

# Better buses and safer streets for Longsight

لنگسائٹ کے لیے بہتر بسوں اور محفوظ سڑکیں  
راستہ گاہیوں کے لیے اور محفوظ سڑکیں

لنگسائٹ کے لیے بہتر بسوں اور محفوظ سڑکیں



Manchester  
**Friends of  
the Earth**

**HAMILTON RD AREA  
COMMUNITY ASSOCIATION**

Development FOCUS UK



**Friends of  
the Earth**



Longsight  
residents  
speaking out...



about better buses...



and safer streets

This was a joint project between Manchester Friends of the Earth, the Hamilton Road Area Community Association and national Friends of the Earth England, Wales and Northern Ireland. Development FOCUS UK provided training and support through its Regeneration through Community Assessment and Action programme.

## Contents

1. Road map	<b>A report summary</b>	<b>page 2</b>
2. All on board	<b>Introduction</b> اردو میں خلاصہ اور تعارف বাংলায় সংক্ষিপ্তরূপ এবং ভূমিকা	<b>page 4</b>
3. The journey plan	<b>What we did</b>	<b>page 12</b>
4. Signals & Signposts	<b>What we found out</b>	<b>page 16</b>
5. Are we nearly there yet?	<b>What needs to happen</b>	<b>page 28</b>
6. Special Services	<b>Extra information</b> - in 4 sections	<b>page 36</b>



## **A report summary**

In this project, we wanted to find out what residents of Longsight felt about transport, traffic and safety in their area. These are issues which make a real difference to the quality of people's lives, and people had a lot to say. More than 400 people, across all different communities in the area, told us their concerns, and what they would like to see change.

There were three priorities: better bus services, reducing the danger from traffic and reducing the danger from crime. On these three issues the priorities were

### **Buses**

- Cleaner buses
- More reliable and frequent 53 bus
- Less bunching of the 192, and more 192 buses at weekends and at night
- Cheaper Mega-rider ticket
- More CCTV on buses

### **Safety from crime**

- More police
- More CCTV
- More lighting

### **Safety from traffic**

- Slow down the traffic
- More safe routes to schools
- More pedestrian crossings

Solutions to these problems are not easy, but there is plenty that can be done. In this report we present the views local people gave us, and the suggestions of local people, councillors and transport professionals about what could be done about them. We hope that:

- Manchester policy makers take note of the concerns expressed in this report when drawing up their transport plans.
- National Government takes action to help councils deliver better buses and safer streets in communities across the country.
- Policy makers across the country will use participatory methods such as these in their transport decision-making, so that they involve more people, and a wider range of people, and reflect the true concerns of local people in their plans.
- Local people can use the information in this report to work to get better buses and safer streets in their area.

**Also, the three groups involved in this project will do the following:**

- Manchester Friends of the Earth will take the opportunities identified in this report to campaign and lobby locally and regionally to improve transport in Longsight and Manchester. We will do this by working with local people, policy makers, transport operators and the media.
- Friends of the Earth England, Wales and Northern Ireland will campaign nationally:
  - For local authorities to be given greater control over and more funds for local bus services.
  - For the Government to give higher priority and increased funding to making roads safer, less congested and less polluted for all people, rather than to road building and motorway widening. This should be done through measures such as safe routes to schools and traffic calming.
  - To ensure that local communities have their voice heard and their views reflected in local transport policy making
- Hamilton Road Area Community Association will
  - Meet with bus operators to find ways to improve the 53 route
  - Forward the concerns voiced by local people in this report to the Longsight Ward Co-ordination Group and to Manchester decision-makers.
  - Continue to monitor any proposed changes to the traffic calming measures in our area to try to make sure they don't lead to more traffic or faster traffic.

If and when resources allow, we will:

- Support any local people or workers who wish to take up any of the issues they've raised,
- Press for a Neighbourhood Warden Scheme in the Hamilton Road area (there already is one in the Northmoor Road Area).
- Campaign to get rid of rat-runs and through traffic, while still allowing people access to the area.
- Continue to offer support to people wanting to set up safe routes to schools or walking bus projects.



## Introduction

Everyone needs to be able to get around safely, easily and affordably. Being able to get to the shops, the doctors, the post office is crucial to the quality of everyone's life. Yet in many places across Britain, despite billions of pounds being spent on transport every year, people are reliant on shoddy bus services, or have to cross busy, dangerous roads, or feel unsafe walking around their neighbourhood. As one woman who spoke to us in Longsight said: "If the bus service was better that would make a real difference to our lives".

We believe that transport policies – locally and nationally – must change. They must change so that they meet everyone's basic need to be able to get to essential places, without damaging the environment, locally or globally, or damaging people's health and quality of life.

Doing this means looking at a very local level. This is because problems vary greatly from place to place. Cities face different problems from those in the countryside, but even within cities the issues vary depending on where and who you are. One area might have a busy road running through it with not enough crossings. Another might have poor bus services. In working out how to meet people's need for a decent transport system and a safe neighbourhood, the focus must be local, otherwise inappropriate "solutions" will be imposed on people.

In working out what is needed it is essential to talk to and involve local people. Local people are the experts on what works and what doesn't in their area. It is crucial that transport professionals involve local people more, as a shortage of money makes it even more important to get transport solutions that really work. Also their jobs will increasingly focus on meeting needs – for example in their new responsibilities on "accessibility planning" and the action plans that follow from it – and they have a requirement in the Local Transport Plan process to consult local people.

Nationally, Friends of the Earth is campaigning to get more of the money spent on transport to go into making sure everyone can get to essential places, in an environmentally safe way. At the moment we believe far too much money goes into road building — damaging people's quality of life and the environment, without solving congestion — and not enough goes into making sure that everyone has basic decent transport options like a clean reliable bus, or roads that children can safely walk across or cycle on. It is important that people have an opportunity to say what they want to change. We wanted to develop a method for finding out the transport concerns of local people — that could be replicated in other places — to make sure people's views are influencing the decisions made on transport. Manchester Friends of the Earth was also interested in taking a community-based approach to its transport work, and the two groups talked with a variety of community groups across Manchester – in Wythenshawe, Ardwick and Longsight. After a while Friends of the Earth developed a good relationship with the Hamilton Road Area Community Association and the Northmoor Community Association, both in Longsight. Longsight is an ethnically diverse ward in South Central Manchester, with a range of

bus services running through it, and where around half the people own a car. Although there will be differences between communities, we believe that transport issues in Longsight will be similar to those faced by many communities in cities across England.

This project introduces innovative new techniques that we used to work with local people in Longsight in Manchester to find out what transport, traffic and safety issues need tackling in their area. The methodology — Regeneration through Community Assessment and Action — has been designed by Development FOCUS UK over the past few years, and is being used by Government agencies looking at health and regeneration. This is the first time it has been used to look at transport. We believe these sorts of methods should be used by transport policy makers in Manchester and beyond to involve people more fully in the decisions that affect them, their quality of life and their environment.

This report presents the methods and results of the project. We hope they are of interest to anyone who wants to see improvements in their transport or local environment, and to all those who have responsibilities to improve transport and safety in any area.

Manchester Friends of the Earth and Friends of the Earth England, Wales and Northern Ireland will work with local people in Longsight and others to promote solutions to the problems identified.

## تعارف

اس پروجیکٹ میں ہم لاگ سائیٹ کے رہائشیوں سے معلوم کرنا چاہتے ہیں کہ انہوں نے اپنے علاقے میں ٹرانسپورٹ، ٹریفک اور حفاظت کے بارے کیا محسوس کیا ہے۔ یہ ایسے امور ہیں جو لوگوں کی زندگی کے معیار میں حقیقی معنوں میں تبدیلی لاتے ہیں اور ان کے بارے لوگ بہت کچھ کہہ سکتے ہیں۔ علاقے میں مختلف کمیونٹیوں سے تعلق رکھنے والے 400 افراد نے ہمیں اپنے خیالات سے آگاہ کیا اور بتایا کہ وہ کیا تبدیلی دیکھنا چاہتے ہیں۔

اس کیلئے تین ترجیحات پائی جاتی ہیں: بہتر بس سروس، ٹریفک کے خطرات کو کم کرنا اور جرائم سے خطرات کو کم کرنا۔ ان تین امور کیلئے ترجیحات درج ذیل تھیں

## بسیں

- صاف بسیں
- بس نمبر 53 کا زیادہ آنا اور قابل بھروسہ ہونا
- بس نمبر 192 بہت سی ایک ساتھ آ جاتی ہیں ایسا نہیں ہونا چاہیے، ہفتہ اتوار اور رات کو یہ سروس زیادہ کی جائے
- میگار انڈر گراؤٹ سستا کیا جائے
- بسوں میں سی ٹی وی کیمرے نصب کئے جائیں

## جرائم سے حفاظت

- مزید پولیس
- مزید سی ٹی وی کیمرے
- روشنی کا مزید انتظام

## ٹریفک سے حفاظت

- ٹریفک کی رفتار میں کمی
- سکول تک محفوظ راستے
- پیدل چلنے والوں کیلئے مزید راستے

ان مسائل کا حل آسان نہیں لیکن بہت کچھ کیا جاسکتا ہے۔ اس رپورٹ میں مقامی لوگوں سے ہمیں موصول ہونے والے خیالات پیش کئے جاتے ہیں اور یہ کہ ان کے بارے کیا کیا جاسکتا ہے مقامی لوگوں، کونسلروں اور ٹرانسپورٹ کے ماہرین کی آراء شامل کی جاتی ہیں۔ ہمیں امید ہے کہ:

- مانچسٹر کے پالیسی دان جب ٹرانسپورٹ کے بارے کوئی منصوبہ بنائیں تو ان خیالات کو ذہن میں رکھیں۔
- مرکزی حکومت مقامی کونسلوں کی مدد کرے کہ وہ ملک بھر میں بہتر بسوں اور محفوظ سڑکوں پر کام کر سکیں۔
- ملک بھر کے پالیسی دان ٹرانسپورٹ کے بارے فیصلہ کرتے وقت شمولیت کے ایسے ہی طریقے اپنائیں گے تاکہ زیادہ سے زیادہ اور مختلف قسم کے لوگوں کو شامل کیا جائے اور اپنے منصوبوں میں مقامی لوگوں کی آراء کی حقیقی عکاسی ہوتی ہو۔
- مقامی لوگ اس رپورٹ میں پیش کردہ معلومات کو استعمال کرتے ہوئے اپنے علاقے میں بہتر بسوں اور محفوظ سڑکوں کیلئے کام کر سکتے ہیں۔

پروجیکٹ میں شامل تین گروپ بھی درج ذیل کام کریں گے:

- لاگ سائیٹ اور مانچسٹر میں ٹرانسپورٹ کو بہتر کرنے کیلئے مقامی اور ملکی سطح پر مہم چلانے کیلئے مانچسٹر فرینڈز آف ارتھ والے اس رپورٹ میں نشاندہی کئے گئے مواقع سے فائدہ اٹھائیں گے۔
- مقامی لوگوں، پالیسی دان، ٹرانسپورٹ چلانے والوں اور میڈیا کے ساتھ ملکر ہم بھی ایسا کام کریں گے۔

• فرینڈز آف ارتھ انگلینڈ، ویلز اور ناردرن آئرلینڈ والے ملکی سطح پر درج ذیل کیلئے ہم چلائیں گے:

- مقامی اتھارٹیوں کو مقامی بس سروس کیلئے مزید فنڈ اور اختیارات دئے جائیں۔

- سڑکیں بنانے اور موٹروے کی توسیع کی بجائے حکومت کو چاہیے کہ وہ سڑکوں کو ہر ایک کیلئے محفوظ بنانے، وہاں ٹریفک کم کرنے اور آلودگی کو کم کرنے کو ترجیح دے اور اس کیلئے فنڈ مہیا کرے۔ سکول تک محفوظ راستے بنانے اور ٹریفک کی رفتار کم رکھنے جیسے اقدامات اٹھانے سے ایسا کیا جاسکتا ہے۔

- اس بات کو یقینی بنانا کہ مقامی ٹرانسپورٹ کی پالیسی بناتے وقت مقامی لوگوں کی آواز کو سنا جائے اور اس میں ان کی آراء کی عکاسی ہوتی ہو۔

• ہیملٹن روڈ ایریا کمیونٹی ایبوسی ایشن درج ذیل کام کرے گی -

- بسیں چلانے والوں کے ساتھ ملکر دیکھنا کہ بس نمبر 53 میں کیسے بہتری کی جائے

- رپورٹ میں اٹھائی گئی مقامی لوگوں کی تشویشات کو لانا تک سائیٹ وارڈ کو آریڈیٹریٹر گروپ اور مانچسٹر کے پالیسی دانوں تک پہنچانا۔

- اپنے علاقے میں ٹریفک کی رفتار کو کم کرنے کیلئے اٹھائے گئے اقدامات پر مسلسل نظر رکھنا تاکہ دیکھا جائے ان اقدامات کی وجہ سے ٹریفک زیادہ تو نہیں ہو رہی یا تیز رفتار میں تو نہیں چلائی جارہی۔

جیسے اور جب وسائل اجازت دیں گے ہم درج ذیل بھی کریں گے:

- مقامی لوگوں یا ملازموں کی مدد کرنا کہ وہ اگر چاہیں تو اٹھائے گئے امور کو آگے لے جاسکیں۔

- ہیملٹن روڈ کے علاقے میں نہر ہڈ وارڈن سکیم کیلئے زور ڈالنا  
(تازہ مورروڈ کے علاقے میں پہلے ہی ایسی سکیم موجود ہے)

- لوگوں کیلئے رسائی کا راستہ برقرار رکھتے ہوئے تھرو ٹریفک اور بے احتیاطی سے گاڑی چلانے والوں پر قابو پایا جاسکے۔

- سکول تک محفوظ راستوں یا پیدل بس جیسے پروجیکٹ کا آغاز کرنے کے خواہشمند افراد کی مدد کرنا۔

ہم نے یہ کام کیوں کیا.....

