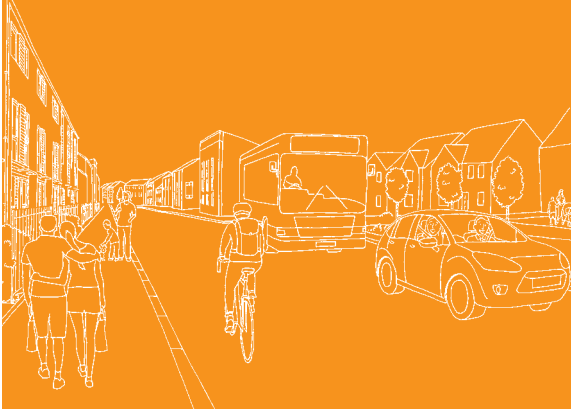


Welcome



Welcome to existing and new residents of Charlton Hayes!

This pack has been created to help you travel in, out of, and around the Charlton Hayes area for the journeys you need to make; whether it's to work, school or college, travelling to toddler groups, day clubs, shopping, health appointments, or visiting friends and family. It includes everything you need to know about trains, buses, motorbikes, driving, cycling and walking.

Moving into a new home and community is a great time to think about how you travel and try some new ways of getting around. We all know that walking and cycling are healthy and cheap ways of getting around, but having fewer cars on the road and more people out and about, can also help to make streets nicer places to be. People feel safer, become more familiar with those living nearby, the environment is nicer with less pollution, noise and congestion and the street can be transformed into a vibrant place for the community to use, rather than just for passing traffic.

Thinking about the journeys you need to make:

- Would you walk or cycle but don't know where to start?
- Would you use the bus but don't know which bus you need, where to catch it or what time they run?
- Would you car share but are not sure how it works?

This Pack aims to answer all these questions, and there are lots of free offers to help you get started. Prefer to go online? Then visit the TravelWest website, which provides information on all your travel needs, visit www.travelwest.info

If it still feels a bit daunting, then our TravelWest Team are here to help. They can provide you with specific advice tailored for you on the travel options available for the journeys you need to make.

Contact them on **0117 352 1105** or email travel.roadshow@westofengland.org
Office hours are Monday to Friday 9:30am to 4pm.

This service is free, impartial, friendly and fun! It's being undertaken on behalf of the West of England Partnership (Bath & NE Somerset, Bristol, North Somerset Councils and South Gloucestershire) with funding from the Department for Transport.



So let's start with some of the journeys you might be making...

Work:

- Locations such as Rolls Royce, Royal Mail and Aztec West are within walking and cycling distance from Charlton Hayes.
- You can travel to the centre of Bristol by train. If your office is not particularly close to the train station, have you thought about cycling to the station and taking your bike with you?

Folding bikes are available to trial for free, please see page 31 for more details

- There are probably other people who live on Charlton Hayes going the same way. Have you thought about car sharing?



Health

- The Patchway Hub on Rodway Road provides access to a range of health, childrens, young people and family services.
- To find your nearest GP surgery or any other medical facility, visit www.nhs.uk/service-search

Education:

- There are a number of primary schools within walking distance of Charlton Hayes including: Callicroft and Coniston Primary Schools, Holy Family Primary School (RC VA) and St Chads Primary (CEVC)
- Colleges such as Patchway Community College and Filton College (SGS) are only a short bus journey from Charlton Hayes. Please see page 9 for more details.

Shopping:

- There are local amenities available at Patchway, these are within easy walking distance of Charlton Hayes. The development will also see an extension to Patchway Town Centre, offering shops, services and office accommodation.
- Buses regularly run to Cribbs Causeway along Highwood Road.
- Trains run from Patchway to the centre of Bristol.
- There are a number of supermarkets near Cribbs Causeway, along Gloucester Road and at Bradley Stoke which are only a 10 minute bus journey from Charlton Hayes.
- There are also shops and facilities, including a post office at The Parade, off Coniston Road.



