tilbury to also make use of the train with destinations such as Grays and London being the most popular for work, shopping and leisure activities.

Having reviewed general comments it is surprising to see that the main concern in East Tilbury is that the services that are already available are not frequent enough. Comments such as 'The bus service only runs every 2 hours and finishes late afternoon. We don't have a car so have no access to travelling anywhere in the evenings' and 'There are hardly any buses (frequently) enough to any local nearby towns' are just an example of the general concerns.

9. Community Reports and Data.

Bulphan

Promotion of the community consultation in Bulphan was via the community website (www.bulphancf.org.uk) and an article in the Hobnob magazine (see appendix)

Household Survey

Date Surveyed	No Distributed	Returned	Response rate	Individual responses
18.04.09 to the 26.05.09	100	20	20%	48

RCCE Comment.

Above average response rate (double figures determine a successful survey). Random drops were made throughout the community including: Stanley Road, Church lane, Albert Road, Victoria Road, Church Road and the outlying parts of the community including Dunning Lane, Fen Lane, China Lane, Peartree Lane and Brentwood Road (as suggested by Bulphan Community Forum).

Excellent response rate from Bulphan with a surprising theme that public transport is not widely used in the community.

Note from Bulphan Community Forum: In the past, Thurrock Council has tended to distribute questionnaires along the "main road" (Church Road) in Bulphan. I don't know how many questionnaires you need to distribute, but I would say that 2 or 3 to each road in Bulphan (including the outlying rural roads) would give you a good sample and maybe a couple of non-random ones, for instance, the 2 wheelchair-users we have and one to the school?

Street Survey

Date Surveyed	Time.	Weather Conditions	No surveyed	Completed	Refusals
05.05.09	09:00 to 10:30	Grey/Cold	2	0	2
07.05.09	13:00 to 14:00	Sunny	0	0	0

RCCE Comment.

A number of attempts were made to carry out Street surveys in Bulphan however despite various days and timings the small amount of individuals approached were not willing to respond.

The street survey was not well received and as a result it seemed appropriate to concentrate my efforts on the Drop in event.

Drop in Day.

Date	Time.	Weather Conditions	Attendees	Surveys Completed	
28.05.09	20:00	Sunny/Warm	40	10	

RCCE Comment.

Bulphan Community Forum Meeting. Bulphan Village Hall.

Publicity of the RCCE's consultation was included in the Forums community poster (see appendix) and a slot was allocated in the meetings agenda. Excellent turn out with a broad mix of community members (inc 12 attendees under the age of 16).

Many of the youngsters that came to the Drop in event use public transport to get to school however there is a worrying trend that many have already had bad experiences with public transport. Quote 'One time me and my friends were going to Brentwood and the bus didn't come but it went to West Horndon and missed Bulphan'.

Comment from Bulphan Community Forum: Our next Open Forum meeting is at 8p.m. on Thursday, 28th May in Bulphan Village Hall. This would be the best opportunity for you. The Open forum meeting is really the best place, as we get all ages there, from babes in arms, primary and secondary school pupils, young couples, middle-aged and elderly people.

Survey Results

Age	Gender	Employment
16 and under	F	Student
16 and under	M	Student
16 and under	M	
16 and under	F	
16 and under	M	Student
16 and under	M	
16 and under	F	
16 and under		Student
16 and under	F	
16-19	M	
16-19	M	
16-19	M	Student
20-24	M	Full-time employed
20-24	M	Full-time employed
25-39	M	Full-time employed
25-39	F	Part-time employed
25-39	M	Full-time employed
25-39		Full-time employed
25-39		Part time employed
25-39	M	Full-time employed
40-64	M	Full-time employed
40-64	M	

40-64	M	Full-time employed
40-64	M	Retired
40-64	F	Retired
40-64	F	Self Employed
40-64	M	Self Employed
40-64	F	Self Employed
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Full-time employed
65+	F	Retired
65+	F	Retired
65+	M	Retired
		Full-time employed
65+	M	Retired
65+	F	Retired
65+	F	Retired
65+	M	Retired
65+	F	Retired
65+	M	Retired
65+	M	Retired
65+	F	Retired
65+	M	Retired
65+	F	Retired

Does anyone in your household/Do you currently use public transport to get to an activity?
(58 responses were recorded of which 41 stated or indicated that they do not currently use public transport).

Where do they go	To do what?	When do you travel	a.m. or p.m.	How frequently	What form of transport
Basildon	Leisure		Pm	Monthly	Taxi
Basildon	Leisure		Pm	Monthly	Taxi
Brentwood	School	Weekdays	Am and pm	Daily	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	Friends	Weekdays		Daily	Bus
Brentwood	School	Weekdays	am and pm	Daily	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	Hospital	Weekdays	a.m.	Twice a week	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	School	Weekdays		Daily	Bus
Brentwood	Shopping	Weekdays	am and pm	Weekly	Bus
Grays	School	Weekdays		Daily	Taxi

