

Customer Accessibility Analysis for Housing Advice Reorganisation (Single HAC Model)

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1. Introduction:

- 1.1. It is currently proposed to restructure the Housing Advice Service and reduce the number of centres at which a face to face service is provided. Currently there are four Housing Advice Centres (HAC's) that cover the city, currently based at Sparkbrook, Erdington, Northfield and Newtown. We are seeking to move to a single site approach based at the current Newtown HAC site.
- 1.2. The aim of this report is to provide an overview of customer accessibility to the site via public transport and outline emergency arrangements for accessibility. Existing mitigation and information outlined in the Equality Analysis (EA) to which this document is attached is not affected by the data outlined here.

2. Methodology:

- 2.1. In view of the size of the Birmingham City area, reviewing transport arrangements for customers accessing the service at a street or estate level is not a viable option. Analysis of travel arrangements based on a district area would however provide data too generalised in view of the size of these districts and would not give an accurate representation of the public transport networks available to customers.
- 2.2. It was therefore determined that a ward level analysis was the most appropriate and realistic means of indicating customer accessibility in relation to the proposed one HAC model for Housing Advice.
- 2.3. It is assumed that customers will not have access to their own vehicle or to another's that can be relied upon in times of crisis. However this is not a universal assumption and it should be considered that many customers may well have such access. Therefore consideration was given to those accessing the proposed HAC centre in Newtown via private transport as well as public.
- 2.4. Using data from Ward profiles a single site was selected within each ward of Birmingham City. This site was selected as a recognised point within each ward and in most cases is the site (or one of the sites) where the local Ward Committee meet. Where this information was unavailable a site such as a local community centre or other site referenced in the ward profile was selected.
- 2.5. This site was then used as a basis to map distance (via road networks) from the proposed HAC site in Newtown and thus gives an indication as to travel distance and time for those accessing the HAC via their own vehicle or another private means of transport.
- 2.6. This same site was also used as the starting point to undertake a journey planner via public transport (National Express Busses) to the proposed HAC site. The journey time and number of changes was recorded also. These sites are accurately

represented in relation to their positioning in the ward and marked on the map provided with this document (2.10 & 9).

- 2.7. In mapping Public Transport journeys consideration was given to journeys to and from public transport pick up/drop off and interchange points. Recognising the difficulty elderly customers, those with young children and those with disabilities may experience in walking long distances, routes were planned for expedience however estimated total walking times (over the duration of the journey) were limited to 15 minutes.

3. Assumptions and Constraints

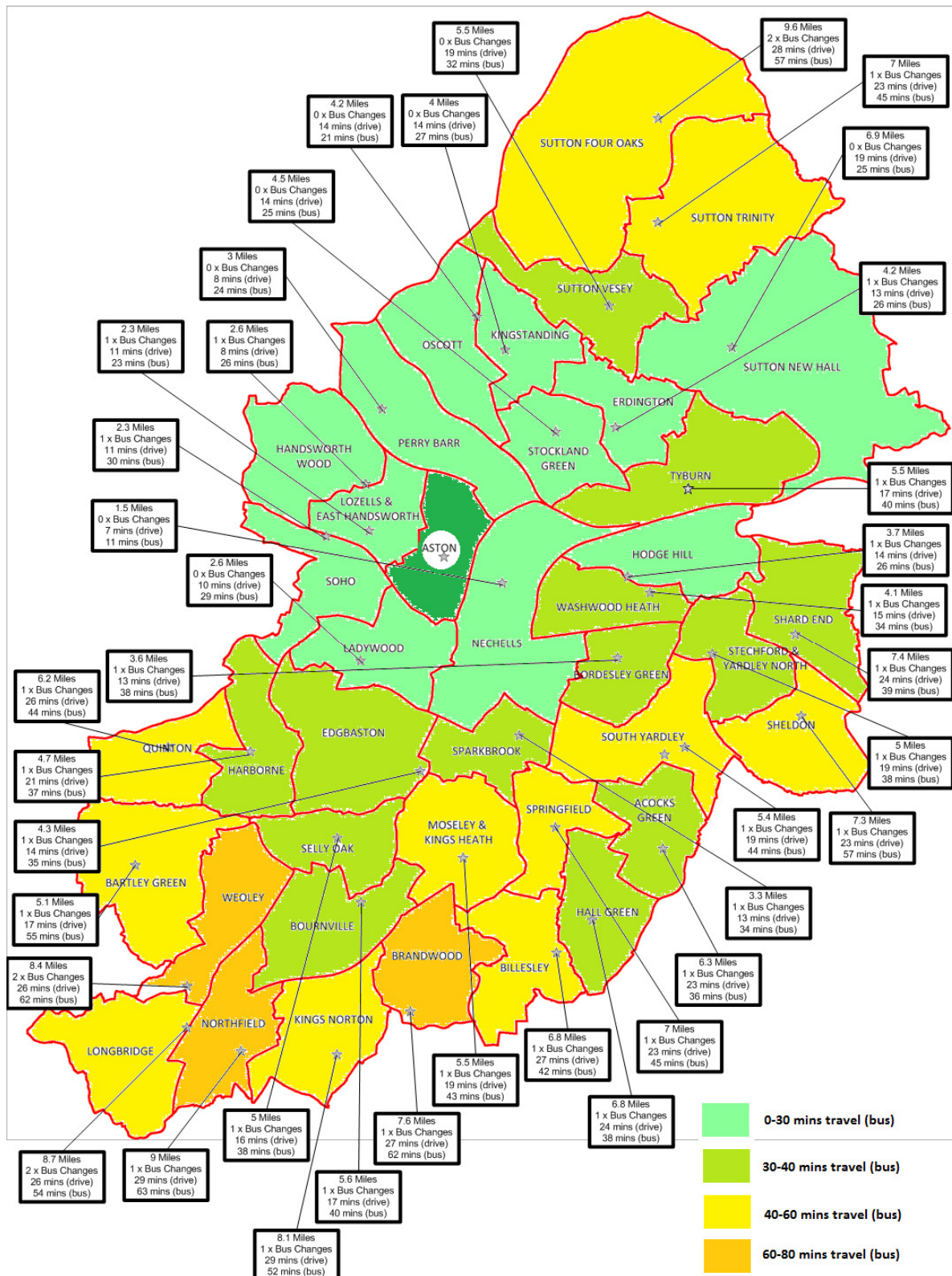
- 3.1. The data analysis is limited to a ward level. In larger wards customers may have to travel via an alternate route which may or may not involve additional walking times and additional bus interchanges. However, given the similar journey times noted in ward locations within close proximity to each other (identified during the analysis) it is not anticipated that this will impact significantly on journey times for customers.
- 3.2. Public Transport routes are subject to change and may do so at any time during and following the Housing Advice Redesign project. Bus timetables also vary in frequency throughout the day. For the purposes of this analysis and for consistency each journey started at 0930hrs and is therefore aligned to a morning timetable.
- 3.3. National Express Journey Planner assumes an average walking speed (considered 5kmph). It is recognised that elderly customers, those with young children and those with disabilities may take longer to walk the same distances.
- 3.4. Data from July 2014 shows that the average UK daily Commute for work purposes was 54 minutes¹. In considering that many of these persons will equally use public transport an assumption is made that this time (+/-10%) is an acceptable travel time for access to the service.
- 3.5. Distance from selected locations to the proposed HAC site is calculated via Google Maps. Travel time is calculated via the National Express West Midlands Journey Planner. Data is therefore dependant on the accuracy of these systems however they are considered accurate and fit for purpose.
- 3.6. It should be noted that some customers may wish to use a train to cross the city as Birmingham is served by a good rail network, particularly the cross city line. However we have assumed that the majority of customers will utilise the bus service or their own transport.