Leisure:

- Patchway and Bradley Stoke Leisure Centres (www.activecentres.org) are a 10 min bus journey from Charlton Hayes. Catch the bus from Highwood Road.
- Filton Sports and Leisure Centre (www.filtontowncouncil.gov.uk) is a 10 min bus journey from Patchway Roundabout.
- Your local library and Council One Stop Shop is situated in Patchway Hub, Rodway Road.
- Regular activities are held for Children and young people at Patchway Youth Centre on Coniston Road.
- There are two community centres within walking distance of Charlton Hayes. The Patchway Community Centre on Rodway Road (www.patchwayca.org), and Coniston Community Centre on Coniston Road (www.conistoncommunitycentre.org.uk)

- The Concorde Way cycle route goes from Cribbs Causeway through Patchway to Cabot Circus, most of the route is either off-road or uses quiet roads. (www.betterbybike.info/maps/cycle-maps/south-glos)
- There is a BMX Park on Waterside Drive, off Coniston Road. (www.betterbybike.info/bmx)
- Gorse Covert Nature Reserve, with woodland paths and cycle routes, can be accessed from Coniston Road.
- There are childrens play areas at Scott Park, Bevington Way, Gorse Covert Field and the Avenue Playing Field.



Are you making any of these journeys? Have you discovered something new about the your local area? Are you interested in trying a new way of getting around? Keep reading for helpful advice and lots of free offers to help you try walking, cycling, getting the bus or train and some tips on how you can save on the cost of motoring...

Charlton Hayes Site Map

Key



- Railway
- Bus stops
- Grey line shows main route of buses in this area
- Rapid transit route
- Cycle route mainly traffic free
- Charlton Hayes boundary
- Residential properties
- Proposed residential development
- Proposed school and grounds
- Proposed employment areas
- Proposed public open space
- Proposed local centre and squares
- Roads built so far
- Proposed routes to Patchway Train Station



Bus

Let some-one else do the driving!

Catching the bus is a great way of getting from A to B. The walk to the bus stop is a healthy start and finish to your journey and you don't need to worry about parking. Let some-one else do the driving while you relax and enjoy the ride.

The easiest way to find out how to get to where you need to go by bus is to visit our online journey planner www.travelwest.info Simply put in where you are travelling from and it will provide you with door to door travel advice for all modes of travel, including bus.



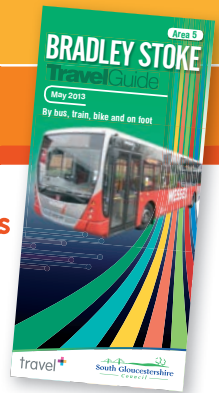
Do you know there is a free Travel West Bus Checker app for smartphones? (iphones and android versions available)

It uses real-time information to tell you when buses are due to arrive at stops across the West of England and where they go; and provides handy travel information when you are out and about.

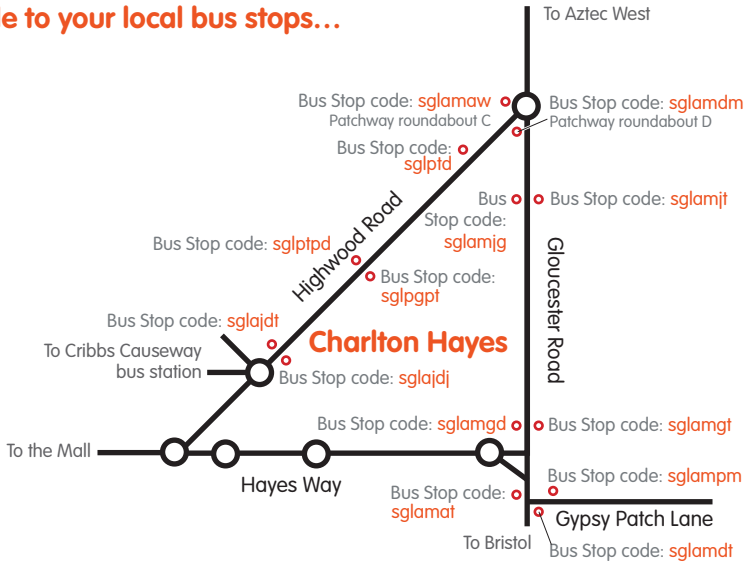


Find out more at www.travelwest.info/bus.

