

Chinley Station Survey

Final Report

November 2016



Chinley and Buxworth Transport Group

Index

Introduction to the survey	1
Data collection and safeguards for participants	1
Results of the Survey	3-28
➤ <i>Results, statistics, analysis of the results for each question</i>	
A brief comparison with the 2011 survey	29
Conclusions from 2016	29
Appendix 1	
➤ <i>Copy of the paper survey - the 10 questions asked</i>	31
Appendix 2	33
<i>References</i>	

Chinley Station Survey 2016



Introduction to the survey

The **Chinley and Buxworth Transport Group** has been actively campaigning for a number of years for a better deal for rail travellers at Chinley station. Five years ago the construction of a shelter for passengers came about as a result of the group's campaigns. More recently we have been instrumental in securing improvements to the drainage of the footbridge. It is however the urgent need to improve the very poor access to the platforms at Chinley that has been the focus of most of our work over the last year.

The Chinley and Buxworth Transport Group liaises on an ongoing basis with people and organisations whose work affects the travelling public – Network Rail, Northern Rail, the High Peak and Hope Valley Community Rail Partnership, and also with our local Councillors and with the MP for the High Peak. The group is entirely made up of volunteers and needs ongoing support if it is to be effective and representative of all types of rail user.

Data collection and safeguards for participants

“In order to back up the arguments we make, we need to collect as much up-to-date data as we can about how people use the station and their experience of travelling to and from Chinley. Our 2016 survey will take you just a few minutes to complete - an accessible version of the survey is also available on request. Your comments are anonymous and will be used for the sole purpose of trying to secure better provision for rail travellers.”

How did we collect the data?

The survey was presented in two formats - in an A3 fold-out booklet and online via the Survey Monkey website.

The **paper copies** were made available:-

- to over 200 households in the area served by a local newsagent who delivered the survey along with copies of the local High Peak weekly newspaper.
- in local shops and businesses in the centre of Chinley and Chapel-en-le-Frith
- in the public library and Council Offices at Chapel-en-le-Frith and Whaley Bridge
- in two local inns in Buxworth and Whitehough
- in a local garden centre run by the adult day centre at the Peak School/Alderbrook Day Centre complex in Chinley
- by volunteers who handed out copies of the survey at Chinley station itself over a two week period and at various times of the day.
- via High Peak Radio News in an interview recorded with a journalist.

The **email link** to the online version was sent:-

- to contacts known to the transport group
- to Parish, Borough and County Councillors
- to community organisations listed on the Community Association website
- to members of the Community Rail Partnership
- to local Chambers of Commerce
- to local schools in Chinley, Buxworth and Chapel-en-le-Frith
- to the newsletters of *Rail Future* and *Better Transport*

The **social media link** was made available to followers:-

- via the transport group's Facebook page
- via the transport group's Twitter account

163 responses were received via email link 114 responses were received via Facebook /Twitter 166 responses were received via paper copy
--

Acknowledgements

The Transport Group would like to thank the many local businesses and local people who have helped distribute and collect the survey – we have been overwhelmed by the support we have received!

1 Why do you use Chinley station?

Rationale

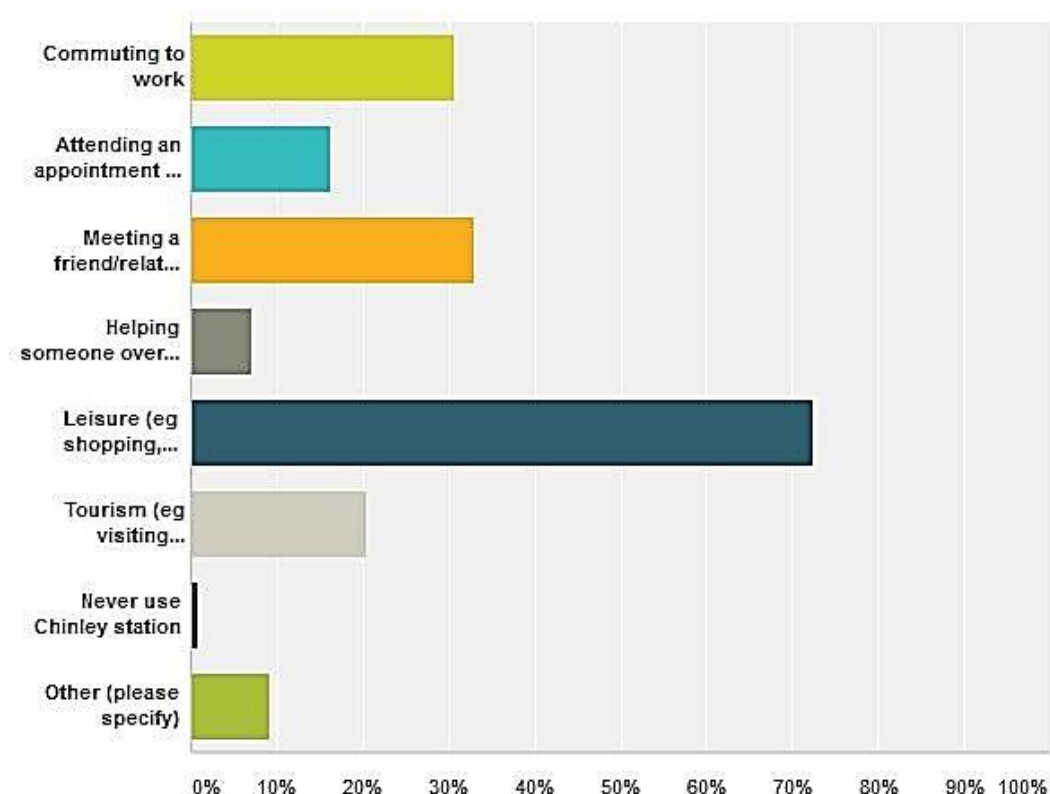
Chinley station is situated almost mid-way between the large urban centres of Manchester and Sheffield, both of which can be reached by rail in well under 45 minutes, with the fastest connections being timed at 22 minutes from Manchester and 29 minutes to Sheffield respectively. Geographically, Chinley is very close to Hazel Grove and Stockport, and it is conveniently linked by rail to other smaller but nevertheless important centres (eg. New Mills, Marple). The 190 bus service links Chinley to Buxton & Whaley Bridge (except on Sundays & Bank holidays). Chinley station has a small free car park with spaces for 32 vehicles. Despite 3 of these spaces being reserved for disabled users, Chinley station has no step-free access to its single island platform.

Chinley is at the gateway to one of Britain's most scenic and most visited national parks, the Peak District National Park, with more than 10 million visitors a year. Edale station at the start of the Pennine Way is a mere 10 minutes away by rail. One would expect therefore that respondents would use Chinley station for a variety of reasons – and the question was set up in such a way that respondents could tick/circle more than one reason for use.

