

Appendix 5 – Consultation Results

The Europarc bus service consultation included:

- 605 letters sent to businesses on 24 January 2020 discussing the Europarc bus service review,
- 605 letters sent to businesses on 6 February 2020 offering drop in sessions at the Innovation Centre on 18, 19 and 20 February 2020 to discuss the future of the Europarc bus service,
- 3 businesses attended the drop in session (including Wykelands),
- Officers made 10 follow up visits with Europarc businesses to ensure they had received the letters dated 24 January 2020 and 6 February 2020. All businesses visited had received both letters regarding the consultation and drop in sessions,
- Online public consultation received 363 responses.

Key Consultation Results

- Businesses highly value the existing Europarc bus service but unwilling to contribute financially towards the bus service
- 50% of people who participated in the public survey use the service at least 4 days a week
- 50% of people who participated in the public survey use the service to access work
- 31% of people normally board the bus in Grimsby Town Centre
- 27% of people normally travel to Europarc on the bus service
- If the bus service is reduced, 63% of people support an hourly Monday to Friday Europarc bus service

Business Response to consultation

Wykeland Group



25th February 2020

Jonathan Ford
Senior Transport Officer
Engie
New Oxford House
George Street
Grimsby
North East Lincolnshire
DN31 1HB

Dear Jonathan,

Europarc Bus Services

Further to your email of 24th February 2020 in respect of the above we set out below our concerns in respect to the potential changes to the Europarc bus service. We were hoping to meet with yourself and Mark Nearney yesterday but unfortunately this was cancelled.

We understand that you have met with all potentially affected businesses offering the three options below.

- Option 1 – Hourly bus service operating Monday to Friday
- Option 2 – Reducing to service 20 only at peak shift times
- Option 3 – Withdraw all Council funding

Option 1 – Hourly bus service operating Monday to Friday

We have consulted with a number of the businesses on Europarc and the feedback we have had is that the bus service is extremely important to the staff employed by these businesses who rely on the existing services to get to and from work. The main shift patterns seem to be 6am to 2pm, 2pm to 10pm and 10pm to 2am although 2 Sisters operate a day shift from 6am to 6pm and a night shift from 6pm to 6am.

The businesses based at Europarc rely on a 7 day service so we don't see a service restricted to week days only being sufficient for users.

We would like to see the existing service maintained but out of the options presented this is our preference but a weekend service needs to be offered to suit shift patterns of the staff employed on site.

Option 2 – Reducing to service 20 only at peak shift times

This option would considerably reduce the level of service and have a huge impact on the people employed on site that rely on it to get to and from work.



Option 3 – Withdraw all Council funding

We find the option of withdrawing all Council funding and cancelling all services to Europarc very concerning. We feel that this option should not be considered as far too many people rely on the bus service to get to and from work.

Wykeland along with the North East Lincolnshire Council are investing £x3.6 million developing two new premises for food uses and potential occupiers are always keen to understand the transport options on the site. We feel that a reduction to the service will make these units less marketable. It may also impact on the operations of existing businesses on the site. We are also making efforts into promoting sustainable transport methods and feel that by reducing the level of bus services will encourage the use of cars.

Prior to this notification we were working with NELC to bring forward a bus bridge which would connect Great Grimsby Business Park with Europarc. At the time of these discussions both NELC and ourselves thought this would ensure the long term viability of the service. It is surprising given the overall positive agenda on public transport and various sustainable travel initiatives that this is not being delivered. What we would like to see is exploring initiatives to make the bus service more sustainable not to reduce the existing options.

I look forward to hearing from you but please let me know if you need anything further from us.

Kind regards.

Yours sincerely

Jonathan Stubbs
Development Director

Business Response to consultation

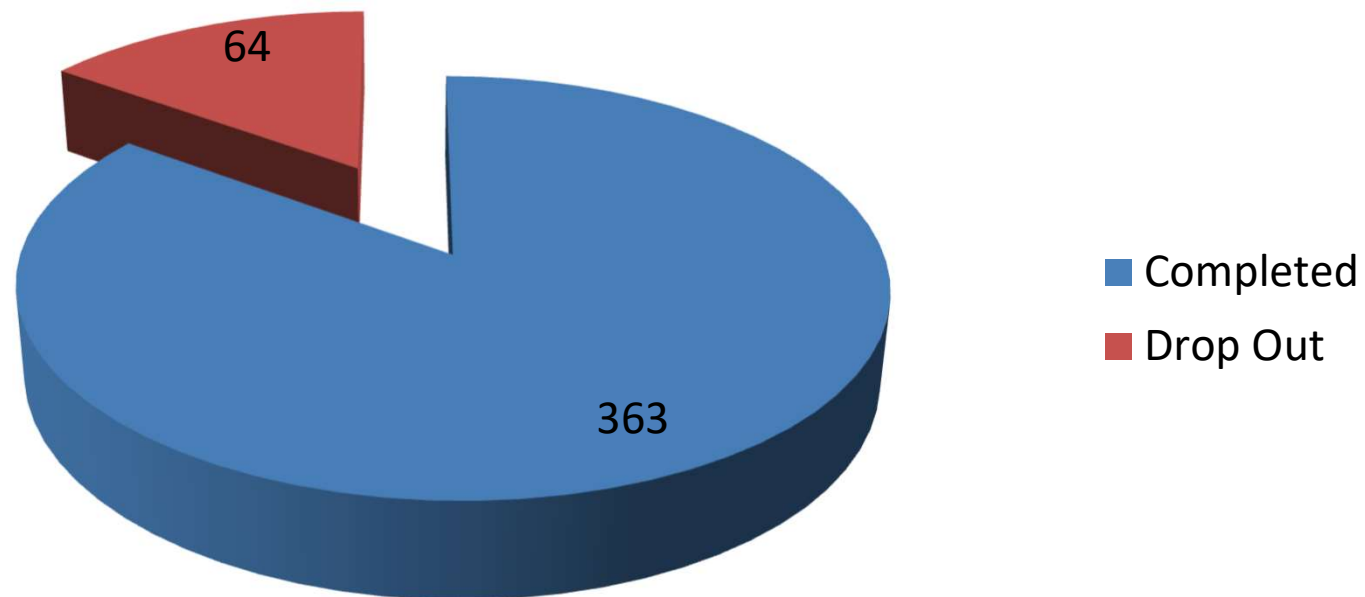
<p>Name and address of business:</p> <ul style="list-style-type: none"> - New England Seafood, Genesis Way, Healing, Grimsby DN37 9TU
<p>Number of employees:</p> <ul style="list-style-type: none"> - 201 employees.
<p>Main shift times:</p> <ul style="list-style-type: none"> - 06:00am shift start time - 18:00pm shift finish time
<p>Percentage of New England Seafood employees that rely on Europarc bus service to access work/ employment:</p> <ul style="list-style-type: none"> - Around 15% of New England Seafood employees rely on the 1, 2 & 20 Europarc bus services.
<p>Which option would New England Seafood support and would either of the following meet business needs – hourly bus service, service 20 or withdraw funding?</p> <ul style="list-style-type: none"> - New England Seafood would support the hourly bus service option. - New England Seafood believe the service should be enhanced to include a Sunday Europarc bus service as staff cannot get to work on a Sunday.
<p>Would New England Seafood be able to make a financial contribution towards any future bus service (i.e. hourly or service 20)?</p> <ul style="list-style-type: none"> - If all Europarc businesses make a financial contribution towards the Europarc bus service, New England Seafood might be willing to make a financial contribution towards the bus service.
<p>If the bus service was withdrawn completely, how would this impact upon the business and would staff still be able to get to work?</p> <ul style="list-style-type: none"> - The withdrawal of the Europarc bus service would heavily impact upon the day to day operations of New England Seafood - New England Seafood staff would rely on taxis and the business might be expected to reimburse staff for the cost of a taxis. - Withdrawal of the bus service would have a big impact upon the business.

