

ACORP and Passenger Focus – making rail accessible for all

A report by



the Association of Community Rail Partnerships
for



April 2006



MAKING RAIL TRAVEL ACCESSIBLE FOR ALL

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EXECUTIVE SUMMARY

The Project

In December 2005, the Association of Community Rail Partnerships was commissioned by what was then the Rail Passengers Committee (and is now Passenger Focus) to carry out a pilot project 'Making rail travel accessible for all'. This would test out new approaches towards tackling social exclusion and transport, through providing tailored travel advice.

The project was based in Slaithwaite, near Huddersfield in West Yorkshire – a mixed small community with a rural and industrial history and pockets of severe social disadvantage – and a railway station.

During winter and spring 2006, time was spent working with over a dozen local organisations to identify potential interviewees who would be representative of one or more of the following groups: elderly people, school leavers, low-income households, lone parents and households without access to a car.

One-to-one interviews were then carried out with individuals who agreed to be interviewed and these sought to establish why, where and how people travelled and where they *wished* to travel to. Interviews were questionnaire-based, but ranged widely in their coverage and were carried out in a relaxed, chatty way – often over a cup of tea. The interviewer took with her a travel pack providing a range of information on local travel possibilities, including simplified local train timetables and a 'days out' leaflet all prepared by the Project. These were discussed with the interviewee and then left with them, hopefully for further use. Follow-up interviews were carried out by phone in April.

As a direct result of these interviews, a trip to Leeds was organised by the interviewer/project worker for three of the families who had been interviewed and their friends, to help them feel more confident about travelling by train, and finding their way around a big station such as Leeds.

Observations

Identifying and recruiting potential interviewees for the project was very time consuming, but resulted in 22 individuals who were representative of the required groups, being willing to be interviewed.

Interviewing people on a one-to-one basis and talking them through the questionnaire was also time consuming, but established a good rapport and resulted in high quality information.

Most of the Slaithwaite residents surveyed do already use the train to go to Huddersfield, which shows a success for local rail. Awareness of the local train service across the community as a whole has increased considerably in the last few years and this is reflected in a general increase in passenger numbers.

Most of the interviewees don't seem to travel much beyond Huddersfield.

Most know little about the different types of ticket available eg Metro Day Rovers.

Many people have poor knowledge of local geography and don't know much about cheap trips to parks, museums and other places of interest.

Many people interviewed were unaware of some of the basic 'A to Z' facts of travelling by train, eg the existence of return tickets, different timetables and routes.

The trip to Leeds organised by the project worker for a number of families interviewed helped give them confidence to use the train for longer journeys, to change trains and to find their way around a large station.

All sorts of people contacted by the project really appreciate the simplified timetable info – sheets, cards etc. Many find standard timetables difficult to interpret.

Recommendations

1. Action is required in several areas to help move people out of their 'travel comfort zone'. Initiatives could include:
 - Easy availability of transport information at public places
 - Simplified transport information aimed at a very local audience
 - Suggestions about places to visits, 'days out'

2. Children and young people need to be targeted as key users, currently and in the future. This requires:
 - Active engagement with schools and youth organisations
 - Information and publicity specifically aimed at children and young people
 - Involvement of operators in local projects, including links between 'front line' staff and children
 - Organised days out to familiarise children and young people with the public transport network

3. The transport industry and PTEs need to put more resources into information aimed at 'entry level' users. This could include specialist staff attached to travel centres with skills to work with communities.

4. Specialist support should be provided in local villages/communities, either through 'village travel centres' or as part of other community facilities, e.g. community centres, advice centres etc.

5. People working in communities need travel-awareness training so they can assist people and groups they are working with on transport issues or direct them to a suitable resource which can assist.

Introduction

The project is a pilot to test out new approaches towards tackling social exclusion and transport through providing tailored travel advice. It is centred on Slaithwaite near Huddersfield (West Yorkshire), a mixed small community with a rural and industrial history and pockets of severe social disadvantage.

Issues around social exclusion and transport need tackling at a very local level, with attention focused on individuals or very small groups. This project has targeted a number of people who have not really been aware of the existing travel options open to them. It has looked at public transport information and how this is currently accessed locally, and current perceptions about public transport and rail in particular.

The project has targeted the following groups:

- Elderly people
- School leavers and pupils nearing school-leaving age
- Low income households
- Lone parents
- Households without access to a car

Individuals who are representative of these groups have been interviewed on a one-to-one basis and their travel needs and interests discussed. These meetings have included information on how to use the train, advice on possible journeys and encouragement to give the train a try. Re-interviews held a number of weeks later have looked at any travel experiences or changes in travel habits that have occurred as a result of these discussions.