Results

Why do you use Chinley Station? You can click on one or more boxes

Answered: 443 Skipped: 0



Statistics

Answer Choices	Responses
Commuting to work	30.70% 136
Attending an appointment (eg hospital)	16.25% 72
Meeting a friend/relative off the train (or accompanying a friend/relative to the train)	32.96% 146
Helping someone over the footbridge	7.00% 31
Leisure (eg shopping, cinema, cycling, walking)	72.46% 321
Tourism (eg visiting National Park)	20.54% 91
Never use Chinley station	0.90% 4
Other (please specify)	Responses 9.26% 41
Total Respondents: 443	

Analysis

Given the proximity of Manchester and Sheffield for shopping and entertainment, one would expect 'Leisure' to feature prominently as a reason for using that station (quoted by 72% of respondents). If moreover the responses under 'Tourism' are added to 'Leisure', it is clear that the railway is very important for the pursuit of these activities (over 400 mentions). It is difficult to analyse why 'Meeting a friend/relative off the train' or 'Accompanying a friend/relative to the station' should figure more prominently than using the station for 'Commuting to work' (≈33:31%). One likely explanation, however, may very well be the difficulties presented by overcrowded trains, issues with ticketing, a lack of parking at the station and late/cancelled trains. One respondent noted:-

"Chinley is a major commuting station. Fact. The commuters AND the local residents deserve commensurate parking facilities. It is irresponsible and short sighted to continue to pretend that commuters will just go somewhere else - there are no better alternatives."

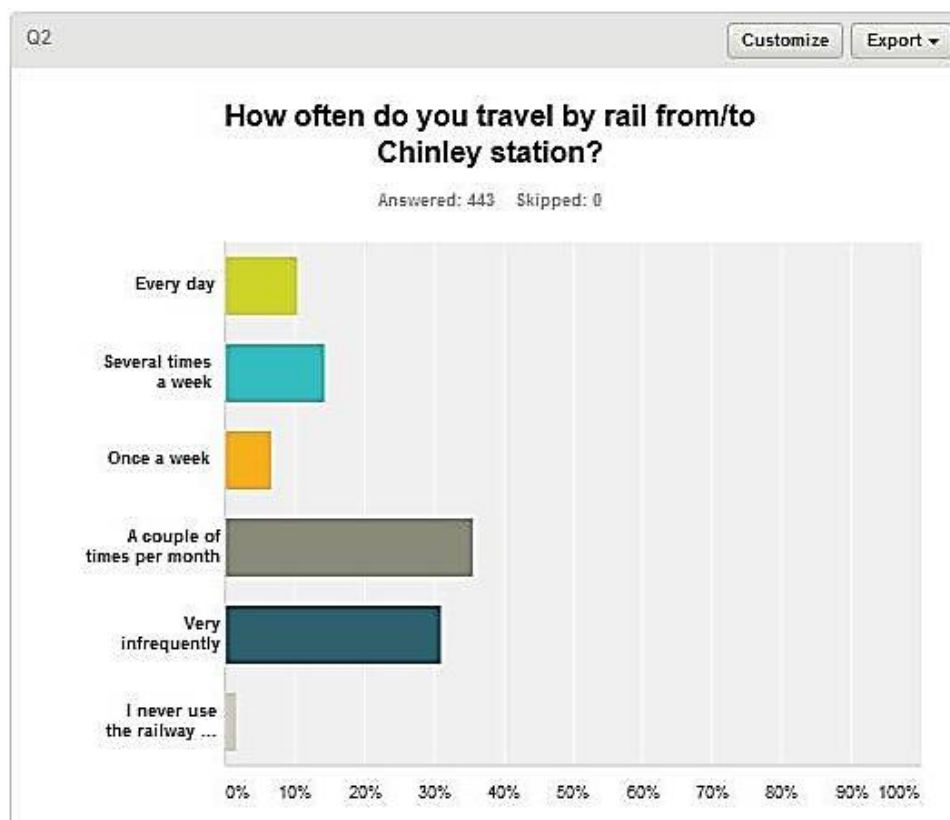
Given the geographical proximity of Hazel Grove (Stepping Hill Hospital) one might have thought the railway would be extensively used for 'attending an appointment,' but it will be seen elsewhere in this survey that dissatisfaction with the lack of direct services to Hazel Grove/Stockport is a complaint made by numerous respondents.

2 How often do you travel by rail from/to Chinley station?

Rationale

Is Chinley station a very little-used station? Do most people use it on a daily basis? This survey is attempting to gather a wide range of data about people's usage and experiences of the station, and thus how often people use the station will be an important factor in understanding the overall data trends.

Results



Statistics

Answer Choices	Responses
Every day	10.38% 45
Several times a week	14.45% 64
Once a week	6.77% 30
A couple of times per month	35.67% 158
Very infrequently	31.15% 138
I never use the railway to travel from/to Chinley station	1.58% 7
Total	443

Analysis

Given the contrast in *Question 1* between the 30% of respondents who replied that they use Chinley station for commuting, and the 70% of respondents for whom Chinley is a station used in connection with leisure activities, it is perhaps unsurprising to note that the most significant category of response to the 'how often' question is 'a couple of times per month'. 'Every day' and 'several times per week' nevertheless count for 25% of responses. Interestingly, 31% of people - 138 respondents - say that they use the station 'very infrequently' but have nevertheless chosen to fill in a survey about the station.

This raises a further question: are there important aspects of Chinley station that discourage people from using this station?

Answers to this question - which will be seen to be related to access, facilities, services and individual circumstances - will be found in the responses to other questions, but it is already worth quoting two respondents of working age and without any mobility issues who are very clear that there are issues at Chinley which deter them from using the station as much as they would like....

"Better improved links would make me use the service a lot more frequently. If it was an easier station to use I would use it daily."

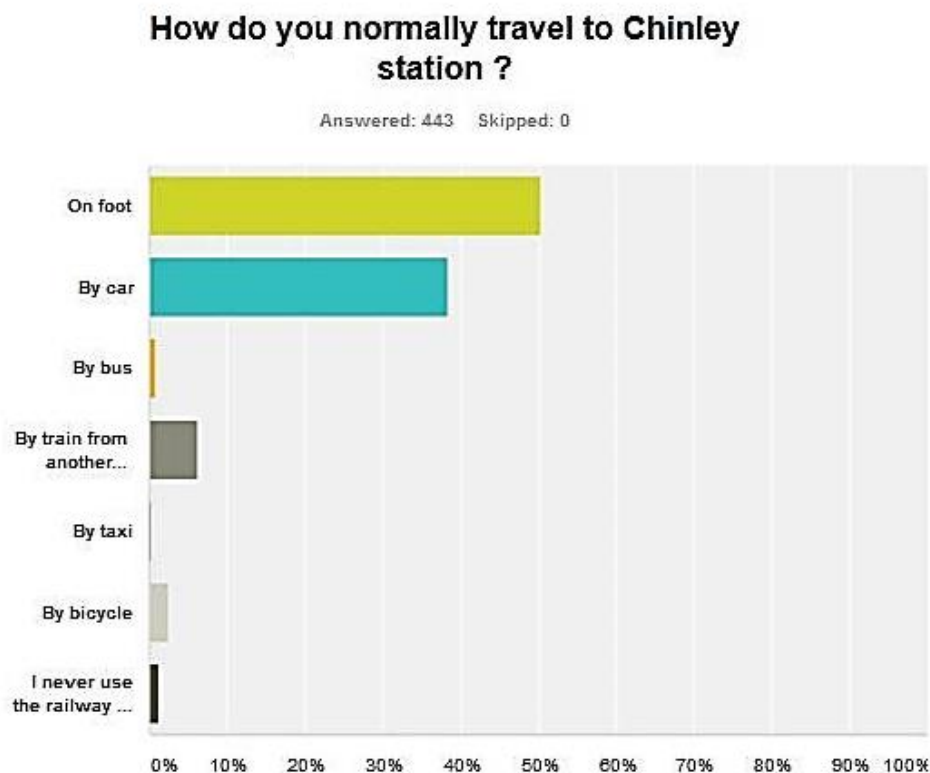
I would use the station more often if I could be sure of the trains – there are sometimes long delays and cancellations without warning. It would be fantastic to have improved access to the platform and a system to warn of problems.