Business Response to consultation

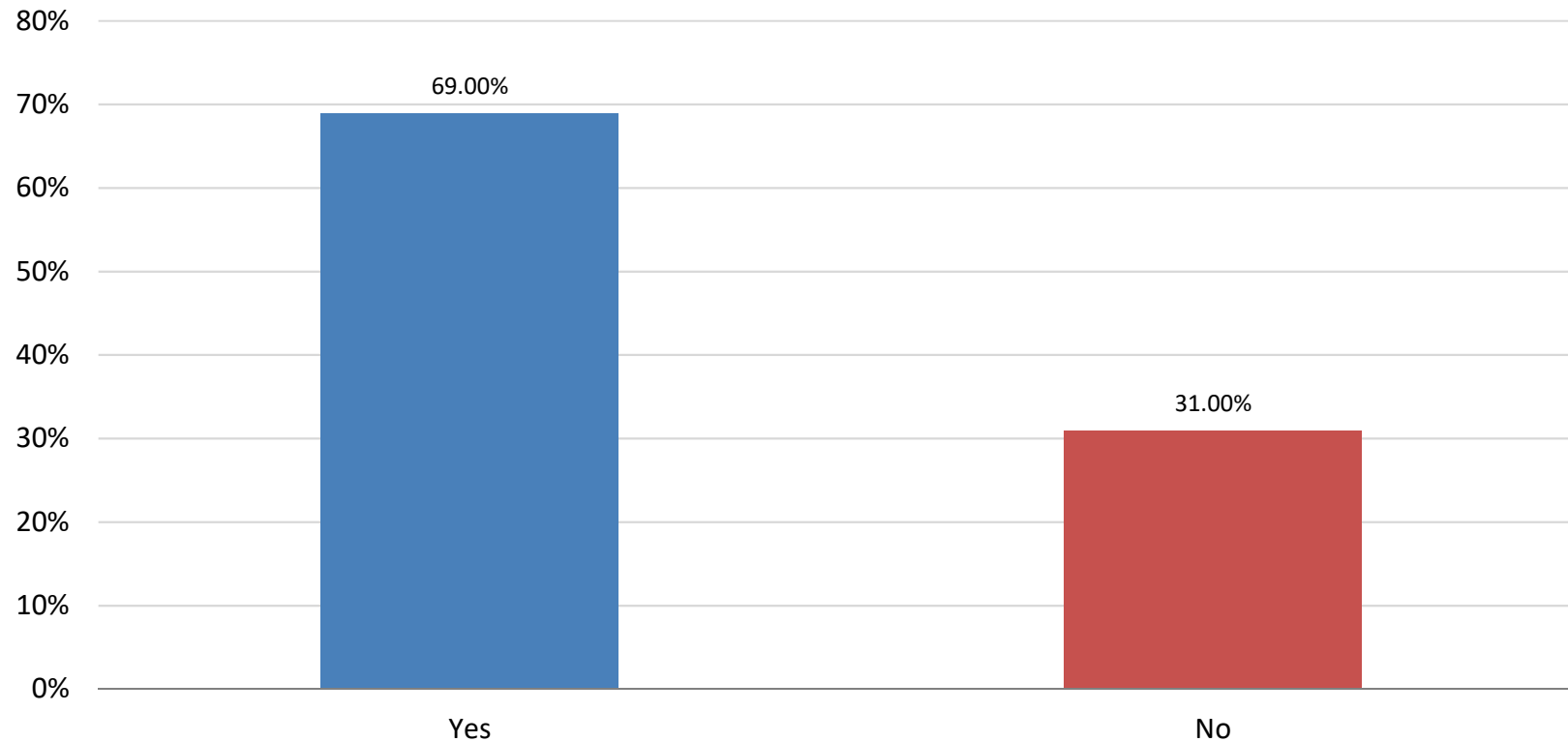
Name and address of business: <ul style="list-style-type: none">- 2 Sisters Meal Solutions, Unit 1, Pegasus Way, Europarc, Grimsby, DN37 9TS.
Number of employees: <ul style="list-style-type: none">- 218 employees.
Main shift times: <ul style="list-style-type: none">- 06:00am to 18:00pm and 18:00pm to 06:00am.
Percentage of 2 Sisters employees that rely on Europarc bus service to access work/employment: <ul style="list-style-type: none">- 50% of 2 Sisters employees rely on the 1, 2 & 20 Europarc bus services.
Which option would 2 Sisters support and would either of the following meet business needs – hourly bus service, service 20 or withdraw funding? <ul style="list-style-type: none">- 2 Sisters would support the hourly bus service option.- 2 Sisters believe the service should be enhanced to include a Sunday Europarc bus service as staff cannot get to work on a Sunday.
Would 2 Sisters be able to make a financial contribution towards any future bus service (i.e. hourly or service 20)? <ul style="list-style-type: none">- 2 Sisters would be unable to make a financial contribution towards the running costs of any future bus service.- If other businesses commit to a financial contribution towards the Euroaprc bus service, 2 Sisters may review.
If the bus service was withdrawn completely, how would this impact upon the business and would staff still be able to get to work? <ul style="list-style-type: none">- The withdrawal of the Europarc bus service would heavily impact upon the day to day operations of 2 Sisters and staff would not be able to get to work.- If the bus service is withdrawn, 2 Sisters would look to provide their own bus service for staff.

Summary of online public consultation results

Completion / Dropout

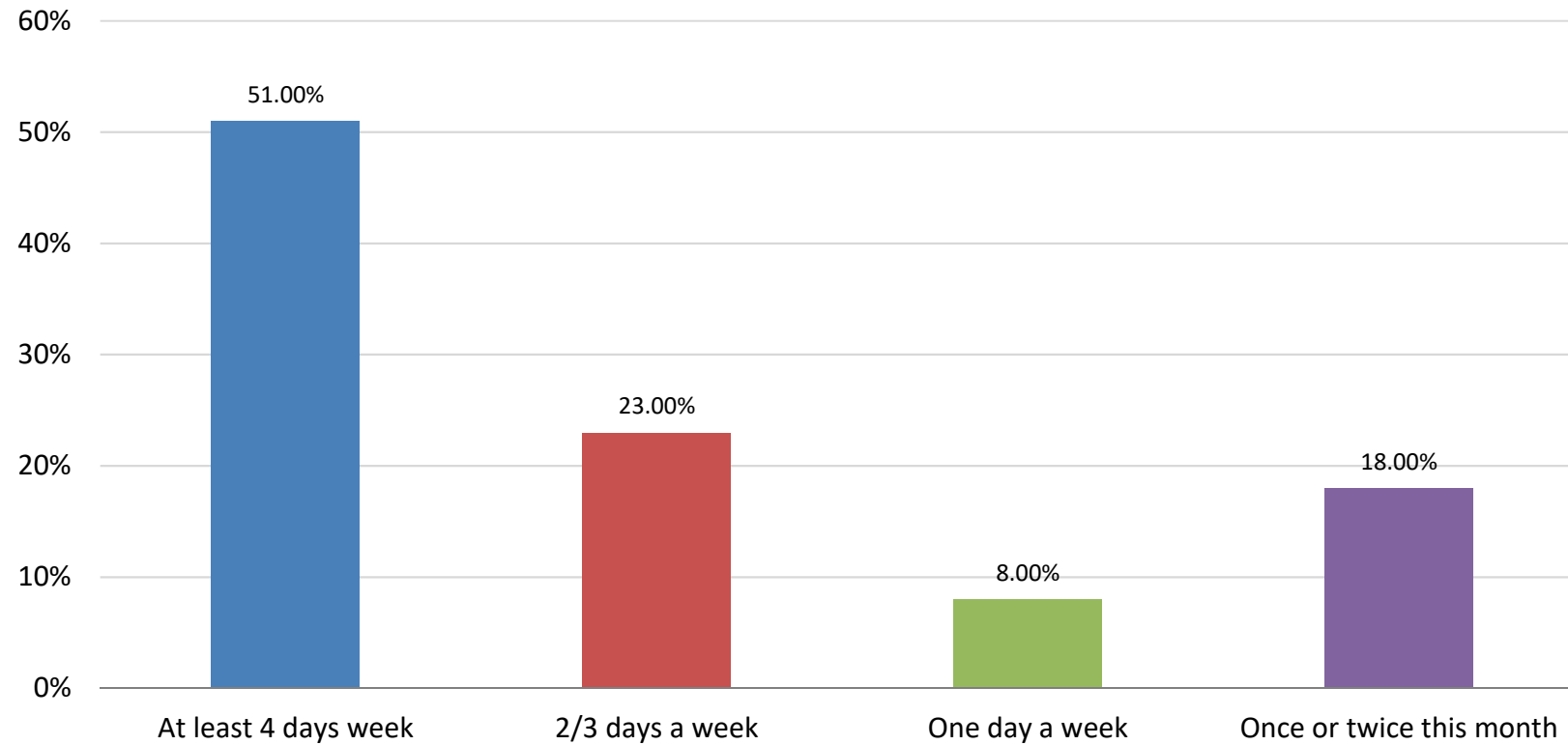


Have you used the 1, 2 & 20 bus services anytime within the last month?