Recommendations are given as to practical ways in which this approach could be taken further and applied in other areas.

Background – the Slaithwaite community

Slaithwaite is a mixed community with pockets of severe social disadvantage, particularly in the valley bottom. Recent closure of Globe Worsted Mill and the shaky prospects of other traditional industries in the valley, as well as other sizeable pockets of deprivation, mean that issues around social exclusion and access to training and employment are of great importance. Slaithwaite has an above average number of households without access to a car – 27.3% compared with the national average of 26.8%, a larger than average number of houses in Council Tax Band A (53% compared with a national average of 25.3%) and a particularly high proportion of elderly people and lone parents. One ‘super output area’ (SOA) in central Slaithwaite ranks in the bottom quarter of deprivation in the UK as a whole. Three SOAs around Slaithwaite score particularly badly for ‘living environment’ with one area in the bottom 1500 out of 32,482 SOAs in England. One area scores 30% on access to services.

There is strong anecdotal evidence from local health professionals that literacy levels are generally low and that use of, for example library services, is low.

The Approach

Socially excluded groups and individuals are, by their nature, difficult to access. The key consideration in the method adopted by this project has been to gain people's confidence, through a sensitive approach, responsive to individuals' needs and circumstances. This can be extremely time-consuming, but the project officer's experience is that there will be little response, if any, to requests for opinions or offers of help, unless these are backed up by a person actually being there and to make things less intimidating. This goes for identifying people who may be suitable subjects for interview, as well as the process of interviewees actually filling in the questionnaire or giving verbal opinions.

Identifying and Recruiting Potential Interviewees

The project worker began by contacting local organisations that could provide access to appropriate individuals who might be willing to be interviewed.

- **The Connexions service** nationally works to support young people in the transition between school and college or employment. There is a Connexions centre in Huddersfield where local 16 – 18 year olds sign on if they are in receipt of Job Seekers' Allowance. The project worker contacted the Centre manager to explain the project and sent Travel Chat cards (see below) into the centre. The cards were left out in a public area for young people to pick up. The project worker later checked to find out if any young people had been interested in being interviewed about their travel habits but none had.
- **Kirklees Joblink** is a support service for unemployed adults and workers who are about to be made redundant. The project worker made contact with the manager, who was very supportive. A Joblink worker had been using the Rail and River Centre, ACORP's headquarters in Slaithwaite, as a base to meet people during the period of the project and this proved a very helpful contact. Several people were referred and subsequently interviewed.
- The project worker went to meet the head of a local junior school with the only **nursery unit** in Slaithwaite, where there are three junior schools in total. The headteacher gave permission for the project worker to meet parents outside the nursery and invite them for interview. This resulted in a number of parents agreeing to be interviewed.
- The project worker contacted the local **Education Social Worker (ESW)** for schools and met with him at the Rail and River Centre to discuss the project. ESWs work with families who experience difficulties that affect education eg attendance difficulties, sickness etc. The ESW supplied contact phone numbers of some local families after this meeting.
- The project worker made contact with staff at the **local high school** and met with the careers officer and careers teacher to see if any individual pupils could be contacted. It was not possible to take individual pupils from lessons and so a special lesson was organised with a number of year 11 young people. The project

worker and another colleague from the Rail and River Centre delivered an hour long session. The young people carried out a simple timetable exercise and talked about their local travel experiences. Many of them had not travelled far independently.

- The project worker contacted the two local **GP surgeries**. One manager did not want any information in the surgery as she felt there was already too much health promotion material coming into the building. The other surgery agreed to have cards left in the waiting area, but no-one responded to these.
- The project worker went to visit an **over 50's group** at the local leisure centre and invited two people for interview.
- The project worker frequently visited the **local library** and came across two new residents asking for travel information so she invited them for interview.
- The project worker also helps to staff the **Rail and River Centre** on a regular basis and invited some people for interview when they were visiting the shop.
- The project worker directly recruited two families and two teenagers, all of whom she knew from a **previous involvement in a local project**.
- Small 'Travel Chat' cards were printed as handouts, inviting people to contact the project officer and arrange an interview. These were useful in helping to make contact with individuals and were easy to read when the project worker was introducing herself (Appendix 1).

This part of the project was very time consuming. The number of people interviewed was lower than anticipated at the design stage but the quality of information gained from these interviews was high.

Preparing Timetable Information Specific to Slaithwaite

An A5 timetable sheet was designed and published by the project team giving train times between Slaithwaite and Huddersfield in a very simple format (Appendix 2). These were given out by the project worker and colleagues to interviewees and to other members of the public at Slaithwaite station. A folding mini-timetable (business card size) was also prepared (Appendix 3). Both these Slaithwaite-specific timetables have been very well received.