3 How do you normally travel to Chinley station?

Rationale

The relationship between the location of stations and the communities they serve is a matter of interest in a number of communities of the High Peak of Derbyshire. Chapel-en-le-Frith station is very inconveniently situated a long way from the centre of town, and the location of New Mills Central station obliges the traveller to negotiate a steep slope. Chinley station is however no more than a couple of minutes' walk from the centre of the village. It will be seen however in a later question that a significant percentage of the users of Chinley station come from outside the village; the existence therefore of a free station car park thus allows Chinley to be considered a possible 'park and ride hub.'

Results



Statistics

Answer Choices	Responses	
On foot	50.34%	223
By car	38.37%	170
By bus	0.90%	4
By train from another destination	6.32%	28
By taxi	0.23%	1
By bicycle	2.48%	11
I never use the railway at Chinley	1.35%	6
Total		443

Analysis

Over half of the respondents (223/443) stated that they normally travel to Chinley station on foot, with travel by car being the second most important category (170/443). One category of transport was omitted in error from the list of choices – motorcycle – but this was corrected under ‘any other comments’ by the single respondent who said that he/she travelled in this way! Eleven respondents said that they travelled by bicycle, four people mentioned by bus. Six survey participants said that they never use the station, but nevertheless chose to complete the survey.

For many people Chinley station is within 5/10 minutes’ walk from where they live, and so it is unsurprising therefore that many people travel to the station on foot. Chinley station is also within an easy 5/10 minutes’ drive from a number of residential areas such as Whitehough, Buxworth, and Chapel-en-le-Frith, but has a small car park with 29 spaces + 3 disabled spaces. (By way of contrast, for commuters in the ‘A6 corridor’ Hazel Grove Park and Ride - 9 miles from Chinley- has 400 spaces.) One might expect therefore that car drivers wanting to park and use the railway at Chinley would wish to comment on this situation.

A small number of respondents state that they normally arrive from another destination by train; some are likely to be visitors to Chinley, others may well be using Chinley to transfer to a faster connection which does not stop at their local station on the Manchester/Sheffield line. The High Peak 190 bus service is very limited at Chinley (7 buses per day in each direction) with no buses on Sundays or Bank Holidays, and thus the tiny number of people - just 4 persons - who state that they normally travel to the station by bus is unsurprising. One person responded:-

I do not drive and rely on public transport. More cuts to services would mean I would consider moving home.

Limited parking is highlighted by this respondent:-

I would travel to work every day by train if I could be sure of parking

Linking together passenger numbers, inadequate bus services and access, one couple commented:-

“As the number of passengers is likely to rise, and the bus service is threatened, we think that the capacity of the trains and access to the platforms are urgent issues.

4 To what extent do you agree with any of the following ?

Please circle according to whether you strongly disagree, disagree, have no strong feelings, agree, strongly agree

Strongly disagree 😞 😞 😞 - 😊 😊 😊 Strongly agree

- a. Chinley Station needs a ticket vending machine
 😞 😞 😞 - 😊 😊 😊
- b. Chinley station needs step-free access to the platforms
 😞 😞 😞 - 😊 😊 😊
- c. Chinley station needs better parking facilities
 😞 😞 😞 - 😊 😊 😊
- d. Better weather protection for passengers is needed
 😞 😞 😞 - 😊 😊 😊
- e. More frequent services to/from Hazel Grove/Stockport are needed
 😞 😞 😞 - 😊 😊 😊
- f. More frequent services to Sheffield are needed
 😞 😞 😞 - 😊 😊 😊
- g. More frequent services to Manchester Piccadilly are needed
 😞 😞 😞 - 😊 😊 😊
- h. Better links with other forms of public transport are needed
 😞 😞 😞 - 😊 😊 😊

Rationale

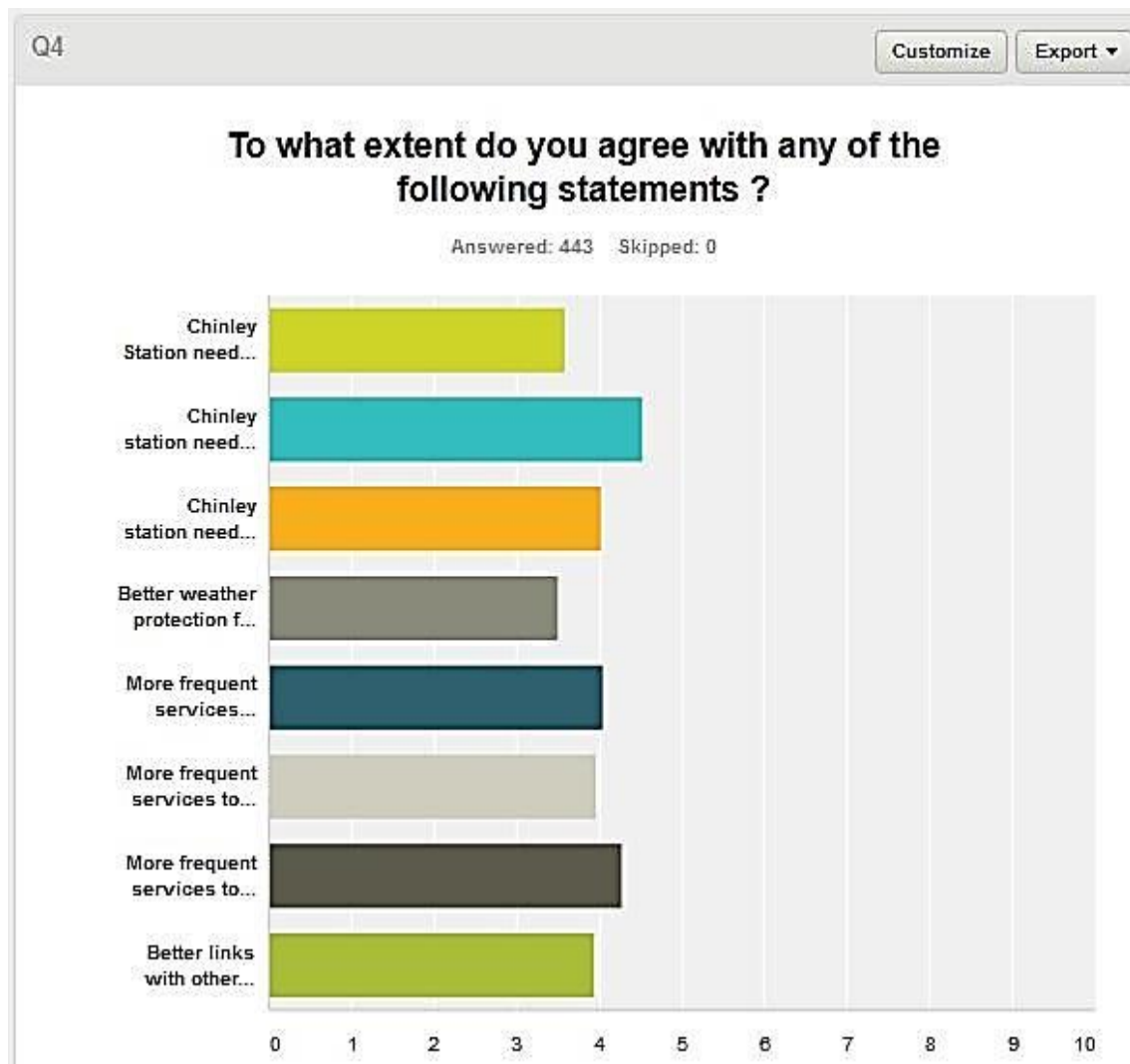
There were a number of important issues to be considered in the design of this question.