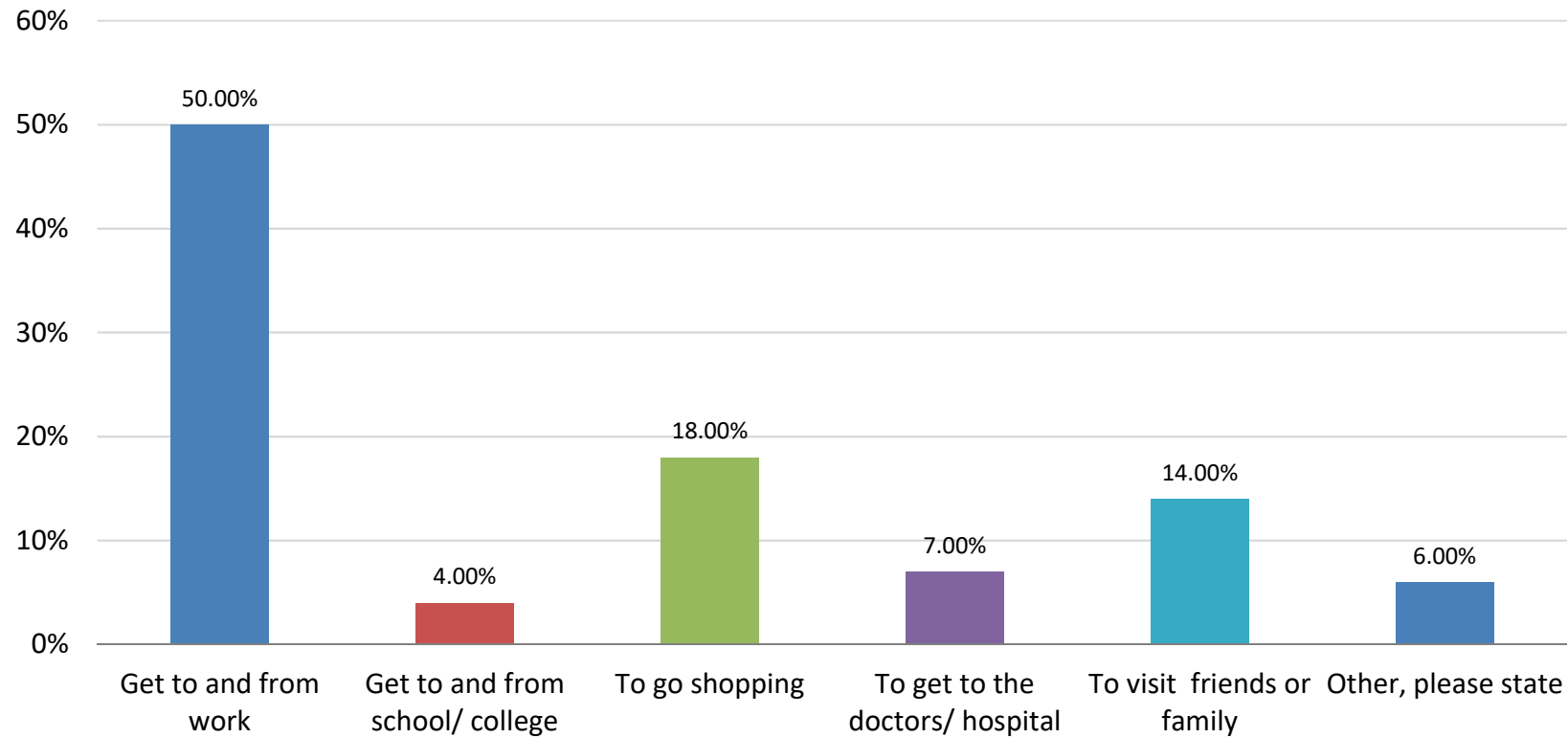
Mean : 1.308 | Confidence Interval @ 95% : [1.263 - 1.354] | Standard Deviation : 0.462 | Standard Error : 0.023

Within the last month how often have you used the 1, 2 & 20 bus service?



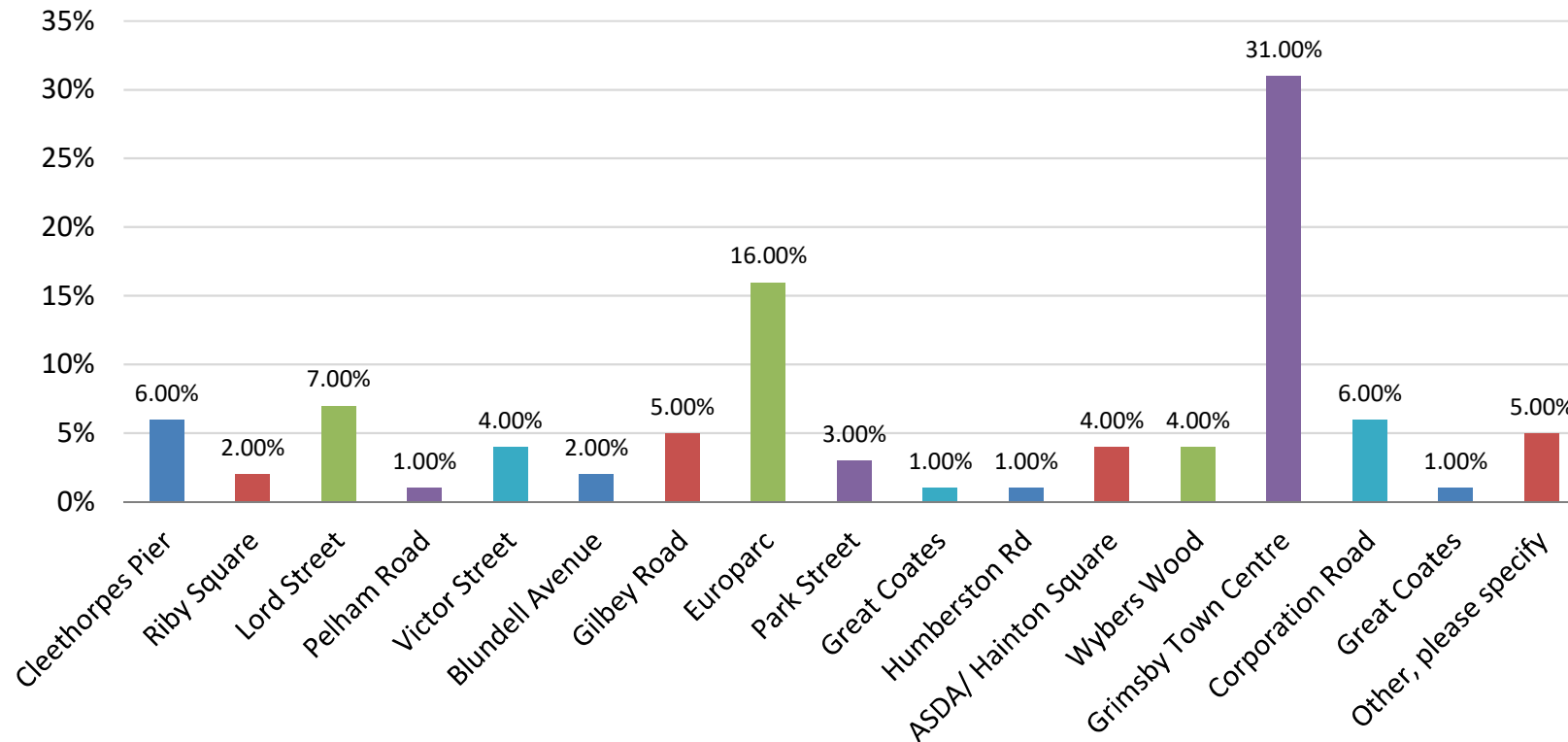
Mean : 1.929 | Confidence Interval @ 95% : [1.802 - 2.056] | Standard Deviation : 1.141 | Standard Error : 0.065

Why do you travel on the 1, 2 & 20 bus service? Please select all that apply.



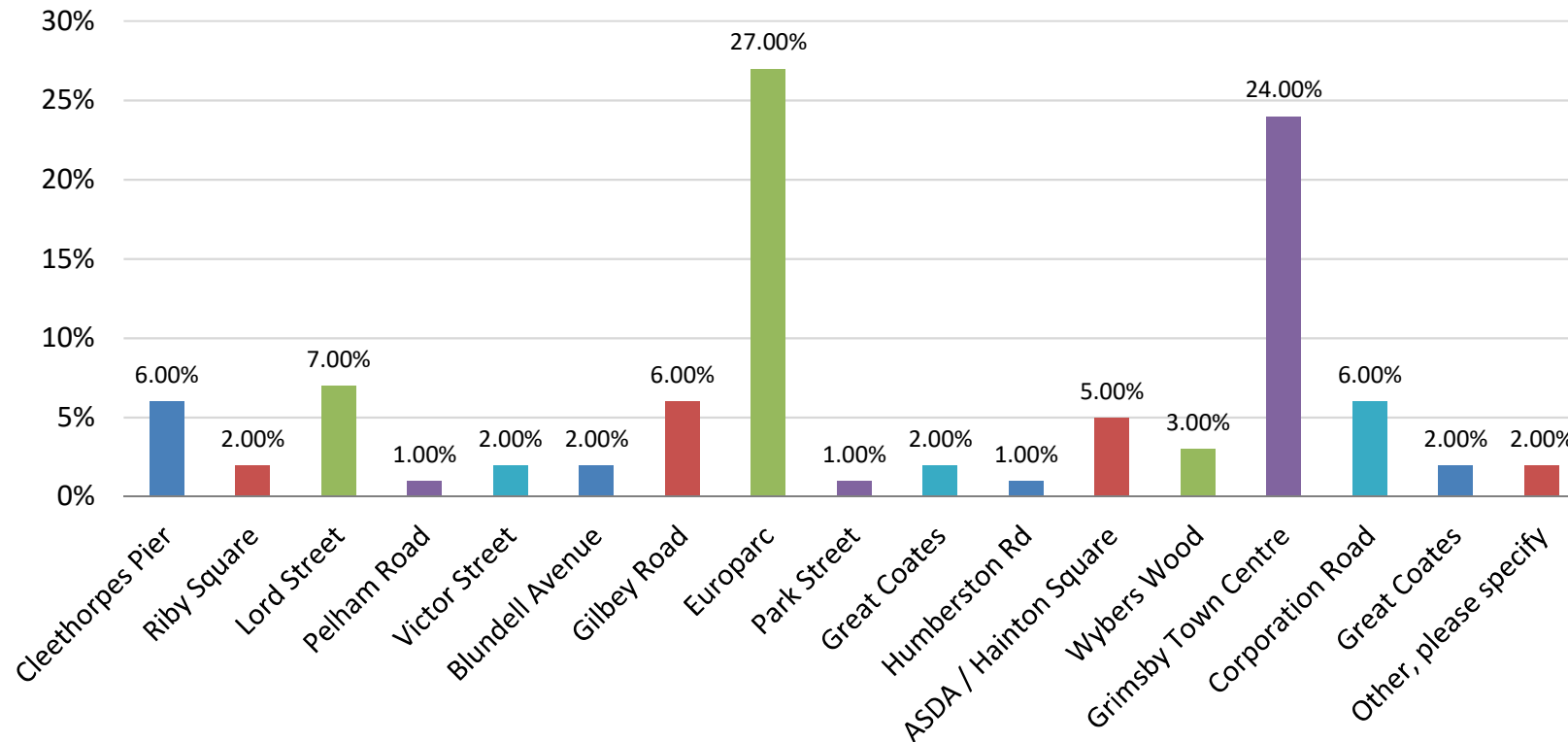
Mean : 2.512 | Confidence Interval @ 95% : [2.347 - 2.676] | Standard Deviation : 1.733 | Standard Error : 0.084