ہر ایک کیلئے ضروری ہے کہ وہ بحفاظت، باآسانی اور آرام سے ایک جگہ سے دوسری جگہ جاسکیں۔ ہر کسی کی زندگی کے معیار کیلئے ضروری ہے کہ وہ دکانوں، ڈاکٹروں، پوسٹ آفس وغیرہ تک جاسکیں۔ تاہم برطانیہ بھر میں ایسی جگہیں بھی موجود ہیں جہاں اگر چہ ٹرانسپورٹ پر ہر سال لاکھوں پونڈ خرچ کئے جاتے ہیں لیکن پھر بھی لوگوں کو ٹوٹی پھوٹی بس سروس کے جسم و کرم کا سہارا لینا پڑتا ہے، یا انہیں مصروف ترین اور خطرناک سڑک عبور کرنا ہوتا ہے یا لوگ اپنے ہی علاقے میں چلنے پھرنے میں اپنے آپ کو محفوظ محسوس نہیں کرتے۔ جیسا کہ ایک خاتون نے ہم سے کہا: ”اگر بس سروس بہتر ہو تو ہم سب کی زندگی میں نمایاں بہتری ہوگی۔“

ہمارا یہ خیال ہے کہ ٹرانسپورٹ کی پالیسیاں، چاہے مقامی سطح پر ہوں یا ملکی سطح پر، لازمی تبدیل ہونی چاہئیں۔ انہیں ایسی صورت میں تبدیل ہونا چاہیے کہ وہ، ماحول، مقامی یا عالمی، کو خراب کئے بغیر، یا لوگوں کے معیارِ صحت و زندگی کو نقصان پہنچائے بغیر، ہر ایک کی ایک جگہ سے دوسری جگہ جانے کی بنیادی ضروریات کو پورا کرتی ہوں۔

ایسا کرنے کیلئے ہمیں مقامی سطح پر سے شروعات کرنی ہوں گی۔ یہ اس لئے ہے کہ ہر جگہ کے اپنے اپنے مسائل ہوتے ہیں۔ شہروں کی مشکلات دہیاتوں سے مختلف ہوتی ہیں لیکن خود شہروں کے اندر بھی مسائل کا انحصار اس بات پر ہوگا کہ آپ کون ہیں اور کہاں رہتے ہیں۔ ایک علاقے میں ہو سکتا ہے مصروف ترین سڑک ہو جسے عبور کرنے کیلئے کوئی انتظامات نہ پائے جاتے ہوں۔ دوسرے علاقے میں بسوں کی سروس کافی خراب ہو سکتی ہے۔ لوگوں کی ٹرانسپورٹ کی ضروریات اور پُر امن ماحول کے بارے میں غور کر کے کیلئے ضروری ہے کہ مقامی سطح کو پیش نظر رکھا جائے ورنہ لوگوں پر غیر مناسب ”حل“ مسلط کر دیئے جائیں گے۔

ضروریات کے بارے میں معلوم کرنے کیلئے مقامی لوگوں کی شمولیت کلیدی کردار رکھتی ہے۔ مقامی لوگ اس کے ماہر ہوتے ہیں کہ ان کے علاقے میں کیا مناسب ہے اور کیا غیر مناسب ہوگا۔ لہذا ضروری ہے کہ ٹرانسپورٹ کے ماہرین مقامی لوگوں کو زیادہ شامل کریں اور جب رقم کی قلت ہو تو اور بھی اہم ہو جاتا ہے کہ ٹرانسپورٹ کے ایسے حل تلاش کئے جائیں جو پائیدار ہوں۔ ان کے کام بھی زیادہ سے زیادہ لوگوں کی ضروریات پر مرکوز ہوں گے۔ مثال کے طور پر ”قابل رسائی منصوبہ بندی“ اور اس کے نتیجے میں مرتب لائحہ عمل کی روشنی میں ان پر عائد ذمہ داریاں - نیز مقامی ٹرانسپورٹ کے منصوبے کے طریق کار میں ان سے تقاضا بھی ہے کہ وہ مقامی لوگوں سے مشورہ کریں۔

ملکی سطح پر فرینڈز آف ارتھ والے یہ ہم چلا رہے ہیں کہ ٹرانسپورٹ پر جو رقم خرچ کی جاتی ہے اس کا ایک خاصہ حصہ اس بات کی یقین دہانی پر لگایا جائے کہ لوگ اہم جگہوں تک پُر امن ماحول میں آجائیں۔ اس وقت ہمارا یہ خیال ہے کہ کافی مقدار میں بیسہ سڑکیں بنانے پر لگایا جاتا ہے، جس سے لوگوں کے معیار زندگی اور ماحول کو بھی نقصان پہنچتا ہے، اس سے ٹریفک کا ازدحام کم نہیں ہوتا، اور بہت کم رقم ایسے امور پر لگائی جاتی ہے جن کے ذریعے لوگوں کو ایک معقول ٹرانسپورٹ جیسے قابل بھروسہ اور صاف بسیں یا ایسی سڑکیں جن کو بچے بحفاظت عبور کر سکیں یا ان پر سائیکل چلا سکیں، فراہم کی جاتی ہوں۔ ضرورت اس بات کی ہے کہ لوگوں کو موقع دیا جائے کہ وہ جو تبدیلی دیکھنا چاہتے ہیں اس کے بارے میں اظہار خیال کر سکیں۔ ہم کوئی ایسا طریقہ اختیار کرنا چاہتے تھے، جسے دوسرے علاقوں میں بھی نافذ کیا جسکے، جس سے اس بات کی یقین دہانی ہو کہ ٹرانسپورٹ کے بارے میں فیصلہ کرتے وقت مقامی لوگوں کے خیالات کو بھی ملحوظ خاطر رکھا جائے۔ مانچسٹر فرینڈز آف ارتھ والے اس میں بھی دلچسپی رکھتے تھے کہ وہ اپنے ٹرانسپورٹ کے کام کیلئے کمیونٹی کی بنیادوں پر کام کریں لہذا دونوں گروپوں نے مانچسٹر بھر میں، وڈنشا، آرڈویک اور لانگ سائیٹ میں مختلف کمیونٹی گروپوں سے ملاقاتیں کیں۔ تھوڑا عرصہ بعد فرینڈز آف ارتھ والوں نے ہیملٹن روڈ ایریا کمیونٹی ایوشن اور ناتھ مور کمیونٹی ایوشن، دونوں لانگ سائیٹ میں ہی ہیں، کے ساتھ اچھے تعلقات پیدا کئے ہیں۔ ساؤتھ سینٹرل مانچسٹر میں لانگ سائیٹ کی وارڈ میں مختلف اقلیات آباد ہیں۔ اس علاقے میں بہت سی بسیں بھی چلتی ہیں اور یہاں کی آدمی آبادی کے پاس اپنی گاڑی ہے۔ اگرچہ کمیونٹی میں فرق ضرور ہوتا ہے لیکن ہمارا خیال ہے کہ لانگ سائیٹ میں ٹرانسپورٹ کا مسئلہ ملک بھر کے شہروں میں پائی جانے والی کمیونٹیوں جیسا ہی ہے۔

ٹرانسپورٹ میں بھی اس طرز عمل کو اپنانے کا یہ پہلا موقع ہے۔ ہمارا خیال ہے کہ ایسے طریقے مانچسٹر اور دیگر علاقوں میں بھی ٹرانسپورٹ کی پالیسی مرتب کرنے والوں کو بھی اپنانے چاہئیں کہ وہ لوگوں کو ایسی پالیسیوں میں شامل کریں جو ان، ان کے معیار زندگی اور ماحول پر اثر انداز ہوتی ہیں۔

اس رپورٹ میں پروجیکٹ کے طریقے اور نتائج درج کئے گئے ہیں۔ ہم امید کرتے ہیں کہ یہ ان لوگوں کیلئے مفید ہوں گے جو اپنی ٹرانسپورٹ اور مقامی ماحول میں بہتری دیکھنے کے خواہاں ہیں اور ان سب کیلئے بھی جن کی یہ ذمہ داری ہے کہ وہ علاقے میں ٹرانسپورٹ اور حفاظت کو بہتر بنائیں۔

اس میں نشاندہی کی گئی مشکلات کو دور کرنے کیلئے مانچسٹر فرینڈز آف ارتھ اور فرینڈز آف ارتھ انگلینڈ، ویلز اور ناردرن آئرلینڈ والے لانگ سائیٹ اور دیگر علاقوں میں مقامی لوگوں کے ساتھ ملکر کام کریں گے۔

## ভূমিকা

এই প্রজেক্টে আমরা লংসাইটের যানবাহন, ট্রাফিক এবং নিরাপত্তা সম্পর্কে এলাকার বাসিন্দাদের কাছ থেকে জানতে চাচ্ছিলাম। এই বিষয়গুলো মানুষের জীবনযাপনের মানের ব্যাপারে অনেক গুরুত্ব রাখে এবং এই ব্যাপারে মানুষের অনেক কথা বলার ছিল। এলাকার বিভিন্ন কমিউনিটির ৪০০ র বেশী মানুষ আমাদের জানিয়েছেন তাদের দুশ্চিন্তার কথা এবং তারা কি ধরনের পরিবর্তন দেখতে চান সেই সম্পর্কে।

তিনটি বিষয়ে অগ্রাধিকার দেওয়া হয়েছিল তাদেরকে- আরও উন্নত বাস সার্ভিস, ট্রাফিকের থেকে বিপদের ঝুঁকি কমানো এবং অপরাধ জনিত বিপদ কমানো। এই বিষয়গুলোর মধ্যে অগ্রাধিকার ছিল:

## বাস সমূহ

- পরিষ্কার পরিচ্ছন্ন বাস
- আরও নির্ভরযোগ্য এবং ঘন ঘন 53 বাস
- একসঙ্গে সব 192 বাসগুলোর যাওয়া বন্ধ করা এবং সপ্তাহের শেষে এবং রাত্রে আরও 192 বাস বাড়ানো।
- মেগারাইডার টিকেটের দাম কমানো।
- বাসে আরও সিসিটিভি ক্যামেরা লাগানো।

## অপরাধ থেকে নিরাপত্তা

- আরও পুলিশ
- আরও সিসিটিভি
- আরও লাইট লাগানো।

## ট্রাফিকের থেকে নিরাপত্তা

- ট্রাফিকের গতিবেগ কমানো
- স্কুলে যাওয়ার জন্য আরও নিরাপদ রাস্তা
- রাস্তা পারাপার করার জন্য আরও ক্রসিং।

এই সমস্যাগুলোর সমাধান খুব সহজ নয়, তবে করার মত অনেক কিছু আছে। এই রিপোর্টে আমরা স্থানীয় মানুষেরা তাদের যে মতামত প্রকাশ করেছিলেন তা প্রকাশ করছি এবং কি করা যেতে পারে সেই সম্বন্ধে স্থানীয় মানুষ সম্পর্কে কাউন্সিলার গণ এবং যানবাহন বিশেষজ্ঞদের মতামত। আমরা আশা করছি যে:

- ম্যানচেস্টারে যারা পলিসি তৈরী করেন তারা তাদের যানবাহন সংক্রান্ত পরিকল্পনায় এই রিপোর্টে প্রকাশ করা চিন্তাগুলোর দিকে দৃষ্টি দেবেন।
- জাতীয় সরকার কাউন্সিলগুলোকে সাহায্য করে আরও উন্নত বাস পদানের ক্ষেত্রে এবং সারা দেশে কমিউনিটিগুলোর মধ্যে নিরাপদ রাস্তাঘাট পদানের ক্ষেত্রে।
- সারাদেশের যারা পলিসি তৈরী করেন তারা কিছু পদ্ধতি ব্যবহার করবেন যেন অনেকে অংশগ্রহণ করতে পারে, তাদের যানবাহন সংক্রান্ত সিদ্ধান্ত গ্রহণে, এবং বিভিন্ন ধরনের মানুষ যেন এতে অংশ গ্রহণ করতে পারেন এবং স্থানীয় মানুষের পরিকল্পনা, সংশয়ের যেন একটি সত্যিকারের প্রতিফলন ঘটে।
- স্থানীয় মানুষ এই রিপোর্টের তথ্য ব্যবহার করতে পারেন যেন তারা তাদের এলাকায় উন্নত বাস এবং নিরাপদ রাস্তাঘাট পেতে পারেন।