The project worker also designed and printed a simple information sheet, '*Some good ideas for local trips from Slaithwaite*' giving suggestions for specific train trips that might be taken within the local Metro area, starting from Slaithwaite and using a Day Rover ticket (Appendix 4).

The Questionnaire

The project worker designed a simple questionnaire to complete with individual interviewees. This questionnaire has been designed to be used in the presence of the worker, with her help in completing it where requested. It was felt that leaving questionnaires in public areas for people to complete would not be successful in reaching the sectors of population with which this project is particularly concerned. (Appendix 5)

Information Packs Used in Interviews

The project worker gave out packs of local travel information at each interview. These were mainly appropriate local timetables and other Metro leaflets. The Metro rural transport office has regularly sent out information and been most helpful in the implementation of this project. During the interviews the project worker talked interviewees through the information in order to find out more about what people knew and wanted to know, and to help them with general understanding.

The Interviews

The project worker carried out 22 individual interviews as follows:

- 1 parent from outside the local nursery school
- 3 individual adults, plus 1 retired couple, who visited the Rail and River Centre at Slaithwaite for local information
- 2 local unemployed teenagers in receipt of Job Seekers' Allowance
- 2 school-age teenagers
- 2 local shop workers, both mothers, one single parent
- 2 retired adults from the local over-50s group.
- 2 single parents, one referred through Kirklees Education Access service and one known to project worker via a previous local project
- 2 new residents
- 5 unemployed adults referred through Kirklees Joblink service

The project worker invited interviewees to be interviewed at the Rail and River Centre. This provided an informal atmosphere where people could be offered a tea or coffee, and where local travel information was also available. Two families were interviewed at home to make it easier for them and their families, and one man was interviewed on the phone and then sent travel information by post.

The project worker helped people to complete the questionnaire so this was an active process rather than a silence whilst the interviewee wrote down his or her responses. The questionnaire was not designed to be a precise tool, but more of a lever to encourage people to think about their travel habits and what alternatives there might be. The project worker and the interviewees chatted whilst completing the questionnaire.

Analysis of questionnaires

- Q1 What journeys do you make and how do you travel?

	Rail	Bus/coach	Taxibus	Car	Lift in car	Taxi	Walk	Car Club
Shopping	1111111 11 111	111111111 1	1	1111	1		1111	
Work	11111	11		11			11	
Leisure	1111111 11 1111	11111	1	111		11	11	1
Visit family/friends	1111111 1	1					11	
School		1					1	

- Q2 Is there anywhere you would like to go?

The following suggestions were made:

- *Blackpool* (3)
- *Alton Towers* (2)
- *London* (2)
- *Hull – The Deep*
- *Barnsley, Doncaster, Bradford, Liverpool, Hull, York, Manchester*
- *Paris, Amsterdam*
- *Settle and Carlisle rail trip*
- *Market Trips – further afield than Huddersfield*
- *Everywhere*

- *Left this blank* (3)

- Q3 What influences you when you think about travelling anywhere?

Cost 10

Knowing or not knowing how to get there 10

Fear of using public transport 2

(1 of these mentioned bombings)

Getting to the station; getting on and off the train 3

Habit 5

Other comments:

"I weigh up if it's going to be quicker and safer for me and my family"

"State of health eg mental/physical – depression etc makes it hard for people to get out"

"Time pressures"

• Q4 Do you use the train?

- Yes 20
- No 2

1 person who lives outside Slaithwaite and mostly drives

1 elderly couple, who used to drive everywhere, but now use the bus and for health reasons are most unlikely to use the train

• Q5 Would you be prepared to use the train more often if you had better information about ticket costs, times etc?

- Yes 18
- No 2
- Left this blank 2

• Q6 Do you know what places you can get to by train?

This question resulted in a conversation between the project worker and the interviewee about knowledge of local and regional rail networks and was also followed up when the project worker went through the travel pack.

- Yes 16
- No 6

• Q7 What single improvement would make you use the train more?