Charlton Hayes is well served by a variety of bus services to numerous locations. The fold out maps on pages 12 and 13 show you which buses serve the Charlton Hayes Development and the locations of the bus stops.



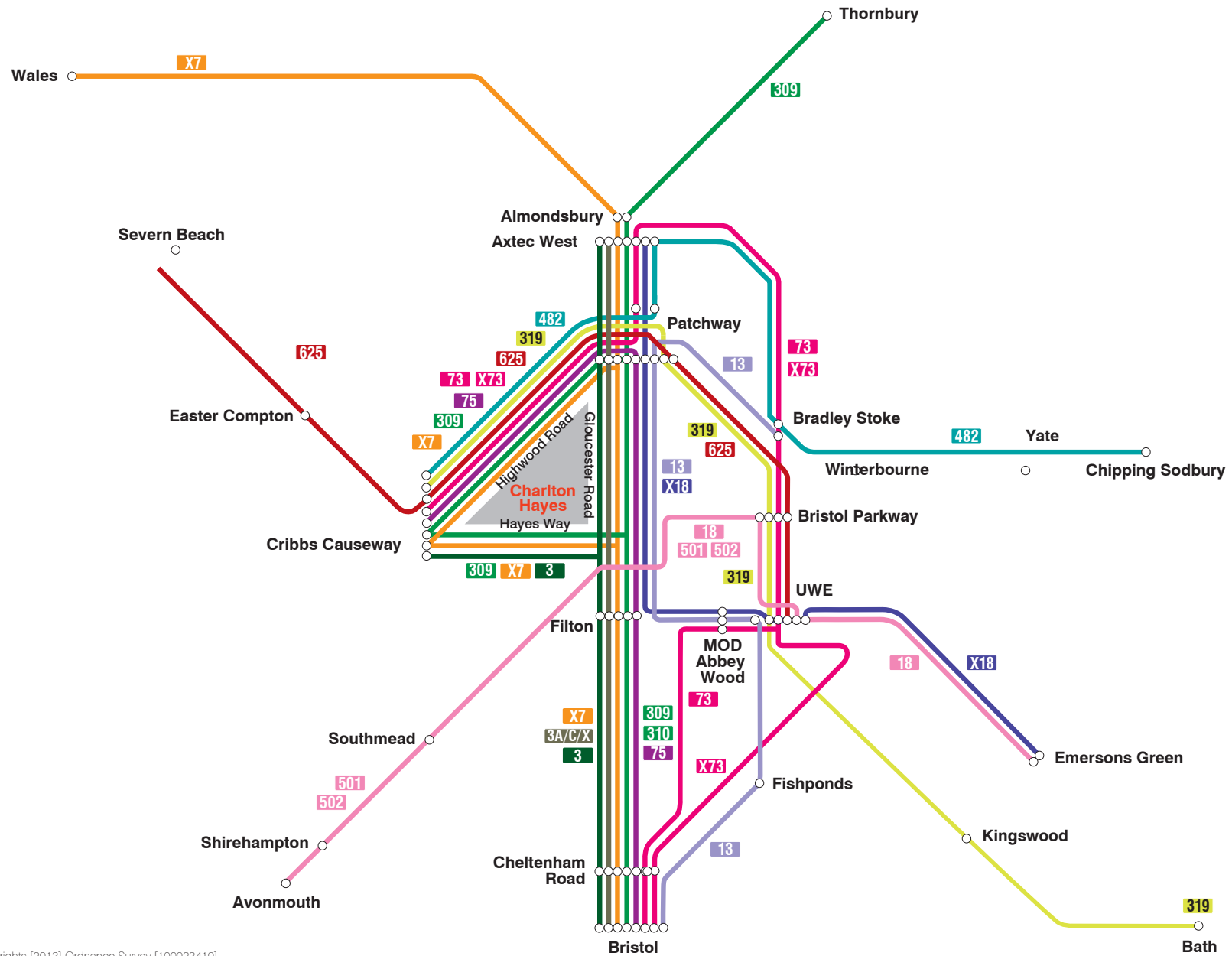
A Guide to your local bus stops...