Firstly, whereas the transport group did not want to show obvious bias in the type of issue presented to the public for comments, the issues already raised by the public (a) in the 2011 station survey (see page 30) (b) in posts on the group's Facebook pages (c) in emails received from members of the travelling public, and (d) in submissions to the group's regular meeting agendas, needed to be raised prominently – notably *access, parking, ticketing issues and quality of services*.

Secondly, the type of question asked was much debated before the final survey format was agreed, and in the end a decision in favour of a 5-point Likert scale was made. Strong opinions either in favour of or against a statement can thus be contrasted against each other.

Thirdly, it needed to be absolutely clear to the public precisely how to respond to the agree/disagree scale. In the online version this was unproblematic, but in the paper version an explanation was felt to be necessary for the 😊 and 😞 faces (see above).

Results



Statistics

	Strongly disagree	Disagree	No strong feelings either way	Agree	Strongly agree	Total	Weighted Average
Chinley Station needs a ticket vending machine	4.34% 19	8.90% 39	34.02% 149	28.08% 123	24.66% 108	438	3.60
Chinley station needs step-free access to the platforms	1.37% 6	1.82% 8	5.69% 25	23.46% 103	67.65% 297	439	4.54
Chinley station needs better parking facilities	2.50% 11	5.45% 24	22.05% 97	27.95% 123	42.05% 185	440	4.02
Better weather protection for passengers is needed	5.05% 22	14.68% 64	26.83% 117	31.65% 138	21.79% 95	436	3.50
More frequent services to/from Hazel Grove/Stockport needed	0.91% 4	1.60% 7	27.40% 120	31.51% 138	38.58% 169	438	4.05
More frequent services to Sheffield needed	0.91% 4	2.27% 10	30.45% 134	31.36% 138	35.00% 154	440	3.97
More frequent services to Manchester Piccadilly needed	0.70% 3	1.39% 6	16.71% 72	32.48% 140	48.72% 210	431	4.27
Better links with other forms of public transport needed	0.69% 3	1.83% 8	32.49% 142	32.49% 142	32.49% 142	437	3.94

Analysis

If one looks at the percentages of responses categorised as 'agreeing' or 'strongly agreeing' with one or more of the statements offered, it is striking that two statements (the need for step-free access at Chinley and better services to/from Manchester Piccadilly) are supported by 90% and 80% of all respondents respectively. By contrast, only one of the statements offered (improvement of shelter) attracts disagreement or strong disagreement from 20% of participants.

Alongside step-free access and improved services to and from Manchester Piccadilly, better parking, and better services to Hazel Grove/Stockport are quite clearly preoccupations with many station users. Dissatisfaction with services to/from Sheffield, the need for better local transport links and ticketing facilities are also all supported by over 50% of respondents.

The bridge is unsafe. A friend was badly injured on it in wet weather with little lighting. There is a serious absence of disability access, poor parking and an air of neglect. The footbridge is not fit for purpose - a potential death trap. Car parking is totally inadequate for an important local commuter hub.

A late train from Piccadilly would allow visits to the theatres and enjoy restaurants. With the increase in the population of Chinley additional trains throughout the day and evening should be a priority not just for leisure but to enable commuting for jobs as well.

Parking has become a huge issue, both for commuters and local residents. In 2007, I almost always got into the car park for the 08.33 TPE. In 2016, I very rarely get into the car park for the 07.57 Northern service.

It is very inconvenient that there is no ticket office at Chinley. I have friends and relatives at Hazel Grove and Stockport but there are not enough trains

Evening services from Sheffield are totally inadequate. When attending meetings I cannot catch the 20.35 from Sheffield and must therefore wait over 2 hours until 22.47

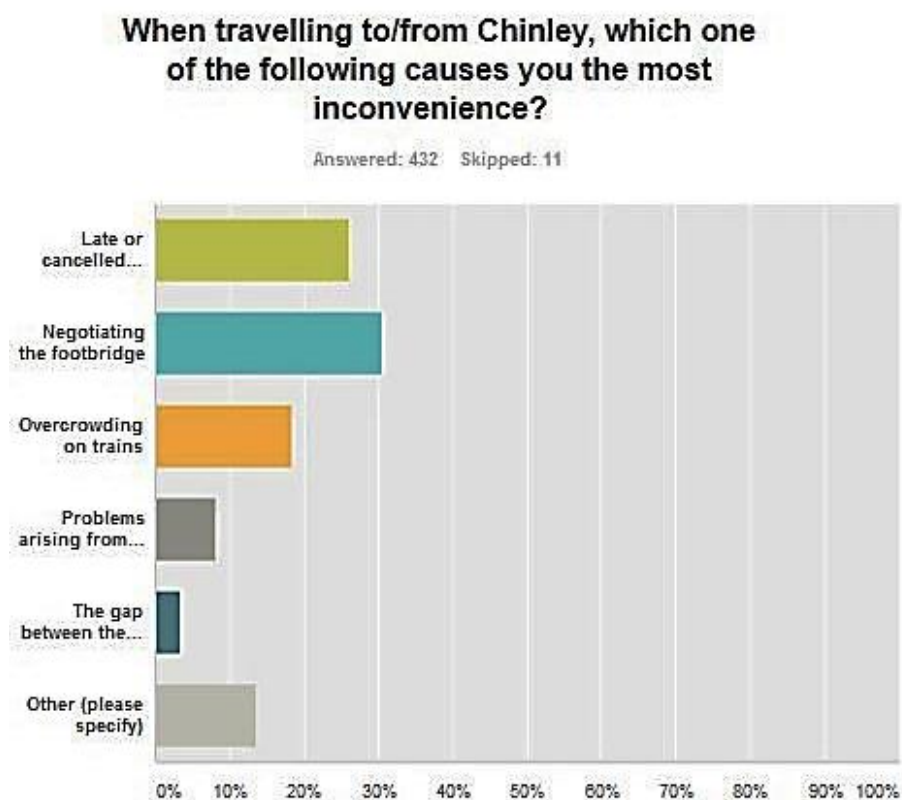
5 When travelling to/from Chinley, which one of the following causes you most inconvenience?

Late or cancelled trains? Negotiating the footbridge?
 Overcrowding on trains? The gap between platform and the train?
 Problems arising from inability to purchase a ticket on the train?
 Other (pls. specify) _____

Rationale

This question was designed as a reinforcer for Q4 – but in the way this question was asked the respondent was obliged to make just one choice. In order however to allow respondents to identify a different problem that personally caused them most inconvenience, a further option of 'Other' (*please specify*) was included.