- Left blank 2

These comments are largely verbatim:

- *More space/carriages between Huddersfield and Leeds (3 comments)*
- *For local trains Slaithwaite/Huddersfield - a more frequent service (at present mainly once an hour)*
- *Improved connection arrangements between TOCs to ensure maintenance of customer satisfaction (this interviewee used an example of a GNER train departing Wakefield when the staff could see passengers from a late train running across the bridge)*
- *Problem if trains are cancelled in the early morning*
- *Punctuality*
- *More trains more often*
- *Have train run as soon after 9.30 as possible (referring to recent timetable change when concession card holders have to wait til 10.02 train to travel to Huddersfield)*
- *I would make them nicer and run more often*
- *Make rail fares cheaper*

- *Local bus fares are expensive*
- *It would be helpful to have a rail station in Milnsbridge (which used to have its own station)*
- *Explanation of timetables*
- *Knowing about train times*
- *If I knew more about fares and savings I could make, with having a large family with children*
- *I prefer to get information, leaflets etc at bus station as at railway station staff are busy*
- *People who are not noisy and say horrible stuff to me (comment made by school age teenager)*
- *No steps at Huddersfield station and more people helping*
- *No smoking in whole train*
- *Refreshment services can be 'hit and miss' on longer journeys*

Positive comments

- *Ok so far*

More General Interview Findings

A lot more came out of the interviews as well as the replies to the questionnaires.

These findings are summarised below:

- An older couple had owned a car most of their lives but health issues mean that now they use the bus which passes their home
- Several people knew very little about tickets; eg two adults had only recently discovered they could buy return tickets as opposed to two singles
- One adult had only recently discovered that she could buy one through-ticket to her final destination on the train from Slaithwaite, rather than buying another ticket at Huddersfield
- Many people said they find timetables hard to read and liked the simple ones they were given as part of this project
- Two teenagers had never travelled to Leeds and said they didn't feel confident about travelling on to Leeds from Huddersfield
- Most people were unaware of the Metro day rover tickets
- Older people who have not been car drivers and have always travelled on buses and trains were the best informed and went out and about more with their passes
- Many people enjoyed the interview as a positive experience in itself in terms of talking about themselves, their plans and their life experiences as well as their travel experiences
- Most interviews lasted about 45 minutes and two interviews lasted an hour and a half

Follow-up interviews

The project worker contacted the interviewees briefly by phone to find out about what journeys they had undertaken since the original interview and to listen to any other feedback.

Generally people had not been on any different journeys from the ones discussed in the initial interview, but the time interval between the original and follow-up interviews was very short. A few people had made journeys and made the following comments:

- Re travelling to Manchester. The off peak return fare is very high and will prevent this person from going very often and also is making them think about buying a car.
- Re travelling to Wakefield. An interviewee had attended an employment interview there, gone by train from Huddersfield and had to wait around a lot, which he said 'was a pain'.
- One person had been to Leeds by train for the first time with a friend on a shopping expedition and had enjoyed herself.
- Most people said that they did want to go out and about more and thought their interview and information-giving session had been very helpful.
- One person said she and her son would like to go out with the project worker on a day trip if that was organised in the future
- The project worker had been given some free rail tickets from Northern Rail and so far two interviewees have made plans to use them for day trips to Manchester and Harrogate.

Other Outcomes

The project worker arranged a trip to Leeds during the Easter school holidays using Family Day Rovers which were given by Metro to support the project. The idea was to provide a positive experience for three families who were interviewed and to encourage them to feel more confident about travelling further afield from Huddersfield. Leeds railway station acts as a gateway to many other West Yorkshire destinations. See Appendix 6 for trip details.

The project worker has encouraged the local junior school to consider using the Slaithwaite Taxibus to help some local families travel to school. The headteacher had not come across the Taxibus, so the project worker was able to let her know about the way it operates in the locality. The Taxibus is in its second year of operation and is not very well understood by many local residents. The project worker has contacted the drivers and given them information about the families' homes, and the drivers have looked into how they could carry out these journeys. The ESW is currently following this up to find out if families would be interested in using this service.

Observations

- Identifying and recruiting potential interviewees was very time consuming.
- Interviewing people on a one-to-one basis and talking them through the questionnaire was also time consuming, but established a good rapport and resulted in high quality information.
- Most of the Slaithwaite residents surveyed do already use the train to go to Huddersfield which shows a success for local rail. Awareness of the local train service across the community as a whole has increased considerably in the last few years and this is reflected in a general increase in passenger numbers.
- Most of the interviewees don't seem to travel much beyond Huddersfield.
- Most know little about the different types of ticket available eg Metro Day Rovers.
- Many people have poor knowledge of local geography and don't know much about cheap trips to parks, museums and other places of interest.
- Many people interviewed were unaware of some of the basic 'A to Z' facts of travelling by train eg the existence of return tickets, different timetables and routes.
- The trip to Leeds organised by the project worker for a number of families interviewed helped give them confidence to use the train for longer journeys, to change trains and to find their way around a large station.
- All sorts of people contacted by the project really appreciate the simplified timetable info – sheets, cards etc.