Lakeside	Leisure	Weekends	Monthly	Bus infrequent
Lakeside	Leisure	Weekends	Monthly	Bus infrequent
Lakeside	Shopping	Weekends	Monthly	No direct buses
Lakeside	Leisure	Weekends	Weekly	No buses at weekend
Lakeside	Leisure	Weekends	Weekly	No buses at weekend
Southend	Leisure	Weekdays	Monthly	
Southend	Leisure	Weekdays	Monthly	
Orsett	Shopping	Weekdays	Unknown	Direct Route to other buses from Orsett to Rail Lines
Orsett	Work	Weekdays	Unknown	Direct Route to other buses from Orsett to Rail Lines
Upminster	Leisure	All week	Daily	There are no direct buses
Upminster	Work	All week	Daily	There are no direct buses
Upminster	Rail link	Various	Various	No bus
Upminster	School	Weekdays	Daily	No direct buses
Upminster	Work	Weekdays	Daily	No direct buses
Upminster	School	Weekdays	Daily	No direct buses
Upminster	Leisure	Weekdays and Weekends	Daily	No direct buses
Upminster			Daily	Rarely go
Upminster			Daily	Rarely go
West Thurrock	Shopping	Weekends	Weekly	No bus on a Sunday
West Thurrock	Shopping	Weekends	Weekly	No bus on a Sunday
W Horndon	Dr's	Weekdays	Weekly	No direct buses
West Horndon			Daily	Rarely go
West Horndon			Daily	Rarely go
West Horndon Train station	Work	Weekdays	Daily	Coming home buses are too early

Are there destinations that your community needs access to but are not served by the current network?

Basildon
 Basildon
 More Direct route to Grays
 Romford

Where would you find out information about local transport services?

22 of those responding stated that they use the internet to source information on transport services.

12 stated that they source information from the bus stop.

3 will visit the local shop to get timetable information and 8 will contact the local authority.



Additional Comments:

Generally a good service x2

There have been improvements over the years.

Having a bus shelter near a very dangerous bend is a hazard. School children have to cross nearby. The bus parks there for long periods.

Could be more frequent.x2

Services Infrequent

Frequency too low. X4

The buses are few and far between x3

No bus on Sat pm bank holidays x2

Do not run late enough into the evening. Better frequency.

There are no buses travelling to Upminster which is one of our local towns. x5

No buses at all to Upminster x3

No return journey x3

I have caught buses that have no return journey.

I had to give up a job at Lakeside because it went everywhere else and took two hours!

Bus to Lakeside at the weekends for all the young people in the village (weekend work etc) x4

Bus going to Lakeside takes too long

Current public service no use to us

My husband would rather take the bus to the station but if he does when coming home bus service finishes early

Anywhere, a service would be nice. X2

There is currently no service available. X2

We cannot get buses to suit Dr's surgery hours or to the hospital

Information on all routes is not available at bus stops. X2

Regal Busways - I was waiting for a bus and it didn't come. My Mum had to come out of her way and take me and my friends to our destination.

Regal bus service is not good because one evening the 565 bus did not turn up.

No access to public transport in Doesgate Lane x2.

Do you have any suggestions which can be implemented to improve the network?

Timetables to be kept updated.

Bigger school buses

More recent timetables

More recent timetables on the bus

Bus doesn't go to Lakeside on a Saturday and that is the main day of the week we would like to go shopping

What difficulties does your community experience with the current network?

Lakeside Bus does not run on weekdays

The bus to Lakeside doesn't run on a Saturday - that's when most people go shopping.

A new bus driver came on a school morning, came the other way and didn't know where he was going, and there was no one to help him.

One time me and my friends were going to Brentwood and the bus didn't come but it went to West Horndon and missed Bulphan

When you phone the company they are not very helpful

565 bus didn't turn up

On the point of moving due to the poor public transport

Most of our buses are very small

School bus (public service) is not always big enough. Kids often left behind.

Timetables not easily available

Bus info often out of date. Some as old as 2002

Road being eroded by buses

Brentwood to Lakeside Double Decker too big

Why Double Decker buses

Horndon on the Hill

Promotion of the community consultation in Horndon on the Hill was via an article in the Hobnob magazine (see appendix)

Household Survey

Date Surveyed	No Distributed	Returned	Response rate	Individual responses
18.04.09 to the 26.05.09	170	29	17%	51

RCCE Comment.

Above average response rate (double figures determine a successful survey).
Random drops were made throughout to community including: Gordon Road, Orsett Road, South Hill, High Road, Hillcrest Road, Victoria Road and Mill Lane.

Excellent response rate from Horndon with a surprising theme that public transport is not widely used in the community.

Street Survey

Date Surveyed	Time.	Weather Conditions	No surveyed	Completed	Refusals
01.05.09	14:00 to 15:30	Sunny	2	0	2
06.05.09	17:00 to 18:30	Sunny	0	0	0

RCCE Comment.

A number of attempts were made to carry out Street surveys in Horndon however despite various days and timings the small amount of individuals approached were not willing to respond.

The street survey was not well received and as a result it seemed appropriate to concentrate my efforts on the Drop in event.

Drop in Day.

Date	Time.	Weather Conditions	Attendees	Surveys Completed	
06.05.09	19:00	Sunny/Warm	12	7	
<p>RCCE Comment.</p> <p>Horndon Community Forum and Horndon Society Combined meeting. Woolmarket, Horndon High Street. Publicity of the RCCE's consultation was also included in the Forums agenda (see appendix). Low turn out blamed on a music recital being held in the church at the same time as the meeting. Attempts were also made to contact the Woolmarket Ladies to arrange a 2nd Drop in Event, however lines of communication failed.</p> <p>A request was made by the chair of the Community Forum for electronic versions of the Questionnaire which he would distribute.</p> <p>All those in attendance were regular members of the Community Forum/Society, they were able to provide a very good overview of the community and how it works however not one of the 12 in attendance regularly used public transport.</p>					