Results



Statistics

Answer Choices	Responses	
Late or cancelled trains	26.16%	113
Negotiating the footbridge	30.56%	132
Overcrowding on trains	18.29%	79
Problems arising from inability to purchase a ticket at Chinley/on train	8.10%	35
The gap between the platform and the train	3.24%	14
Other (please specify)	13.66%	59
Total		432

Analysis

Everyone is inconvenienced by a late train, a cancelled train or a train on which it is not possible to travel in comfort. Not all travellers however are necessarily inconvenienced by the steps - or are they? It is very interesting that even when presented alongside the irritation of late/cancelled/overcrowded trains, problems *negotiating the footbridge* still attract the most responses – indeed a number of respondents with young families and pushchairs feel unable to use the station at all. 59 people chose to express themselves in their own words, and the comments received were almost equally split between access issues (15/59), parking issues (15/59), inadequate services including gaps in services and a lack of evening services (13/59). Comments were also received about a lack of any WC at the station and the poor state of ‘1960s trains’.

The station requires step-free access to the platforms as a matter of urgency - it is wrong that such a well-used station has such poor access.

I have a new-born baby & using Chinley station is currently impossible due to the steps to platform, we urgently need a ramp to access the platform for pram & disabled access. I would use the train a lot more if the access was more user-friendly.

Footbridge - I have a baby and a 2 year old and have not been able to use my village train station for over a year to travel to Manchester with my children. If access was better the wonderful museums would just be a train ride away but driving into Manchester is not as pleasant a day out! I wish our station had the standards of Marple for access.

I commute to Manchester daily during the week. The trains are crowded and becoming more so. The increase in passengers over the last 10 yrs. is significant. The 8.33 is particularly bad and there is very rarely a seat, doorways are regularly blocked with luggage and we frequently can't buy a ticket and have to queue when we get to Manchester. The 8.03 is not that much better. Train timings are not convenient to facilitate school drop off or pick up. A train between 8.33 and 9.55 would be helpful.

The dreadful 1960s trains that are used!

6 In which town or village do you live?

Rationale

As mentioned in the introduction (see page 3), when publicising this survey, careful thought was given as to how people who might have a viewpoint about the station could be reached. Do issues connected with Chinley station affect both local residents and residents from other neighbouring places? How many people have responded to this survey from the local area and from elsewhere?

Asking where people live allows us to have some measure of whether Chinley station is well used by the local population, and also to assess to what extent Chinley can be seen as a commuter hub for the area.

Some statistics are useful here: in the 2011 census the population of Chinley was estimated at 2,796, and in the latest statistics gathered by the Office for Rail and Road (2014/15), the number of entries and exits at Chinley station was estimated at 108,582.

Results

Where do you live ?		
443 respondents to Chinley station survey summarised by area		
Areas where respondents live	Total /443	% of total
Chinley, Buxworth, Whitehough	265	60%
Chapel en le Frith, Tunstead Milton, Wash, Chapel Milton	69	16%
Neighbouring towns & villages within approx. 25 mins. driving time (Buxton, Tideswell , Dove Holes, Whaley Bridge, Glossop, Hayfield, Macclesfield)	45	10%
(Manchester, Sheffield & intermediary stations (Hathersage, Hope, New Mills, Marple etc.)	25	6%
Other villages, towns & cities in UK	21	5%
Other neighbouring towns with direct rail connections to Chinley (Stockport, Hazel Grove)	6	<1%
Towns / cities outside UK	1	<1%
None specified	11	2%

Analysis

60% of respondents to this survey live within the immediate area or within 5 minutes driving time from the station. A further 16% of respondents live within approximately 10 minutes driving time, and 10% of respondents live within 25 minutes driving time from the station. Additionally one neighbouring town (New Mills) which is an intermediary stations along the Manchester/Sheffield line is well within a 25 minute drive from Chinley station, and for certain faster services Chinley is thus able to act as a hub. For example the Liverpool Lime Street to Norwich service stops at Chinley, but before reaching Sheffield does not stop at any other intermediary stations apart from Dore & Totley.

It is gratifying that people from outside the immediate area have been able to take this survey and have shown an interest in it – 40% of the data is provided by people who do not live immediately local to Chinley. It is also clear that the area of Chapel-en-le-Frith (despite having its own station on the Buxton-Manchester line) is a catchment area of some significance for the station. Chinley station has over twice as many entries/exits as Chapel-en-le-Frith (108,582: 45,974), despite Chapel-en-le-Frith having over three times the population (8,635:2,796).

7 Which age group do you belong to?

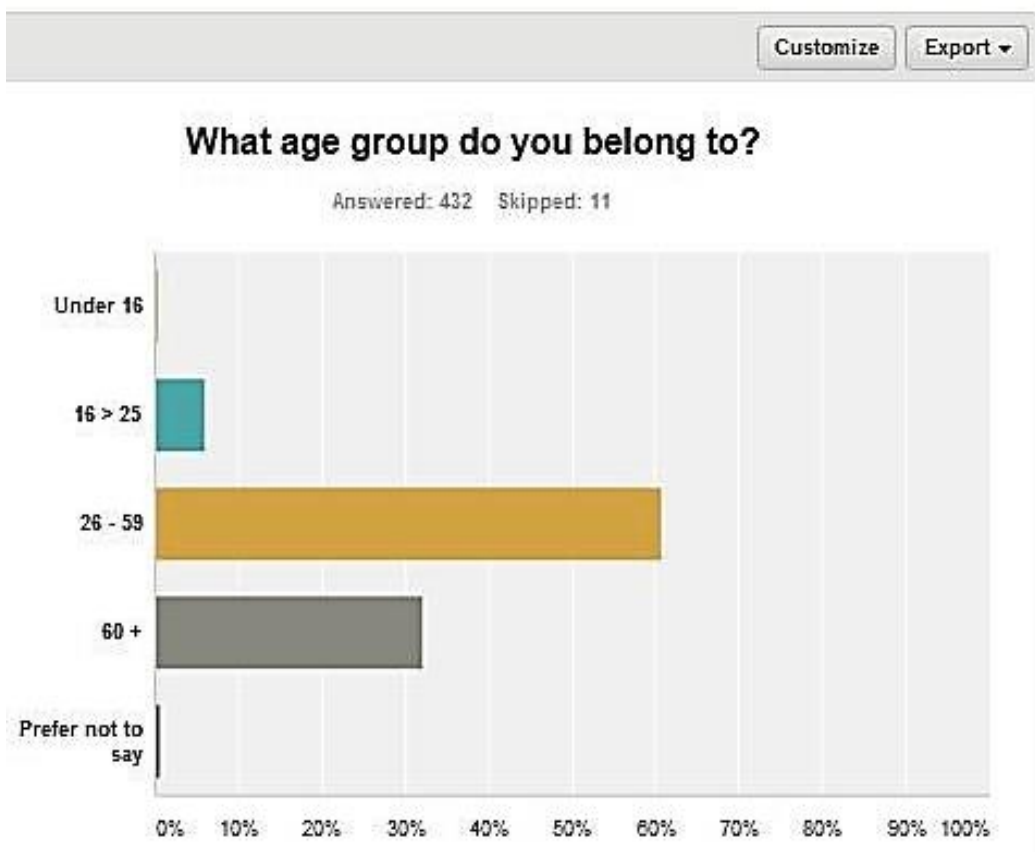
Rationale

There are good reasons for asking this question as a rail user's age not only determines the type of ticket available to that person, it is also bound to be a significant factor in a person's point of view about step-free access. Whereas a younger person may have no problem at all with steps, an adult with a young family or an elderly person using a mobility aid would not be expected to have the same point of view. Compared with the rest of the UK, Chinley has a slightly older age profile in terms of its 'age pyramid', and therefore data relating to the age of the respondent will allow us to see whether the survey data is skewed in terms of any particular age group.