¹ <http://www.express.co.uk/life-style/life/493116/Commuting-facts-from-around-the-world> accessed 23.07.2015

4. Summary Data:

- 4.1. A total of 32.5% of wards within Birmingham (13) are able to access the Newtown HAC site by utilising public transport within 30 minutes or less.
- 4.2. A further 25% (10 wards) are able to access the site within 30-40 minutes.
- 4.3. 35% (14) of the wards in the city can reach the site within 40-60 minutes.
- 4.4. Only 7.5% of wards (3) take in excess of 60 minutes to reach the site via public transport. All of these wards exceed the 1hr barrier only minimally with none taking more than 63 minutes to reach the site.
- 4.5. The citywide (mean) average distance for those travelling by car is 5.21 miles equating to an average travel time of 18 minutes. The citywide average travel time for those traveling by public transport is 37 minutes.
- 4.6. Referring to 2013/14 Homeless Applicant data, 4 out of the 5 wards of highest demand are within 0-30 minutes travel from the Newtown site. These wards being Aston, Lozells, Soho & Nechells.
- 4.7. The remaining ward of highest demand (Sparkbrook) is within 30-40 minutes travel by public transport.
- 4.8. 37 (93%) of Birmingham's 40 wards can access the Newtown HAC site by public transport on 2 buses or less. Of these 9 wards (23%) can access the site via a direct bus with no changes.
- 4.9. Only 3 wards require 2 bus changes to access the site.
- 4.10. Birmingham City Council will, where necessary, provide tickets for customers with no other means, in order for them to access public transport. These tickets are limited to Bus only and detailed further in (7). It is foreseen that this will not be a regular occurrence.
- 4.11. In many cases customers may choose to access the HAC via other forms of public transport, for which they will be financially responsible. This includes trains and Midlands Metro.
- 4.12. Birmingham has an extensive rail and metro network serving a large area of the city. There are presently 32 rail stations which service 20 of Birmingham's wards. In addition there are a further 6 Midland Metro stations servicing 5 of Birmingham's wards (presently in the process of extension).
- 4.13. This rail/light rail covers a large area of the city and provides customers with improved travel options. A table showing this network can be found at section 10.

4.14. A map showing summary data of the Ward level analysis in relation to accessibility is shown below. A larger version can be found at 9. On Page 20.



Datasheet

Ward	District	Central Point	Postcode	Distance to HAC (Miles)	Drive Travel Time (Mins)	Buses	Changes	Bus Travel Time (Mins)	Travel Time Group
Acocks Green	Yardley District	Fox Hollies Forum	B27 7RA	6.3	23	T, 51	1	36	30-40
Aston Ward	Ladywood District	Newtown Community Centre	B19 2SW	0	0	0	0	0	0-30
Bartley Green	Edgbaston District	Bartley Green School	B32 3QJ	5.1	17	X64, 33	1	55	40-60
Billesley	Selly Oak District	Yardley Wood Library	B14 4DU	6.8	27	T, 7	1	42	40-60
Bordesley Green	Hodge Hill District	Bordesley Green J&I	B9 5XX	3.6	13	97, 33	1	38	40-60
Bournville	Selly Oak District	Stirchley Library	B30 2JT	5.6	17	47, 51	1	40	40-60
Brandwood	Selly Oak District	Bells Farm Community Centre	B14 5QP	7.6	27	50, 51	1	62	60+
Edgbaston	Edgbaston District	Edgbaston Cricket Ground	B5 7QU	4.3	14	47, 51	1	35	30-40
Erdington	Erdington District	Erdington HAC	B23 6RE	4.2	13	904, 33	1	26	0-30
Hall Green	Hall Green District	Highfield Hall	B28 0HS	6.8	24	T, 7	1	38	30-40
Handsworth Wood	Perry Barr District	Handsworth Wood Road	B20 2DR	2.6	8	11C, 952	1	26	0-30
Harborne	Edgbaston District	Harborne Pool & Fitness Centre	B17 9QS	4.7	21	24, 37	1	37	30-40
Hodge Hill	Hodge Hill District	Ward End Library	B8 2HF	3.7	14	94, 8A	1	26	0-30
Kingstanding	Erdington District	Kingstanding Leisure centre	B44 0EW	4	14	20	0	27	0-30
Kings Norton	Northfield District	Ark Kings Academy	B38 9DE	8.1	29	45, 51	1	52	40-60
Ladywood	Ladywood District	Ladywood Health & Community Centre	B16 8RP	2.6	10	8C	0	29	0-30
Longbridge	Northfield District	The Meadows Primary School	B31 2SW	8.7	26	63, X64, 33	2	54	40-60
Lozells and East Handsworth	Perry Barr District	Welford Primary School	B20 2BL	2.3	11	46, 51	1	23	0-30

Appendix D: Customer Accessibility & Travel Analysis (Housing Advice)

Ward	District	Central Point	Postcode	Distance to HAC (Miles)	Drive Travel (Mins)	Buses	Changes	Bus Travel (Mins)	Travel Time Group
Moseley and Kings Heath	Hall Green District	Kings Heath Primary School	B14 7AJ	5.5	19	35, 33	1	43	40-60
Nechells	Ladywood District	Nechells Community Centre	B7 5DT	1.5	7	8A	0	11	0-30
Northfield	Northfield District	West Heath Community Assco	B31 3QY	9	29	45, 51	1	63	60+
Oscott Ward	Perry Barr District	610 Community Centre	B44 9SH	4.2	14	935	0	21	0-30
Perry Barr	Perry Barr District	Perry Barr Methodist Church	B42 1QF	3	8	952	0	24	0-30
Quinton	Edgbaston District	Quinbourne Community Centre	B32 2TW	6.2	26	24, 7	1	44	40-60
Selly Oak	Selly Oak District	Elim Church Centre	B29 6EU	5	16	X64, 33	1	38	30-40
Shard End	Hodge Hill District	The Pump, Kitts Green Road	B33 9SB	7.4	24	14, 8A	1	39	30-40
Sheldon	Yardley District	Sheldon Community Centre	B26 2RU	7.3	23	17, 51	1	57	40-60
Soho	Ladywood District	Soho Health Centre	B21 9RY	2.3	11	75, 7	1	30	0-30
South Yardley	Yardley District	South Yardley Library	B25 8LT	5.4	19	900, 33	1	44	40-60
Sparkbrook	Hall Green District	Sparkbrook Community and Health Centre	B11 1LU	3.3	13	37, 51	1	34	30-40
Springfield	Hall Green District	The Springfield Centre	B13 9NY	4.8	20	6, 33	1	39	30-40
Stechford and Yardley North	Yardley District	Stetchford Police Station	B33 8RR	5	19	53, 8A	1	38	30-40
Stockland Green	Erdington District	Highcroft Community Centre	B23 7JG	4.5	14	65	0	25	0-30
Sutton New Hall	Sutton Coldfield District	Walmley Community Hall	B76 1NP	6.9	19	65	0	25	0-30
Sutton Four Oaks	Sutton Coldfield District	Mere Green Community Centre	B75 5BT	9.6	28	78, 904, 51	2	57	40-60
Sutton Trinity	Sutton Coldfield District	Sutton Town Hall	B73 6AB	7	23	110, 51	1	45	40-60
Sutton Vesey	Sutton Coldfield District	The Carpenters Arms	B73 5UY	5.5	19	907	0	32	40-60
Tyburn	Erdington District	Castle Pool	B35 7JE	5.5	17	116, 33	1	40	40-60
Washwood Heath	Hodge Hill District	Thornton Road Primary School	B8 2LQ	4.1	15	55, 51	1	34	30-40
Weoley	Northfield District	Allens Cross Community Centre	B31 1RH	8.4	26	61, X64, 33	2	62	60+