## এছাড়াও যে তিনটি দল এতে জড়িত রয়েছেন তারা নিম্নলিখিত কাজগুলো করবেন:

- ম্যানচেস্টারে ফেল্ডস অফ দ্য আর্থ দলটি এই রিপোর্টে যেসব সুযোগ সুবিধা সনাক্ত করা হয়েছে তা নিয়ে প্রচার করবে এবং স্থানীয়ভাবে ও এলাকাভিত্তিক ভাবে লবি করবে যেন লংসাইট ও ম্যানচেস্টারে যানবাহনের উন্নতি করা হয়। আমরা এটা করবো স্থানীয় মানুষ যারা পলিসি তৈরী করেন যানবাহন নিয়ন্ত্রণকারী এবং প্রচারমাধ্যমের সহযোগিতায়।

- ফেন্ডস অফ দ্য আর্থ ইংল্যান্ড, ওয়েলস, নর্দার্ন আয়ারল্যান্ড সহ সারাদেশে ক্যাম্পেইন করবে :

- যেন স্থানীয় কর্তৃপক্ষকে স্থানীয় বাস সার্ভিসের ব্যাপারে আরও দায়িত্ব এবং ফান্ড দেন।

- সরকার যেন রোড তৈরী এবং মোটর ওয়ে চওড়া না করে বরং মানুষের জন্য নিরাপদ রাস্তাঘাট, রাস্তাঘাটে ভীড় করা গাড়ী কমানো এবং দূষণ কমানোর জন্য অগ্রাধিকার দেন এবং আরও ফান্ডিং এর ব্যবস্থা করেন। এইগুলো স্কুলে যাওয়ার জন্য নিরাপদ রাস্তাঘাট এবং ট্রাফিক শান্ত করা এই ধরনের পদক্ষেপের মাধ্যমে হওয়া উচিত।

- এটা নিশ্চিত করা যেন স্থানীয় কমিউনিটির মানুষের কথা শোনা হয় এবং স্থানীয় যানবাহনের পলিসি তৈরী করার সময়ে তাদের মতামত প্রতিফলিত হয়।

- হ্যামিলটন রোড এরিয়া কমিউনিটি অ্যাসোসিয়েশন যা করবে-

- বাস নিয়ন্ত্রণকারীদের সাথে যোগাযোগ করে 53 ক্রুটের বাসগুলোর উন্নতি কিভাবে করা যায় তার পছন্দ উদ্ভাবন করা।

- এই রিপোর্টে প্রকাশিত মানুষের দুশ্চিন্তা সংশয়গুলো লংসাইটের ওয়ার্ড কো-অর্ডিনেশন গ্রুপ এবং ম্যানচেস্টারের সিদ্ধান্ত গ্রহণকারী দলকে জানাতে হবে।

- এই পরিবর্তনগুলোর মনিটরিং চালিয়ে যেতে হবে যেন ট্রাফিক শান্তকারী এইসব পরিবর্তনের কারণ এলাকায় আরও ট্রাফিক বা আরও দ্রুতগতির ট্রাফিক সৃষ্টি না হয়ে যায়।

- যদি আমাদের কাছে যথেষ্ট সামগ্রী থাকে আমরা যা করবো :

- স্থানীয় মানুষ বা কোনো কর্মচারী যারা এইসব বিষয়গুলো নিয়ে কথা বলতে চান তাদের সাহায্য করবো।

- হ্যামিলটন রোড একটি নেইবারহুড ওয়ার্ডেন স্কীম চালু করার জন্য জোর দেব। (নর্থমুর রোড এলাকায় একটি রয়েছে)

- মানুষকে এলাকার মধ্যে ঢুকতে দেওয়া আবার একই সময়ে ছড়োছড়ি করা ট্রাফিকের নিয়ন্ত্রণ করার ক্যাম্পেইন করা।

- যারা স্কুলে যাওয়ার জন্য নিরাপদ রুট স্থাপন করতে চান অথবা হেঁটে বাস পর্যন্ত যাওয়ার প্রজেক্ট করতে চান তাদেরকে সাহায্য করা।

## আমরা এই কাজটি কেন করেছিলাম.....

সবারই নিরাপদভাবে হাঁটাচলা, সামর্থ্যের মধ্যে সহজভাবে চলাফেরার প্রয়োজন রয়েছে। দোকানে, ডাক্তারের কাছে, পোস্ট অফিসে যেতে পারাটা প্রত্যেকের জীবনে খুবই গুরুত্বপূর্ণ, তবুও ইংল্যান্ডের বিভিন্ন জায়গায় প্রতিবছর যানবাহনের জন্য বিলিয়ন পাউন্ড খরচ করা সত্ত্বেও মানুষকে এই ধরনের বাস সার্ভিসের উপর নির্ভর করতে হয়, অথবা ব্যস্ত ও বিপদসংকুল রাস্তাপার হতে হয় অথবা তাদের পাড়ায় হাঁটাচলা করতে নিরাপদ বোধ করেন না। আমাদের সাথে কথা বলেছেন লংসাইটের এমন একজন মহিলা জানিয়েছেন ‘ যদি বাস সার্ভিসটি আরও উন্নত হত তাহলে তা আমাদের জীবনে খুবই গুরুত্বপূর্ণ পরিবর্তন আনতো।’

আমরা মনে করি যানবাহনের পলিসি-স্থানীয়ভাবে ও জাতীয়ভাবে পরিবর্তন হওয়া উচিত। এটির পরিবর্তন হওয়া উচিত যেন তা বিভিন্ন জায়গায় মতামত করতে পারার মূল চাহিদাটুকু পালন করতে পারে, পরিবেশ নষ্ট না করে, স্থানীয়ভাবে ও সারা বিশ্বে। মানুষের স্বাস্থ্যের ক্ষতি না করে এবং জীবনযাপনের উৎকর্ষতা নষ্ট না হয়।

এটি করার অর্থ হল খুব স্থানীয়ভাবে এটিকে দেখা। এর কারণ হল জায়গা অনুযায়ী সমস্যাগুলোর পরিবর্তন হয়। শহরগুলোর সমস্যা গ্রামের চেয়ে ভিন্ন। কিন্তু এমনকি শহরের মধ্যেও বিভিন্ন জায়গায় বিভিন্ন ধরনের সমস্যা দেখা যায় এবং নির্ভর করে আপনি কোথায় থাকেন তার উপর। একটি এলাকায় হয়তো একটি ব্যস্ত রাস্তা রয়েছে যেখানে পর্যাপ্ত পরিমাণে ক্রসিং নেই - অন্যটি হতে পারে খুব অপরিপািত বাস সার্ভিস, কিভাবে মানুষের এই সমস্যাগুলোর একটি সুন্দর সমাধান করা যেতে পারে যানবাহন ব্যবস্থার এবং একটি নিরাপদ নেইবারহুডের, জোর দিতে হবে যেন স্থানীয়ভাবে তার সমাধান হয়, না হলে একটি ভুল সমাধান মানুষের উপর চাপিয়ে দেওয়া হবে।

কোন জিনিসটি প্রয়োজনীয় তা বোঝার জন্য স্থানীয় মানুষের সাথে কথা বলা খুবই প্রয়োজন। স্থানীয় মানুষেরা তাদের এলাকায় কোন জিনিসটি চলে এবং চলে না তার সম্বন্ধে বেশী জানেন। এটা খুবই জরুরী যেন যানবাহন বিশেষজ্ঞরা স্থানীয় লোকদের এতে জড়িত করেন। কারণ যেহেতু অর্থ ঘাটতি রয়েছে তাই এটা আরও জরুরী যে, এমন কোনো সমাধান করা হয় যা সত্যিকারের অর্থেই কাজে লাগে। এছাড়াও তাদের কাজ হবে চাহিদা মেটানোর দিকে লক্ষ্য রাখা - যেমন অ্যাক্সেসবিলিটি প্ল্যানিং এর নতুন দায়িত্ব এবং এর থেকে যে অ্যাকশন প্ল্যান সৃষ্টি হবে তার অনুসরণ করা এবং তাদের একটি চাহিদা হল স্থানীয় মানুষদের চাহিদা সম্পর্কে আলোচনা করা।

জাতীয়ভাবে ফেল্ডস অফ দ্য আর্থ ক্যাম্পেইন করছে যেন যানবাহনের জন্য আরও অর্থ ব্যয় করা হয়। এবং এটা নিশ্চিত করা হয় যেন সবাই প্রয়োজনীয় জায়গাগুলোতে যেতে পারে একটি নিরাপদ পরিবেশে। এই মুহুর্তে আমরা বিশ্বাস করি যে রাস্তা গঠনে অনেক বেশী অর্থ ব্যয় করা হয়-যা মানুষের জীবনযাপনের উৎকর্ষতা এবং পরিবেশ নষ্ট করে এবং রাস্তাঘাটের ভীড়ের কোনো উন্নতি এতে হয় না -এবং বেশিরভাগ সময়ে এটির দিকে লক্ষ্য রাখা হয় যেন প্রত্যেকটি মানুষ একটি পরিষ্কার নির্ভরযোগ্য বাস সার্ভিস পেতে পারে অথবা এমন রাস্তাঘাট যেখানে বাচ্চারা নিরাপদভাবে হাঁটতে বা সাইকেল চালাতে পারে। এটা খুবই জরুরী যেন মানুষ যা পরিবর্তন করতে চায় তা বলার তাদের একটি সুযোগ থাকে। আমরা চেয়েছিলাম যানবাহন সংক্রান্ত মানুষের সংশয়গুলো জানার একটি পন্থা বের করতে -যা অন্যান্য জায়গায়ও অনুসরণ করা যেতে পারে, যেন যানবাহন সংক্রান্ত যেকোনো সিদ্ধান্তে সাধারণ মানুষের মতামত ও সিদ্ধান্ত নেওয়া হয়। ম্যানচেস্টারের ফেল্ডস অফ দ্য আর্থ ও যানবাহনের জন্য কমিউনিটি ভিত্তিক কাজ করতে আগ্রহী। এবং দুটো দল কথা বলেছেন ম্যানচেস্টারের উইদেন শ, আর্ডউইক ও লংসাইটের বিভিন্ন ধরনের মানুষের সাথে। কিছুদিন পর ফেল্ডস অফ দ্য আর্থ লংসাইটের হ্যামিলটন রোড এলাকার কমিউনিটি এবং নর্থমুর কমিউনিটি অ্যাসোসিয়েশনের সাথে ভালো সম্পর্ক গড়ে তুলেছে। লংসাইট দক্ষিণ কেন্দ্রীয় ম্যানচেস্টারের এমন একটি এলাকা যেখানে বিভিন্ন জাতির বৈচিত্রময় একটি ওয়ার্ড এবং এখানে বিভিন্ন ধরনের বাস সার্ভিস চালু রয়েছে। যদিও কমিউনিটির মধ্যে পরিবর্তন থাকবে আমরা বিশ্বাস করি লংসাইটে যে সমস্যাগুলো দেখা যাচ্ছে তা ইংল্যান্ডের অন্যান্য শহরের কমিউনিটিগুলোতেও থাকবে।

এই প্রজেক্টটি নতুন ধরনের উদ্ভাবনশীল টেকনিক সমূহকে ব্যবহার করেছে লংসাইটের স্থানীয় মানুষের সাথে কথা বলার জন্য তাদের যানবাহন, ট্রাফিক এবং নিরাপত্তা সম্বন্ধীয় বিষয়গুলোর মোকাবিলা কিভাবে করা হবে সেই সম্পর্কে।

পদ্ধতিটি রিজেনারেশন ফ্র কমিউনিটি অ্যাসেসমেন্ট এর মাধ্যমে করা হয়েছে এবং কার্যপন্থালাইটি ডিজাইন এবং গঠন করেছেন FOCUS UK গত কিছু বছর ধরে। এটাকে ব্যবহার করা হয় -সরকারের স্বাস্থ্য সংক্রান্ত রিজেনারেশন এর জন্য। এই প্রথমবার এটাকে যানবাহনের জন্য ব্যবহার করা হল। আমরা বিশ্বাস করি এই ধরনের পদ্ধতি ম্যানচেস্টারের যানবাহন সংক্রান্ত পলিসির জন্য ব্যবহার করা উচিত এবং আরও অন্যান্য জায়গায় যেন মানুষকে যা তাদের জীবনে প্রভাব ফেলেবে, সেই সম্বন্ধে সিদ্ধান্ত গ্রহণের ব্যাপারে আরও জড়িত করা যায়।

এই রিপোর্টটি প্রজেক্টের পদ্ধতি এবং ফলাফল প্রকাশ করে। আমরা আশা করি যে যারা তাদের স্থানীয় যানবাহনের ব্যবস্থার উন্নতি করতে চান তারা এতে আগ্রহী হতে পারেন এবং তারাও যাদের দায়িত্ব হল কোনো এলাকার যানবাহন ও নিরাপত্তা ব্যবস্থা ঠিক করা।

ম্যানচেস্টারের ফেল্ডস অফ দ্য আর্থ এবং ফেল্ডস অফ দ্য আর্থ ইংল্যান্ড, ওয়েলস, এবং নর্দার্ন আয়ারল্যান্ড সংযুক্তভাবে লংসাইটে কাজ করবেন যেসব সমস্যা সনাক্তকরণ করা হয়েছে সেগুলোর জন্য।



## What we did

From September 2002 to April 2003 more than 400 people in Longsight talked to us about transport and traffic and safety in their area, and what they wanted to see change. This report shows what local people told us.