When using the 1, 2 & 20 bus service, where do you normally board the bus? Please select all that apply.



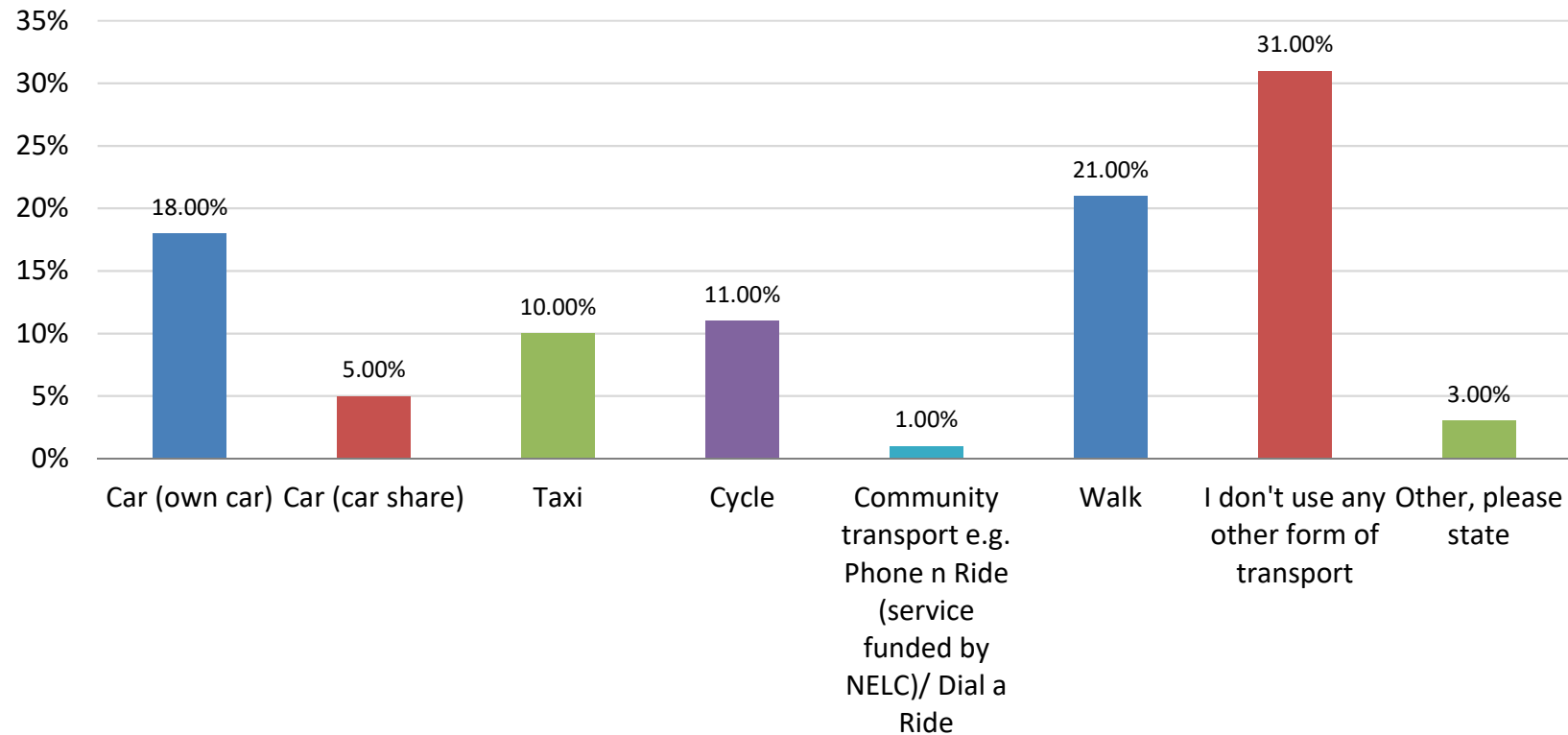
Mean : 10.190 | Confidence Interval @ 95% : [9.796 - 10.584] | Standard Deviation : 4.704 | Standard Error : 0.201

Where do you mainly travel to on the 1, 2 & 20 bus service? Please select all that apply.



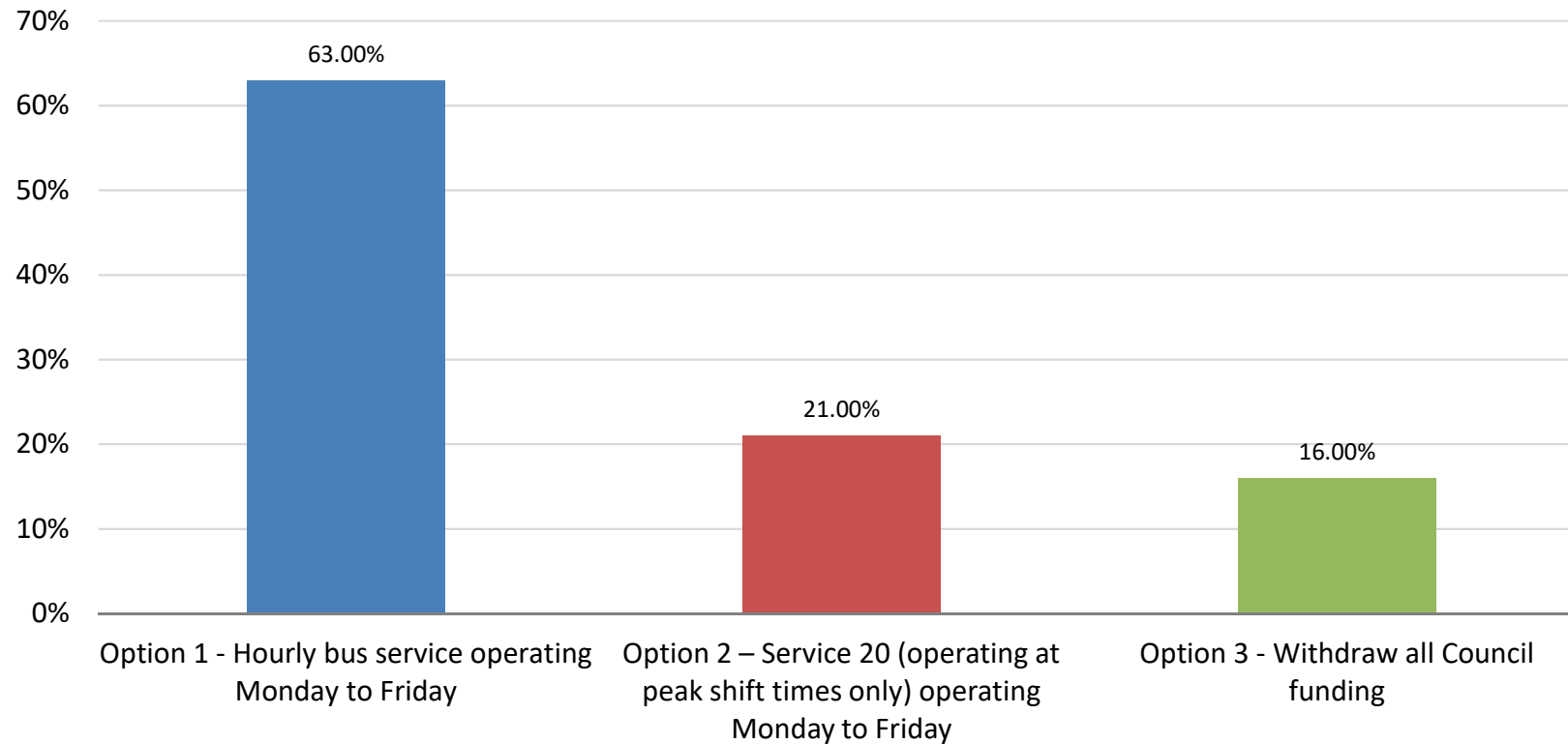
Mean : 9.579 | Confidence Interval @ 95% : [9.215 - 9.943] | Standard Deviation : 4.455 | Standard Error : 0.186

Do you use any other forms of transport? Please select all that apply.