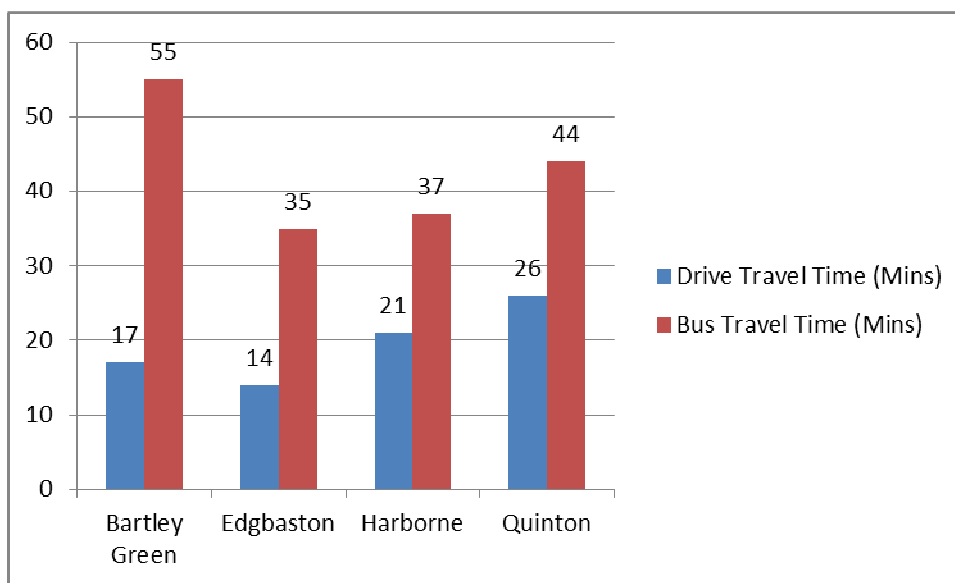
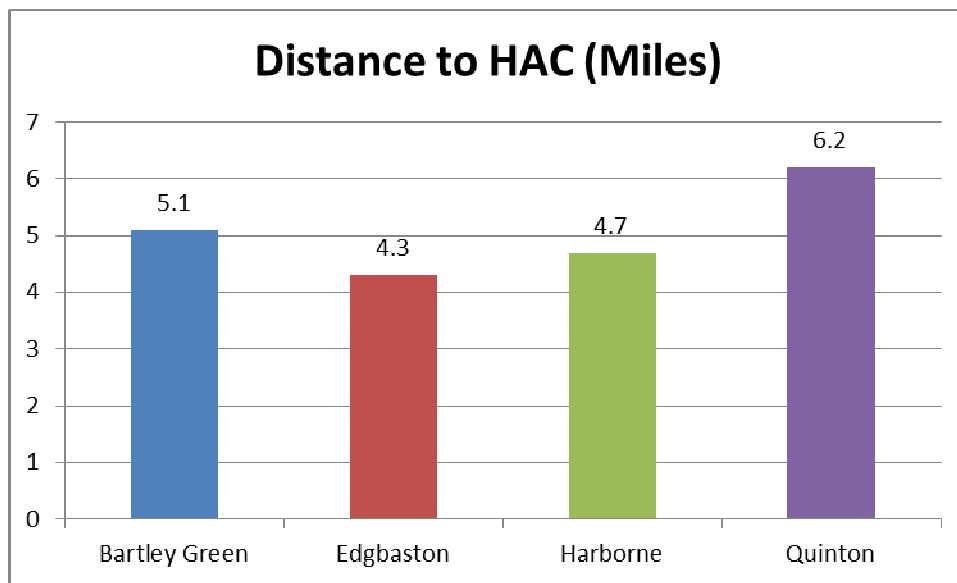
5. District & Ward Summaries

5.1. Edgbaston District:

5.1.1. The average distance from Newtown HAC to Edgbaston district is 5.3 miles. Quinton is the furthest from the site at 6.2 miles. All wards are within 14-26 minutes travel by car and the site can be reached from all wards by public transport in between 35-55 minutes.

5.1.2. Those utilising Public Transport can all access the HAC in not more than 2 bus journeys.

5.1.3. Summary data by Ward is shown below graphically.

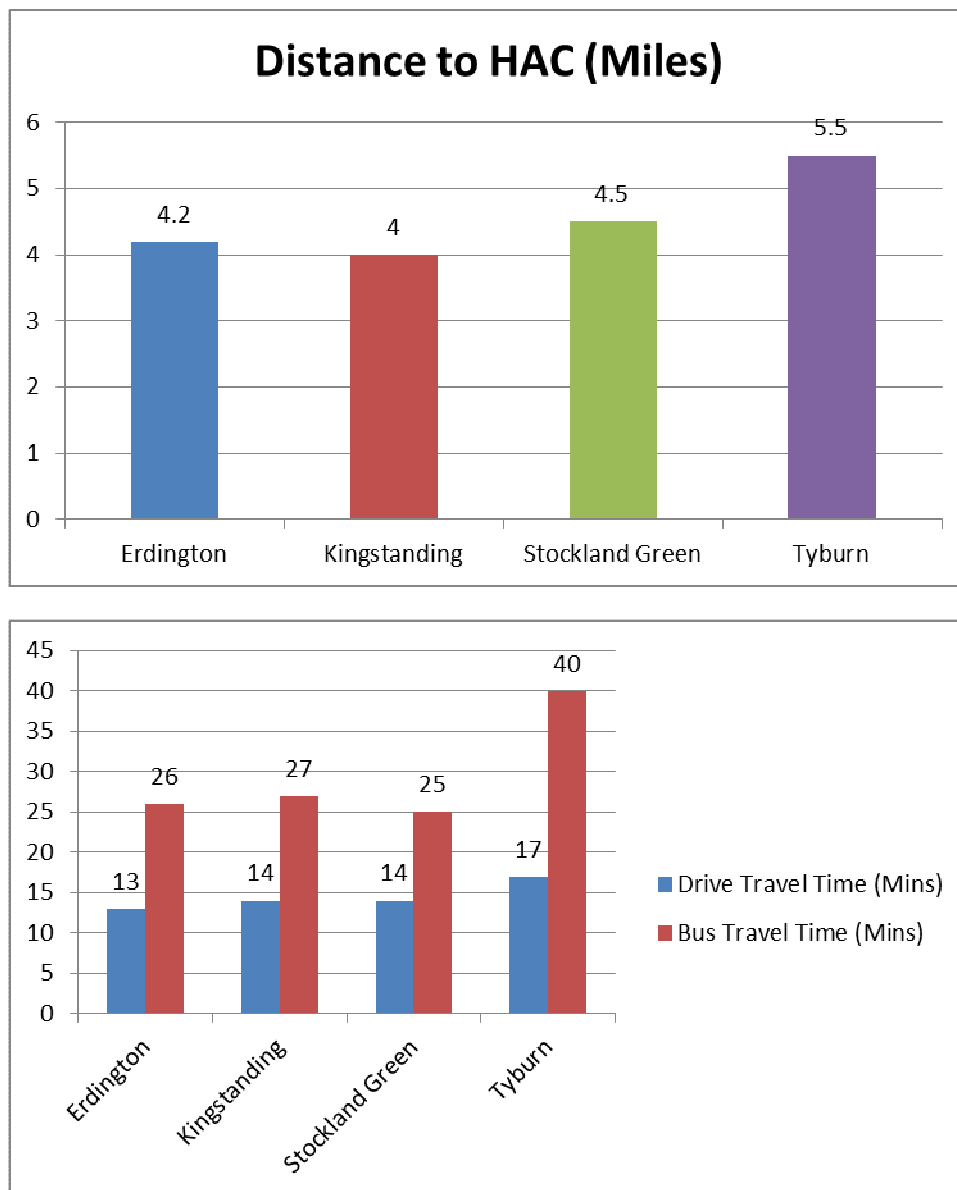


5.2. Erdington District

5.2.1. The average distance from Newtown HAC to Erdington District is 4.6 miles. Tyburn is the furthest from the site at 5.5 miles. All wards are within 13-17 minutes travel by car and the site can be reached from all wards by public transport in between 25-40 minutes.

5.2.2. Those utilising Public Transport can all access the HAC in not more than 2 journeys maximum and those from Kingstanding & Stockland Green can access the site via a direct bus route.