Age	High Peak	Derbyshire	England
Age 0 to 4	5.5%	5.4%	6.3%
Age 5 to 9	5.4%	5.3%	5.6%
Age 10 to14	6%	5.8%	5.8%

Age 15 to 17	3.9%	3.9%	3.7%
Age 18 to 24	8.1%	7.6%	9.4%
Age 25 to 29	5.1%	5.3%	6.9%
Age 30 to 44	19.4%	19.6%	20.6%
Age 45 to 59	22.4%	21.4%	19.4%
Age 60 to 64	7.1%	7.1%	6%
Age 65 to 74	9.5%	10.1%	8.6%
Age 75 to 84	5.6%	6%	5.5%
Age 85 and over	2.2%	2.4%	2.3%
Mean Age	41.1	41.6	39.3

Results



Statistics

Answer Choices	Responses
Under 16	0.46% 2
16 > 25	6.02% 28
26 - 59	60.65% 262
60 +	32.18% 139
Prefer not to say	0.69% 3

Analysis

It can be seen by comparing the table that more 26-59 year olds have responded than are represented in the general population at the 2011 census (60%:47%), more 60+ year olds have responded (32%:23%), but far fewer people under the age of 25 have responded (6%: ~ 13%).

These figures however are not easy to analyse:-

- (a) some of the borderlines for age groups are not the same between census data and station survey data
- (b) since 2011 there have been developments in the local area that will probably change the nature of Chinley's population distribution, both in terms of the under 26 and the 26-59 age groups.

The 170 new houses at Becket's Brow and the recently opened Chinley Nursery have already brought in a number of younger families, the 106 new houses at Octavia Gardens are nearing completion and the construction of 182 new houses at Forge Manor – less than 10 minutes' walk from the station – is well under way at the time of publication.

In terms of the issues at Chinley station that people have responded to, it is interesting to note that the problem of access has topped the concerns and inconveniences in two questions (Questions 4 and 5).

However, numerically, the greatest number of respondents to this survey (the 26-59 years old group) are not necessarily the group of people that one might have been expected to be most affected by the access problem at the footbridge, i.e. the 60+ age group.

Some people of course choose to have regard for other people's situation in the way they respond. One person in the 26-59 age range with no mobility issues commented:

It is essential to have access for disabled people, people with pushchairs and people who struggle with steep steps.

8 Do you have any mobility problems/ any disability?

Rationale

According to the Papworth Trust's 2016 factsheet:

"In 2013, 11% of adults reported having a mobility impairment which means they have difficulties travelling on foot, by bus or both."

Furthermore:-

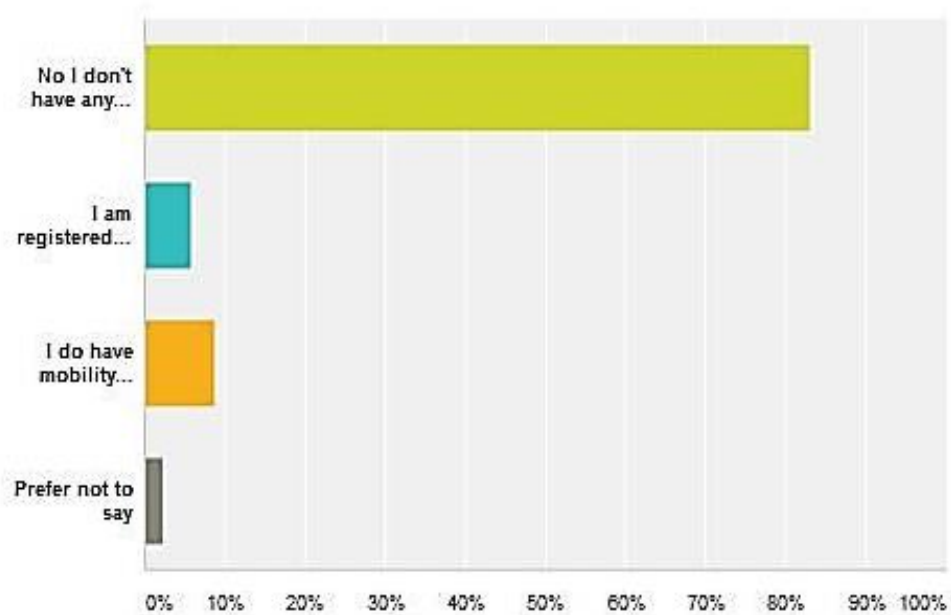
"Almost 1 in 5 people (19%) in the UK have a disability [...] the prevalence of disability rises with age: in 2012/13, 42% of adults over state pension age have a disability."

It was important therefore in our survey to give proper regard to these figures, particularly in relation to the difficulties disabled people have in accessing public transport.

Results

Do you have any mobility problems? Are you registered disabled?

Answered: 432 Skipped: 11



Answer Choices	Responses
No I don't have any mobility problems	83.10% 359
I am registered disabled	5.79% 25
I do have mobility problems but am not registered disabled	8.80% 38
Prefer not to say	2.31% 10

Approximately 15% of respondents to our survey have identified themselves as having mobility problems or being registered disabled. In the age categories 26-59 and 60+ the results were as follows:-

	No I don't have any mobility problems	I am registered disabled	I do have mobility problems but am not registered disabled	Prefer not to say	Total
Q7: 26 - 59	90.84% 238	2.29% 6	4.96% 13	1.91% 5	100.00% 262
Total Respondents	238	6	13	5	262

	No I don't have any mobility problems	I am registered disabled	I do have mobility problems but am not registered disabled	Prefer not to say	Total
Q7: 60 +	66.91% 93	12.23% 17	17.27% 24	3.60% 5	100.00% 139
Total Respondents	93	17	24	5	139

Analysis

The overwhelming majority of respondents (83%) to this survey state that they do not have mobility issues. For the purpose of representation of the needs of all sections of the travelling public, it is however gratifying to note that the percentage of participants in our survey who say that they do have some mobility issues (~ 15%) is roughly in line with the statistics quoted above by the Papworth Trust (11%). In the tables above one notes that a smaller percentage of over-60s who have responded have mobility issues when compared with national statistics (29%:42%).

What however do people with a mobility issue say about this station? As observed in previous questions, the issue of poor access at Chinley and the footbridge feature very prominently:

The access for disabled people is terrible - that's one reason we don't use the railway as much as we would like to, as we have to carry her over the footbridge

Chinley station has lost a lot of custom due to the stairs eg. elderly, buggies, bikes, disabled people. We are very unlikely to use it.

My relative lives in Chinley but unfortunately she is unable to visit me as she cannot get access at this station. She is disabled and in a wheelchair. If there was proper accessibility at this station she would have no problems when reaching Heald Green as this station is fully accessible. It actually has disabled toilet. Chinley station needs to be brought up to date and made fully accessible. I feel discriminated against as this is a big problem not only for me, but more so for my relative.

Easy access for disabled passengers is NEEDED. It's a shame that disabled people I know use other train stations due to inaccessibility at Chinley station.

One other important local feature of the village of Chinley needs mentioning here. Chinley has a Derbyshire C.C. specialist centre of excellence for the care, education and training of disabled children and adults – the Peak School, Peak Lodge and Alderbrook Day Centre. This large campus is located roughly 15 minutes easy walk from the station. The stark lack of provision for clients of this centre is highlighted in this response:

A large proportion of our school pupils - Special Needs School teaching life skills and travel training - cannot access the trains currently at Chinley due to the access issues. Our pupils come from the whole of the surrounding area to Chinley.