Survey Results

Age	Gender	Employment
16 and under	F	Student
16 and under	M	
16 and under	M	Self Employed
16 and under	F	Self Employed
16-19	M	
16-19	F	
25-39	F	Self Employed
25-39	M	Self Employed
25-39	M	Full-time employed
25-39	F	Full-time employed
20-24	M	
20-24	M	
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Unemployed
40-64	M	Retired
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	F	Retired
40-64	M	Full-time employed
40-64	F	Full-time employed



Age cont.	Gender	Employment
40-64	M	Self Employed
40-64	F	Self Employed
40-64	F	Retired
40-64	F	
40-64	M	Full-time employed
40-64	F	Self Employed
40-64	M	Full-time employed
40-64	F	Self Employed
40-64	F	Full-time employed
40-64	F	Full-time employed
40-64	M	Full time employed
40-64	M	Full time employed
40-64	F	Part time employed
40-64	F	Retired
40-64	F	Unemployed
40-64	M	Full time employed
65+	M	Retired
65+	F	Retired
65+	M	Retired
65+	F	Retired
65+	M	
65+	F	
65+	M	Retired
65+	F	Retired
65+	M	Full-time employed
65+	M	Retired
65+	F	Retired
65+	M	Full-time employed
65+	M	Retired
65+	F	Retired
65+	M	Self Employed
65+	F	Self Employed
65+	F	Retired
65+	F	Retired

Does anyone in your household/Do you currently use public transport to get to an activity?
(58 responses were recorded of which 44 stated or indicated that they do not currently use public transport).

Where do they go	To do what?	When do you travel	a.m. or p.m.	How frequently	What form of transport
Basildon	Work	Weekdays			Bus
Basildon	Dr	Weekdays		Weekly	Bus
Corringham	Shopping	Weekdays		Weekly	Bus
Corringham	Leisure	Weekdays	am and pm	Monthly	Bus
Hornon	Leisure	Friday/Sat		Monthly	Train
Grays	College	Weekdays	pm	Weekly	Bus
Grays	Work	Weekdays			Bus
Grays	Leisure	Weekdays	am and pm	Weekly	Bus
Grays	Leisure	Weekdays	am and pm	Weekly	Bus
Grays	Sign on	Weekdays		Daily	Bus
Hornon	Leisure	Friday/Sat		Monthly	Taxi
London	Leisure	Weekends	am	Monthly	Train
London	Leisure	Weekends	am	Monthly	Train
Orsett	Hospital	Weekdays	a.m. or p.m.	Weekly	Bus
Stifford Clays	Leisure	Weekends			
Stifford Clays	Shopping	Weekdays			
Stanford	Visit	Weekdays		Daily	Bus

Are there any places, services, facilities or activities your household would like to access using public transport but find it difficult?

(58 responses were received of which 41 stated or indicated that they did not have any difficulties accessing places, services, facilities or activities.)

Where would you like to travel to?	To do what?	When	How frequently	Current difficulties?
Basildon	Shopping	Weekdays	Monthly	
Basildon	Shopping	Weekdays	Monthly	
Basildon	Shopping	Weekdays and Weekends	Monthly	There are no direct buses
Basildon		Evenings	Weekly	No direct buses
Colchester	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Colchester	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Chelmsford	Leisure	Weekdays	Monthly	
Chelmsford	Leisure	Weekdays	Monthly	
Chelmsford	Shopping	Weekdays	Weekly	There are no direct buses
Chelmsford	Shopping	Weekdays	Weekly	There are no direct buses
Grays	Hospital	Weekdays	Monthly	
Grays	Hospital	Weekdays	Monthly	
Grays	Shopping	Weekdays and Weekends	Weekly	There are no direct buses
Laindon Station	Leisure	Weekends	Monthly	There are no direct buses
Laindon Station	Leisure	Weekends	Monthly	There are no direct buses
Laindon Station	Leisure	Weekdays	Weekly	There are no direct buses
Lakeside	Leisure	Weekdays		Services infrequent
Lakeside	Shopping		Weekly	There are no direct buses
Lakeside	Shopping	Weekdays	Weekly	There are no direct buses
Lakeside/Bluewater	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Lakeside/Bluewater	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Wickford		Weekends	Weekly	There are no direct buses

Are there destinations that your community needs access to but are not served by the current network?

No bus to Dartford where I work
Often use the train, usually walk the Stanford Station, 1.5 miles away.

Where would you find out information about local transport services?

5 Don't know where to find public transport information.
25 of those responding stated that they use the internet to source information on transport services.
Only 1 person stated that they source information from the bus stop. 11 however will visit the local shop, library or contact the local authority.

Additional Comments:

Good service. Good drivers. X2

Its' one of it's charms having no trains it keeps the village small
Do not use so cannot comment
I'm impatient. I want to travel when I'm ready and by the most direct route, therefore use a car.
I don't know timetables, routes, bus numbers. I do however use trains when I can but even then it's time consuming.
Do not use at present.
Not certain as to the services available to the village.

We are a 2 car family as buses unreliable
Would like more choice of services apart from Basildon for leisure days. X2

Laindon station is the most direct route to London x2
Perhaps a bus to Basildon via Laindon would be feasible x2
Used to be a bus to Basildon via Laindon x2
Would very much like a bus which would go to Laindon Station and a quicker, more direct service to Basildon Town centre. X 4
Do not use the bus service - walk, drive or lift to train stations.

Routes are not direct and therefore journeys take too long.

No 11 run every 1.5 hours would be better 1 hr please.
On Sat no 374 run every two hrs first leaving village 9-50am earlier needed.
Lack of rise and fall buses on these routes.
Bus timetables are not displayed
Re: Information. Gazette not delivered in village only Advertisers.