To get a full picture of people in Longsight's views, we used a relatively new methodology — called Regeneration through Community Assessment and Action.

We believe this method will be of use to councils preparing Local Transport Plans, particularly given the new requirement on “accessibility planning” (assessing whether all people can get to essential services). Authorities need to work out whether people in an area have reasonable access to essential services like schools, doctors' surgeries and shops. They can partly do this by mapping things like bus timetables, but this won't capture whether the buses themselves are safe or affordable, whether they turn up on time. It won't capture whether roads are safe or easy to cross, or if areas are so badly lit that people won't walk in them at night.

The methodology we used captures this sort of information, and it can highlight what are the main priorities for people. People's transport needs vary greatly from place to place, and transport policy makers need to talk with local people to make sure their policies reflect people's real needs. This method should be used to complement and strengthen community involvement in transport decision-making.

In short (there is more detail about the methodology in Appendix 1), this method has four main parts to it that make it different to normal questionnaires or consultations.

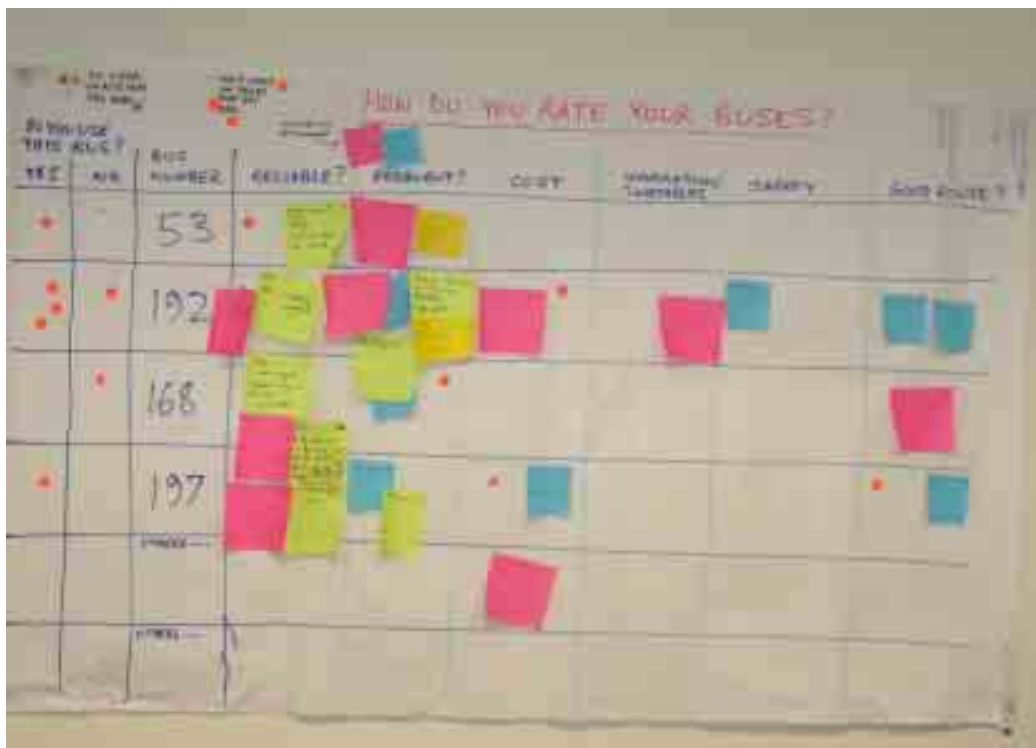
- **We talked with people on their own turf** – in shops, mosques, laundrettes libraries, youth groups, play groups and at bus stops - rather than calling meetings and asking them to turn up. This helps get a better mix of people – rather than just the more vocal and active people who might turn up to meetings. A recent study for the Government on the Local Transport Plan consultation process said that: “This limited public engagement has the potential to reduce the value of the results. Consultation exercises may be constrained to the “usual suspects” rather than the wider community and difficult to reach groups may be under-represented”<sup>1</sup>.
- **We made sure that the project reaches out to all parts of the community.** We used a coding system to make sure that we knew whether we were doing this – asking people their (rough) age, ethnicity, whether they had access to a car or a bicycle, where they lived. Our sample was representative of the community as a whole (see Appendix 2), with the data showing that we had managed to speak with a large number of different ethnic minority groups – a major advantage over conventional consultation exercises. One further benefit of collecting this type of information is that we could tell later on whether some issues were more important for particular groups of people. For

---

<sup>1</sup> WS Atkins, 2003. For the Department for Transport. Local Transport Plans – policy evaluation: Part 1, final report.

example, we found out that elderly people were very concerned about the reliability and frequency of buses, and that many Asian women were concerned about safety on the streets at night.

- **We used visual techniques** to show people's views and ideas in the sessions



**Results sheet from a session asking people about buses**

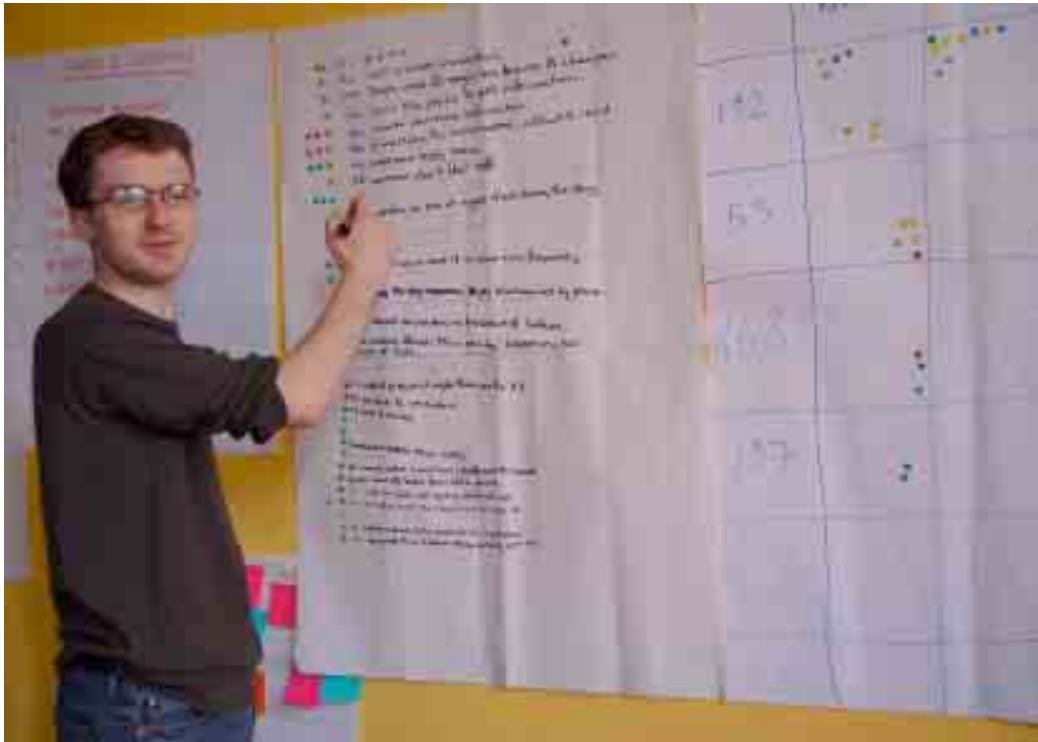
These visual methods work well in areas where there are a variety of different languages, and when working on issues that might involve a lot of jargon.

- **Feedback.** Throughout the project, we kept people up to date with the results so far – via “reference groups” of local people, councilors and council officials, and used their comments and suggestions to design the next steps.

Together these techniques help to include people in discussions, and enable people to say in more depth what their concerns are. Because the process is open-ended and developed to reflect local people's concerns, the results genuinely capture local people's priorities more accurately than a more traditional approach that simply asked people's opinions on options that the council or a developer has laid out for them.

### **How we used the methods**

The project started in September 2002, when eight Manchester Friends of the Earth members and local people were trained in how to use these methods. Since then we've taken the following steps (see next page). Experience in other projects shows that this process can take anything from 6 weeks to 9 months, depending on the numbers of people involved.



### **Graeme getting his head round everyone's comments on buses...**

We ran our first stage of fieldwork in September – December 2002. We spoke to 116 people, asking them to give us their general views on transport and traffic in the area.

We asked open-ended questions like “How do you get around?” and “What problems to do you have getting around?”. We wanted to make it as general as possible, to find what local people think are problems, and not directing people in anyway (so we did not ask questions like “do you think there should be more buses on Stanley Grove?”). We did this in 16 sessions – in the street, in cafes, the library, a launderette, evening classes, youth clubs and housing co-ops.

We showed all these results to local people and to council officers and councillors in early January, and then designed a second set of fieldwork – where we asked people about the biggest issues raised so far – on buses and safety. Between February and April 150 more people gave us their views on this, and in late May we held a vote over three days in Longsight Library, asking people to vote on what changes were most important to them. These results are all in the next section.

In June we spoke to local people and people from the council and the Greater Manchester Passenger Transport Executive (GMPTE) – the organisation responsible for public transport in the area – to discuss what ways there are to tackle these problems. In section 5 we set out what could be done, and who could do it.

In total 443 people spoke to us during the project – the mix being a very good representation of the split of age, gender and ethnicity in the area (See Appendix 2 – “Who spoke to us”).

### Timeline for the project

Training for project team (September 2002)



First stage of fieldwork (September-December 2002) – asking general questions, like “how do you get around?”, “what difficulties do you have getting around?”...



Reference groups to share results and decide next set of questions (January 2003), then second set of fieldwork (January-April 2003), asking people about buses and safety.



Longsight residents vote on priorities (May 2003)



We share results with Reference groups (June 03), and look at ways to tackle the problems identified



Write report, and campaign for changes (August 03 onwards)



People voting on ways to make Longsight safer.



## What we found out

The results were in three stages. Below we have set out a summary of what people said, with some quotes from people to highlight issues which a lot of people cared about. If there is an issue which is of more concern to a particular group of people, we say so in the text – otherwise the issues raised were of concern to people generally, irrespective of gender, ethnicity, or age

First we got general views on what were the most important issues.

### 4.1 First stage – general comments

Buses were by far the biggest concern. People were bothered about reliability – buses not sticking to timetables, and there being long gaps between buses. The 53 got the most criticism, with the 168, 197 and 191 also seen as bad. The 192 was often singled out as a reliable service.

“They say leave your car at home to save congestion, but when you do you can’t get a bus” — Woman at Dickenson Road bus stop

People say that the bus routes from Longsight into town are good, but cross-city routes are much worse.

Many people also said the buses are too expensive, and that getting onto buses was also often difficult. Dirty buses are still a problem for lots of people.

“A pound for one stop – I’ll walk” — Woman getting on then straight off a bus, with a load of shopping

“If you have to get bus fares for a family, it’s cheaper to get a taxi” - Woman at sewing group.

On safety on the roads, people are worried about the level and speed of traffic in the area, particularly on the A6<sup>2</sup>. Some people say that traffic danger stops them and their children from cycling. These safety concerns about traffic levels are often linked to other concerns like pollution and congestion.

“The stuff from car exhausts makes my asthma worse” — Woman with heart problem, in Longsight Market.

People concerned about crime were mainly saying that it stopped them travelling at night. Poor lighting was a problem mentioned, and others included feeling unsafe at vandalised bus stops and on night buses. These issues were of particular concern for Asian women in the area.

One group of mainly Bangladeshi women said they didn’t feel safe on the street, and

---

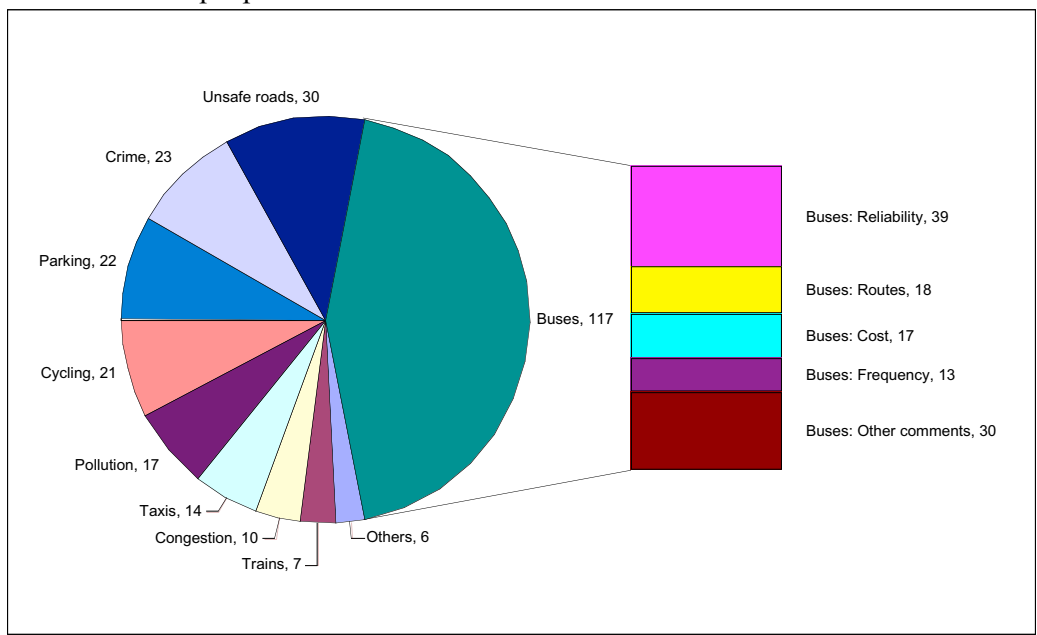
<sup>2</sup> The main road through Longsight into central Manchester – also called the Stockport Road.

generally don't go out after 6pm. They said that if buses were on time they wouldn't have to wait around and this would reduce the danger they felt. They also wanted to see clear information about fares – a simple visual chart showing fares per number of stops, with less writing. At the moment they use taxis when they need to travel at night, even though they raised major concerns about abusive drivers and expense.