Mean : 4.743 | Confidence Interval @ 95% : [4.528 - 4.958] | Standard Deviation : 2.357 | Standard Error : 0.110

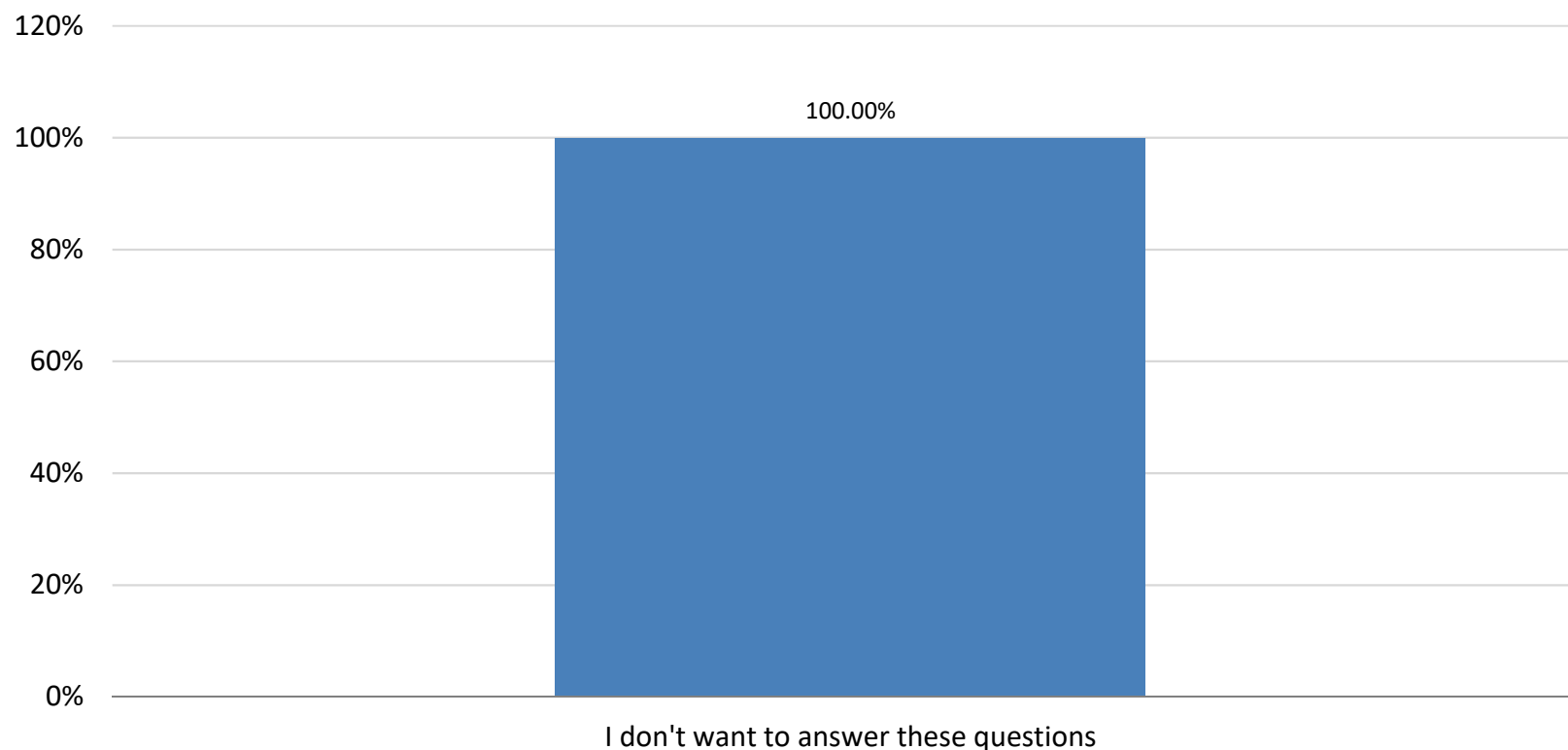
Assuming one of the options has to be implemented and the service has to be altered which option do you support the most?



Mean : 1.525 | Confidence Interval @ 95% : [1.445 - 1.606] | Standard Deviation : 0.753 | Standard Error : 0.041

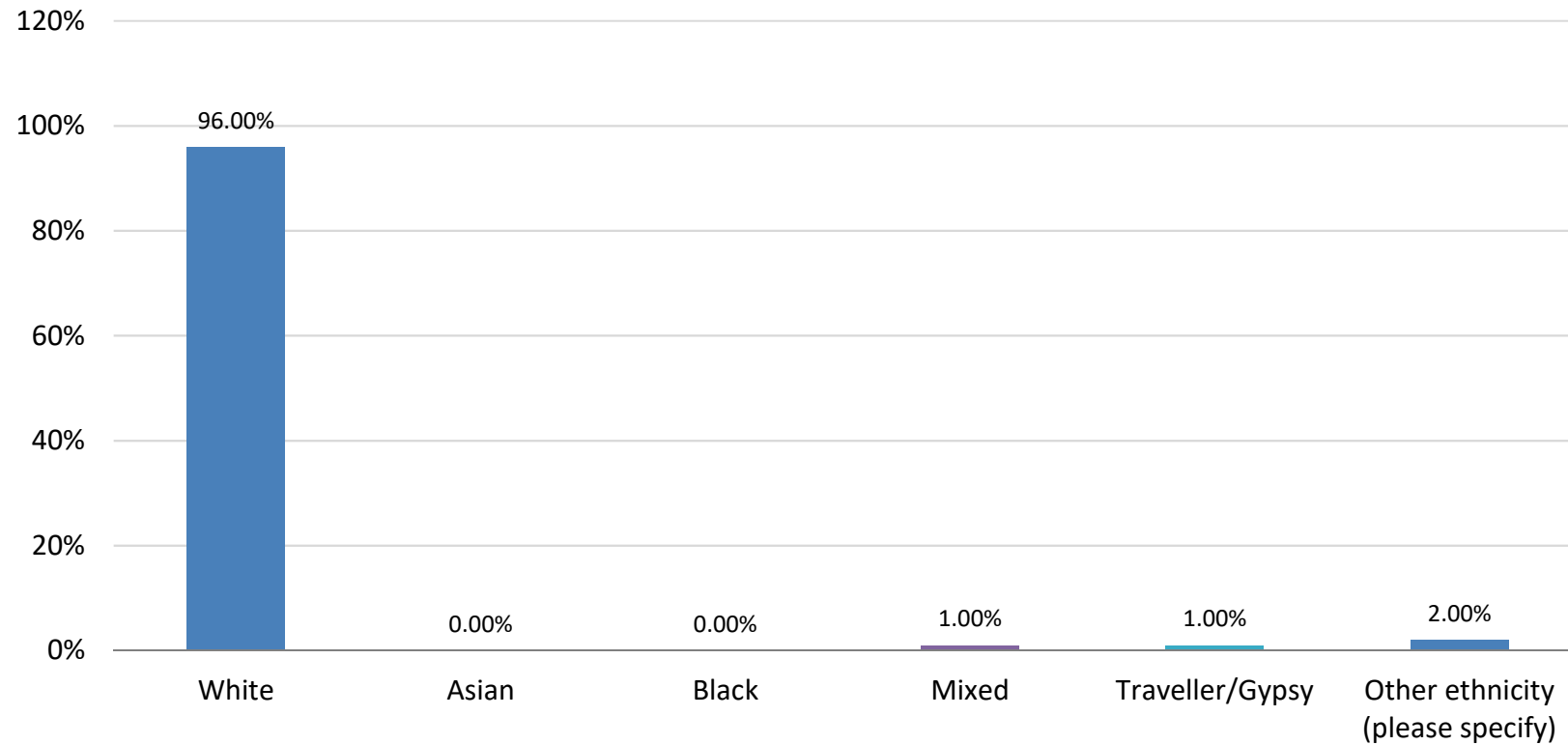
About You: In the collecting and using of your personal data for the purpose of this consultation, we will at all times act in accordance with the Data Protection Act. For further information on how we process your personal data including your rights and who will have access to your personal information please see our overall consultation and engagement Privacy Notice on our engagement framework webpage: <https://www.nelincs.gov.uk/consultation-and-surveys/engagement-framework/> This section is optional and you do not have to provide these details. However, by doing so, you would be helping us to ensure that we are

reaching people from all parts of our communities .