Do you have any suggestions which can be implemented to improve the network?

Are details of the timetable made readily available

Not aware of current bus routes but believe a free bus service is offered by Asda Tilbury.

Most people's journeys to work would be too time consuming via public transport. Horndon to Rochford would probably take 3 hours each way. Buses are only solution for short journeys.

As soon as people start relying on public transport they start holding us to ransom by raising fares or going on strike.

Are buses the best vehicles for the numbers of residents needing public transport?

No personal details of current networks

What difficulties does your community experience with the current network?

Bus-damage to grass verges in the village

Access through the village high road is a major problem for buses

Parking inconsiderately blocks route access

I don't use the buses car is more convenient.

No timetables readily displayed

Bus routes are not direct - journeys take too long to be viable for commuting.

Unreliable

Damage to road junction grass verges

Dangerous driving by bus drivers

How many local residents use local buses?

What works well with the current network?

C2C trains are good (but I usually travel off peak

C2C link to London works well - takes approx. 25 mins walk to station.

East Tilbury

Comments from WELCOM, the East Tilbury Community Forum:

Just as a general point, we are slightly cynical about consultants doing surveys in our area, we've had a few in recent years, they come down, we tell them what the problems and issues are, then they go away and produce proposals which are diametrically opposed to what local people most think is important.

Household Survey

Date Surveyed	No Distributed	Returned	Response rate	Individual responses
18.04.09 to the 26.05.09	430	40	9.3%	67

RCCE Comment.

While the response rate is not as good as the other communities 9.3% is recognised as a satisfactory response rate to community surveys.

Random drops were made throughout to community including: Queen Mary Avenue, Coronation Avenue (and the minor cul de sacs off it), Queen Elizabeth Avenue, King George VI Avenue, Princess Margaret Avenue etc.

Street Survey

Date Surveyed	Time.	Weather Conditions	No surveyed	Completed	Refusals
01.05.09	10:00 to 12:30	Grey/Wet	0	0	0
05.05.09	11:00 to 13:00	Grey/Wet	11	9	2
13.05.09	10:00 to 14:00	Cold/Grey	11	6	5

RCCE Comment.

Weather prevented a successful Street Survey being completed.

Drop in Day.

Date	Time.	Weather Conditions	Attendees	Surveys Completed	
06.05.09	19:00	Sunny/Warm	12	7	

RCCE Comment.

A number of attempts were made to liaise with WELCOM Community Forum to arrange suitable time and place however this was not possible. As the Street surveys were much more successful in East Tilbury it was decided to proceed with this tactic which proved to be quite successful.

Survey Results

Age	Gender	Employment
16 and under	F	
16 and under	M	
16 and under	M	
16-19	F	Part-time employed
16-19	F	
16-19	F	Part time employed
20-24	M	Full-time employed
20-24	F	Full-time employed
20-24	F	Student
25-39	M	Full-time employed
25-39	F	Full-time employed
25-39	F	Full-time employed
25-39	F	Self Employed
25-39	F	Full-time employed
25-39	M	Full-time employed
25-39	F	Full-time employed
25-39	M	Full-time employed
25-39	M	Full-time employed
25-39	F	Full time employed
25-39	F	Unemployed
25-39	F	Part time employed
40-64	F	Self Employed
40-64	M	Retired
40-64	M	Full-time employed
40-64	M	Full-time employed
40-64	M	Retired
40-64	F	Retired
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Self Employed
40-64	M	Retired
40-64	M	Full-time employed

40-64	M	Full-time employed
40-64	F	Part-time employed
40-64	F	
40-64	F	Retired
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Carer
40-64	M	Retired
40-64	M	Retired
40-64	M	Other
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Retired
40-64	M	Retired
40-64	M	Retired
40-64	F	Full-time employed
40-64	M	Full-time employed
40-64	F	Part time employed
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Self Employed
40-64	F	Self Employed
40-64	M	Full-time employed
40-64	F	Full-time employed
40-64	M	Retired
40-64	M	Retired
40-64	F	Retired
40-64	M	Retired
40-64	F	Retired
40-64	F	Part time employed
40-64	M	Full time employed
40-64	F	Retired
40-64	F	Retired
40-64	M	Unemployed
65+	F	Retired
65+	M	Retired
65+	M	Retired
65+	F	Retired
65+	F	Retired
65+	M	Full-time employed
65+	M	Retired
65+	F	Retired
65+	M	Retired
65+	M	Retired
65+	F	Retired
65+	F	Retired
65+	M	Retired
65+	M	Retired
65+	M	Retired
		Retired

Does anyone in your household/Do you currently use public transport to get to an activity?
(78 responses were recorded of which 34 stated or indicated that they do not currently use public transport).