5.2.3. Summary data by Ward is shown below graphically.

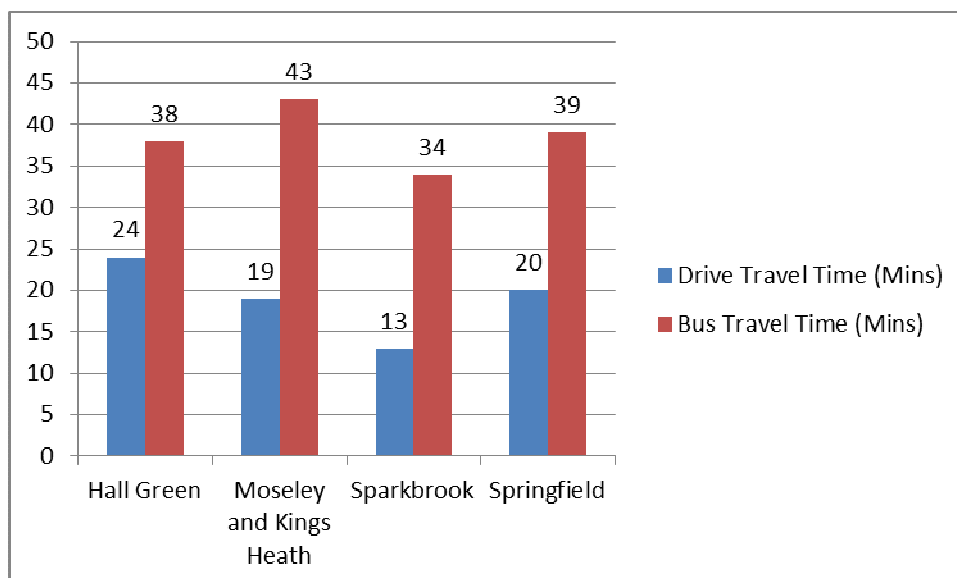
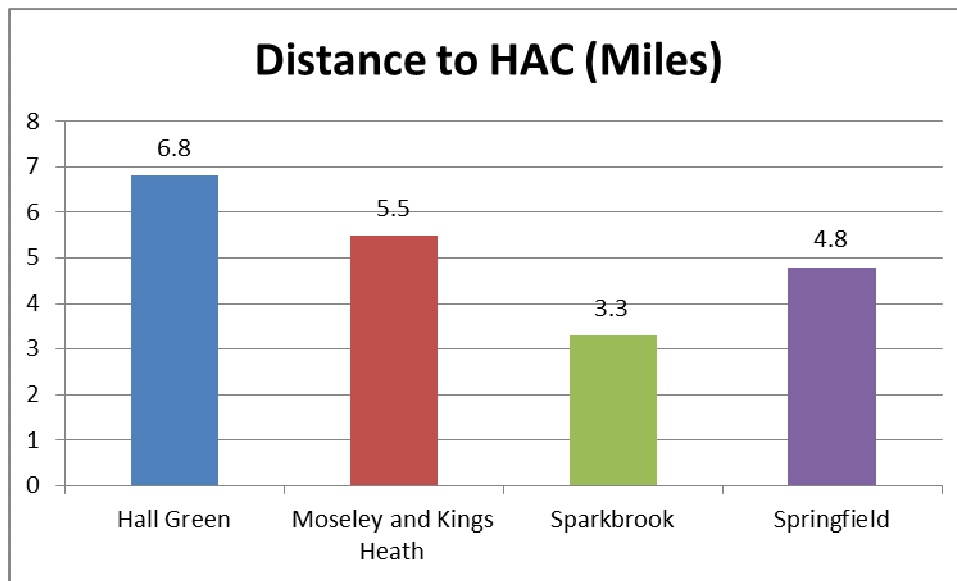


5.3. Hall Green District:

5.3.1. The average distance from Newtown HAC to Hall Green District is 5.1 miles. Hall Green is the furthest ward from the site at 6.8 miles. All wards are within 13-24 minutes travel by car and the site can be reached from all wards by public transport in between 34-43 minutes.

5.3.2. Those utilising Public Transport can all access the HAC in not more than 2 bus journeys.

5.3.3. Summary data by Ward is shown below graphically.

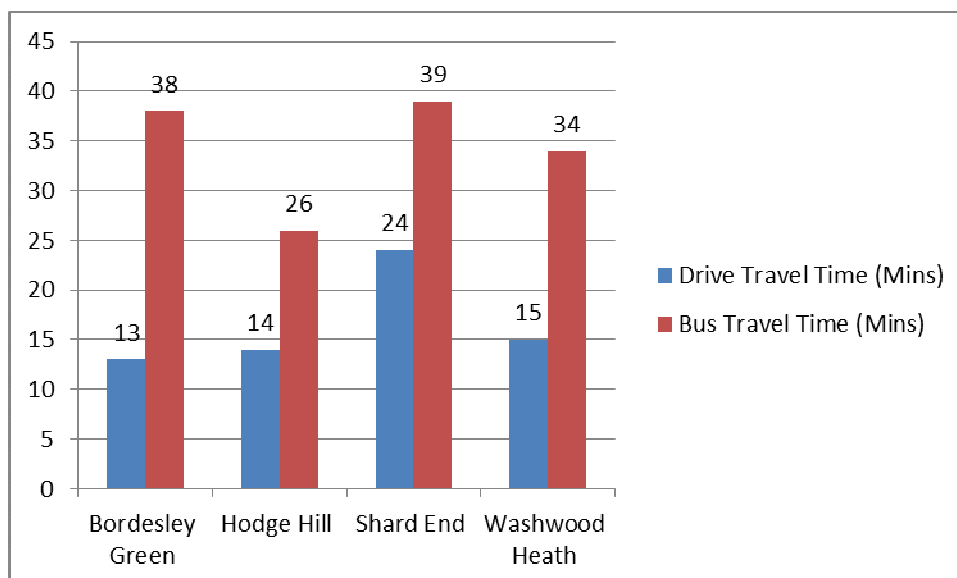
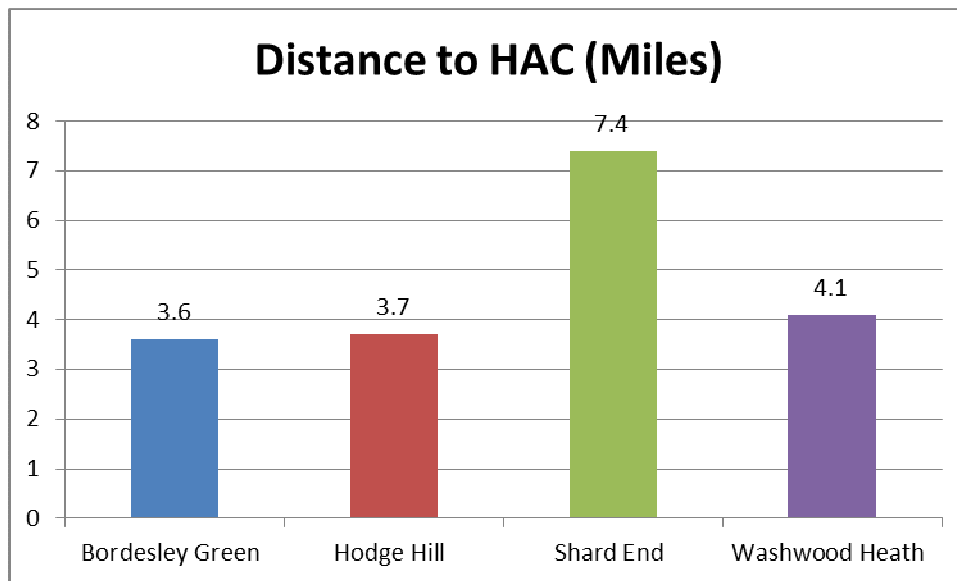


5.4. Hodge Hill District:

5.4.1. The average distance from Newtown HAC to Hodge Hill District is 4.7 miles. Shard End is the furthest ward from the site at 7.4 miles. All wards are within 13-24 minutes travel by car and the site can be reached from all wards by public transport in between 26-39 minutes.