You can text the bus stop code to 84268 and you'll get a text back showing the next three buses at that stop. You can also access timetables and a printable list of departures by visiting www.travelinesw.com



Charlton Hayes Bus Network



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Bus routes around Charlton Hayes

3 this service only runs between the Hayes Way junction and the Aztec Hotel during commuter hours

312 to Thornbury
309 310 to Thornbury (with connections to Dursley)

622 to Cribbs Causeway

to Chipping Sodbury **483**

to Chipping Sodbury **622**

309 625 X7 76
1 40 40A 54
73 X73 75
319 482 483
622 X25

73 X73 to Bristol **319** to Bath
482 to Chipping Sodbury
309 to Thornbury **X7** to Chepstow

X7 309 to Cribbs Causeway

18 to Southmead Hospital **75** to Hengrove via Bristol **X18** to Emersons Green
501 to Avonmouth **502** to Shirehampton **309 310 X7 13 3** to Bristol

E3 to Bristol Parkway








to Bristol Temple Meads **E3**

18 to Emersons Green
73 X73 to Bristol
312 to Downend **319** to Bath
581 to Hanham
501 to Abbeywood MOD
502 625 to UWE

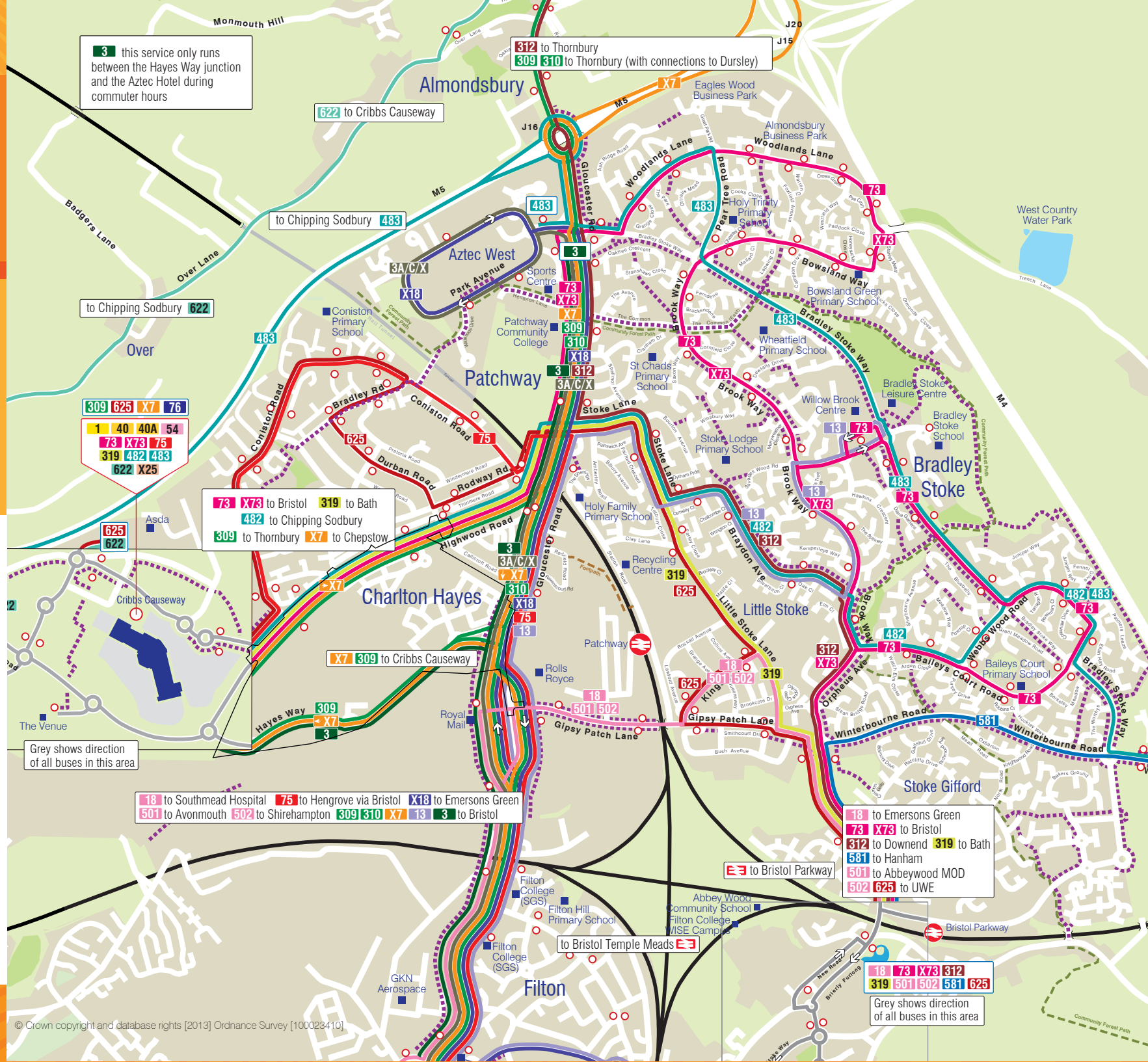
18 73 X73 312
319 501 502 581 625

Grey shows direction of all buses in this area

Key

-  Railway and station
-  Bus service
-  Bus stops
-  Cycle route mainly traffic free
-  Community Forest Path
-  Places of interest
-  Village boundary

Grey shows direction of all buses in this area



Not used the bus in while?

Then follow our simple steps to help get you started.

1. Plan your journey

Follow the advice on pages 9 and 10 to plan your journey, find out where your bus stop is and what time your bus is due. Don't forget our TravelWest team are here to give you personalised travel advice, they can help you find the right bus service for the journey you are making and the right fare for you.

They can also be a Bus Buddy and accompany you the first time you try using the bus. To find out more, please contact the Travel West Team on **0117 352 1105** or email travel.roadshow@westofengland.org. Office hours are Monday to Friday 9:30 to 4pm.