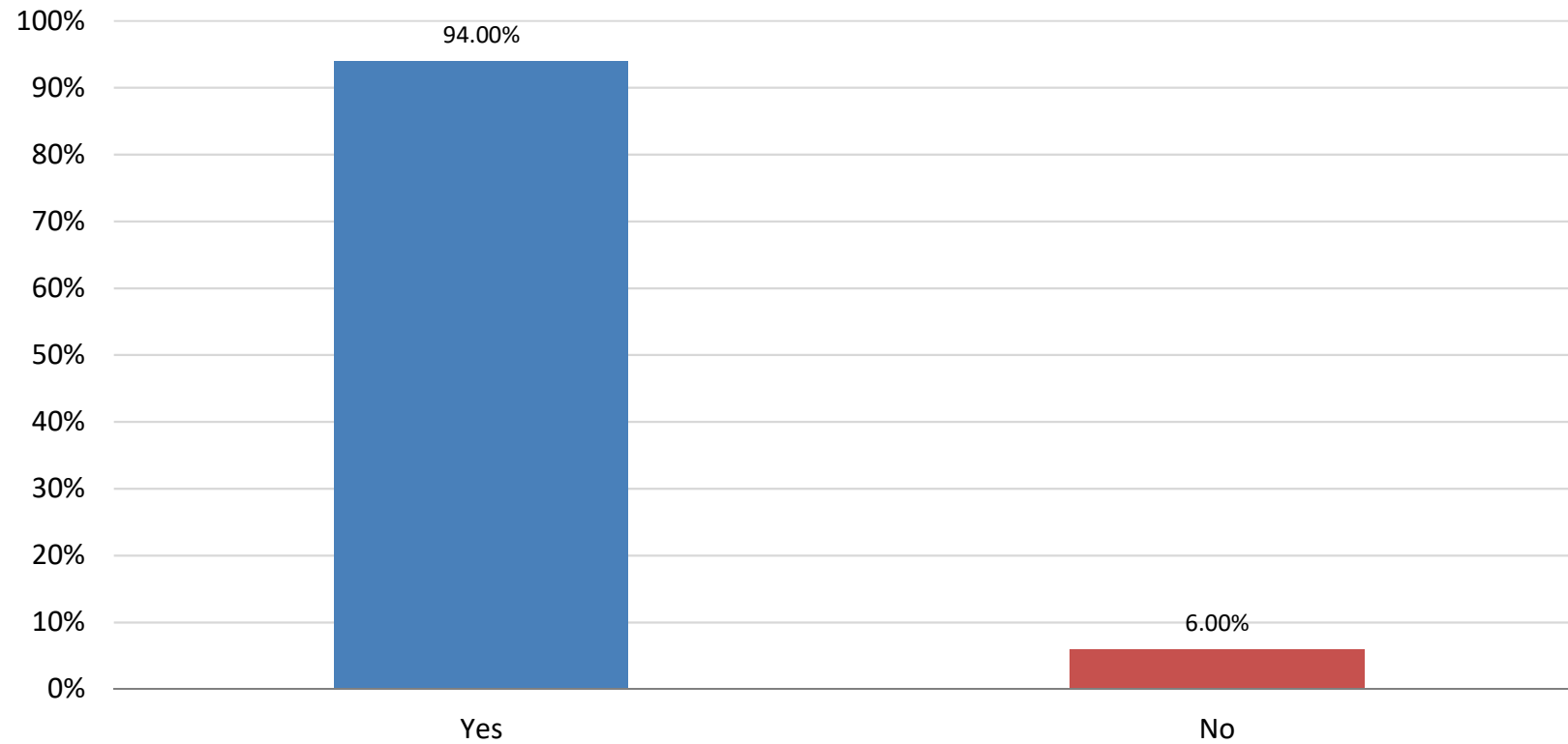
Mean : 1.000 | Confidence Interval @ 95% : [1.000 - 1.000] | Standard Deviation : 0.000 | Standard Error : 0.000

What is your ethnicity?



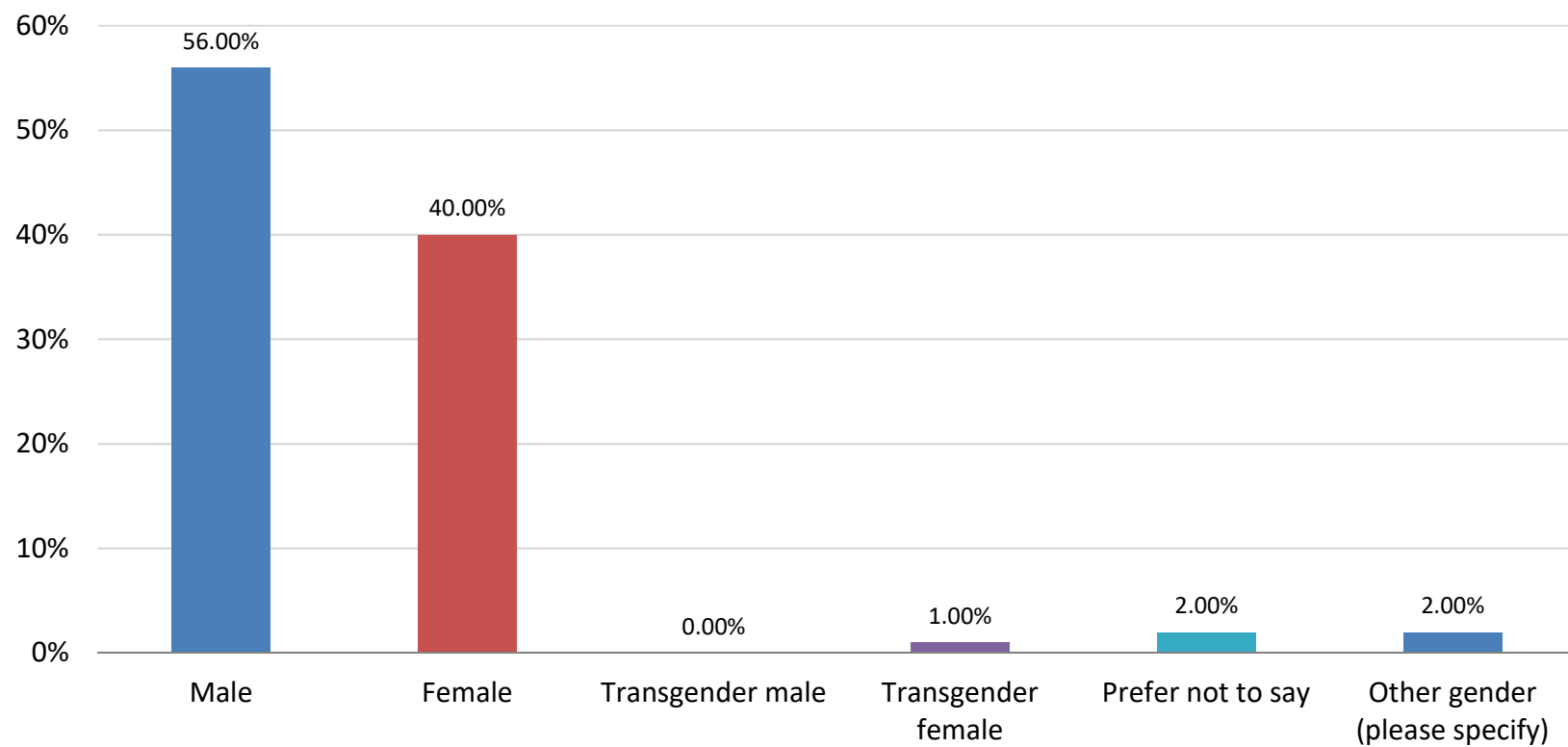
Mean : 1.177 | Confidence Interval @ 95% : [1.022 - 1.333] | Standard Deviation : 0.884 | Standard Error : 0.079

Is English your first language?



