



HIGHWAYS AND TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE – 22 JANUARY 2026

QUESTIONS ASKED UNDER STANDING ORDER 35

Question asked by Mr. Richard Anderson

In 2025 the bus services through Thornton was removed.

Without a bus service, even though the former ones were barely adequate to effectively connect the people of the village to other places either locally or further afield, the residents of the village have been cut off from hospitals, dentists, supermarkets, families, friends, work, study, etc. etc.

Social exclusion is a major factor in mental health problems, access to medical facilities is a major factor in physical health care, access to work is a major factor in life, and these and more connections have been broken for all except those who have access to a working and affordable car or can afford frequent taxis, i.e. the poorest and most vulnerable have suffered. I cannot understand why this was done and would be grateful if you could explain why it should not be reinstated (if that is your decision), and what the plans for ameliorating the effects I have described will be. I note there is a bus-replacement taxi service, but that is for school start and end hours only and only goes to a school. Peoples' employment and University courses and health appointments and a host of other daily needs do not run to school hours (nor from school premises) rendering that a non-solution for the majority who need to access hospitals, dentists, retail, entertainment, recreation, family- and friend- and support-visiting - all and every service that people need.

I ask you to look again at this matter.

I look forward to hearing from you.

Reply by the Chairman

The County Council has been progressing a review of its Passenger Transport Network over the last 18 months and this has involved close collaboration with bus operators on the enhancement of their commercial services along with improvements to the supported passenger transport network.

The Leicester–Ratby-Coalville route, commercially operated by Arriva, was streamlined to better align with passenger demand and to provide additional

evening journeys between Leicester and Ratby. The section beyond Ratby to Coalville was withdrawn due to low passenger numbers. To ensure that communities affected by the revised commercial network continued to have access to public transport, the County Council introduced the LC15 service (Coalville – Leicester). This approach reflects the Council's Passenger Transport Policy of supporting and protecting the core commercial bus network without undermining it, while providing targeted subsidised bus and demand responsive services to maintain connectivity and access.

Services LC15A and LC15B were also introduced for residents to ensure key links remained. LC15A operates from Bagworth, Thornton, Merry Lees and Botcheston to Groby, providing two return journeys to support peak travel times. In addition, LC15B operates as a demand-responsive transport service serving these settlements, offering connections to Coalville, Groby and Glenfield. This service is available Monday to Saturday and can be booked between 6:30am and 7:00pm. Full details are available on Choose How You Move website - <https://www.choosehowyoumove.co.uk/wp-content/uploads/2025/09/LC15-Coalville-Leicester-LC15A-Bagworth-Groby-LC15B-DRT-Pocket-v1-26.08.2025.pdf>

Following feedback received from residents and parish councils, options to combine services LC15, LC15A and LC15B into a single service are currently being explored. Engagement with the relevant parish councils will take place over the coming weeks and any changes to services will be publicised in advance. Passenger notices will be displayed at bus stops, information will be shared with parish councils and it will be updated on the Choose How You Move [website](#).