“If the bus service was better that would make a real difference to our lives”  
 —Woman in a sewing class.

People also get annoyed about cars parking illegally – on the road on double yellow lines or on pavements. They suggested having more railings, or more parking spaces, but the main solution they proposed was more enforcement by traffic wardens.

The numbers of people concerned about each issue are set out in the chart below.



There are many links between these issues – we looked at them together to see what the best set of questions to ask next would be.



## 4.2 Second stage — better buses and safe streets

The comments from the first phase helped us to identify two clear priorities from the people who talked to us – buses and safety. We then asked people what changes they would want to see to improve buses, and to improve safety: safety from crime and safety on the roads.

Certain issues kept coming up, so we held a three-day exhibition in Longsight Library, publicised throughout the area, where we asked people to vote on which of these issues were most important to them, and which they weren't so bothered about.



**People voting in Longsight Library**

We've set out the results in three sections – one on buses, one on safety, and then a summary.

## 4.3 Bus results

### Reliability and frequency

In all the sessions leading up to the vote, people repeatedly criticised the 53 bus.

#### **The 53 bus**

“The 53 is the worst bus in the world. I'm always late for work and college” — Man at the Dar-ul-Uloom mosque.

“It’s often quicker to walk from Wilmslow Road to Longsight than use the bus”  
—Health worker living in the area

“It’s too unreliable for going to college in Whalley Range” — Teenager at the library

“I stayed at home ill for a week because the 53 is too unreliable to get me to the doctors” — Woman living near Longsight Market.

“We need the 53. It’s important to get to Rusholme, Cheetham Hill and Mosside”  
—Woman at the Slade Lane Neighbourhood Centre

“There are not enough buses on this line – but it’s better than Iraq” — Iraqi man at the library.

A lot of people said the 168 and 197 were also very unreliable services. People generally thought the 192 was good, although were frustrated that the buses often come in groups, with long waits in between, and that the service was not so good at night or at the weekend. Many people said they would use buses like the 53 and 168 if they came more frequently and were reliable.

#### **168 bus**

“They regularly miss one out. It’s supposed to be every half hour. I’ve seen pensioners wait three-quarters of an hour” — Woman living in Northmoor Road

“It’s not reliable. My husband wants to get out but can’t” — Woman aged over 60 without access to a car

“It’s an essential route. It should be subsidised” — Woman without access to a car

#### **197 bus**

“I was always late for work. So now I drive” — Man living in Northmoor Road

“It’s not frequent enough. Once every half hour would be good. Also it stops after 5pm” — Man with no access to a car

(Note: the 197 does now continue after 5pm — but perhaps the service isn’t noticed.)

#### **Quality**

On the quality of the buses, people liked the newer buses on the A6, but felt that overall and particularly on the Magic buses and older buses, that buses can be very dirty. Fumes from the older buses were also a common complaint



**The elusive 53 bus**



**You wait half an hour, then three turn up at once**

### **Prices**

On cost people suggested that the Stagecoach Megarider ticket should be cheaper – at around £6 or £5 (the Megarider ticket gives people use of all Stagecoach buses in the area for a week). There were also a lot of complaints about the high level of fares in the area – for example the £1.25 cost of a 192 ticket to go the two miles into Piccadilly, and the minimum price of £1 on a 53.

“I sometimes walk from Rusholme to Longsight because the bus is too expensive”  
— Woman with a health problem, at an English class.

“The cost on the 53 has increased 50 per cent in 2 years. It used to be 60p now it is a quid minimum. Need a lower minimum fare” — Man outside Longsight library

“On the 168 people are blackmailed by the price. We have no choice” — Worker in the area.

#### **4.4 Safety results**

People’s comments on safety came in two sorts, safety from crime, and safety from traffic.

##### **Crime**

Many people say that they feel safe in Longsight, that it is a good place to live in. People feel that it has become safer over the years. However, there are some major concerns. Many people do not feel safe at night, and would not go at night. People mentioned poor lighting a lot, and certain places were seen as dangerous because of bag-snatchers. Quite a few people wanted to see alley-gating — a crime prevention measure which involves putting up gates at the ends of alley-ways and passages that are the responsibility of the home owners who live around them. But alley-gating was a new idea to many people.

##### **Traffic safety**

On safety from traffic, a main concern was speeding traffic, both on the main roads and on side streets. People wanted to see more traffic calming, particularly on the A6 and Northmoor Road. Having safer routes to schools was a priority. People seemed to be generally positive about the new Homezones around Northmoor Road, and felt they should be extended, though some people disagreed.

##### **Homezones**

Homezones are areas where physical changes have been made to the street to force motorists to drive with greater care and at lower speeds. Pedestrians and cyclists have priority over motor vehicles. This tries to restore a balance so that everyone who uses the street – pedestrians, cyclists, residents, business people, drivers – can do so safely.

“Homezones allow people to reclaim space. Kids can play in streets. It looks pleasing. But we also need play areas for children” — Man without access to a car

“I agree with Homezones. The artistic stuff is interesting” — Woman without access to a car

“There’s no clear division between pavement and road, so it’s difficult to teach kids road safety as there’s no kerb” – Resident in the Homezones.

“There are already enough Homezones” — Car driver

Many people felt there were either not enough crossings in the area, particularly on the A6, or not enough time to cross safely on existing crossings. People felt that the junction of the A6 and Dickenson Road was a dangerous place to cross, and there is a need for a crossing of the A6 by the railway bridge (there is a map of the area in Appendix 4). A good number of people felt that it was dangerous to cycle, and that cycle lanes are needed.

“Cycling is too dangerous. I don’t cycle any more. I would never tell a child to cycle in Longsight. I’d rather see kids ride on pavements. I know people don’t like it, but it’s better than riding on the A6” – Woman living in the Hamilton Road area

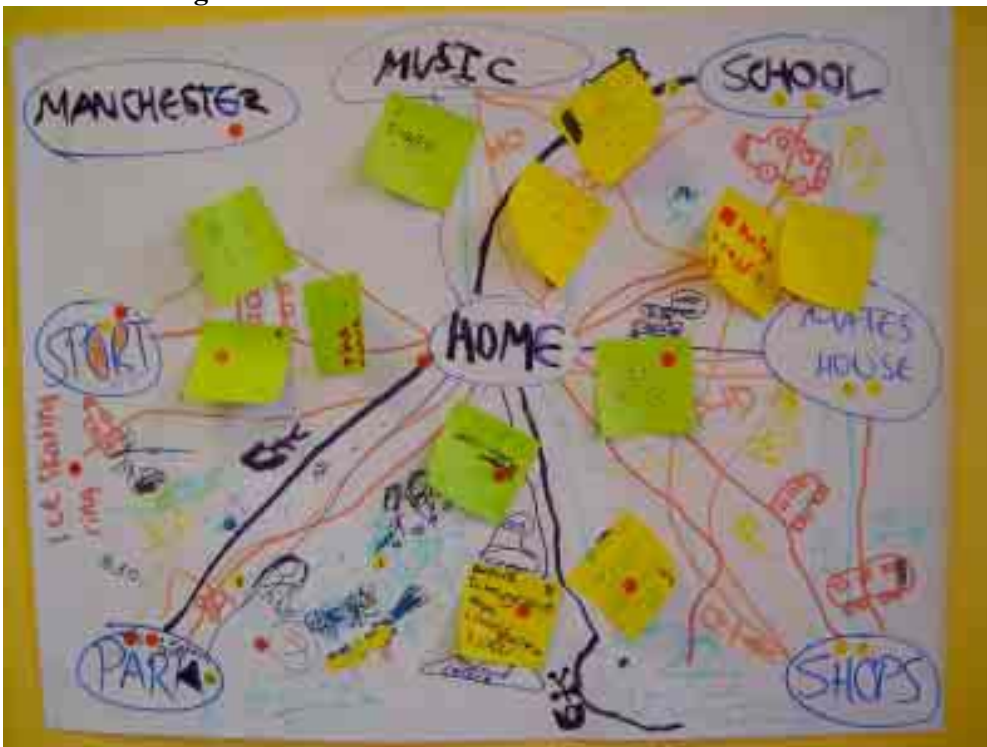


**Lorries on pavements make it dangerous for people with buggies**

We also held a session with 30 children, between the ages of 6 and 12, at St Agnes Church. We asked them what journeys they liked making, and what journeys they didn’t, and how they would change things.



Session at St Agnes church



Children have a complex set of journeys...

The main problem they mentioned was traffic – “Massive roads with fast cars”, “too many cars on the road, too busy”. Some saw the problem with this being that “too many cars pollute the air”; more thought that the main problem was that it was dangerous:

“I have to wheel my bike along and across the street”

“Cars go through red lights”

“I can’t cycle on the roads”

They came up with a lot of solutions to this. These included “More crossings”, “Lollipop ladies”, “A cycle path home to school” and “Make the fumes less poisonous”.

**Four solutions to people ignoring red lights:**

1) Direct action:

“Don’t take nun of it. Give im wot for”, “Complain to people who set lights”

2) Hope it gets better:

“Pray to God that the lights don’t change” - or prepare to wait a long time – “Vote Green when eighteen”

3) Tackle the problem at source:

“People need to walk more”, “Car-sharing”

4) More radical measures. Halve traffic by:

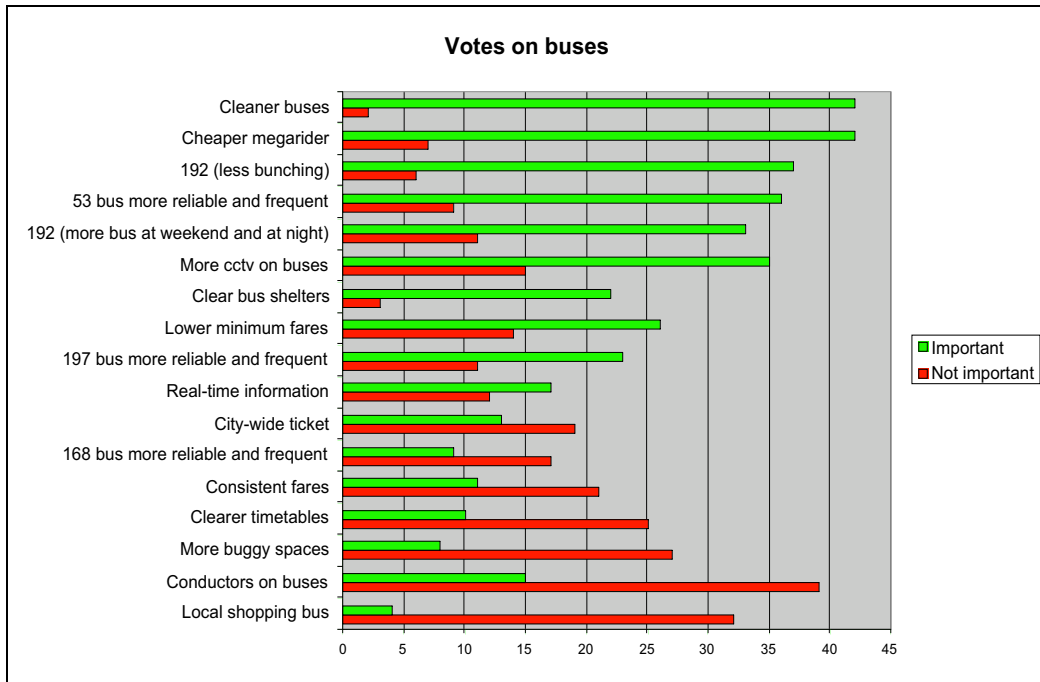
“All good girls get a flying limo. With TV. Only girls”

The heavy traffic was a problem to the group mainly because it stopped them getting to their friends’ houses and to the park. They also had concerns about the green spaces in the area – they said there were problems with vandals, broken glass, and big dogs, and that they needed more spaces to play football in and practice skating.

Three other issues came up, but less often – buses, cycling, walking. Some said that bus fares cost too much, others that “drivers hate children”. They wanted better reliability and quality by hiring more drivers, and installing candy and popcorn machines. On cycling, other than danger on the roads, lack of a bike shed at school was a problem. Walking was either “boring” or “hurts my legs”, though lots of children relied on walking a lot to get around.