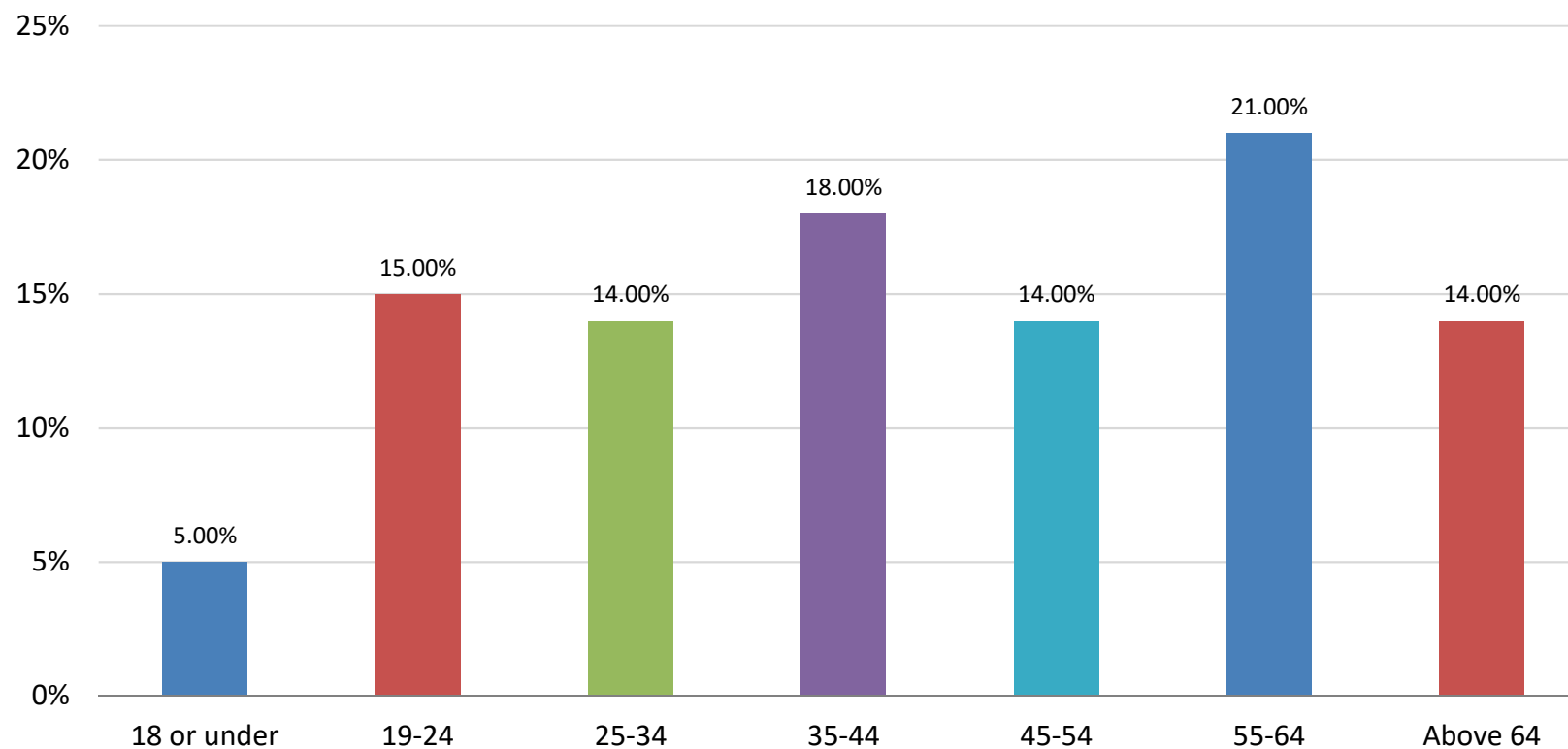
Mean : 1.057 | Confidence Interval @ 95% : [1.016 - 1.098] | Standard Deviation : 0.233 | Standard Error : 0.021

What is your gender?



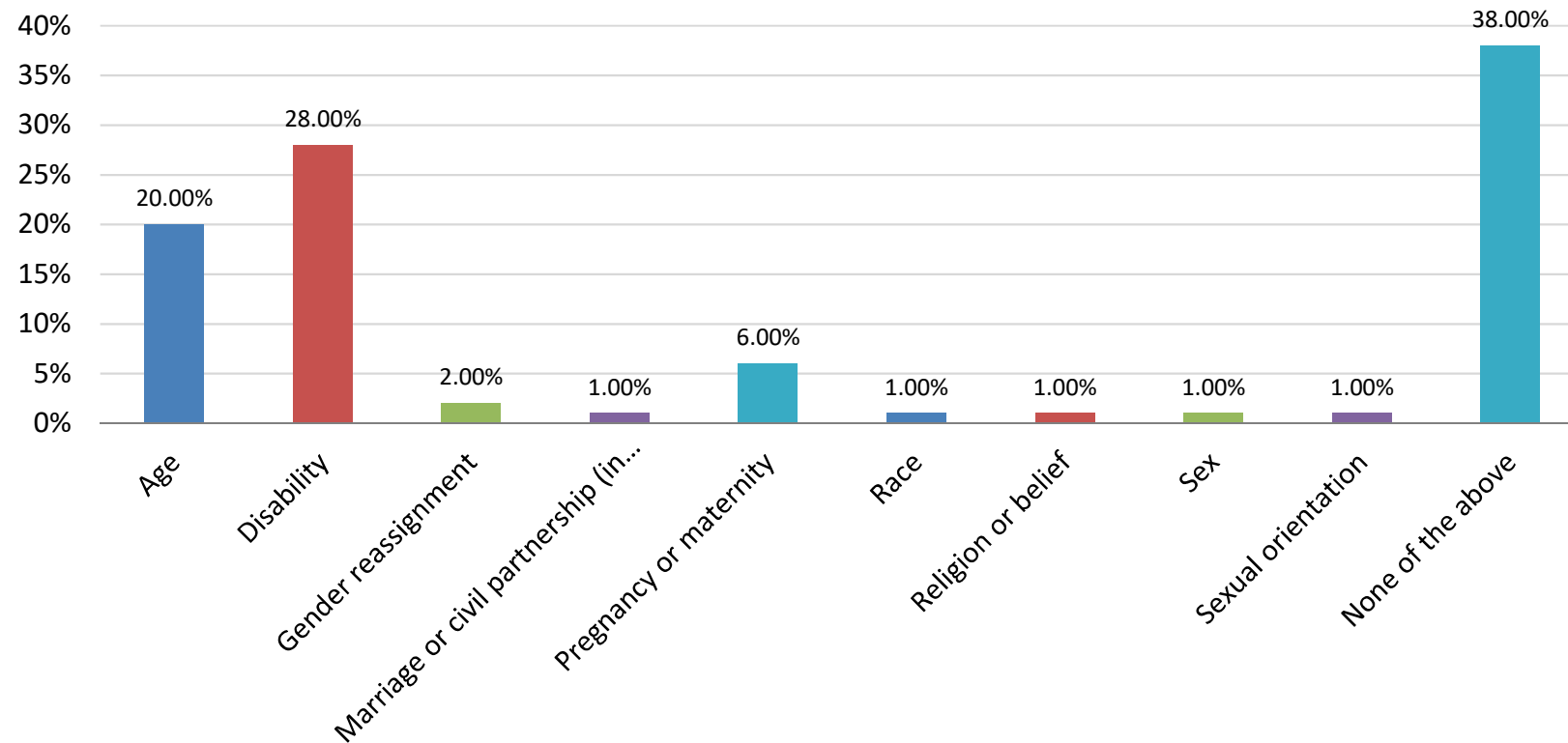
Mean : 1.565 | Confidence Interval @ 95% : [1.405 - 1.724] | Standard Deviation : 0.904 | Standard Error : 0.081

What is your age?



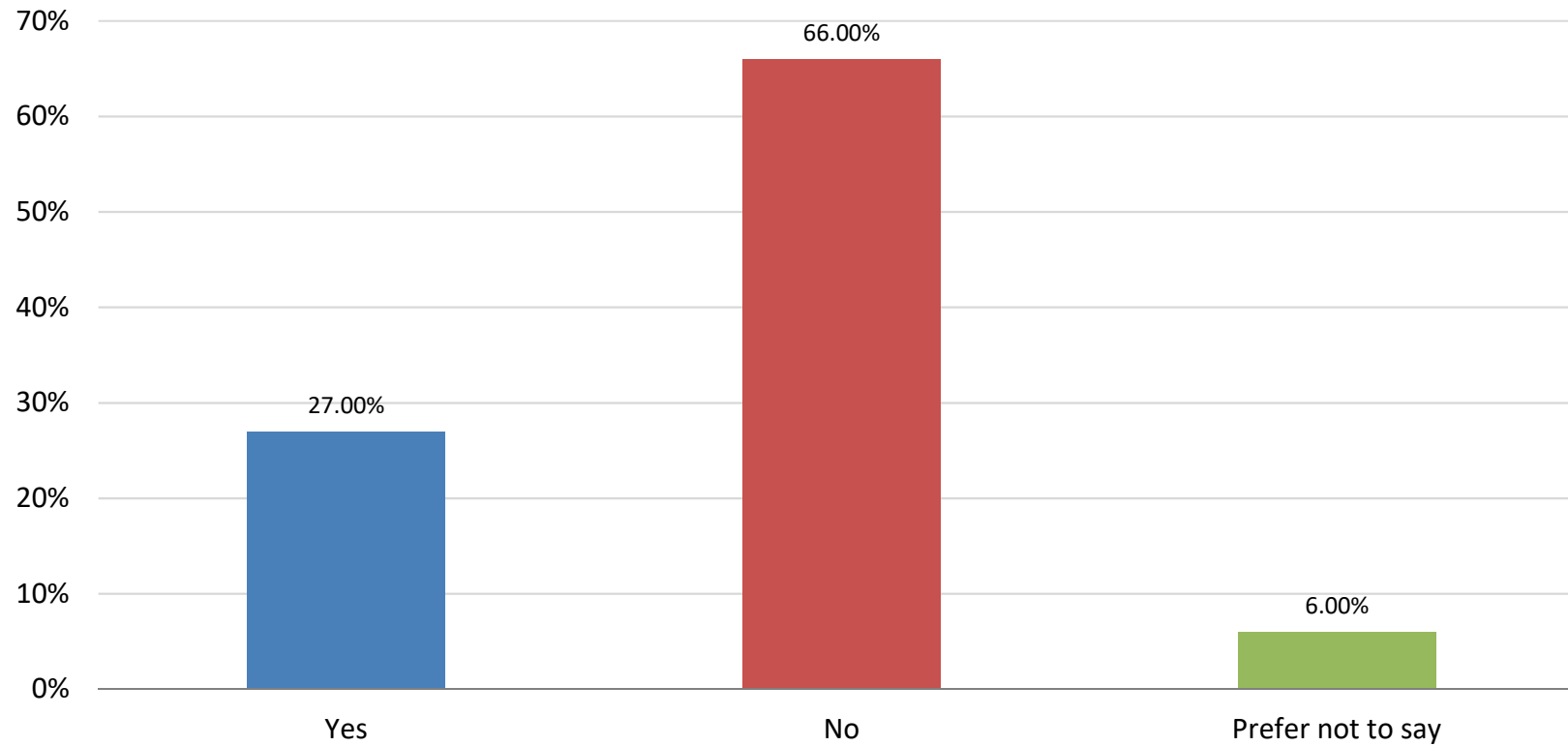
Mean : 4.379 | Confidence Interval @ 95% : [4.060 - 4.698] | Standard Deviation : 1.811 | Standard Error : 0.163

6. If any of these proposals went ahead, would it have any negative impacts on any person with the following characteristics that are protected by the Equalities Act?