Recommendations

1. Action is required in several areas to help move people out of their 'travel comfort zone'. Initiatives could include:

- Easy availability of transport information at public places
- Simplified transport information aimed at a very local audience
- Suggestions about places to visits, 'days out'

2. Children and young people need to be targeted as key users, currently and in the future. This requires:

- Active engagement with schools and youth organisations
- Information and publicity specifically aimed at children and young people
- Involvement of operators in local projects, including links between 'front line' staff and children
- Organised days out to familiarise children and young people with the public transport network

3. The transport industry and PTEs need to put more resources into information aimed at 'entry level' users. This could include specialist staff attached to travel centres with skills to work with communities.

4. Specialist support should be provided in local villages/communities, either through 'village travel centres' or as part of other community facilities, e.g. community centres, advice centres etc.

5. People working in communities need travel awareness training so they can assist people and groups they are working with on transport issues or direct them to a suitable resource which can assist.

Jean Margetts
Jo Barnes

for ACoRP

April 2006

APPENDICES

APPENDIX 1

Travel Chat card text that was left in several public places:

▪ **Have a 'Travel Chat'**

Live in Slaithwaite or Marsden?

Find out the latest about local public transport

- Find out where you can go by train
- Use the Slaithwaite Taxibus
- Read timetables more easily
- Find out about tickets and passes
- Get some good ideas for days out
- Take away a travel pack

Ring Jean at the Rail and River Centre
before the Easter holiday
to arrange a chat and a cuppa!
Tel: 847790

Rail and River Centre, Slaithwaite Civic Hall, 15A New Street, Slaithwaite HD7 5AB

APPENDIX 2
Simplified timetable flyer (Slaithwaite)



Slaithwaite to Huddersfield > - journey time 7 mins

Monday to Friday

06.53	07.02	07.32	08.15	09.02	10.02	11.02	12.02	13.02	14.02	15.02	16.02
17.02	17.34	18.02	18.35	19.02	20.02	21.02	22.02	23.02	23.35	- last train	

Saturday

07.24 ^(W)	07.32	08.15	09.02	10.02	11.02	12.02	13.02	14.02	15.02	16.02	17.02
17.32	18.02	19.02	20.02	21.02	21.23 ^(L)	22.02	23.02	23.35	- last train		

W = Wakefield, L = Leeds

Sunday

09.47	11.52	13.52	15.52	17.52	19.52	21.52	- last train				
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< Huddersfield to Slaithwaite - journey time 7 mins

Monday to Friday

06.32	07.02	07.32	08.02	08.32	09.32	10.32	11.32	12.32	13.32	14.32	15.32
16.32	17.32	18.05	18.32	19.32	20.32	21.32	22.32	23.22	- last train		

Saturday

07.32	08.02	08.32	09.32	10.32	11.32	12.32	13.32	14.32	15.32	16.32	17.04
17.32	18.32	19.32	20.32	20.48	21.32	22.32	23.22	- last train			

Sunday

09.19	11.19	13.19	15.19	17.19	19.19	21.19	- last train				
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For all local public transport information contact Metroline: 0113 245 7676

National Rail Enquiries: 08457 48 49 50 www.nationalrail.co.uk

Call in at the Rail & River Centre for timetables and help with planning your journey.

Rail & River Centre (Underneath Slaithwaite Civic Hall) 15a New Street Slaithwaite Tel: 01484 847790

APPENDIX 3
Mini timetable (Slaithwaite)

RAIL & RIVER CENTRE
Valid until 10/06/06

Slaithwaite Trains - Trains go directly to and from Slaithwaite railway station:

- **To Huddersfield at 2 mins past the hour from 7.02 onwards (also at 8.15)**
- **From Huddersfield at 32 mins past the hour from 6.32 onwards**

Plus one or two additional morning and evening trains. Journey time - 7 mins.

Taxibus - The taxibus travels from the station to Manchester Road, Hill Top, Wilberlee, Pole Moor, Outlane.

