

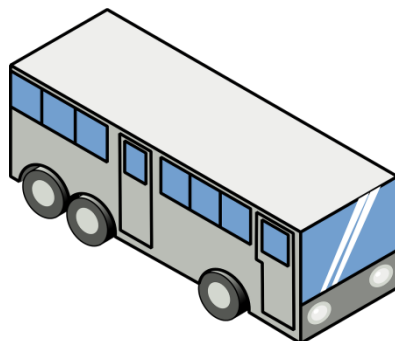


Public transport options for families using childcare services in Glasgow East

Introduction

In the course of our community engagement work This has included having to take two buses to travel a reasonably small distance and the frequency and availability of buses, especially those with space to accommodate pushchairs. We have also heard from providers that they have families experiencing difficulty relating to public transport and that the cost of public transport in the project area is high.

This paper provides some details of the cost and availability of bus and train services within the project area. It includes a list of nurseries and out of school cares in the project area and shows possible bus and train options for families using these services. For the purpose of this paper, the term nursery is used to define a service that employs a staff team to provide formal, regulated childcare to pre-5 children. It does not include childminders. The information included is publicly available and without context of families experiences of individual services. With this in mind this paper should be considered a statement of what is available and will be used to plan what further research tasks or actions are required to develop a detailed analysis of public transport and its impact on families' use of childcare in the project area.



Public transport overview for Glasgow East

All nurseries and out of school cares in the project area have a bus service that stops¹ within half a mile of their premises. Only two services, The Family Legacy Nursery and Silverdale Nursery, don't have any services that are available at least every 10 mins during the day. One service, Hyde 'n' Seek Templeton, has only one service that runs this regularly, while all other services have two or more. Carbon Footprints, which is the closest service to the city centre, has the most buses stopping within half a mile of their service with eight. Five of these run at least every 10 minutes during the day.

Almost all of the bus services that stop near to childcare facilities in our project area are operated by First Bus Greater Glasgow. There are three services operated by McGill's Buses, although none of these operate more than once every 45 minutes. The costs shown in tables 2-3, on page 3 of this paper, are therefore based on the pricing structures of First Bus Greater Glasgow.

There are six train stations located within 1 mile of childcare services in the project area. These can be separated as two distinct lines with one running via Glasgow Queen Street and one via Glasgow Central. Each station has trains that run at least every 15 minutes during the day and stop at a city centre station. The Glasgow Queen Street line is served by trains on the Glasgow to Edinburgh via Airdrie/Bathgate route² (stopping at Glasgow Queen Street low level), while trains on the Glasgow Central line are part of the Lanarkshire route³ (stopping at Glasgow Central low level).

All trains on these lines are overseen by ScotRail, which is a Transport Scotland franchise currently operated by Abellio⁴. There is more variation in the cost of train travel compared to bus travel. Table 4, on page 4 of this paper, shows some example ticket prices based on journey's both in and around the project area and to the city centre and Edinburgh.

¹ Bus stop locations taken from Google Maps.

² Glasgow to Edinburgh via Airdrie/Bathgate Route Timetable. Available at: https://www.scotrail.co.uk/sites/default/files/assets/download_ct/sr1712_dl_glasgow-edinburgh_via_aidrie_bathgate_12209_web_v2.pdf

³ Lanarkshire Route Timetable. Available at: https://www.scotrail.co.uk/sites/default/files/assets/download_ct/sr1712_a5_lanarkshire_12213_web_v3.pdf

⁴ ScotRail, About Us. Available at: <https://www.scotrail.co.uk/about-scotrail>

Table 1: List of bus services and train stations located near to childcare services
(Locations and distances based on information from Google Maps)

Service	Bus services within 0.5 miles	Train stations within 1 mile
Hyde 'n' Seek Templeton	18, 64, 263, 46, 65	Bridgeton, Bellgrove [^] , Dalmarnock [^]
Hyde 'n' Seek Bridgeton	18, 64, 263, 46, 2, 61, 240, 255	Bridgeton, Bellgrove
Rising Stars Orr Street OSC	18, 64, 263, 46, 2, 61, 240, 255	Bridgeton, Bellgrove
Bridgeton CDC	18, 64, 263, 46, 2, 61, 240, 255	Bridgeton, Bellgrove
Rising Stars Crownpoint	18, 64, 263, 46, 2, 61, 240, 255	Bridgeton, Bellgrove [^]
Connect 2 OSC Bridgeton	18, 64, 263, 46, 65	Bridgeton, Dalmarnock, Bellgrove [^]
Green Trees Nursery	18, 64, 263, 46, 65	Bridgeton, Dalmarnock, Bellgrove [^]
Family Legacy Nursery	89*, 90*, 90, 164, 64	Dalmarnock [^] , Bridgeton [^]
Silverdale Nursery	89*, 90*, 90, 164, 64	Dalmarnock [^] , Bridgeton [^]
Parkhead Nursery	61, 240, 255, 46, 2, 60, 43	Carntyne [^]
Helenslea Nursery	61, 240, 255, 164, 64	None
Kirktonholme Drumover	61, 240, 255, 46, 2, 60, 43	Carntyne [^]
Kirktonholme Shettleston	61, 240, 255, 46, 2, 60, 43, 364	Carntyne, Shettleston [^]
T.I.C.T.A.C.S. Wellshot	61, 240, 255, 46, 2, 60, 43, 364	Carntyne [^] , Shettleston [^]
St. Paul's Nursery Class	61, 240, 255, 46, 2, 60, 43, 364	Carntyne [^] , Shettleston [^]
Rising Stars Academy Street	46, 2, 60, 310*	Shettleston, Carntyne [^]
T.I.C.T.A.C.S. St. Serf's	46, 2, 60, 310*	Shettleston, Carntyne [^]
Carbon Footprints Nursery & OSC	41, 90, 61, 240, 255, 2, 60, 46	High Street, Bellgrove