## 4.5 Results – Summary

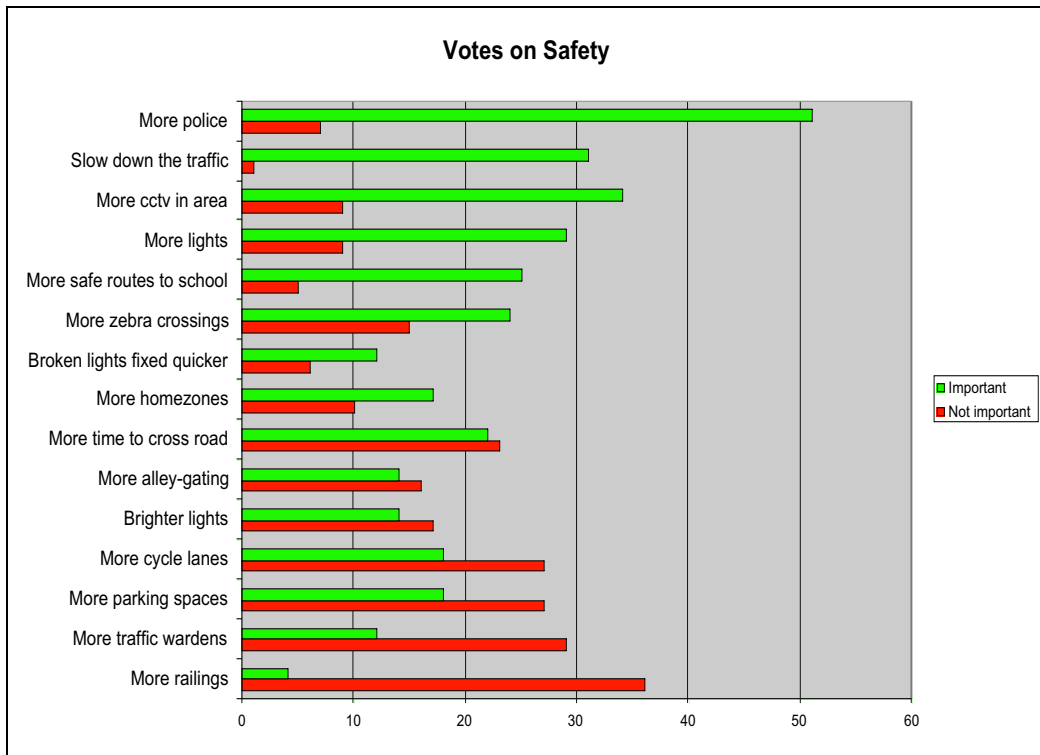
With all these bus and safety issues, we asked people to vote on what were their priorities, in three sessions at Longsight Library in late May 2003. People were given three green stickers to place on the things they felt were most important to them, and three red stickers to place on the issues they weren't bothered about. The results for buses were:



When we looked at results from people who just lived in Longsight, the six with the most votes were still the same, but improving the 53 bus had moved up to being the second priority.

Overall, the changes people wanted to see most were:

- Cleaner buses
- More reliable and frequent 53 bus
- Less bunching of the 192, and more 192 buses at weekends and at night
- Cheaper Mega-rider ticket
- More CCTV on buses



On safety, the changes people wanted to see most were:

#### Safety from crime

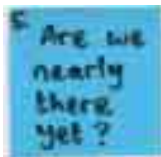
- More police
- More CCTV
- More lighting

#### Safety from traffic

- Slow down the traffic
- More safe routes to schools
- More crossings

There were also some differences between different groups of people. For example, elderly people voted heavily for improved reliability and frequency buses on all four main services: 53, 168, 197 and 192. For this group of people — who most often do not have access to a car — the most important issue is having a service they can rely on to turn up.

People under 18 felt that improving safety from traffic was most important – they voted predominantly for slowing down traffic, more zebra crossings, and safe routes to schools. On buses, younger people’s main concern was that buses need to be cleaner, although again, improving the 53’s reliability and frequency was a high priority.



## What needs to happen

Everyone has some responsibility for making Longsight's transport better. Some things can be sorted out by local people. Others are down to the Council, or Greater Manchester Passenger Transport Executive (GMPTE)<sup>3</sup>, or bus companies. Others are the responsibility of the Government. Manchester Friends of the Earth and Friends of the Earth nationally are committed to helping people get a better transport system. We talked to local people, councillors and people in the council and GMPTE about what could be done.

### 5.1 Improving bus services

In 1985 bus services in England were deregulated everywhere except in London. This means that the council and GMPTE do not have a lot of control over the buses. In London, an organisation called Transport for London, run by the Mayor, decides what bus services it wants – the routes, number of buses, the cost – and then invites bus companies to bid to run each route. In other cities and parts of the country, the council can't do this – bus companies choose where to run their buses. A council has far fewer powers. It can pay a bus company to run a service if there is no commercial service running on a route (though it doesn't have much cash for this). It has some money to spend on concessionary fares. And it has some relatively new powers it can use – such as the ability to set up "Quality Contracts" (see next page) - though these haven't been used much.

Overall, deregulation has not been good for people who use the buses. The number of people using the bus has gone down – in the North-West by 45 per cent since deregulation, with 380 million less journeys a year now. One reason is that the cost of bus travel has increased dramatically over the years. Since 1974 in real terms travelling by car has got cheaper, but buses have become over 60 per cent more expensive. And just this year, there have been big price hikes on buses in Longsight – in April Stagecoach put up the fares another 10 pence on all tickets over £1.10.

The effects of deregulation are clear to see – profitable routes like the Wilmslow Road are over-run; other routes – like Trafford to Longsight – have poorer quality, unreliable services. In theory a benefit of deregulation is that competition leads to lower prices. But where there is no competition, private operators can demand whatever price they like. For example, a Finglands bus along the Wilmslow Road from Piccadilly – where there is lots of competition — costs 60p, whereas Stagecoach operates a £1.25 service to go the same distance along the no-competition 192 route up the Stockport Road.

So, getting better buses will rely on a combination of things, such as:

- Persuading the bus company to do something different

---

<sup>3</sup> The Greater Manchester Passenger Transport Authority (GMPTA) is the body of elected councillors, which makes decisions that the GMPTE (made up of council officials) carries out.

- GMPTE using its powers to set up “Quality partnerships” or “Quality contracts”
- The Government allowing a London-style system of “franchising” in other places, or putting in place other ways to give local authorities more control over buses.

Friends of the Earth believes that to improve bus services in Longsight, the council has to have more control. This could be done through re-regulation, giving GMPTE (the body responsible for public transport across Greater Manchester) the power to specify routes, costs and quality of service across the city; or through a Quality Contract. A Quality Contract is a new power in the Transport Act 2000. It gives a council the power to decide bus routes and service levels on a route or in an area, and award the contract to run the services to one operator. Longsight could be such an area. However no council has yet taken up this power, partly because of the restrictions placed in the way of councils who want to do so, such as having to wait 21 months to introduce a Quality Contract once it has been approved by the Secretary of State for Transport.

Persuading the Government that re-regulation is necessary will be difficult, and it could be easier to get changes made to Quality Contract regulations. Changes have been recommended by the House of Commons Transport, Local Government Select Committee which concluded that the Government “should encourage those local authorities that have a strong case for introducing quality contracts to do so. It must remove the barriers to introducing quality contracts, such as the 21 month waiting period for which there appears little justification”.<sup>4</sup>

Friends of the Earth will explore with GMPTE whether a Quality Contract could be trialled in Manchester and will campaign nationally for local authorities to have greater control over bus services in their area.

There are positive signs here. In July 2003 the Manchester Evening News reported that the chairman of the GMPTA Roger Jones has called for new powers to bring the bus companies into line. Local MP Graham Stringer has also put down a motion in the House of Commons calling for buses to be re-regulated in metropolitan areas (like Manchester). So there are strong calls for more control over the buses already.

GMPTE have put in place a “Quality Corridor” along the A6 from Manchester City Centre to Hazel Grove in Stockport. This is a voluntary agreement with the bus companies on one route, where GMPTE puts in place improvements (like bus lanes) in return for the operator promising a better service. A Quality Contract could expand this to cover a bigger area, with more bus routes than just the busy ones, and the agreement would be formal rather than voluntary. Also a Quality Contract would ensure that improvements don't just happen on the busiest routes.

### **Other avenues...**

Without greater control for local authorities or Quality Contracts, it is bus companies who have most control over the quality of the bus services running. So getting more

---

<sup>4</sup> Session 2001-02, 17th report ‘The Bus Industry’, para 102

services, more reliable services, cleaner buses, or cheaper prices means persuading them that it is in their interest to do so. We believe that it can be in their interest – if buses were better, more people would use them, and revenue would be higher.

Complaining directly to the operator may work if pressure is put on them by a lot of people. On subsidised routes – like the 197 in the evening – complaining to GMPTE is another option, as the operator is getting money on condition that it provides a certain level of service. Taking concerns direct to the Traffic Commissioner for the North West (see Appendix 3 for details) is another option – the commissioner has some power over the operators, for example it can take the route away from them as a last resort – but still the effect may be small. In the absence of effective regulation of the operators, we suspect that only bad publicity or an appeal to their commercial interest is likely to make them do anything better. On the latter for example, residents and community groups could offer a deal with an operator, where the operator runs a trial improved service for three months, which residents promoted and publicised along the route. If passenger numbers increased, the operator would be inclined to keep the extra level of service.

#### **Watford Friends of the Earth and Arriva**

Watford Friends of the Earth has been trying to persuade Arriva buses to improve the quality of their bus services in the area. The group bought shares in Arriva, so that they could attend the company's Annual General Meeting (AGM) and ask questions. The company's managing director offered a meeting before the AGM. Terry Figg from Watford Friends of the Earth says: "I was assured that by the end of May I would see 'dramatic improvements' to their services. I was persuaded Arriva was serious about making improvements. I expected to see those improvements. I haven't." The Watford group is continuing to campaign for changes. They believe that companies are concerned enough about their public image to improve their services, but that perseverance is needed!

There are other ways to improve buses – for example GMPTE has a budget for subsidising routes or times where there is no commercial service, and Manchester City Council has money to improve bus shelters, or put in bus lanes. Also, the council is running the "Local Strategic Partnership" (LSP) for the city, which could do things to improve transport (see box).

#### **Local Strategic Partnership (LSP) and Transport**

The LSP gets money from the government to spend on regeneration, and is made up of council officers, and representatives of other groups – such as businesses or community groups. The power to spend the money lies mostly with the seven "thematic partnerships" in the LSP – there is a thematic partnership on Transport, and also ones on Sustainable Neighbourhoods, Children, Young People and Families, Crime and Community Safety, and Health – all of these could pay for actions on transport. Unfortunately the transport group was late being set up, so might not get any budget in the first year, but this should change. Community groups can be represented on the thematic partnerships either directly, or via the "Community Network for Manchester" which holds meetings of community groups across the city to decide what ideas to feed into the thematic partnerships. The LSP is meant to deal

with local concerns, so it is important that these concerns are heard.

Contact details for the LSP are in Appendix 3.

Below are three tables of some other potential ways to improve buses, and who might be responsible for them, as suggested by either local residents, councillors, or transport professionals. The column on “how likely” the solution is is the authors’ interpretation.

The table below shows possible solutions to unreliable and infrequent buses. Refranchising/Re-regulating buses and introducing Quality Contracts seem to offer the biggest improvements, but are also the changes which would take longest to happen. There seems to be large potential for money in the Local Strategic Partnership to be spent on transport improvements – of all types, not just on buses.

<b>Unreliable, infrequent buses</b>		
<b>Solution</b>	<b>Who responsible</b>	<b>How likely, and how big an impact</b>
Send a traffic diary showing reliability of buses to the traffic commissioner, who has some power over the operators	Residents, community groups	Easy to do, possible impact.
Get the LSP transport thematic partnership to give extra subsidy to an already subsidised route	LSP	Possible, the transport thematic partnership is new. There also could be money for better buses in the Housing Market Renewal fund (part of the Sustainable Neighbourhood Thematic Partnership)
GMPTE increases subsidy to a route	GMPTE	Unlikely, as it has a fixed budget for all subsidy, and increasing subsidy for a route would mean reduced subsidies on concessionary fares.
Look at signaling priorities where buses cross arterial routes (like the A6), to increase reliability on cross-town routes (like Dickenson Road)	Council	Transport planners know that one of the causes of the 53’s unreliability is the traffic bottlenecks along the route where it crosses busy roads. They should be prepared to look at ways to tackle this.
GMPTE puts on an extra bus on a route to improve reliability	GMPTE	This is possible.
Change how the Government funds transport – so yearly revenue (eg subsidy for buses) gets greater priority at expense of capital schemes (eg big new roads)	National consumer groups and local authorities	Hard – would need to persuade the Treasury that doing this would be better. Also would need to persuade the Department for Transport that this is a problem. They are clear in their mind that it isn’t.

GMPTE introduce a trial “Quality Contract” for the area	GMPTE/ GMPTA	No council in the country has tried a Quality Contract yet, but they could have a major impact in improving buses. It is down to the GMPTA to decide whether to trial one.
“Accessibility Planning”	GMPTE	GMPTE have to do an Accessibility Audit by 2005 – if this audit looks at quality issues as it should, this should show that bus reliability and frequency is not good enough, giving ammunition for GMPTA to demand more powers of control over buses.
Refranchising along London lines	National Government	Unlikely at the moment, but probably the best way to improve bus services and deal with price issues. Could be compensation issues.
Have a stronger “bus-lobby”, like there is for rail-users	National and local consumer and community groups	This could work at either a national, regional or city-wide level. There could be LSP funding to co-ordinate a group calling for better buses.
Raise importance of buses with Government Health and Education departments	National consumer groups	Easy to do, issue is whether it would be a priority for them, or whether the Department for Transport would listen to them.
Community Bus Co-operative	Community Groups	A longer term aim – possibly could get support from GMPTE or others.