For taxibus timetables and other local travel advice call at the Rail & River Centre, Civic Hall basement, off New Street, or phone: **Metroline 0113 245 7676**

TRAINS FROM SLAITHWAITE
Valid until 10/06/06

Slaithwaite to Huddersfield

Monday to Friday

06.53L	07.02	07.32	08.15	09.02
10.02	11.02	12.02	13.02	14.02
15.02	16.02	17.02	17.34	18.02
18.35	19.02	20.02	21.02	22.02
23.02	23.35	<i>- last train</i>		

Saturday

07.24W	07.32	08.15	09.02	10.02
11.02	12.02	13.02	14.02	15.02
16.02	17.02	17.32	18.02	19.02
20.02	21.02	21.23L	22.02	23.02
23.35	<i>- last train</i>			

L through to Leeds, W through to Wakefield

TRAINS FROM HUDDERSFIELD
Valid until 10/06/06

Huddersfield to Slaithwaite

Monday to Friday

06.32	07.02	07.32	08.02	08.32
09.32	10.32	11.32	12.32	13.32
14.32	15.32	16.32	17.32	18.05
18.32	19.32	20.32	21.32	22.32
23.22	<i>- last train</i>			

Saturday

07.32	08.02	08.32	09.32	10.32
11.32	12.32	13.32	14.32	15.32
16.32	17.04L	17.32	18.32	19.32
20.32	20.48L	21.32	22.32	
23.22	<i>- last train</i>			

L from Leeds

SUNDAY TRAINS
Valid until 10/06/06

On Sundays trains from Slaithwaite/Marsden go to Huddersfield & then on to Leeds.

Sadly on Sundays from April 2 - June 10 buses are replacing trains because of engineering works. You will be able to get a bus from Slaithwaite station to Huddersfield & then on to Leeds but you must tel. Metroline to get advice about times, how & where to catch the bus.

Phone Metroline for information about bus times on: **0113 245 7676**
 Open 7am to 10pm - 7 days a week

For longer distance enquiries call **08457 48 49 50** or visit **www.nationalrail.co.uk**

 **Passengerfocus**
 making rail passengers first

APPENDIX 4



Shipley Glen



Ilkley Lido

Produced by
Rail and River Centre
Canal Side
Slaithwaite Civic Hall
15a New Street
Slaithwaite
Huddersfield HD7 5AB

Tel: 01484 847790
www.acorp.uk.com

Let the train take the strain

*Some good ideas
for
local trips
from Slaithwaite*



Ilkley shops

- *Saltaire and Shipley Glen*

Saltaire was a Victorian Model Industrial Village and its houses and towering Salts Mill have been preserved. Visit the Mill which has been converted into a pleasant public building with art gallery space, café and shops. Walk along the Leeds and Liverpool canal, cross the River Aire into open parkland where you will see signs for the Shipley Glen Tramway. The tramway is a little gem with its open carriages that take you through a lovely wood to the Glen area where there is a pub, a café and wide open spaces full of paths and rocks.

www.glentramway.co.uk

- **Bingley**

Famous for its five rise locks on the Leeds and Liverpool canal. A good spot for gentle canalside walks in summer when boats navigate this tricky flight of locks.

www.penninewaterways.co.uk/ll/bingleyfiveise.htm

- **Keighley**

Explore the preserved Keighley and Worth Valley Railway which starts at Keighley station. Take the slow train up the valley to Haworth with its Victorian shops and Bronte connections.

www.kwvr.co.uk

Pontefract Line timetable

Travel via Leeds station

- **Xscape leisure complex and Freeport retail village**

Ski slope, aerial walkway, climbing wall, bowling alley, multiplex cinema plus lots of shops, bars and cafes. Travel to the new Glasshoughton station and the complexes are right there.

<http://www.xscape.co.uk/snow/castleford/>

Wharfedale line timetable

Travel via Leeds station

- **Guiselley**

Home of the original Harry Ramsden fish restaurant and is about a ten minute walk from the station on Otley Road.

www.harryramsdens.co.uk/about/history.html

- **Ilkley**

Famous for its moors, the Cow and Calf Rocks, attractive walks along the River Wharfe and Betty's café, Ilkley is a Victorian spa town with a pleasantly old fashioned feel. In summer you can also visit the outdoor swimming pool.

www.ilkley.yorks.com/ilkley-home.html

Huddersfield line timetable

Travel between Huddersfield, Slaithwaite, Marsden and on towards Manchester Victoria

- **Slaithwaite and Marsden**

Two attractive villages in the Colne Valley, which is full of transport links, including the newly restored Huddersfield Narrow Canal, the railway line which runs between Yorkshire and Lancashire through Standedge tunnel and the A62 Manchester Road. Visit either or both villages with their small shops, cafes and pubs. You can walk along the canal and return by train to your start point.

www.bellastown.demon.co.uk

www.virtualhuddersfield.com/s-waite.htm

Penistone Line timetable

Travel from Huddersfield station

- **Honley, Brockholes, Shepley, Stocksmoor**

Plenty of footpaths for gentle walks and pubs for refreshment. There is a Penistone Line Pub leaflet.