9 To what extent are you aware of the Passenger Assist scheme?

Rationale

Passenger Assist is an industry-wide system used to book assistance at stations for passengers during their journey and to reserve seats and wheelchair spaces on trains where available. It is available to older and disabled customers. Reference is made to this scheme in a small paragraph on a Northern Rail poster displayed at the entrance to Chinley station, and on the Northern Rail website.

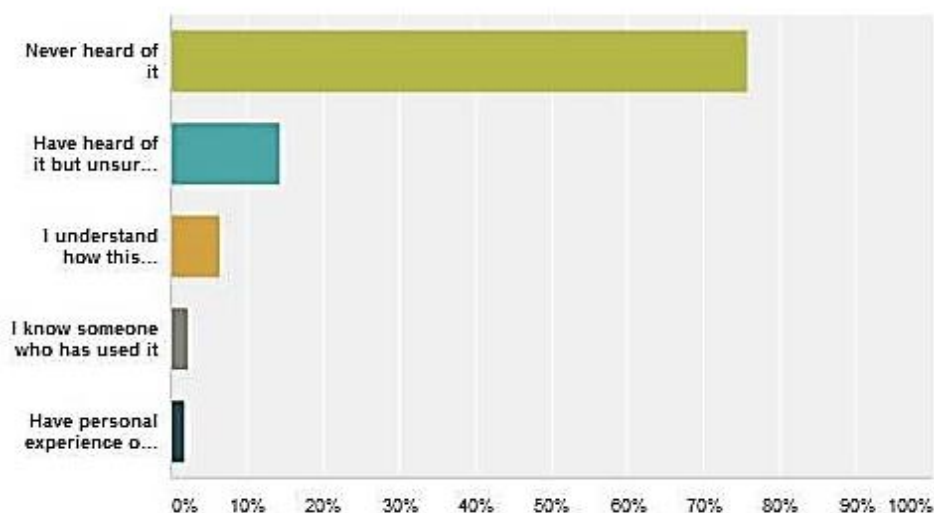
Statistics published by the Papworth Trust however paint a gloomy picture of awareness:-

“70% of disabled people are unaware of any type of specific scheme to help disabled people use trains. Only 10% of disabled people had seen, heard or read information from train operators about disabled passengers’ rights to assistance, and only 9% of had heard of the Passenger Assist service.” (Papworth Trust 2016)

Results

To what extent are you aware of the national Passenger Assist scheme (a bookable taxi to an accessible station for older/disabled people who can't manage steps). Please tick one or more boxes

Answered: 432 Skipped: 11



Statistics

Answer Choices	Responses
Never heard of it	75.69% 327
Have heard of it but unsure about how it works	14.35% 62
I understand how this service works but have never used it	6.48% 28
I know someone who has used it	2.31% 10
Have personal experience of using it myself / booking it for another person	1.85% 8

Analysis

It is very clear that this scheme is either completely unknown to most respondents (76%) or that its details are not well understood (14%). A mere 8 out of 63 people (13%) who say that they have mobility issues (and are thus potentially eligible) have either used it themselves or have booked it for another person. This is a marginally higher figure than the Papworth Trust statistics quoted above, but nevertheless approximately 87% of the respondents to this survey who do have a mobility issue are unfamiliar with the help that is available.

A number of comments were received about this issue, and the related problem of the gap between the platform and some trains:

The Passenger Assist service is good - but where is this advertised? On occasions I have had to help people with prams and carrying large items of luggage.

The taxi idea wouldn't work for the likes of my elderly parents; they are both disabled but don't regard themselves as such. They will continue to struggle with the footbridge - potentially putting themselves at risk, particularly in bad weather. Public train stations should be accessible to all, rather than attempts to improve access with 'sticking plasters' such as the taxi.

Not suitable for elderly or infirm especially anyone who depends on a wheel chair. Also mothers of young children who use a pushchair. The gap between the platform and the train is another problem

10 Are there any other comments that you would like to make?

Rationale

No survey is complete without asking the potential respondents if there any other comments they would like to make. People can thus say what they like, and most significantly can refer to issues not covered – or not sufficiently covered – in the fixed questions.

Results & Analysis

215 out of a possible total of 443 respondents ($\approx 49\%$) chose to answer this question and within these answers there were 424 additional comments, criticisms and suggestions! The percentage figures given below relate to the % of the total number of comments represented by the specified category of response.

Access

Comments relating to ACCESS	TOTAL	178	42%
General comment re inaccessibility of platforms		43	
Footbridge a problem when travelling with a pushchair		41	
Footbridge a problem for people with mobility issues/disabled people		30	
Footbridge a problem for elderly people		11	
Footbridge a problem for people travelling with luggage		5	
Footbridge a safety hazard in rain, ice snow		12	
Access problem at Chinley has significant detrimental impact on our Special Needs School in Chinley		3	
Gap between platform and train a significant problem		14	
I would use the station more – but cannot because of access problems		19	

Trains & Services

Comments relating to train services through Chinley	127	30%
TOTAL		
Inadequate services to/from Hazel Grove/Stockport	8	
Inadequate services to/from Manchester	18	
Inadequate evening services from Manchester	20	
Inadequate services to/from Sheffield	5	
Inadequate evening services from Sheffield	4	
Inadequate evening service from Marple	1	
Late/cancelled trains are a problem	6	
More trains services needed (including faster connections)	16	
Overcrowded trains are a problem / safety issue	22	
Poor state of trains (dirty, cold, uncomfortable)	19	
Lack of investment in railways in general & better services needed in relation to idea of 'Northern Powerhouse'	8	

Tickets, Parking and Station Facilities

Tickets, parking and Chinley station facilities TOTAL	73	17%
Issues arising from not being able to buy a ticket on the train	6	
Lack of ticketing facilities at Chinley is a problem	7	
Poor pricing of tickets / comments re : season tickets	5	
Better information about 'Passenger Assist ' scheme needed	4	
Criticism of features of station (poor shelter, poor lighting, no heating, no WC, unnecessary Tannoy announcements)	20	
Poor management of Chinley Station in general	4	
Inadequate parking at Chinley Station	22	
Inadequate parking causes problems for local residents	5	

Suggestion Box

Various suggestions	24	6%
TOTAL		
Suggestions for improvement of access and / or replacement of footbridge	6	
Re-open Chapel-en-le-Frith Central station	4	
Re-open Buxworth station	1	
Direct connections to Matlock & Derby needed	2	
Better coordination of trains and bus services and/or more bus services from station needed	9	
Suggestion for making Chinley station more attractive	2	

Positive Comments

Various comments	22	5%
TOTAL		
Value of station for tourists visiting the area (walks, inns etc)	3	
Praise for efforts made at Chinley re: herbs, flowers	3	
Chinley station is a valued asset and must stay open!	6	
Praise for work of C&B Transport Group	7	
Well done(!) comment re improved shelter and bike rack	2	
Appreciation of restoration of 17.18 from Manchester service	1	

Analysis

It is unusual in the experience of the designer of this survey that 'any other comments' should attract so many responses – 49% of participants had something extra to say!

Yet again it can be seen that various aspects of **access** issue figure most prominently (42%), followed by comments on **trains and services** (30%), and **tickets, parking and station facilities** (17%).

Despite 95% of the comments received in this section being critical, even very critical, it is heartening that some pleasant features of the station are valued along with the work of the transport group. It is also only right that we cite a selection of these positive comments too.