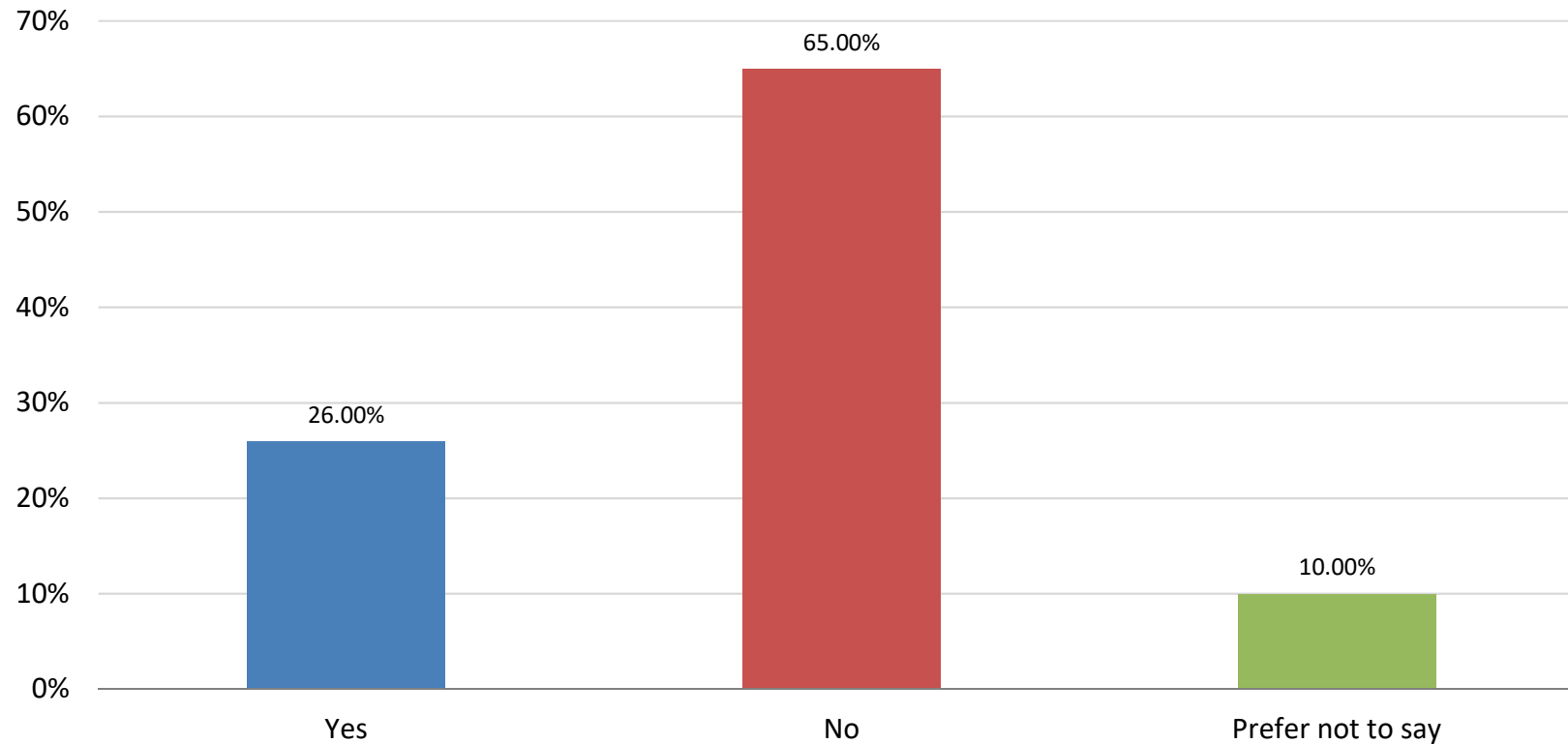
Mean : 5.298 | Confidence Interval @ 95% : [4.668 - 5.928] | Standard Deviation : 3.953 | Standard Error : 0.322

Do you consider yourself to have a disability?



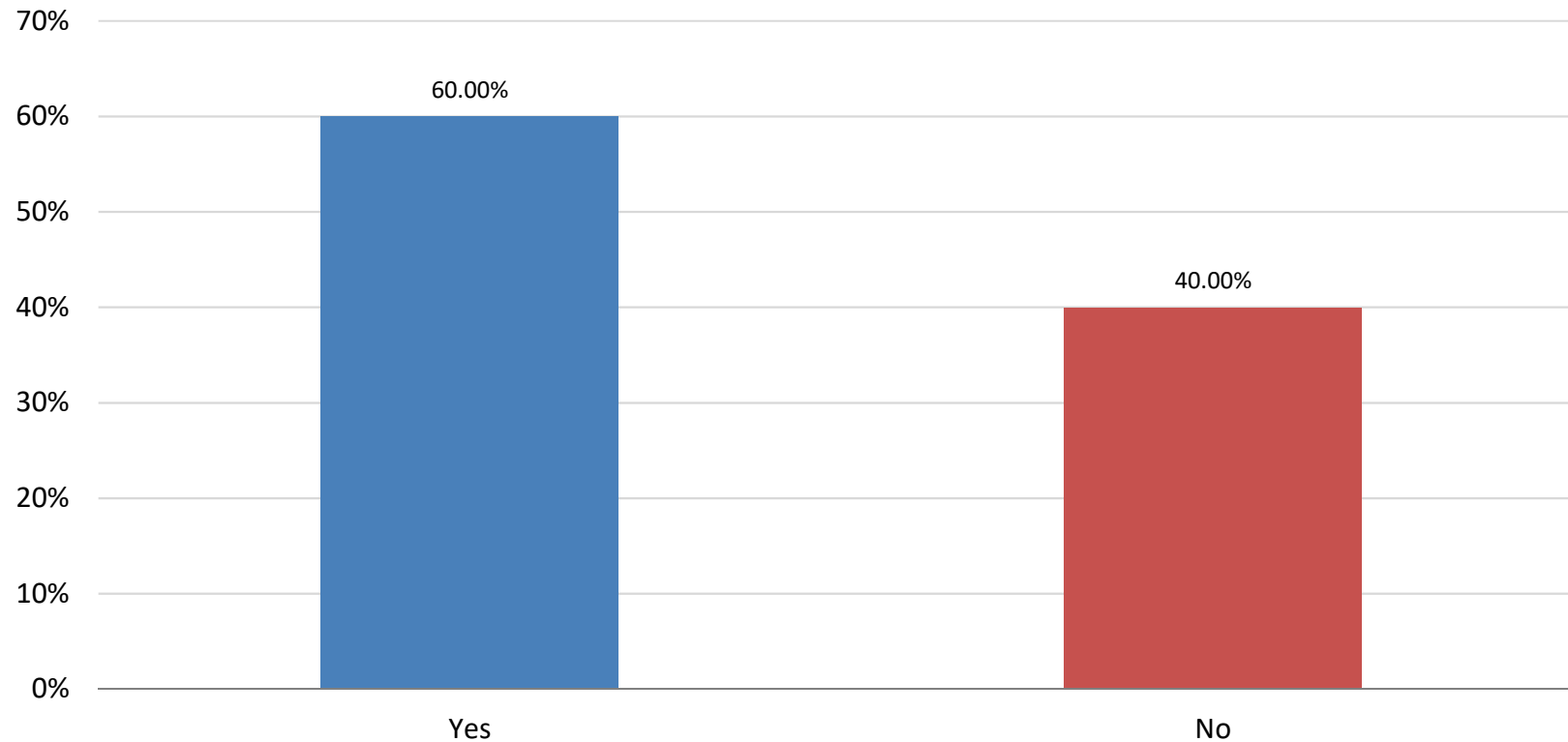
Mean : 1.790 | Confidence Interval @ 95% : [1.694 - 1.886] | Standard Deviation : 0.545 | Standard Error : 0.049

Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has, or is likely to, affect you over a period of time?



Mean : 1.840 | Confidence Interval @ 95% : [1.739 - 1.941] | Standard Deviation : 0.574 | Standard Error : 0.051

Would you like to receive the results of this consultation and be informed about the launch of new consultations in North East Lincolnshire?



Mean : 1.403 | Confidence Interval @ 95% : [1.317 - 1.490] | Standard Deviation : 0.493 | Standard Error : 0.044