APPENDIX 5
Questionnaire

'RAIL TRAVEL FOR ALL'

A project sponsored by Passenger Focus, being carried out in the Slaithwaite area by the Association of Community Rail Partnerships (ACORP)

TRAVEL QUESTIONNAIRE

1. What journeys do you usually make and how do you travel? (*where, how often, how?*)
 - Shopping
 - Work
 - Leisure
 - Visit family / friends
 - Other

2. Is there anywhere else you would like to go? (*where and what for?*)

3. What influences you when you think about travelling anywhere?
 - Cost
 - Knowing or not knowing how to get there
 - Fear of using public transport
 - Getting to the station; getting on and off the train
 - Habit
 - Other

4. Do you use the train?

5. Would you be prepared to use the train more often if you had better information about ticket costs, times etc?

6. Do you know what places you can get to by train?

7. What single improvement would make you use the train more?

Name and address of interviewee:

APPENDIX 6

Easter Holiday Day trip to Leeds

The project worker contacted three families and two unemployed teenage girls who had been interviewed to ask them if they would like to go on a day out with the Day Rovers. The project worker, having got to know the families, thought that the trip would encourage them to feel more confident about going out and about locally and also would show them that short local trips as a family group can be very enjoyable. Many people have limited knowledge of their local area and concentrate mainly on places like Blackpool, Alton Towers etc as places worth visiting. The two teenagers had never travelled to Leeds by train before as they were not confident about travelling on from Huddersfield station.

Eighteen children, teenagers and adults turned up for the trip, along with the project worker and another colleague from the Rail and River Centre. The group travelled by train from Slaithwaite to Leeds station where they were met by the duty station manager who provided a welcome and a brief explanation of how the station operates. The group went into the station travel centre to see how anyone could find out information and then walked through central Leeds to take a bus to Roundhay Park in North Leeds.

At Roundhay Park the group went into Tropical World, which is an attractive hothouse, and afterwards played in the park itself. The project worker had brought along a bat and ball and a game of rounders was enjoyed by everyone. The group returned home in the afternoon and was very enthusiastic about the day. The participants all agreed that the trip had made them feel more confident about travelling in the future.

Getting about from **SLAITHWAITE**

**An introduction to the delights of using local
trains and buses!**

Published by The Rail and River Centre
Civic Hall
15a New Street
Slaithwaite HD7 5AB

Phone 01484 847790

Email: shop@acorp.uk.com

Introduction

For a place of its size, Slaithwaite has good public transport. Trains and buses are easy to use, frequent and inexpensive.

But there are ways of getting more out of your public transport – making it even easier and better value! This guide is designed to help you.

If you want more information about local transport, pop into the Rail and River Centre at Slaithwaite Civic Hall, on New Street (open Wednesday to Saturday 10.30 to 2.30, in basement on canal side) or call into the Travel Centre at Huddersfield Bus Station. The staff at both places are friendly and helpful.

Getting around by train

Slaithwaite station was closed by Dr Beeching and re-opened in 1989! It is located off Crimble Bank – go up Station Road from the village centre and you can't miss it. Important: trains to Marsden, Stalybridge and Manchester Victoria go from the 'village' side of the railway. Go up the cobbled road before the railway bridge and the platform is round to your right at the top of the road (adjacent to the car park).

If you are travelling to Huddersfield go under the bridge and the entrance to the platform is off to your right.

There is no ticket office at Slaithwaite but you can buy your ticket from the conductor on the train. For longer distance journeys it may be better to buy your ticket in advance from Huddersfield station, which is staffed, or by the internet (see later in this guide, under 'Advanced Transport User').

Trains from Slaithwaite generally finish at Huddersfield and the trip takes about 6 minutes. In the other direction they go to Manchester Victoria going west and the journey takes about 40 minutes.

If you are travelling to Leeds, York or beyond, get the train to Huddersfield and change trains – you will not have to wait long for your connection (Leeds and York express trains go from Platform 8 at Huddersfield). You can buy a ticket for the whole journey from Slaithwaite on the train.

The Slaithwaite taxibus (see below) meets trains – catch it at the bus stop in the station car park on the 'village' side of the station up the cobbled ramp.

Trains are normally every hour but there are additional services in the morning and evening peak. On Sundays they are every two hours at the moment but this will change to every hour in December.

Timetables are available at the Rail and River Centre.

Car parking is available up the cobbled ramp to the station car park (several disabled spaces) and also on street along Station Road. Both are free.

Getting around by bus

Most bus services run up and down the valley but you can take the bus across the hills to Meltham, Holmfirth and Outlane.