Where do they go	To do what?	When do you travel	a.m. or p.m.	How frequently	What form of transport
Basildon	Shopping	Weekdays	am	Weekly	Bus
Basildon	Shopping	Weekdays	am	Weekly	Bus
Basildon	Shopping	Weekdays		Rarely	Train
Basildon	Hospital	Weekdays		Weekly	Bus/Train
Basildon	Hospital				Bus/train
Basildon	Hospital	Weekdays		Monthly	Bus/Train
Basildon	Shopping	weekdays	am	Weekly	Bus
Basildon	Shopping	weekdays	am	Weekly	Bus
Basildon	Leisure				Bus/Train
Basildon	Work	Weekdays		Rarely	Bus
Bluewater	Shopping	Weekdays		Monthly	Bus
Chafford	Work	Weekdays		Daily	Train
Grays	Shopping	Weekdays	pm	Weekly	Bus
Grays	Shopping	Weekdays	pm	Weekly	Bus
Grays	Shopping	Weekdays		Weekly	Bus/Train
Grays	Shopping	Weekdays	am	Weekly	Bus
Grays	Shopping	Weekends			Train
Grays	Shopping	Weekends			Train
Grays	Shopping	Weekdays	am	Weekly	Bus
Grays	Shopping	Weekdays	am	Weekly	Bus
Grays	Shopping	Weekdays and Weekends	am	Weekly	Bus/train
Grays	Shopping	Weekdays		Monthly	Bus/train
Grays	Shopping	Weekdays		Monthly	Bus/train
Grays	Shopping	Weekends	am	Weekly	Bus
Grays	Leisure	Weekdays	am	Weekly	Bus/Train
Grays	Shopping	Weekdays	am	Weekly	Bus
Grays	Opticians	Weekdays	am	Weekly	Bus
Grays	Dr's	Any day		Daily	Bus
Grays	Leisure	Any day		Daily	Bus
Grays	Leisure	Weekdays	am	Weekly	Bus
Grays	Shopping	Weekdays	am and pm	Daily	Bus
Grays	Shopping	Weekends	am	Monthly	Train
Grays	Shopping	Weekdays	am and pm	Daily	Bus
Grays	Shopping	Weekdays	am		Train
Grays	Shopping	Weekdays		Weekly	Bus
Grays	Shopping	Weekdays	am	Weekly	Train
Gravesend	Leisure	Weekends	am	Weekly	Ferry
Lakeside	Dr's	Weekdays	am	Daily	Bus
Lakeside	Dr's	Weekdays	am	Daily	Bus
Lakeside	Shopping	weekdays	am	Monthly	Bus

London	Work	Weekdays		Daily	Train
London	Work	Weekdays		Weekly	Train
London	Work	Weekdays	am and pm	Daily	Train
London	Work	Weekdays		Daily	Train/DLR
London	Work	Weekdays	am and pm	Daily	Train
London	Work	Weekdays	am and pm	Daily	Train
London	Work	Weekdays	am and pm	Daily	Train
London	College	Weekdays		weekly	Train
London	Leisure	Weekends			Train
London	Leisure	Saturday	p.m.	Monthly	Train
London	Work	Weekdays		Daily	Train
Orsett	Hospital	Weekdays		Monthly	Bus/Train
Orsett	Hospital			Rarely	Taxi
Orsett	Hospital	Weekdays	am	Weekly	Bus
Southend	Leisure	Weekends	pm	Weekly	Train
Southend	Leisure	Weekends		Monthly	Train
Southend	Leisure	Any day		Monthly	Train
Stanford-le-Hope	Work	Weekdays		Daily	Train
Stanford	Shopping	Weekends	am		Train
Tilbury	Visiting	Weekdays		Weekly	Train

If transport services were not available how would you have made the trip? (Not all responded to this question).

Used alternative bus	Not taken trip	Walked/cycle	Gone to a different location	Taxi	Drive	Received a lift	Other
	■					■	
	■					■	
			■				
				■			
	■				■		
			■			■	
	■				■		
	■			■		■	
	■				■	■	
		■		■			
						■	
					■		■
	■				■		
					■		
	■						
					■		
	■						
				■			■
					■		
■					■		
1	12	1	2	4	14	8	2

What is the main purpose of the journey?

Work	School/College	Visiting Friends	Personal Business	Sports	Leisure	Evening Class	Hospital	Shopping	Evening Out	Other
1					1					
							1			
		1								
					1					
1					1					
							1			
	1							1		
					1					
					1					
					1					
								1		1
2	1	1			8		3	2		1

Are there any places, services, facilities or activities your household would like to access using public transport but find it difficult?

(78 responses were received of which 43 stated or indicated that they did not have any difficulties accessing places, services, facilities or activities.)

Where would you like to travel to?	To do what?	When	How frequently	Current difficulties?
Basildon	Shopping	Weekdays	Monthly	
Basildon	Shopping	Weekdays	Monthly	
Basildon	Shopping	Weekdays and Weekends	Monthly	There are no direct buses
Basildon		Evenings	Weekly	No direct buses
Colchester	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Colchester	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Chelmsford	Leisure	Weekdays	Monthly	
Chelmsford	Leisure	Weekdays	Monthly	
Chelmsford	Shopping	Weekdays	Weekly	There are no direct buses
Chelmsford	Shopping	Weekdays	Weekly	There are no direct buses
Grays	Hospital	Weekdays	Monthly	
Grays	Hospital	Weekdays	Monthly	
Grays	Shopping	Weekdays and Weekends	Weekly	There are no direct buses
Laindon Station	Leisure	Weekends	Monthly	There are no direct buses
Laindon Station	Leisure	Weekends	Monthly	There are no direct buses
Laindon Station	Leisure	Weekdays	Weekly	There are no direct buses
Lakeside	Leisure	Weekdays		Services infrequent
Lakeside	Shopping		Weekly	There are no direct buses
Lakeside	Shopping	Weekdays	Weekly	There are no direct buses
Lakeside/Bluewater	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Lakeside/Bluewater	Leisure	Weekdays and Weekends	Weekly	There are no direct buses
Wickford		Weekends	Weekly	There are no direct buses

Where would you find out information about local transport services?

6 Don't know where to find public transport information.

11 of those responding stated that they use the internet to source information on transport services.