5.4.2. Those utilising Public Transport can all access the HAC in not more than 2 bus journeys.

5.4.3. Summary data by Ward is shown below graphically.



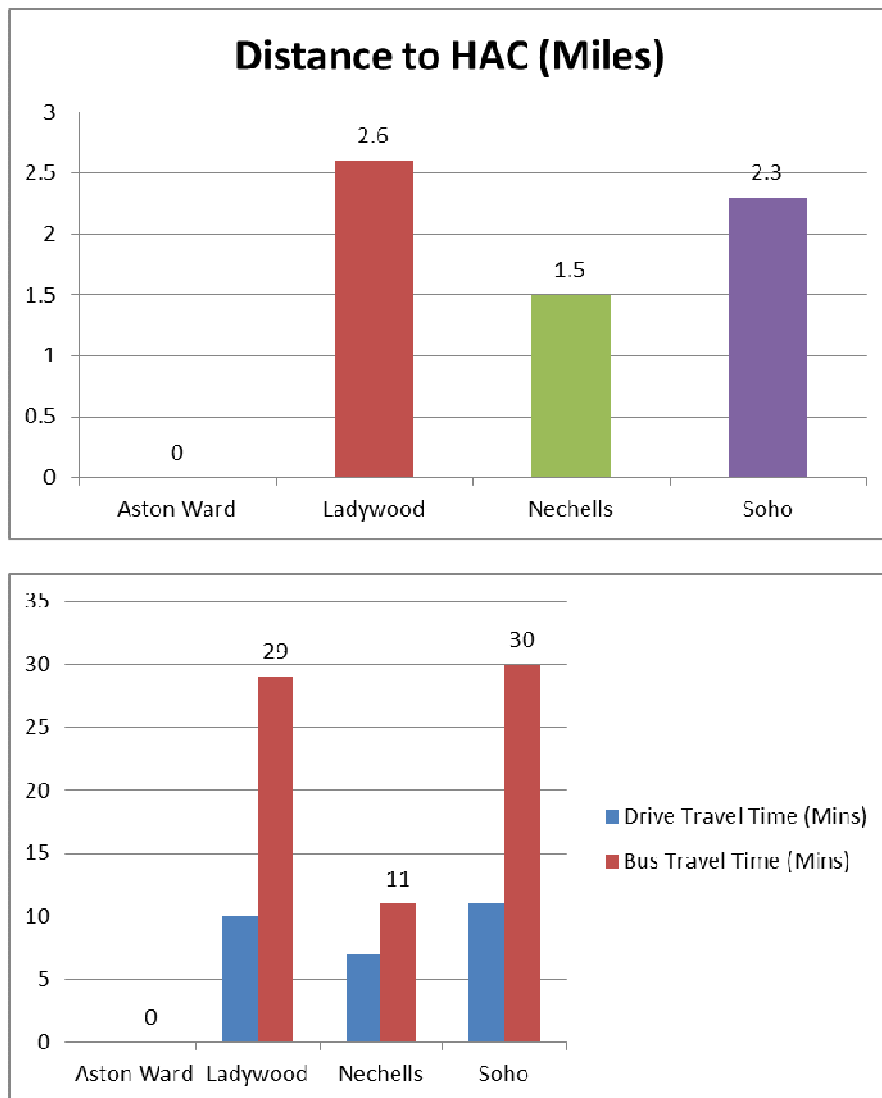
5.5. Ladywood District

5.5.1. The average distance from Newtown HAC to wards within the Ladywood District is 2.1 miles. For the purposes of this assessment Aston Ward is excluded as the Newtown HAC sits within this ward and would therefore provide skewed data.

5.5.2. Ladywood is the furthest ward from the site at 2.6 miles. All wards are within 7-11 minutes travel by car and the site can be reached from all wards by public transport in between 11-30 minutes.

5.5.3. Most of those utilising Public Transport (Ladywood & Nechells wards) can access a direct bus route to the site save for those in the Soho ward who will have to change buses once.

5.5.4. Summary data by Ward is shown below graphically.



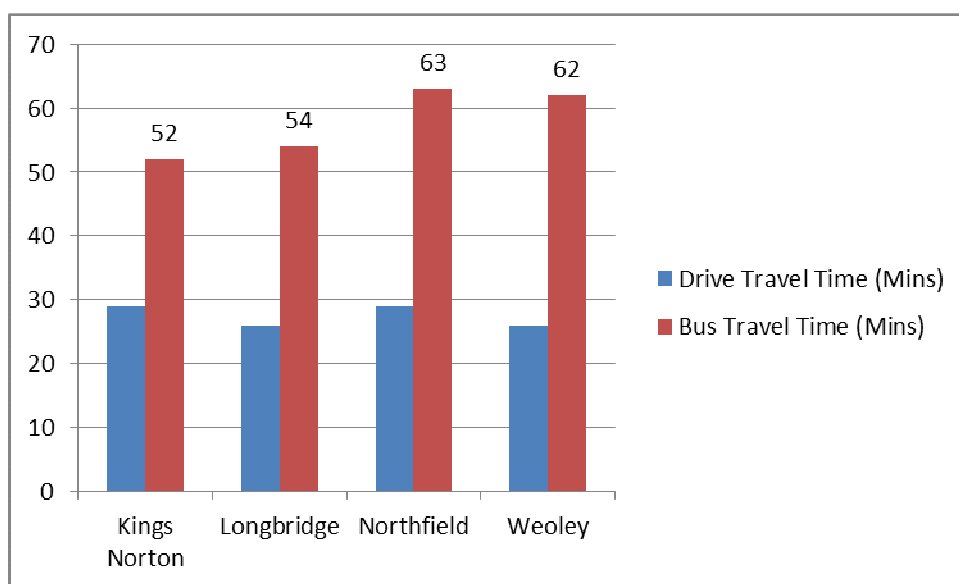
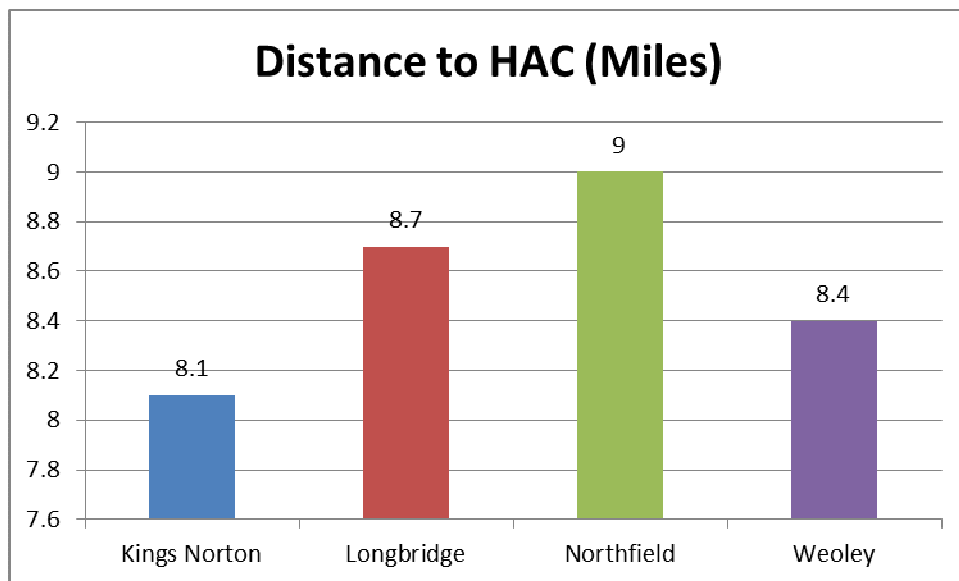
5.6. Northfield District

5.6.1. The average distance from Newtown HAC to Northfield Hill District is 8.55 miles.

Northfield is the furthest ward from the site at 9 miles. All wards are within 30 minutes travel by car and the site can be reached from all wards by public transport in between 52-63 minutes.

5.6.2. Those utilising Public Transport in Northfield & Kings Norton Wards can all access the HAC in not more than 2 bus journeys. Those coming from Longbridge & Weoley will require an additional change and travel via 3 busses.