The main bus route is along Manchester Road, with The Star Inn being the main bus stop for the village. It takes about 20 minutes to get into **Huddersfield**.

Most services – the 350 and 352 - run from Huddersfield to Marsden, but the 184 goes through to Uppermill and **Oldham**. The 348 is handy if you live at Hill Top – it comes up Manchester Road, runs through the village centre and terminates at Hill Top.

There is also a service to **Huddersfield** which goes via **Wellhouse** – it takes slightly longer and is normally a minibus. A limited service goes up Longlands Road to Wilberlee.

The 335 takes you to **Meltham and Holmfirth**. Normally it just runs during the day but there is a new Friday and Saturday evening service which is worth trying for a night out in Holmfirth.

Taxibus

Slaithwaite is fortunate in having the excellent 'Taxibus' service which operates around the village and serves some of the smaller communities around Slaithwaite. The taxibus connects with some trains at Slaithwaite station. In the village it runs through the centre to Manchester Road to connect with buses to Huddersfield and Marsden.

On its route through the village and up to Pole Moor and Wilberlee it will stop if you flag it down – 'hail and ride'. Make sure you wait where it is safe for the driver to stop. It can divert up to half a mile off its main route to pick you up – book in advance by ringing 01422 833885.

Fares and tickets

If you are travelling by train a day return is much cheaper than buying two singles for the outward and return trip. It is a lot cheaper traveling after 09.30 (this applies to buses as well). Get your ticket from the conductor on the train.

On buses, single tickets, purchased from the driver, are normal.

Metro has an extensive range of special tickets which allow you to get out and about West Yorkshire very cheaply. You can get all of these at the bus station in Huddersfield.

The **Family Day Rover** costs just £6 and entitles up to two adults and four children to use all trains and buses in West Yorkshire, all day after 9.30. You can buy this from post offices (e.g. Lewisham Road).

If you are making the same journey on a regular basis (e.g. to work or college) a **Metro Season** ticket may be the right thing for you.

Concessionary travel

This is much-reduced cost travel for different groups of people.

To take advantage of it you will need a permit which can be obtained from post offices and Huddersfield Bus Station's Travel Centre.

There are special leaflets explaining the schemes for:

- Young people
- Seniors
- disabled and blind people

which are stocked at the Rail and River Centre. The Centre can also advise you on how the schemes work.

Remember that from this year men and women aged over 60 can travel free on buses anywhere in West Yorkshire after 9.30 (any time Saturdays, Sundays and Public Holidays). The train fare is 35p, on local train services displaying the Metro symbol. But make sure you have your Metro Senior Permit!

Advanced Transport Users!

Have fun developing your expertise in using the transport network!

You can have a day out in Hebden Bridge by taking the 11.17 taxibus to Pole Moor and connecting with the 900 bus which takes a scenic route via Cragg Vale to Hebden Bridge.

Buy a Family Day Rover and go out with a friend or the family and explore Ilkley, Keighley or Pontefract.

Experience the pleasures of longer distance train travel by GNER or Virgin. If you are going further afield you often have a choice of routes. If you are travelling to London you can go with GNER from Leeds or Wakefield, or Virgin from Manchester Piccadilly (change at Stalybridge for trains to Piccadilly or go through to Victoria and get a Metrolink tram across the city).

You can get some amazing deals by booking in advance. Forget the tales about train travel being expensive – it's never been cheaper if you shop around!

Websites for cheap rail travel:

www.gner.co.uk

www.virgintrains.co.uk

We can help you book your ticket at The Rail and River Centre. We can also have great fun working out weird and wonderful trips around West Yorkshire by bus and train!

Making the leap

Once you get into using the bus and train you'll wonder why it took you so long.

To help you make that first step, the volunteers at the Rail and River Centre can help you. They will discuss where and when you want to travel and help you plan the right route and form of transport – it could be a mix of bus and train. They will advise you on the right ticket to have.

The Rail and River Centre at Slaithwaite

The Centre offers a friendly and informal travel advice service. It is staffed by volunteers and is part of the Association of Community Rail Partnerships (ACoRP).

We stock a range of free travel and community information.

The centre also sells railway and canal books and local maps and walking routes.

It is normally open Wednesdays to Saturdays 10.30 to 2.30pm.

If you are making a special trip please ring in advance – 01484 847790.

Our volunteers will gladly help you with advice and information. This includes getting tickets by the internet.

We can advise on local walks and other places of interest in the Colne Valley.

Where to find us

The Centre is in the Civic Hall on New Street. Entrance to the Rail and River Centre is down the alley – we're in the basement on the canal side of the Civic Hall.