2. Catch the bus

Arrive at the bus stop a few minutes before it is due. As the bus approaches, check the number and destination displayed on the front of the bus. Then raise your arm to signal the bus to stop. Many buses are now able to lower their suspension to make it easier for you to board the bus.

3. Pay your fare

Board the bus and tell the driver where you are going and when you'll be returning and they will be able to advise you on the right ticket for you. Help reduce delays by having some change with you. You can also check bus fares before you make your journey, please visit the bus operators website. If you are planning on making the journey regularly, you may save money with weekly or monthly tickets.

4. Enjoy the journey

Once you've paid, take your ticket and put it in a safe place, sit down and relax. Many buses have special seating areas at the front of the bus for passengers who are disabled, elderly or using a buggy.

5. Arrive at your destination

As you approach the stop where you want to get off, ring the bell once to let the driver know. If you are not sure where you need to get off the bus, ask the driver for help when you get on the bus.

Community Transport

Community transport is a number of passenger transport schemes which are owned and operated by local community groups. They are set up to serve people who cannot or do not have access to conventional public transport or are unable to use it. Services are provided on a not-for-profit basis.

The nearest community group to you is;

Four Towns & Vale Link
Community Transport
Norman Scott Park
Coniston Road
Patchway
BS34 5JR

Telephone: 01454 868529
www.4ft.org.uk

Four Towns & Vale Link offer:

- Car schemes - volunteer drivers help people get out and about using their own cars.
 - Accessible minibuses – these can be hired by community groups.
- Dial-a-ride - provides door-to-door transport. To use these services, you must register with your local scheme and book your journey 24 hours in advance. This service is also free if you have a National Concessionary bus pass.