We’ve set out fewer options on getting cheaper tickets. Refranchising and changing Government revenue support – as for reliability above – are two other ways to bring prices down.

<b>Cheaper tickets</b>		
<b>Solution</b>	<b>Who responsible</b>	<b>How likely and how big an impact</b>
A local campaign to name and shame the most expensive bus operators	Residents, community groups	Possible to do, impact uncertain – more likely to succeed if part of a wider campaign in Manchester. GMPTA have recently said that high prices are a problem.
Switch to LPG fuel – is cheaper and would save cash in long run	Operators	May become more likely as the Treasury continues to promote greener fuels.

There are more options for increasing safety of buses – partly because (unlike bus fares) there are “capital” projects with mainly up-front costs, rather than yearly costs. It is easier to get money for “capital” projects.

<b>Better safety and cleanliness of buses</b>		
<b>Solution</b>	<b>Who responsible</b>	<b>How likely and how big an impact</b>
Bigger grants for CCTV on buses – accelerate the existing programme	Council?	Possible through LSP funding.
Hotline number for shelter damage (with complaints acted on)	Council/ GMPTE	
Get council to test buses to make sure they meet existing laws on pollution from exhausts	Residents and community groups	Easy to ask for !
Redesign shelters – to the canopy style ones in Stockport	GMPTE/ Council	Would cost more, but can argue that they meet council safety aims, and also would increase bus use.
More CCTV on buses	Operators	Possible though unlikely
Monitor cleanliness on buses and lobby operators	GMPTE	Possible. Dirty buses put off passengers.
Coordination between police and GMPTE to identify hotspots or problem routes and sort them out	GMPTE, police	Possible. Government guidance is coming on transport and crime (see later).

## **5.2 Safety**

It is easier for residents and community groups to do something about safety in their area, than it is for them to get better buses. Also, there is more that people can do for themselves, rather than ask other people to sort it out for them. For example, in the past two months, two new projects have started in the area. One is run by the Women’s Design Service with local residents, at the Northmoor Community Centre, to see how the area can be made safer for women. The other has been set up by Kay Ahmed at the Himmat group at the Slade Lane Neighbourhood Centre (see box), to encourage woman car-users to walk more in their local area, following a similar successful scheme she set up in Levenshulme.

### **Himmat Walking Group**

In May 2003 Kay Ahmed set up a walking group – setting off from Slade Lane Neighbourhood Centre at 11am every Tuesday, walking to and around Crowcroft Park. The group is aimed at women who use cars. Kay started the group because of her own experience, which was that she was finding herself using her car more and more because she was worried about her safety.

Kay says: “I was being extra cautious, taking my car as far as I could. Driving makes you completely hopeless. It took me six weeks to find I enjoy walking. What we want to do is to encourage people to get out of their cars, for their health and peace of mind. For me the biggest thing to get me out of my car was feeling I would be safe.”

The scheme is in contact with the Neighbourhood Wardens in the area, and is applying to the Community Chest for funds to get suitable footwear for people

There are a number of possible actions to take to make Longsight safer, shown in the following two tables.

On safety from crime, again there are “capital” projects which could be funded by Local Strategic Partnership money. Also, there is a role for increased co-ordination between police and transport policy makers. This was a recommendation from this year’s Government report from the Social Exclusion Unit, which said that the Home Office and Department for Transport would be issuing guidance for transport providers and Crime and Disorder Reduction Partnerships on this issue.

<b>Safety from crime</b>		
<b>Solution</b>	<b>Who responsible</b>	<b>How likely, and how big an impact</b>
Better reporting of incidents feeding into crime pattern analysis (leading to more police attention)	Residents, community groups	Possible, if people believe it will do any good. People need to know the best way to get incidents reported properly.
Extend the neighbourhood warden scheme	Neighbourhood Renewal bodies	Possible through LSP funding.
Council reviews lighting in the area	Council	
Extend Homezone style lighting	Council, or LSP	This lighting doesn’t leave “dark areas” between lights, and initial views from residents are that they are a big improvement.
Increase the number of people walking in the area (see below).	Residents, community groups	Starting to happen already
Coordination between police and GMPTE to identify hotspots or problem routes and sort them out	GMPTE, police	Possible (see comment above).
Electronic displays at bus shelters, showing how long to wait for bus	GMPTE/operators	Possible – other cities are doing it.

We believe that increasing walking in the area is a good way to increase safety. If there are lots of people out and about, this acts as a deterrent to crime. If plenty of people walk to places, it makes other people happier and more confident to do the

same. The organisation Living Streets says there are three things that encourage people to walk on the streets – having local services (post offices, chemists, food shops) within a 15 minute walk; well connected streets with safe crossings; and wide, well-lit unobstructed pavements.

On safety from traffic, action on any of the solutions below is boosted by the Government adopting a new “public service agreement” target on reducing child road casualties, particularly in deprived areas. The Government will be expecting councils to show progress towards meeting this target through their transport and regeneration plans in many wards in Manchester, including Longsight. Future funding may well depend on councils making progress.

<b>Safety from traffic</b>		
<b>Solution</b>	<b>Who responsible</b>	<b>How likely, and how big an impact</b>
Outreach programme on safe driving	GMPTE	Possible
Crossing at A6 railway bridge	Council/ Community groups	Community groups would have to campaign for the council to do this
Increase parents awareness of safety	Surestart programmes	Possible, but driver awareness is just as important
Safe routes to schools	Council/ or possibly Primary Care Trust Health & Wellbeing team	Possible to do, would need residents to demand it. More information from Sustrans on 0117 929 0888
Submit accident data for area to GMPTE to get funds for improvements	Residents, community groups, Police	Possible to do. The police hold the data on accidents.
More 20mph zones	Council	
More lollipop ladies		
Ask council how they are going to meet Government’s Public Service Agreement target on child accidents	Residents, community groups	
More speed cameras, visible		
More bus lanes		
More homezones	Council	
Walking buses	Residents, community groups, council or possibly Primary Care Trust Health & Wellbeing team	A guide to setting up walking buses is available from Friends of the Earth on 020 7490 1555.

### **Where next.- ?**

This report is a new starting point for Friends of the Earth in campaigning to get better buses and safer streets, locally and nationally. We will take the actions set out in page 5 of this report.



## Extra information

### Appendix 1                      Methods used

#### Regeneration through Community Assessment and Action (CAA)<sup>5</sup>

CAA enables local people to decide their own agendas, identifying and setting priorities for action on issues that are important to them and identifying who should carry out the necessary action. The process provides detailed information and action plans giving a platform from which local people and agencies can begin to make changes.

CAA uses visual methods and tools which are easy to understand and inclusive to all. These include maps, ranking lines and matrices. A central part of the methodology is the development and use of a coding system. This ensures that information on factors such as gender, age, ethnicity, disability and employment are collected for everyone consulted (while retaining anonymity for individuals). Coding systems are specific to each project. Members of communities have differing and often competing or conflicting interests. Monitoring who is consulted and who says what helps to ensure that these interests are identified.

CAA differs from traditional research methodologies in that here local people set the agenda and decide the priorities. This approach reaches all parts of the community – the research team goes out to where people are, rather than calling public meetings and expect residents to show up - in shopping centres and public places, parks, pubs, working men's clubs, schools, mother and toddler groups. Focus groups are also set up or existing groups visited to ensure representation from people who have not been consulted, to cross-check findings, and to carry out further action planning on the solutions prioritised by the various groups in the community.

The process involves training a team of local people to carry out the research. The team is made up of local residents and professionals working in the area. This ensures that skills are developed within the community and local people are provided with real work experience. They also have the opportunity to work towards a qualification as the training programme is accredited through the Open College Network. The expertise remains with those who live within the community and who have a stake in it.

The first stage of the process involves training the team in participation, developing facilitation skills, participatory research methods and the ethics and safety of working in the community. The researchers develop their own aims and objectives for the project, decide on the tasks and activities they will do and a system for monitoring how well the project is doing in achieving the aims. The coding system is designed by the research team and is used for monitoring who has been spoken to. An “access”

---

<sup>5</sup> This section is based on Development Focus UK (2002). *Regeneration through Community Assessment and Action: Overview of Methodology*. Development Focus UK, Brighton

map is developed which identifies where the team will need to go in order to meet people. Emphasis is put on where to access hard-to-reach groups.

The team designs “first level” questions and the methods to be used. The first level questions are general and quite broad: the intention being to generate discussion with residents and help to provide the “big picture”. The team do not want to lead residents’ responses, but rather enable local people to inform the process.

The responses gained through the first level questions leads to further questions being developed with appropriate participatory methods that enable residents to verify, prioritise and identify further solutions to the issues raised. The final phase of the research represents a broadening out of the process, and requires further work with local residents to develop the action plans.

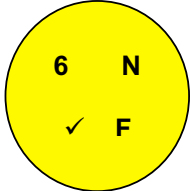

The coding used in this project

For all the sessions we ran, we used a coding system to find out what groups of people were talking to us. We did this for two reasons. First, so we could check that we were being representative of the full range of people living in the area. Second, so we could see if certain issues were more of a concern for some groups of people compared with others. For example, if speeding traffic was mainly a problem for people living in the Northmoor Road Area of Longsight, or if car users objected to bus lanes.

We asked people their (rough) age, gender, ethnicity, whether they had children, whether they had a car or a bike, and whether they had a health problem (like asthma) that makes it hard for them to get around. We also asked which part of Longsight or Manchester people live in. On ethnicity, we used Census categories, and added categories if people wanted.

<b>What is your ethnic group?</b>		<b>What transport do you have access to?</b>			<b>What age group are you in?</b>	
African	A		Male	Female	Age	Group
Afghani	Af	1. Use of car / motorbike			5-11	1
Bangladeshi	B				12-16	2
Black British	C	2. Use of bicycle			17-25	3
Black Caribbean	D				26-40	4
Black other	E	3. Use of car/motorbike and bicycle			41-60	5
Chinese	F				60+	6
Indian	G					
Irish	H	4. None				
Other	L					
Other Asian	I					
Pakistani	J					
White	K					

With this coding system, we could put stickers by any comments people wrote down, so we could tell who said what later. For example:

	<p>A Chinese man over 60 years old who doesn't have access to his own transport and also has a health-related mobility problem.</p>
	<p>Pakistani mother (24-40 yrs) with access to a car and bicycle. Kids live at home and doesn't have any health problems concerning mobility.</p>

Throughout the project we publicised any sessions held in public places, with flyers in local shops, libraries and communities centres, usually in English and Urdu.



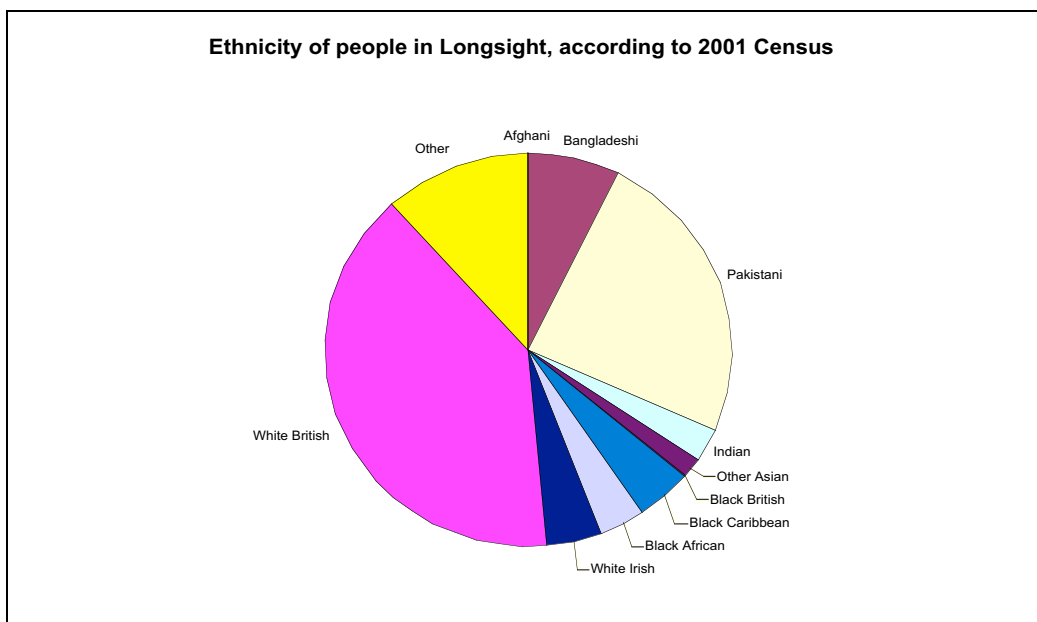
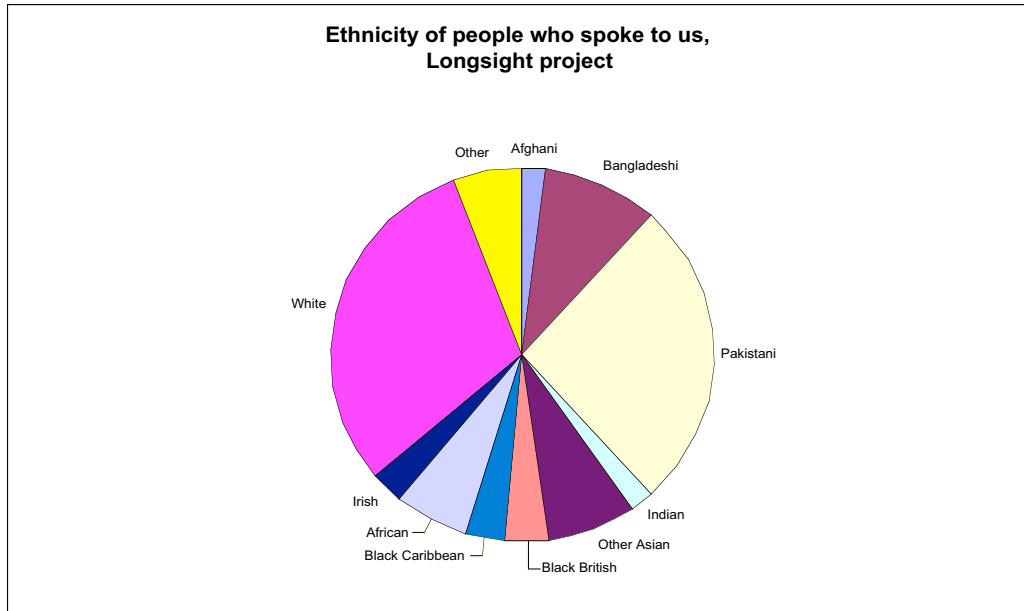
Flyer for voting sessions in May