- *Service is operated by McGill's
- [^]Station is more than 0.5 miles walk from the service
- Frequency of services based on First Bus Greater Glasgow *Frequency Guide*⁵

Frequency of service - guide

10 mins or less	30 mins or more	45 mins or more

⁵ First Bus Greater Glasgow Frequency Guide January 2018. Available at: <https://www.firstgroup.com/uploads/maps/First%20Glasgow%20Frequency.pdf>

Transport costs tables

Table 2: First Bus Glasgow single journey and day ticket prices⁶

Adult Single Journey*	Adult Day Ticket**	Child Single Journey	Child Day Ticket**
£1.60-£2.30	£4.30-£4.50	£1.00	£1.50-£2.00

Table 3: First Bus Glasgow weekly and four weekly ticket prices⁷

Adult Week Ticket**	Child Week Ticket**	Adult 4 Week Ticket**	Child 4 Week Ticket**
£15.50-£17.00	£7.50-£8.50	£48.00-£52.00	£25.00-£27.00

Comments

- For fares marked *, the lower price represents a short journey of 5 stops or less and the higher price is for a journey longer than 5 stops.
- For fares marked **, the lower price is the cost of buying an mTicket⁸, which is stored on a smart phone app. The higher price represents the cost of buying this ticket on a bus or from a shop in advance of travel.

Table 4: Abellio ScotRail ticket prices for sample return journeys

Starting point	Destination	Weekly Cost	Monthly cost
Dalmarnock	Glasgow Central	£11.40	£43.80
Bridgeton	Glasgow Central	£8.10	£31.20
Shettleston	Glasgow Queen Street	£15.00	£57.60
Carntyne	High Street	£13.00	£50.00
Bellgrove	Haymarket (Edinburgh)	£98.90	£379.80

Comments

- Prices are the same for all ticket types including electronic Smart card and paper tickets.

⁶ First Bus Glasgow fares at: <https://www.firstgroup.com/greater-glasgow/tickets/ticket-prices>

⁷ First Bus Glasgow fares at: <https://www.firstgroup.com/greater-glasgow/tickets/ticket-prices>

⁸ First Bus Glasgow Ticket information at: <https://www.firstgroup.com/greater-glasgow/tickets/mtickets-0>

Discounted travel and other transport options

In Glasgow East there are some other travel options available to families, although our initial research suggests that these are quite limited. There is a collaborative project in place between Job Centre Plus and First Bus Greater Glasgow. This allows some people who are claiming unemployment benefits to receive up to 55% off the cost of bus travel via the Job Centre Plus Travel Discount Card scheme⁹.

Within the project area there are two other transport schemes that may be of interest to the project team. Scottish Passenger Transport (SPT) operates the MyBus service, which can be booked for transport between home and a number of destinations. The service can be used when going shopping, going to a club, to visit friends or to attend a G.P. appointment¹⁰. There is no mention of childcare in the information that is available online. With regards to pricing, the information that is publicly available only states that fares do apply and can be confirmed when booking.

The second service is Community Transport Glasgow (CTG). CTG is a not-for-profit transport service and provides hire of minibuses to voluntary or charitable organisations¹¹. Their head office is in Shettleston, which is part of the CHANGE project area. There is a charge for groups hiring a minibus, which varies depending on whether the group will be providing the driver or if this will be provided by CTG¹². CTG previously operated a timetabled route covering part of the project area, which stopped beside our two most isolated services in terms of public transport, The Family Legacy Nursery and Silverdale Nursery. This service now appears to have been withdrawn¹³.