Only 1 person stated that they source information from the bus stop. 8 however will visit the local library for train and bus information.

Additional Comments:

Train service good x2

OK at present time trains very good. X3

374 route good but only service goes only to Grays

Usually very reliable on times

Bus service poor x2

The bus service only runs every 2 hours and finishes late afternoon. We don't have a car so have no access to travelling anywhere in the evenings.

Buses do not run early in the morning

I would like a hourly on Saturday x2

There are hardly any buses (frequently) enough to any local nearby towns. X2

Any bus service needs to be available to at least 10pm at night.

Only 1 bus an hour weekdays and 1 bus every 2 hours on Saturday.

On Saturdays bus 374 (between Grays and Horndon) only runs every two hours. This is very inconvenient.

Would prefer hourly, as on Mon-Fri

More buses on more routes would be beneficial for residents who do not drive x2

Sunday no bus at all.

We have a reliable service but last bus leaves Grays at 4-45pm would like a service after this time. X2

There are no buses on Sundays and Bank holidays

No buses on Sunday infrequent on Saturdays x2

We desperately need a direct bus to Basildon and Orsett Hospitals. I have to go frequently. I attend on my own and find parking far too stressful so prefer to use public transport.

I'm sure just one bus would be more cost effective and many people would use it.

1st bus to Stanford 10:16 last bus home 15:59.

Wish a bus went to Stanford before 10:10 morning. Bus 374

Would like to go to Stanford Shopping every week.

It is impossible to get out of East Tilbury by foot - train or car.

Additional Comments cont:

There are no direct buses

Trains keep being late.

No walk over at E. Tilbury station

Sometimes gates come down early so miss the train.

There are no rail workers at our station to help at any time especially at night.

You have to drive or use train, there is a bus service I think, but not a regular service

It would be much more helpful, in fact I think it's imperative, that a footbridge is built to allow us to get to/from the London bound station platform at East Tilbury as currently the barriers are down for so long you have to leave home 10-15 mins before the train is even due!!! X2

It would be nice not to have to rely on other people all the time

Doesn't apply to me as I am housebound and 93 years old. If I go out my sister-in-law drives me.

Don't know where to find information.

Keep up to date timetables in bus shelter

We do have some buses but no timetable or information regarding destinations available on the bus stops.

Would be nice to get on a bus to work and get rid of a car.

Parking at Basildon is still a nightmare so prefer to use 2 buses this is very expensive nearly £7.00.

Some more reasonable shops in this area. X2

We need frequent bus service so kids can come and go themselves, need direct destination transport. X2

Have to use train and bus or two buses. It is very expensive to do this.

I always drive. I have not been on a bus for at least 20yrs

Also travel to Chelmsford and Billericay by train.

Comments from WELCOM the East Tilbury community forum:

Transport wise East Tilbury is well served by the C2C line, but that's expensive especially for local journeys plus we are poorly served by local buses.

Additional Comments cont:

Education wise we are well served by local Infants, Primary and Secondary schools but they are being hit by falling roles. Health wise we have enough doctors surgeries and a pharmacy, and reasonable access to local hospitals at Orsett and Basildon, although our nearest full blown A&E is at Basildon 8 miles away.

Employment wise we have been hit by reductions at the biggest local employer, and the rest is small factory units in the old Bata Industrial Park; there is a big commuting population. Our local shops are reasonably sufficient for our local needs, but non drivers will find it harder to access Asda and Tesco. Leisure wise we have the library, some decent parks, and of course Coalhouse Fort, but we have lost some good leisure areas recently following land grabs by speculative developers.

One of our worst problems is the blight on the area caused by speculative landowners hanging on to land in the hope that they might develop it; this gives the area a definite rough around the edges feel.

10. Appendix.



Hobnob Community Magazine Article – May 2009 edition

Transport for Local People

Dear Community member,

I am writing to inform you of a forthcoming community consultation that will be taking place in Bulphan and Horndon on the Hill between April and July 2009.

The Rural Community Council of Essex (RCCE) is a charity that aims to provide local communities with the skills, resources and expertise necessary to achieve a thriving and sustainable community. We have been asked by Thurrock Council to work with the communities of Bulphan, Horndon on the Hill and East Tilbury to find out about the experiences people have when getting to basic services such as health care, education, employment, shopping and leisure facilities.

The consultation will begin this month (April) and continue until June 2009 with a number of different methods of getting to know the communities needs. In the first instance we plan to distribute (on a random sample basis) some household questionnaires which should arrive on your doorsteps in the next few weeks. If you are able to find the time please complete as much information as possible and return it to the RCCE using the pre-paid envelopes that will be provided. In addition to the household questionnaire we will also carry out some street surveys in each community talking to individuals about the issues they face. If you see me wandering the streets with my clip board please come and have a chat.

Finally we are making plans to host a drop in day in your community in which you will be invited to a central location to share thoughts and ideas on transport in the village, what's good and bad about it and how it can be improved. At the time of going to print the exact time, date and location of these events is yet to be finalised however please keep an eye out in and around the community for further information. Should you wish to find out more about when the drop in days are to be held please do not hesitate to contact me on 0844 4773938.

RCCE, as an organisation, has a wealth of experience of working with small isolated communities and in order to ensure that we gain as much information about your transport needs we would really appreciate your thoughts and comments via the household questionnaire, the street consultation and the drop in days.

Your assistance and input will be gratefully received.

Regards

Kris Radley
 Transport and Access Adviser
 RCCE
 Contact details kris.radley@essexrcc.org.uk or 0844 4773938 (charged at a local rate).

p.s You can find out more about the RCCE at www.essexrcc.org.uk.