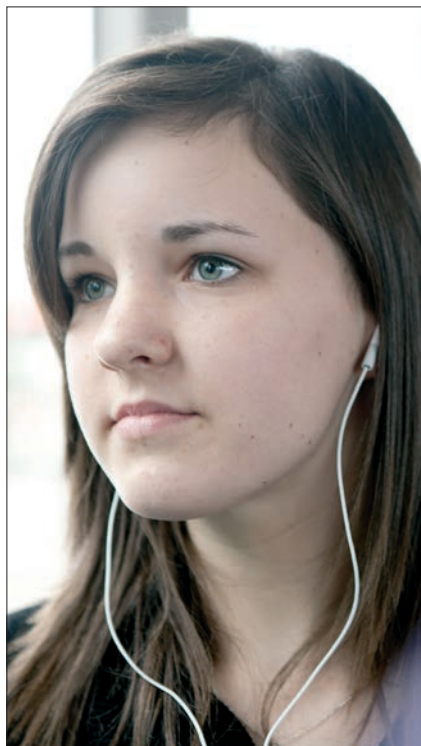


Concessionary Travel

If you are of qualifying age, or eligible disabled and live in England, you can apply for a bus pass providing free off-peak travel on local buses anywhere in England.

For South Gloucestershire residents, please call:

01454 868004



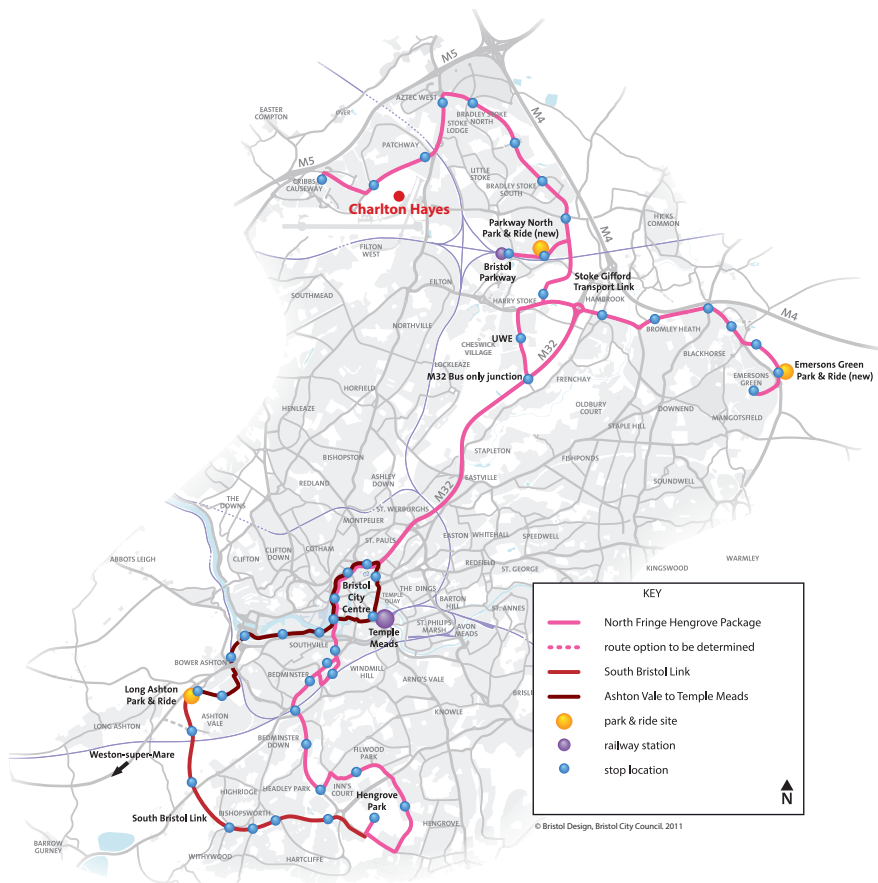
Within South Gloucestershire there is also a concessionary travel card for young people. If you are aged 14-18 you can apply for a bus pass which entitles you to half adult fare on journeys starting or finishing within South Gloucestershire, restrictions apply. To find out more please call **01454 868004** or visit www.youthunltd.com

Bus Rapid Transit

Public transport connections to Charlton Hayes will be improved with the introduction of the Bus Rapid Transit 'north fringe route' in 2016 -17.

Find out more about the new Bus Rapid Transit routes and other transport information at www.travelwest.info/rapidtransit

Future proposals



Rail

Relax and watch the world go by!

Trains are a great way to travel – they don't get stuck in traffic and you can sit back and enjoy the scenery passing by. Alternatively you can work or study on the way.