Subsidised travel for childcare services

Out of school care services that are provided by third sector organisations can apply to the School Holiday Travel Pass scheme¹⁴. This is administered by the local Area Partnership committees of the Glasgow Community Planning

⁹ Discounted Tickets for Glasgow Jobseekers. Available at: <https://www.firstgroup.com/greater-glasgow/tickets/ticket-types/discounted-tickets-glasgow-job-seekers>

¹⁰ MyBus, Information leaflet. Available at: http://www.spt.co.uk/cms/wp-content/uploads/2015/01/MyBus_InformationLeaflet_web.pdf

¹¹ About us, Community Transport Glasgow. Available at: <https://www.ctglasgow.org.uk/about-ctg/>

¹² Charges for hiring a vehicle, Community Transport Glasgow. Available at: <https://www.ctglasgow.org.uk/hiring-a-vehicle/charges/>

¹³ Community Transport Glasgow services. Available at: <https://www.ctglasgow.org.uk/services/>

¹⁴ School Holiday Travel Pass Scheme Information. Available at <https://www.glasgow.gov.uk/index.aspx?articleid=18748>

Partnership. Services can apply for a travel pass that covers the main school holiday periods of spring, summer and October week. The travel pass allows up to 8 children to travel accompanied by two adults, while there is an additional Freedom pass available for groups who are working with children with additional support needs. This pass allows additional adults to travel to cover the greater adult to child ratios required by the group.

Out of school cares who are in possession of these travel passes can travel for free on a range of services operating with the Strathclyde Passenger Transport (SPT) boundary. This includes buses, trains, subway and ferry services. Although there are some restrictions on the uses of passes during peak times, providers have told us they are vitally important in allowing them to run trips for children during school holiday periods.

Quality of bus services

During the first phase of our community engagement we heard from families that bus services were expensive and sometimes unreliable or had poorly designed routes. At the time of writing his paper, we were unable to source participants to provide us with detailed information on their experience of public transport that could be used to produce a case study. However, a passenger satisfaction survey¹⁵, published by Transport Focus in March 2018, described a positive experience for passengers in the Greater Glasgow area. 89% of all passengers surveyed for the study indicated that they were 'very satisfied' (41%) or 'fairly satisfied' (48%) with their experience.

However, fare-paying passengers were not as positive about the cost of First Glasgow services. For this question, 71% indicated that they were 'very satisfied' (28%) or 'fairly satisfied' (43%) that they had received value for money. 15% responded that they were 'dissatisfied' with the value for money. This was a 500% increase on the number of fare-paying passengers who were 'dissatisfied' with their overall experience (3%). This could indicate that cost is the most negative aspect of passenger's experience of First Glasgow services.

Other survey areas that may be of interest to CHANGE tended to have high overall satisfaction scores. For example, 85% of passengers were 'very satisfied' (45%) or 'satisfied' (40%) with how long their bus journey took. In terms of how punctual buses were, this survey found that 80% of passengers

¹⁵ Bus Passenger Survey, March 2018, Transport Focus. Available at: <http://d3cez36w5wymxi.cloudfront.net/wp-content/uploads/2018/03/14213942/BPS-Full-Report-Mar-2018.pdf>

were 'very satisfied' (43%) or 'satisfied' (38%) with First Glasgow's performance in this area.

It is worth noting that the number of passengers surveyed overall was relatively small at 924 in total, with 534 of these being fare-paying passengers. There is also no data available to show how many of these passengers were using services within the CHANGE project area.

Summary of findings and next steps

Our analysis of public transport in the CHANGE project area provides further insight into the findings of our previous community engagement work. During the first phase of that work, we heard that families found travel to be expensive, the regularity of services to be unreliable and routes to be poorly designed in relation to where childcare services are located.

The location of services is an important factor for families. It is apparent from table 1 that most services are well served by buses with most also being reasonably close to train stations. However, families have told us that there are other factors involving transport that can create barriers to accessing childcare. These include the cost of using public transport and the reliability of bus services.

This analysis supports the view that public transport can be expensive, especially if it used daily and if families are travelling with children aged 5 or over. Tables 2-4 highlight some of the costs that families would incur if they required to use public transport to take children to and from childcare services. The results of the Transport Focus survey also suggest that the cost of bus travel in Greater Glasgow is an issue that impacts on the experience of public transport users in the area.

Although the data from the Transport Focus survey is limited, it suggests that overall customer satisfaction with punctuality and journey time is quite high, which contrasts with what we heard from families living in the project area. However, our community engagement also illustrated that many families in the project area are living in very complex circumstances. It is likely that a more focused approach to discussing transport issues with families from Glasgow East will be needed to establish a clearer understanding of the particular difficulties they are facing.

The CHANGE team and Project Board will need to agree the next steps for the project in relation to the barriers around accessibility of services when using public transport. It may be useful to attempt to identify families who can

share specific examples of incidences where public transport has impacted on their use of childcare services.