NEXT OPEN



MEETING

of

BULPHAN COMMUNITY FORUM

Thursday, 28th May 2009

8.00p.m.

Bulphan Village Hall

On the agenda:

Kris Radley, Essex Rural Community Council, consulting on transport

Discuss adding "Village" to our Forum name

Discuss proposal to form a working party to produce a Strategic Plan for the Recreation Ground (reps needed from all relevant organisations)

We need your ideas for future projects, so that when funding becomes available we are ready with agreed and costed suggestions.

Updates on all our current projects and events

Horndon n the Hill Forum & Society Meeting
6th May 2009 8.00 pm Woolmarket

Agenda

Apologies for absence

1. Minutes of last meeting
2. Matters arising
3. Playbuilder
4. Kris Radley Presentation
5. President's Report
6. Treasurer's Report
7. Forum Chair's Report
8. Forum Treasurer's Report
9. Feast and Fayre
10. Neighbourhood Watch
11. Gardener's Club
12. Planning Matters
13. Village enhancements
14. Any other business

Information –

Jane Barry 01375 642561 jane@peterjane.co.uk

Kim Towlson 07770273640 kimtowlson@ernestdow.com

Next Meeting 3rd June 2009 8pm Woolmarket



Rural Community Council of Essex Transport and Access Needs Survey

The Rural Community Council of Essex (RCCE) is a charity that aims to provide local communities with the skills, resources and expertise necessary to achieve a thriving and sustainable community. The RCCE is working with **** **Community Forum** and **Thurrock Council** to look at how, as a community you **access services** in your area. It has become apparent that some people have difficulties getting to basic services and getting around.

This survey will help RCCE to highlight the type of services people require, the people who would use them, what they need them for etc.

Please help by completing the questionnaire with accurate information. Your reply will be treated in the strictest confidence.

Please return completed questionnaires in the pre-paid envelope provided or send to RCCE, Threshelfords Business Park, Inworth Road, Feering, Essex, CO5 9SE by the 26th May 2009

Q1. In which town/village do you live?

Village..... Road

Q2. Does anyone in your household currently use public transport to get to an activity? If no go to question Q4.

Who (state age band and sex)? See Q8.	Where do they go (town/village)?	To do what activity (e.g. Dr's/Hospital, College, Shopping, Work, Leisure etc)?	When do they travel? (Weekdays, Weekends, am, pm)	How frequently do they travel? (Please state daily, weekly, monthly).	What form of public transport do they use? (E.g. Bus, taxi, lift-share, hospital car scheme, community transport minibus, train etc).
<i>e.g. M 25-39</i>	<i>Basildon</i>	<i>Shopping</i>	<i>Sat am</i>	<i>Monthly</i>	<i>Taxi</i>

Q3. If this transport service was not available how would you make the trip?

- Used alternative bus
- Travelled by taxi
- Would not have undertaken the trip
- Would have driven
- Walked/Cycled
- Received a lift
- Travelled to a different location
- Other

Q4. Are there any places, services, facilities or activities your household would like to access using public transport but find it difficult?



Who (state age band and sex)? See Q8.	Where do you want to go (town/village)?	To do what activity (e.g. Dr's/Hospital, College, Shopping, Work, Leisure etc).	When do you want to travel?	How frequently would you travel? (Please state daily, weekly, monthly)?	Current difficulties in making this trip?
<i>e.g. M 25-39</i>	<i>West Thurrock</i>	<i>Work</i>	<i>Weekdays</i>	<i>Daily</i>	<i>There are no direct buses</i>

Q5. Are there any comments you would like to make regarding the timetable, route or frequency of the services in the village?

.....

.....

Q6. Where would you look to find out information about local transport services?

.....

Q7. How many people live in your household?

Q8. Please tell us how many of these people fall within the following age bands:

	16 and under	16-19	20-24	25-39	40-64	65 +
M	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. What is the main employment in your household?

Part time employed	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>
Full time employed	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Self Employed	<input type="checkbox"/>	Student	<input type="checkbox"/>
Other			

Q10. How many cars does your household have regular access to?

Rural Community Council of Essex
Public Consultation

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This survey will help RCCE to highlight the type of services people require, the people who would use them, what they need them for.

Please help by completing the questionnaire with honest, accurate information. Your reply will be treated in the strictest confidence.

<i>Date:</i>	<i>Time:</i>	<i>Location:</i>	<i>Weather:</i>
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Q1. In which town/village do you live?

Village..... Road

Q2. Do you currently use public transport to get to an activity? If no go to Q4.

Where do you go (town/village)?	To do what activity (e.g. Dr's/Hospital, College, Shopping, Work, Leisure etc)?	When do you travel? (Weekdays, Weekends, am, pm)	How frequently do you travel? (Please state daily, weekly, monthly).	What form of public transport do you use? (E.g. Bus, taxi, lift-share, hospital car scheme, community transport minibus, train etc).
<i>Basildon</i>	<i>Shopping</i>	<i>Sat am</i>	<i>Monthly</i>	<i>Taxi</i>

Q3. If this transport service was not available how would you make the trip?

- | | | | |
|------------------------------------|--------------------------|-----------------------------------|--------------------------|
| Used alternative bus | <input type="checkbox"/> | Walked/Cycled | <input type="checkbox"/> |
| Travelled by taxi | <input type="checkbox"/> | Received a lift | <input type="checkbox"/> |
| Would not have undertaken the trip | <input type="checkbox"/> | Travelled to a different location | <input type="checkbox"/> |
| Would have driven | <input type="checkbox"/> | Other | <input type="checkbox"/> |



Q4. Are there any places, services, facilities or activities you would like to access using public transport but find it difficult?