5.6.3. Summary data by Ward is shown below graphically.

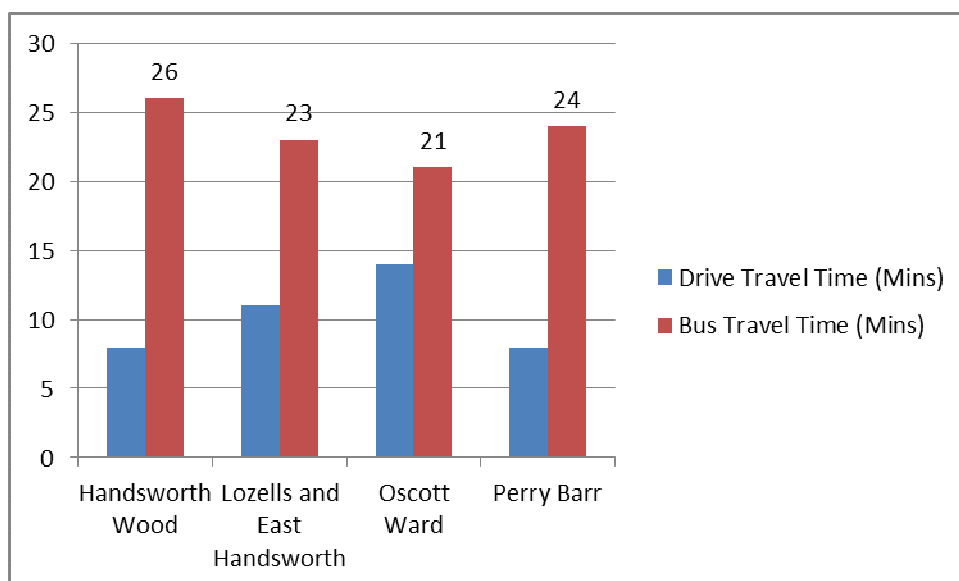
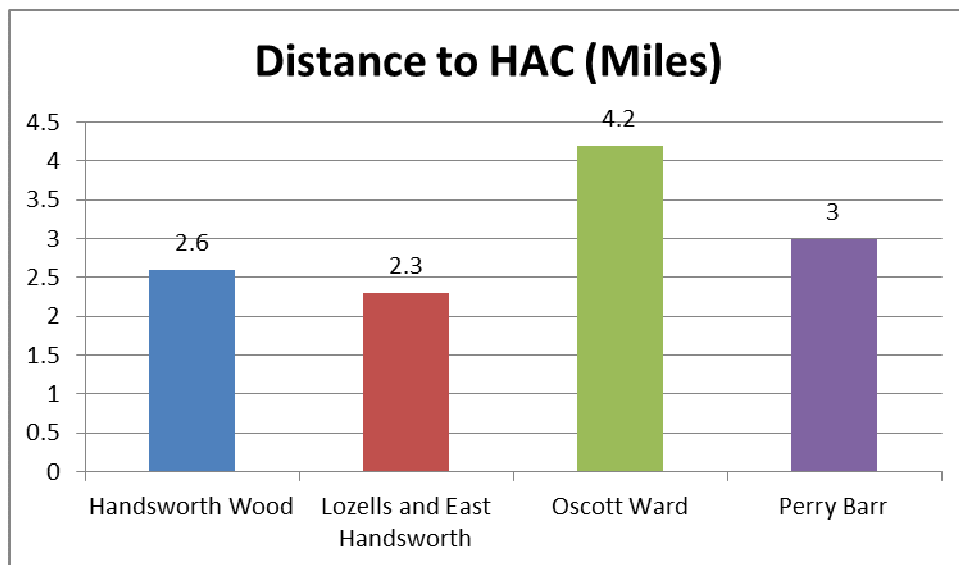


5.7. Perry Barr District:

5.7.1. The average distance from Newtown HAC to Perry Bar District is 3.05 miles. Oscott is the furthest ward from the site at 4.2 miles. All wards are within 8-14 minutes travel by car and the site can be reached from all wards by public transport in between 21-26 minutes.

5.7.2. Those utilising Public Transport from Oscott or Perry Barr Wards can reach the Newtown Site via a direct bus route. Those coming from Handsworth Wood & Lozells and East Handsworth Wards will require an additional bus journey.

5.7.3. Summary data by Ward is shown below graphically.

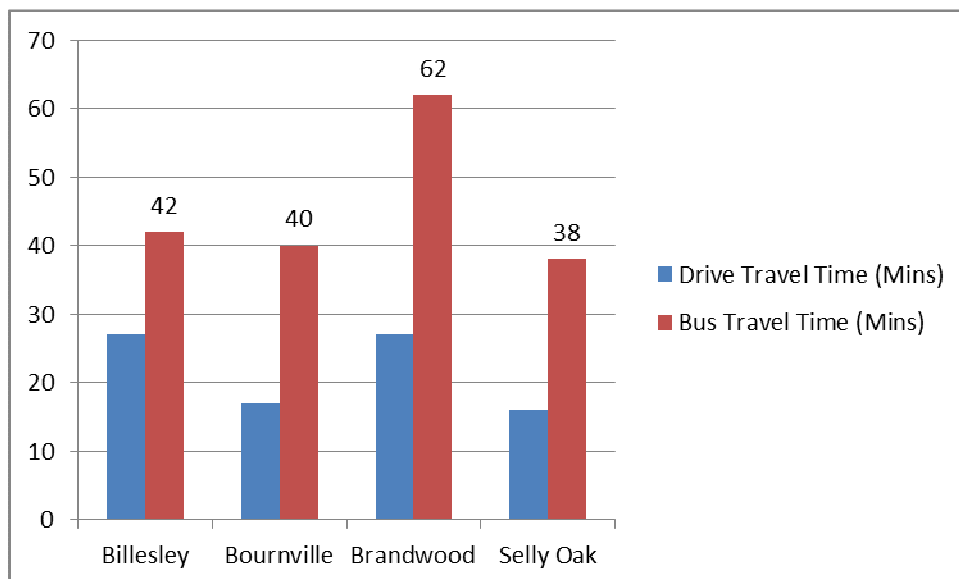
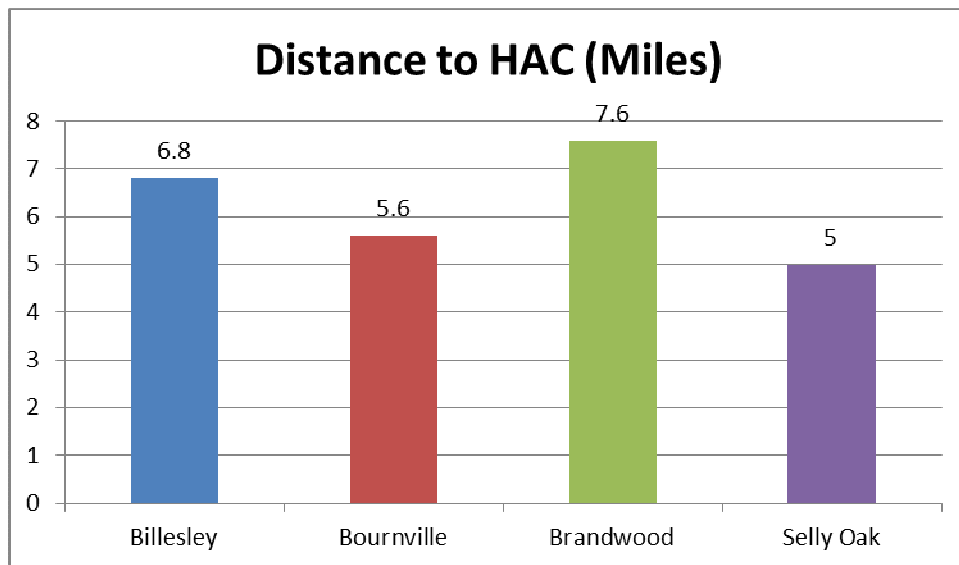


5.8. Selly Oak District:

5.8.1. The average distance from Newtown HAC to Selly Oak District is 6.25 miles. Brandwood is the furthest ward from the site at 7.6 miles. All wards are within 16-27 minutes travel by car and the site can be reached from all wards by public transport in between 38-62 minutes.