Chinley is the most 'passenger unfriendly' station. Access is dreadful -the bridge AND the gap on the platform.
Trains are cancelled at the drop of a hat - a total 'take it or leave it' attitude from the railway company

It's ridiculous there are so few trains to/from Stockport, which is a major commuting destination. Also the Northern train service desperately needs upgraded rolling stock or we need more of the Trans-Pennine express services to stop at Chinley.

Overcrowding is by far the greatest inconvenience. There have been numerous occasions when I have tried to get a train home from work (Manchester Picc. to Chinley) and I haven't been able to even get on the train at Manchester Picc. as everyone uses the Chinley train for short journeys to Romiley and Marple for example. When you pay a significant amount of money for an annual travel pass, the very least you expect is to be able to actually get on a train during the commuter rush hour. For such a price I also expect a seat, but that doesn't happen often.

I had a letter published in the Buxton Advertiser earlier this year about the 3rd World conditions at Chinley station.

The bike shed is good!

Great Station and very handy

Love the boxes of herbs on the platform - they make me smile and want to cook more!

Keep up the good work. Thank you!

A brief comparison with the 2011 survey

When compared with the 289 responses received during the previous survey conducted in July/August 2011, the 443 responses to the 2016 survey would seem to indicate increasing feeling among rail users that improvements to Chinley station are needed.

On the basis of the responses received in 2011 it was recommended that there should be:-

- a. Improved access to the platforms, particularly for disabled persons
- b. A more frequent rail service beginning earlier in the morning.
- c. More frequent services to Stockport
- d. Improved services to Chinley at peak times of the evening and later in the evening
- e. An overflow car park.
- f. A bus timetable that is better integrated with the train timetable.
- g. Live arrivals/departure information.

Live arrivals/departure information (g) has in the intervening years been installed along the entirety of the Manchester/Sheffield line through Chinley as part of ongoing upgrading of stations in the Northern franchise by Network Rail.

Other aspirations from 2011 respondents remain however largely unfulfilled, and in the conclusions drawn below from responses to the 2016 survey, substantial similarities with 2011 will be noted.

Conclusions from 2016

Frustration is the common thread running through the responses to the survey's 10 questions. It is clear that respondents would like to use the railway more - even much more - at Chinley station, but are very dissatisfied at what is on offer to the traveller to /from this station.

The following selected comments represent the desire of the survey respondents to make full use of Chinley Station coupled with their extreme frustration at the ongoing inadequacy of the current provision.

Chinley station is a valued asset but it needs better access facilities and improved services on the trains.
--

Parking and accessibility are major problems at Chinley Station with more people than ever using public transport this needs to be sorted out as soon as possible.

I live on a new development and they are building 170 houses. I know people other than myself who have problems using Chinley station

No step-free access to both platforms - it's a disgrace!

This station is inaccessible to people with buggies. I drive to Marple to catch the train when I have my children with me

Please improve access for pram users, elderly, disabled...

The Chinley/Sheffield line is a VERY (!) useful service, but services need to be improved and maximised. Chinley does not seem to have moved with the times & kept up to.

It is therefore the strong recommendation of the Chinley and Buxworth Transport Group that for reasons of its great value to the communities of the High Peak for commuting, connectivity and amenity purposes, Chinley station, its services, its access and parking facilities be prioritised for substantial improvement by the train operating company in partnership with Network Rail and the Department for Transport.

The railway should help the community flourish – not stunt its growth.

Chinley and Buxworth Transport Group

November 5th 2016

Appendix 1 Copy of the Paper Survey

The Chinley & Buxworth Transport Group would like to know more about your experience of using Chinley Station. Your comments are anonymous and will be used for the sole purpose of trying to secure better provision for rail travellers. Please answer each of the questions.....

1 Why do you use Chinley station? Please circle one or more of the following:-

Commuting to work Leisure (e.g. shopping, cinema, walking)
Meeting someone at the station Attending an appointment (e.g. hospital)
Tourism (e.g. visiting National Park) Helping someone over footbridge
Never use Chinley station

2 How often do you travel by rail from/to Chinley station?

Please circle one option

Every day Several times a week Once a week
A couple of times per month Very infrequently
I never use the railway at Chinley

3 How do you normally travel to the station? Please circle your response

On foot Car Bicycle Bus Taxi
Train (from elsewhere) Never use

4 To what extent do you agree with any of the following: -

Please circle according to whether you strongly disagree, disagree, have no strong feelings, agree, strongly agree

Strongly disagree 😞 😞 😞 - 😊 😊 😊 Strongly agree

i. Chinley Station needs a ticket vending machine

😞 😞 😞 - 😊 😊 😊

j. Chinley station needs step-free access to the platforms

😞 😞 😞 - 😊 😊 😊

k. Chinley station needs better parking facilities

😞 😞 😞 - 😊 😊 😊

- l. Better weather protection for passengers is needed
 ☹️ ☹️ ☹️ - 😊 😊 😊
- m. More frequent services to/from Hazel Grove/Stockport are needed
 ☹️ ☹️ ☹️ - 😊 😊 😊
- n. More frequent services to Sheffield are needed
 ☹️ ☹️ ☹️ - 😊 😊 😊
- o. More frequent services to Manchester Piccadilly are needed
 ☹️ ☹️ ☹️ - 😊 😊 😊
- p. Better links with other forms of public transport are needed
 ☹️ ☹️ ☹️ - 😊 😊 😊

5 Which one of the following causes you most inconvenience?

Please circle your choice

- Late or cancelled trains Negotiating the footbridge
 Overcrowding on trains The gap between platform and the train
 Problems arising from inability to purchase a ticket on the train
 Other (pls. specify) -----

6 In which town or village do you live? -----

7 Which age group do you belong to?

Please circle your response:-

Under 16 16-25 26- 59 60+ Prefer not to say

8 Do you have any mobility problems/ any disability?

Please circle your response

Y/N Registered Disabled? Y/N Prefer not to say

9 To what extent are you aware of the Passenger Assist scheme?

This is a bookable taxi to an accessible station for older/disabled people who can't manage steps. Circle one or more of the statements:-

- Never heard of it Heard of it but unaware of details
 I understand how this service works but have never used it
 I know someone who has used it
 Have personal experience of using it myself / booking it for someone else

10 Are there any other comments that you would like to make?

If you'd like to make a lengthy response or would like to help out with the group, you can always contact us via<chinleybuxworthtransportgroup@gmail.com> Many thanks for participating !Please return the survey to one of the addresses given overleaf by 16th October 2016

Appendix 2

References

There are some very good sources of advice when designing a survey, and when researching up-to-date facts and figures about disability in the UK

Cohen, L. Manion, L. & Morrison, K. (2000) *Research Methods in Education* (5th Edition) Chapter 14 Questionnaires

Papworth Trust (2016) *Disability Facts and Figures*
<http://www.papworthtrust.org.uk/sites/default/files/Disability%20Facts%20and%20Figures%202016.pdf>

Survey Monkey (2016) *Best practices for every step of survey creation* [online]
https://www.surveymonkey.net/mp/survey-guidelines/?ut_source=header

University of Manchester (2016) *Survey and Statistical Methods* [online]
<http://www.methods.manchester.ac.uk/resources/categories/survey/>

University of Plymouth (2016) *Toolkit – Methods* [online]
<https://www.plymouth.ac.uk/research/institutes/pedagogic/methods>