Where do you want to go (town/village)?	To do what activity (e.g. Dr's/Hospital, College, Shopping, Work, Leisure etc).	When do you want to travel?	How frequently would you travel? (Please state daily, weekly, monthly)?	Current difficulties in making this trip?
<i>West Thurrock</i>	<i>Work</i>	<i>Weekdays</i>	<i>Daily</i>	<i>There are no direct buses</i>

Q5. Are there any comments you would like to make regarding the timetable, route or frequency of the services in the village?

.....

.....

Q6. Where would you look to find out information about local transport services?

.....

.....

Q7. Age/Gender.

	16 and under	16-19	20-24	25-39	40-64	65 +
M	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. What is your main employment?

Part time employed	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>
Full time employed	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Self Employed	<input type="checkbox"/>	Student	<input type="checkbox"/>
Other			

Q9. Do you have regular access to a car? Yes No



Rural Community Council of Essex

Drop in Day

Bulphan: 28th May 2009. Bulphan Village Hall

Horndon on the Hill: 6th May 2009. Woolmarket, Horndon on the Hill.

Stage 1.

Welcome

Stage 2. Attendees asked to complete 'street consultation' questionnaire.

Stage 3.

Graffiti Wall. Attendees will be asked to respond to the following questions/themes using post-it notes.

- What works well with the current network? Information on the current network will be available (Maps of bus routes, local availability).
- What difficulties does your community experience with the current network? Please state where you are from.
- Are there destinations that your community need access to but are not served by the current network? Please state where you are from.
- Do you have any suggestions which can be implemented to improve the network?

Rural Community Council of Essex Services Survey

- Q1. Is there a Post Office in the parish? Yes No
- Q2. If no PO, how far is the nearest from approx. centre of parish?Miles
- Q3. Please list the shops in the village e.g. general store; baker; petrol station -
-
-
-
-
-
- Q4. Which type of shop have closed in the last 5 years (e.g. baker) Please state -
-
-
-
-
-
- Q5. What type of mobile shops/retail services visit the village? -
-
-
-
-
-
- Q6. Are any markets held in the parish? Yes No
- Q7. How many food and drink outlets are there? E.g. pubs, cafés, restaurants. -
- Q8. Are there any banking facilities? Inc cash points Yes No
- Q9. Are there any health services available in the parish? Yes No
- Q10. Is there a Pharmacy or prescription service? Yes No
- Q11. How many recognised places of worship are there in the parish? -

Q12. Which of the following information services are available?

- | | |
|--|--------------------------|
| Parish Council Newsletter | <input type="checkbox"/> |
| Village News Letter | <input type="checkbox"/> |
| Public Notice Board with village information | <input type="checkbox"/> |
| Parish Council Website | <input type="checkbox"/> |
| Village Website | <input type="checkbox"/> |
| Public computer/internet facilities | <input type="checkbox"/> |
| Other - please state | <input type="checkbox"/> |

Are there any of the following meeting places:

- | | |
|---|--------------------------|
| Village Hall | <input type="checkbox"/> |
| Church Hall | <input type="checkbox"/> |
| Social Club | <input type="checkbox"/> |
| School Hall available for public events | <input type="checkbox"/> |
| Other - please state | |

Does the parish have any of the following amenities:

- | | |
|--|--------------------------|
| Sports Field | <input type="checkbox"/> |
| Village Green/public open space | <input type="checkbox"/> |
| Hard surface play area (e.g. tennis/netball court) | <input type="checkbox"/> |
| Public swimming pool | <input type="checkbox"/> |
| Children's play area | <input type="checkbox"/> |
| Sports Club/s | <input type="checkbox"/> |
| Skate ramp | <input type="checkbox"/> |
| Allotments | <input type="checkbox"/> |

If not available in your Parish, is there a practical return service by public transport to:

- | | |
|------------------------|--------------------------|
| Post Office | <input type="checkbox"/> |
| General Practitioner | <input type="checkbox"/> |
| Hospital | <input type="checkbox"/> |
| Pharmacy | <input type="checkbox"/> |
| Shop selling groceries | <input type="checkbox"/> |

Is the parish served by any community transport:

- | | |
|---------------------------------|--------------------------|
| Dial-a-ride (either bus or car) | <input type="checkbox"/> |
| Community Minibus | <input type="checkbox"/> |
| Car sharing scheme | <input type="checkbox"/> |
| Community car scheme | <input type="checkbox"/> |
| Other - please state | <input type="checkbox"/> |

Are either of the following in operation:

- | | |
|------------------------|--------------------------|
| Safer routes to school | <input type="checkbox"/> |
| Walking buses | <input type="checkbox"/> |

Any other comments that you feel help paint a picture of the services available in the village?

Community Council of Essex (RCCE)

Threshelfords Business Park,
Inworth Road,
Feering,
Essex CO5 9SE

Tel: 0844 4773938 *calls are charged at local rate*
Fax: 01376 573524

Email: rcce@essexrcc.org.uk,
Web: www.essexrcc.org.uk

Registered Charity No. 1097009
Company Limited by Guarantee and registered in England No. 4609624

“To provide local communities with the skills, resources and expertise necessary to achieve a thriving and sustainable community”



Thurrock Community Consultation 2009
Completed by:

Kris Radley
Rural Transport and Access Adviser

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