5.8.2. Those utilising Public Transport can all access the HAC in not more than 2 bus journeys.

5.8.3. Summary data by Ward is shown below graphically.

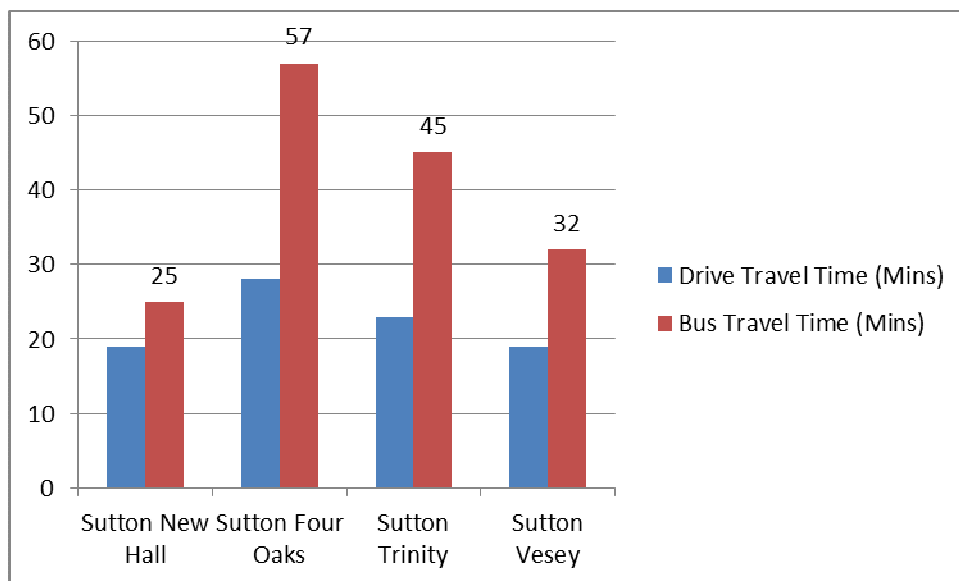
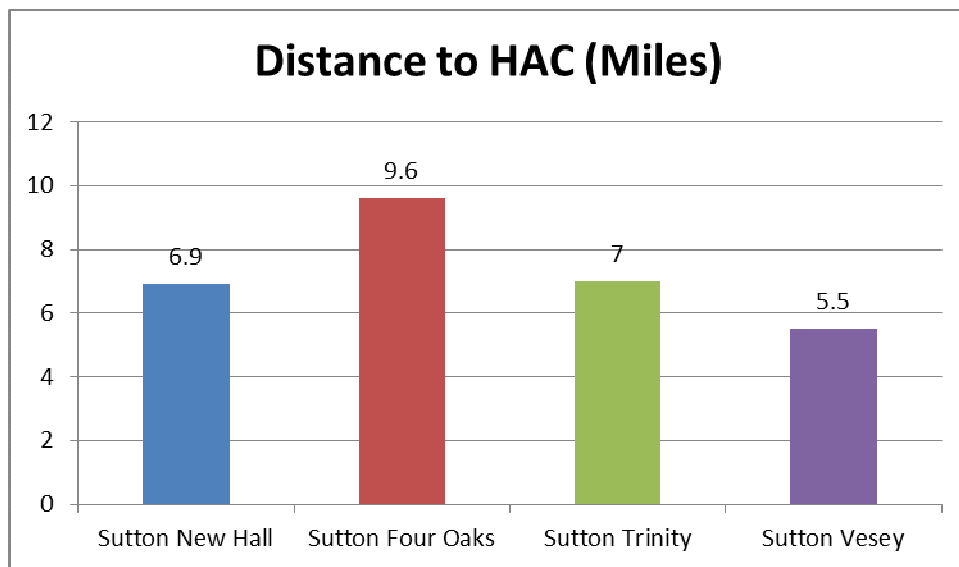


5.9. Sutton Coldfield District

5.9.1. The average distance from Newtown HAC to Sutton Coldfield District is 7.25 miles. Sutton Four Oaks is the furthest ward from the site at 9.6 miles. All wards are within 19-28 minutes travel by car and the site can be reached from all wards by public transport in between 25-57 minutes.

5.9.2. Those utilising Public Transport from Sutton New Hall and Sutton Vesey can access the site via a direct bus route, those visiting from Sutton Trinity can all access the HAC in not more than 2 bus journeys however those from Sutton Four Oaks ward will require an additional bus journey

5.9.3. Summary data by Ward is shown below graphically.

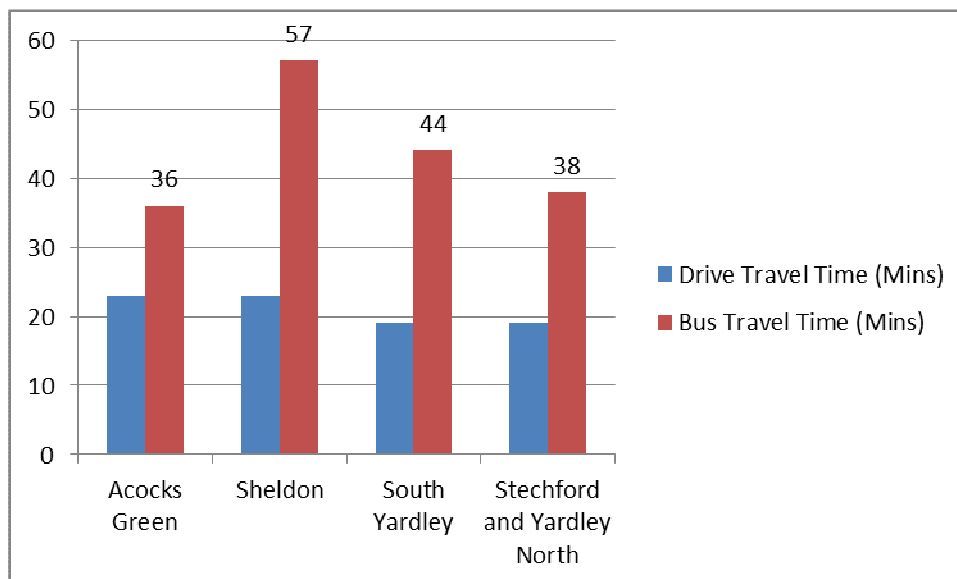
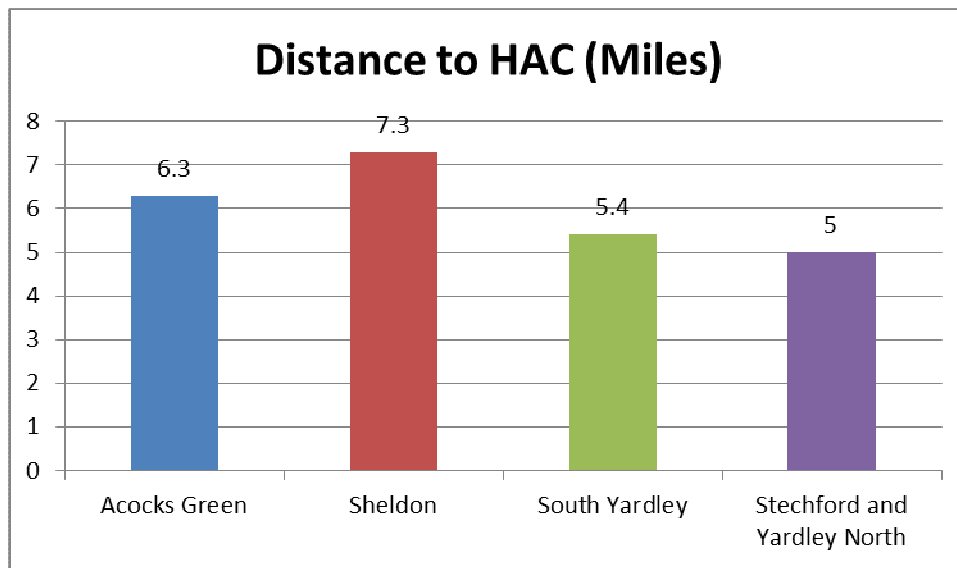


5.10. Yardley District

5.10.1. The average distance from Newtown HAC to Yardley District is 6 miles. Sheldon is the furthest ward from the site at 7.3 miles. All wards are within 19-23 minutes travel by car and the site can be reached from all wards by public transport in between 36-57 minutes.

5.10.2. Those utilising Public Transport can all access the HAC in not more than 2 bus journeys.

5.10.3. Summary data by Ward is shown below graphically.



6. Emergency & Crisis Planning:

- 6.1. All public travel analysis has been undertaken using National Express bus routes. This is to ensure that the practice of providing bus tickets for those who are unable to reach a Housing Advice centre can be maintained.
- 6.2. The Neighbourhood Advice & Information Service (NAIS) is presently undertaking a restructure of services and the future sites which these services will be delivered from is not known at the present time. However it is believed that the former HAC Sites at Erdington, Northfield and Sparkbrook will continue to provide a face to face service.
- 6.3. The Homeless and Pre Tenancy Service will cooperate with NAIS to develop protocols to allow for the issue of 'Day Saver' bus tickets from these sites to assist those financially unable to reach the Newtown site by themselves. This will ensure that the move from four centres to one will, save for travel time, provide a continuity of service to that currently available.
- 6.4. The provision of enhanced phone advice will allow customers unable to reach the new site to receive telephone advice and, where necessary, be directed to one of these NAIS centres where travel arrangements can be made.
- 6.5. Alternatively customers who present at one of the former HAC sites expecting a service will be able to use a phone to contact an adviser and be advised whether to attend on the same day or can book a suitable appointment (taking into consideration the time the customer could get to Newtown for.)
- 6.6. As the service develops it is presently the intention to seek to expand this network of locations where travel tickets can be issued from to include other BCC public facing offices (such as Social Care and Landlord Services). However these arrangements will require additional development.
- 6.7. For those unable to utilise the public travel network the EA to which this document is appended provides for mitigation in the form of visiting officers and the provision of taxi's in the most urgent and serious cases. This number is expected to be small and the provision of taxis in such cases will be locally administered.
- 6.8. The provision of both Day Saver Tickets and Taxi's has clear cost implications for BCC if incorrectly administered and therefore the provision of such will need to be assessed on a case by case basis and provided at the discretion of local Homeless and Pre Tenancy Service Managers.
- 6.9. A formal procedure will be developed to manage the process of dealing with emergency situations and will address the process of travel arrangements prior to go live of the remodelled service.