Flyer for library sessions in February

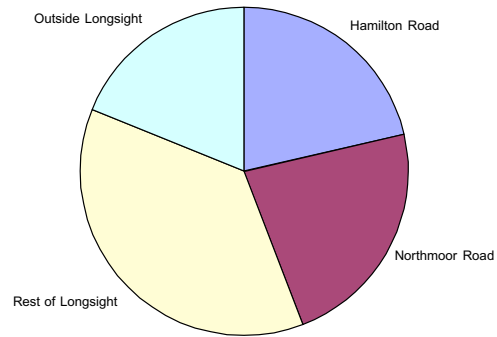
## Appendix 2 Who spoke to us

We spoke with 443 people. Roughly 50 per cent women, 50 per cent men. Seventeen per cent of people have a health problem like asthma or a heart complaint which makes it difficult for them to get around; 49 per cent of people had children living in their household; 61 per cent of people didn't have access to a car; 75 per cent of people didn't have access to a bike; Data on people's age, ethnicity and the area they live in is given below.

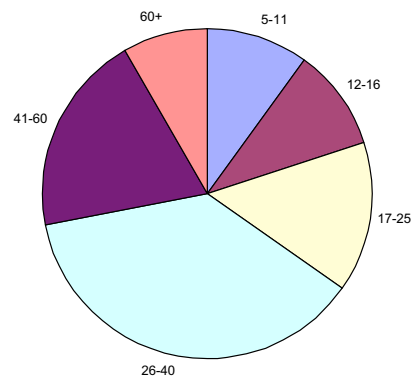


These two ethnicity graphs shows that people from all the main ethnic groups in the area spoke to us.

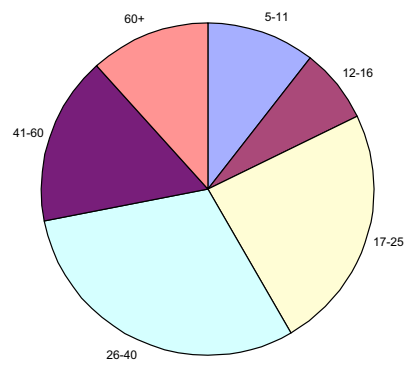
**Where the people who spoke to us live,  
Longsight project**



**Age distribution of people who spoke to us,  
Longsight project**



**Age distribution in Longsight  
according to census 2001**



## **Appendix 3 Manchester contact details**

### **Transport Resource Unit (TRU)**

The TRU provides information, advice, support and skills to people across Greater Manchester to get their views into decisions made about transport. They are the best starting point for finding out who is responsible for dealing with any transport issue.

Contact: John Hannen, 0161 277 1013, Ardwick Green North, M12 6FZ

### **Traffic Commissioner**

Beverly Bell, 0113 254 3215, North Western Traffic Area, Hillcrest House, 386 Harehills Lane, Leeds, LS9 6NF.

### **Damaged bus shelters**

0161 242 6960 (GMPTE), or 0161 873 8800 (JC Decaux)

**Local bus, rail, metrolink information**, 8am-8pm, 0161 228 7811

<b>Stagecoach</b>	Mr Threapleton, 0161 276 2577, Hyde Road, M12 6JS
<b>Arriva</b>	Mr G Reddish, 0161 272 6565, 6 St Andrew's Square M1 6AT
<b>First Manchester</b>	Mr R Gard, 0161 627 2929, Wallshaw St Oldham OL1 3TR

### **Local Transport Groups**

These are public meetings held by GMPTA where people can “have a say in creating the best possible public transport system”. There are three a year in Manchester, usually in the town hall. Ring 0161-234 3335 for the date of the next one.

### **Transport Thematic partnership within the Local Strategic Partnership (LSP)**

This group meets four times a year, with a budget to spend on transport projects related to regeneration, contact John Hannen (above).

### **Community Network for Manchester**

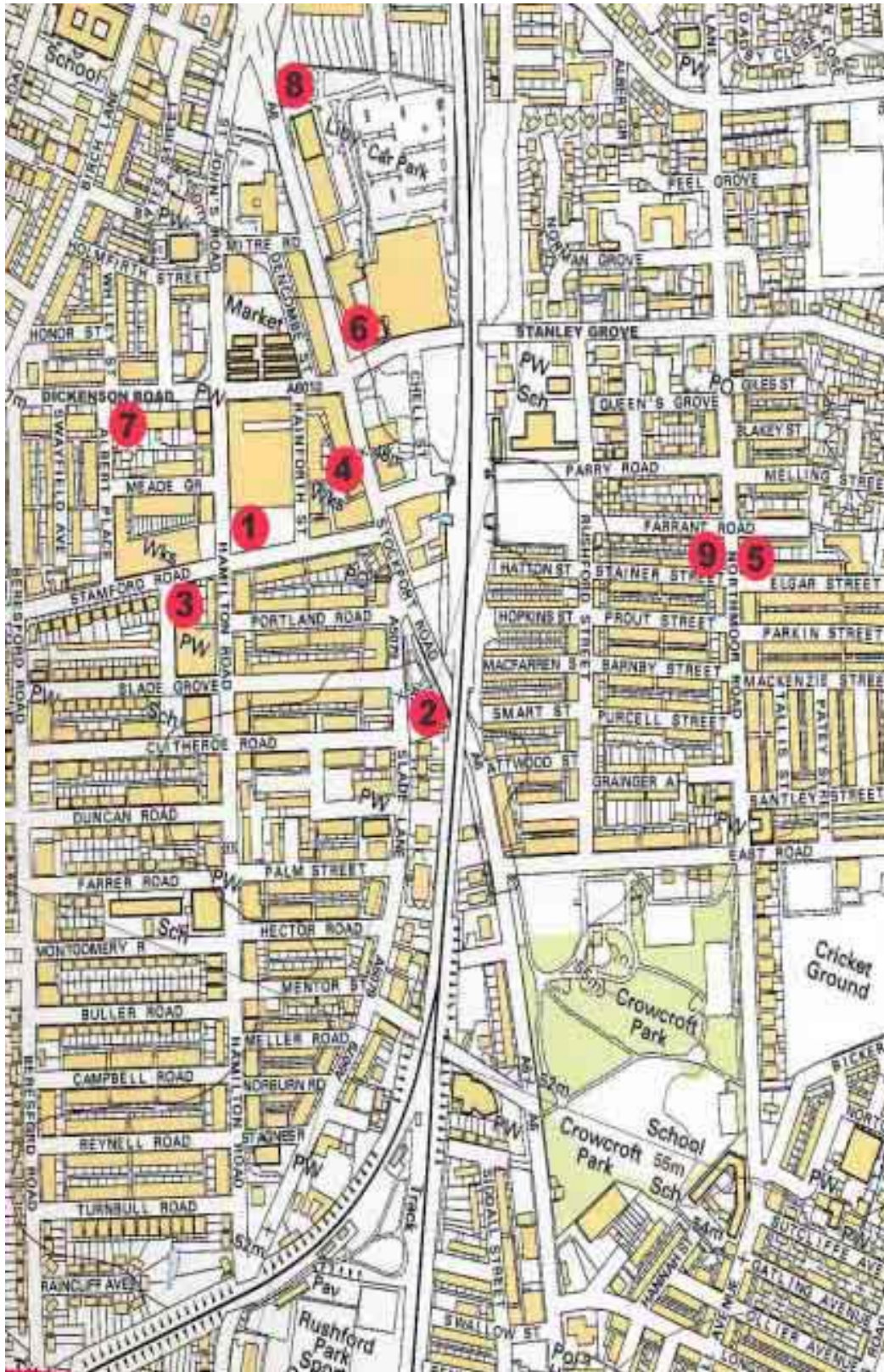
This group co-ordinates the working of voluntary organizations in the area. One of the things they do is run a “transport pool” to pull together lots of community groups’ comments and feed them into the Transport Thematic Partnership and other parts of the LSP. Contact: 0161 237 9309.

### **Pass information**

The Stagecoach Megarider ticket costs £7.50 a week, just for Stagecoach buses. You can get all day bus tickets, for all buses, for £3.30. The weekly all-bus ticket costs £14. You can get a leaflet explaining concessionary fares from 0161 242 6116.

**Appendix 4**

**Longsight contact details**



- 1 - Hamilton Road Area Community Association, Barry Johnson, 0161 225 2913, Studio 20, IMEX Business Centre, Hamilton Road;  
- ALL (Ardwick, Longsight and Levenshulme) Community Group Network, Carl Gurden, Studio 20, 0161 248 4248, [www.allnet.org.uk](http://www.allnet.org.uk)  
- Surestart, Emma Lowe 0161 224 1990, M13 OPD  
- Primary Care Team, Health and Well-Being, Ruth Hudson, 249 0691
- 2 - Himmat group, Slade Lane Neighbourhood Centre, Kay Ahmed, 0161 248 0425
- 3 Dar-UI-Uloom Mosque
- 4 -Pakistani Community Centre, 612a Stockport Road, Sajjad Hussain, 0161 256 4518
- 5 - Northmoor Community Centre, 95 Northmoor Road,  
- Northmoor Community Association, Jane Miller, 0161 248 6823  
- Manchester Methodist Housing Association, Jim McMillan  
- Saathi group, Naseem Butt  
- Women's Design Service, Making Safer Places project, Hawah Bunduka and Harriet Wilkins 020 7490 5210
- 6 - A6 partnership office, 1 Stanley Grove, M12 4AA, 0161 225 9010  
Elaine Mottershead, Ward Support Officer  
Mutasim Billah, Community Support Officer
- 7 - Manchester Bangladeshi Women's Organisation, 260 Dickenson Road, Anita Baishnab, 257 3867
- 8 - Pakistani Community Association, near the library, Mr Khan
- 9 - Northmoor Neighbourhood Wardens, 98 Northmoor Road, 248 5252

**Plus: Longsight Councillors:**

Zeke Ukairo	7 Turnbull Road M13 0PZ
Liaqat Ali	184 Hamilton Road M13 0PX
Aftab Ahmed	22 Beresford Road M13 0WP

## **Acknowledgements**

**Project team:** Barry Johnson, Danni Klein, Frank Kennedy, Graeme Sherriff, Lauren Walker, Lucy Bertenshaw, Matthew Wilkinson, Robert Nurick, Ruth Kelly, Simon Bullock, Stuart Parkinson.

**With thanks for advice, suggestions and support to:** Adam Bradbury, Aftab Afmed, Ali Abbas, Anita Baishnab, David Shorto, Elaine Mottershead, Gill Heyworth, Hester Cox, Honor Donnelly, Jayne Colquhoun, Jane Miller, John Delap, John Hannen, Kay Ahmed, Kerstin Moritz, Kieran Yates, Marie and Helen at the library, Martin Arthur, Mohammad Nizami, Naheed Akhtar, Nick Vaughan, Nigel Gilmore, Peter Black, Ray Kelly, Rob Ramwell, Sajjad Hussein, Saleem Oppal, Sarah Denney, Stuart Threlfall, Tony Bosworth, Zafar Mir, Zeke Ukairo. And to the many people in Longsight who took the time to talk to us.

**Disclaimer:** Any errors in this report are the sole responsibility of the authors – Simon Bullock and Graeme Sherriff. The interpretation in Section Five of what could be done about the issues raised by residents is solely that of Friends of the Earth, Manchester Friends of the Earth and the Hamilton Road Area Community Association.

Photo credits: Robert Nurick and Graeme Sherriff. Regeneration through Community Assessment and Action is a trademark of Development FOCUS UK.

**Project Website:** [www.manchesterfoe.org.uk/longsight](http://www.manchesterfoe.org.uk/longsight)