Leicestershire County Council

HIGHWAYS, TRANSPORT AND WASTE OVERVIEW AND SCRUTINY COMMITTEE – 5 MARCH 2026

QUESTIONS ASKED UNDER STANDING ORDER 32

Question asked by Theresa Eynon

"The re-routed Arriva no.15 Coalville to Ibstock bus has no stops on its route between Lower Farm Road and Hugglescote Post Office (a distance of about a mile) and passes Hugglescote Surgery and Mason's Chemist without stopping to set down or pick up passengers.

Hugglescote Surgery is on Grange Road, at the bottom of a steep hill. Patients have complained about the lack of a bus stop ever since the surgery was relocated from Forest Road in 2009.

I understand from Arriva's Customer Service Team that the bus company have asked this authority for permission to provide extra stops along Grange Rd, including near the surgery/chemist, but Highways have given a number of reasons for not progressing their request.

(a) What reasons have Highways given for not allowing a bus stop near Hugglescote Surgery?

Reply by the Chairman

An initial assessment of Hugglescote Surgery indicated that a stop cannot be located outside the Surgery due to several hazards in the immediate area. These include multiple driveways, junctions, central islands, right-turn lanes, pedestrian crossing points, and cycle facilities joining the carriageway, which make it a difficult location to site a bus stop. Further detailed assessment will be required to determine the feasibility of any alternative options within 200 meters of the surgery.

(b) What would enable a bus stop to be provided on Grange Road, near to Hugglescote Surgery, for the benefit of residents of both the new estates and the town centre?

Reply by the Chairman

A full assessment will need to be undertaken by Traffic and Safety Technician to identify any potentially alternative suitable locations between Hugglescote Surgery and Lower Farm Road.

(c) How soon could this service be provided?”

Reply by the Chairman

This bus stop assessment has been requested and the outcome of the assessment will be available in 4 weeks.