7. Conclusions:

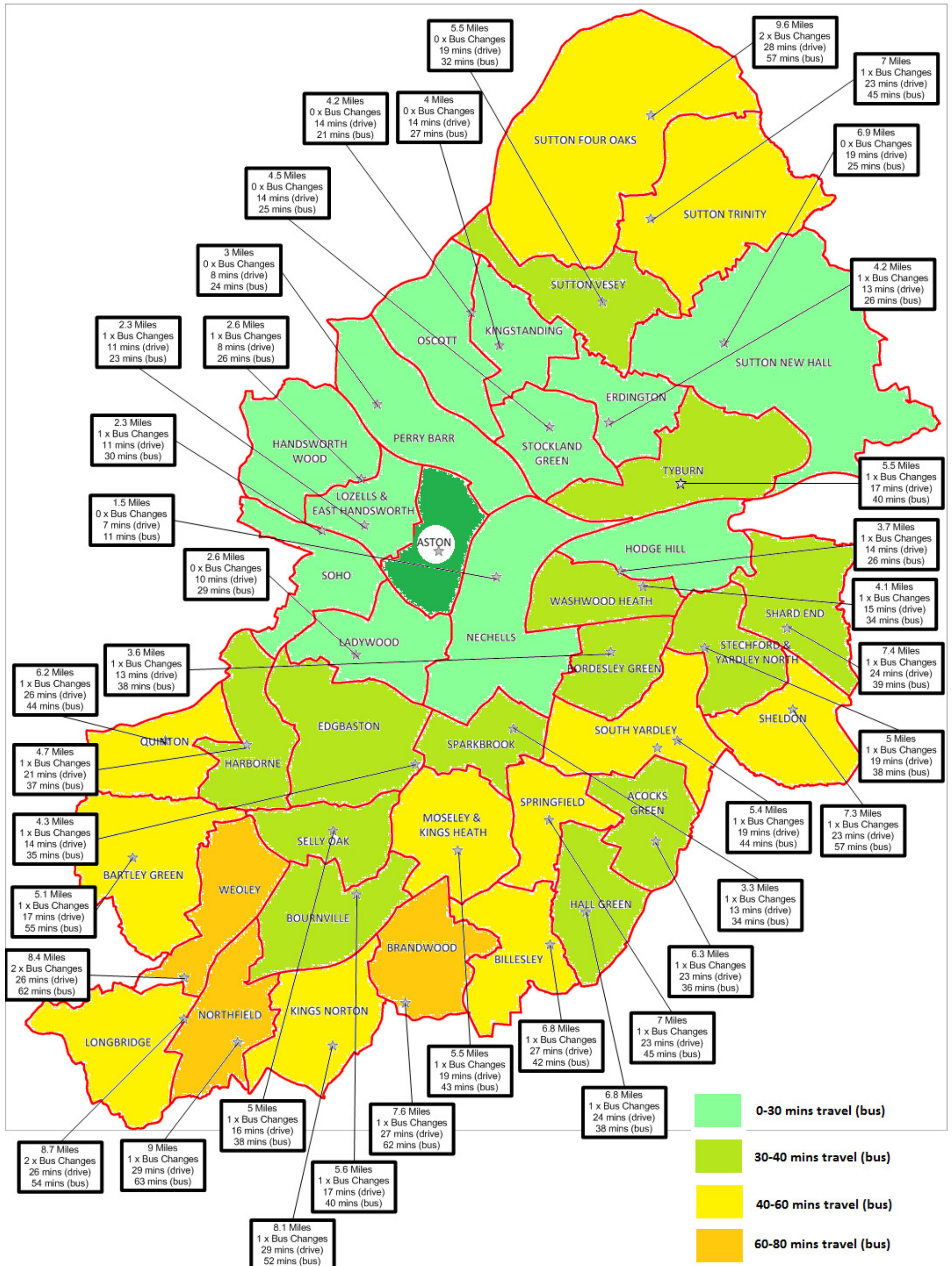
- 7.1. The additional customer travel incurred by a single HAC option does not, in view of the number of trips that would be required in order to access the service, appear excessive. With the adoption of Online housing applications it is unlikely that most customers will be required to visit a HAC on more than one or two occasions in any time of crisis.
- 7.2. The provision of enhanced online and telephone advice as well as online housing applications in the future HAC/Housing Advice model is intended to provide a greater flexibility in appointments and reduce un-necessary visits thus reducing the number of repeat visits as well as the overall total of visitors to the HAC.
- 7.3. There is likely to be some limited additional inconvenience to customers however this is unlikely to exceed the average daily commute undertaken by a large number of the Birmingham population. In view of the provision of alternate service options (8.1 & 8.2) reducing the number of repeat visits to the site it is again suggested that occasional visits would not create an excessive additional burden on customers in terms of travel.
- 7.4. There is sufficient mitigation in place to deal with crisis situations (where people are financially or physically unable to reach the proposed site) in visiting officers, telephone advice, online services and the provision of buses and taxis (in the most extreme circumstances) however future plans to increase the number of locations where the issue of bus tickets is available will improve the resilience of the service against any challenge to single site provision.

Report Produced by

Andy Clarke
Business Analyst

Business Change Team (Projects)
24/07/2015
Tel: 07730282801
Email: andrew.j.clarke@birmingham.gov.uk

9: Citywide Travel Analysis



10. Birmingham Rail & Light Rail Network by Ward

Station	Ward	Direct Line to Aston	Postcode
Blake Street	Sutton Four Oaks	Y	B74 4EB
Butlers Lane	Sutton Four Oaks	Y	B75 5HR
Four Oaks	Sutton Four Oaks	Y	B74 2RX
Sutton Coldfield	Sutton Trinity	Y	B73 6AY
Wylde Green	Sutton Vesey	Y	B73 5LA
Chester Road	Sutton Vesey	Y	B73 5JS
Erdington	Erdington	Y	B23 6UB
Gravelly Hill	Erdington	Y	B23 7NH
Duddeston	Hodge Hill	Y	B8 1AR
Five Ways	Edgbaston	Y	B15 1SF
University	Edgbaston	Y	B15 2SA
Selly Oak	Selly Oak	Y	B29 6DW
Bournville	Bournville	Y	B30 2LP
Kings Norton	Kings Norton	Y	B30 3EL
Northfield	Northfield	Y	B31 2PY
Longbridge	Northfield	Y	B31 2TW
Lea Hall	Stetchford & Yardley North	N	B33 8JU
Stetchford	Stetchford & Yardley North	N	B33 8AH
Adderley Park	Nechells	N	B9 4TG
Bordesley	Nechells	N	B9 4HF
Small Heath	South Yardley	N	B10 DP
Tyseley	South Yardley	N	B11 2HH
Acocks Green	Acocks Green	N	B27 6EB
Spring Road	Springfield	N	B11 3DP

Appendix D: Customer Accessibility & Travel Analysis (Housing Advice)

Hall Green	Hall Green	N	B28 8AA
Yardley Wood	Hall Green	N	B28 0BY
Witton	Aston	Y	B6 6NS
Perry Barr	Lozells & East Handsworth	Y	B20 3JE
Hamstead	Perry Barr	Y	B42 1NJ
Snow Hill	Ladywood	Y	B3 2BJ
New Street Station	Ladywood	Y	B5 4AH
Aston	Nechells	Y	B6 7PR
Handsworth Booth Street (Metro)	Soho	N	B21 0NG
Winson Green Outer Circle Metro Stop	Handsworth Wood	N	B21 9PY
Soho Benson Road Metro Stop	Lozells & East Handsworth	N	B1 9BX
Jewellery Quarter Metro	Ladywood	N	B3 1RJ
St Pauls Metro Stop	Aston	N	B19 3JT
Snow Hill Metro Stop	Ladywood	Y	B3 2BJ