Patchway Station is about a 12 minute walk or a 4 minute cycle ride from Charlton Hayes. Trains from Patchway go to either Bristol Temple Meads via Filton Abbey Wood or to Cardiff and West Wales.

Bristol Parkway is about a 13 minute cycle from Charlton Hayes or you can change trains at Filton Abbey Wood for trains to Parkway.

For information on getting to the station on bike or by foot see page 29.

For more information about bicycles and trains, please go to page 23.



Planning your Journey

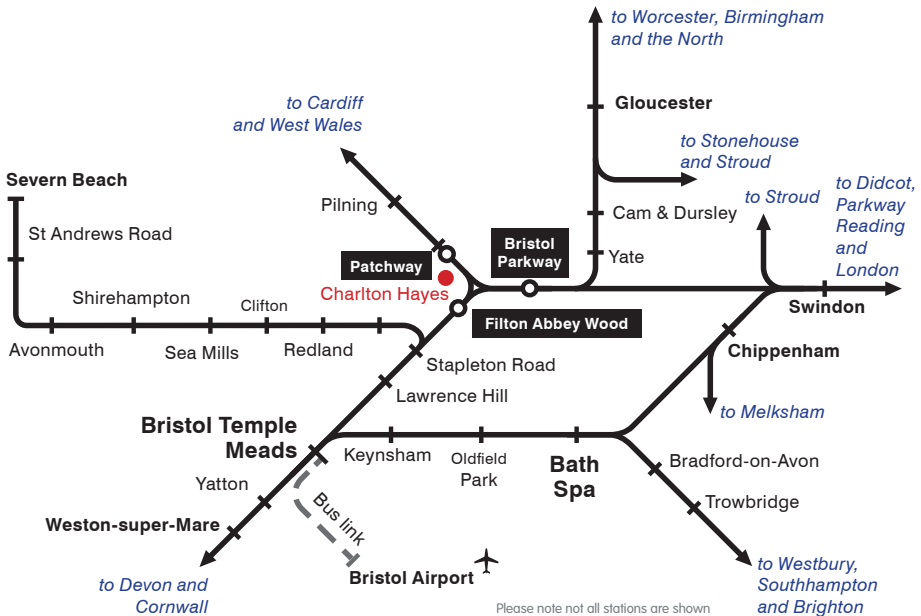
The easiest way to plan your journey by train is to visit our online journey planner www.travelwest.info. Simply put in where you are travelling from and to and the planner will provide you with door to door travel advice for all modes of travel, including by train.

Alternatively, visit the National Rail Enquires website:

www.nationalrail.co.uk or phone them on **08457 48 49 50**

Local Rail Network:

The following pages provide a guide to your local rail network and an idea of train frequencies and prices. Remember, this is only a guide, you'll need to check before travelling by visiting our website www.travelwest.info or the National Rail website www.nationalrail.co.uk or phone 08457 48 49 50.



Local Rail Frequency Guide

Patchway to Bristol Temple Meads

Train frequencies in minutes

Patchway to Filton Abbey Wood and Bristol Temple Meads

	Daytime	Evenings
Mon-Fr	60	30-120
Saturday	60	50-70
Sunday	3 jnys	2 jnys

Certain trains also stop at Stapleton Road and Lawrence Hill.

Patchway
 Filton Abbey Wood
Bristol Temple Meads

Patchway to Cardiff

Train frequencies in minutes

Patchway to Cardiff

	Daytime	Evenings
Mon-Fr	60	30-120
Saturday	60	50-70
Sunday	3 jnys	2 jnys

Example Fare:
 Patchway to Cardiff off-peak day return fare. **£8.80 ‡**

Patchway
 Severn Tunnel Junction
 Newport
Cardiff Central

Bristol Parkway to London

Train frequencies in minutes

Patchway to Filton Abbey Wood and Bristol Temple Meads

	Daytime	Evenings
Mon-Fr	30	60
Saturday	60	60
Sunday	60	60

Example Fare:
 Bristol Parkway to Swindon off-peak day return fare. **£12.20 ‡**

Bristol Parkway
 Swindon
 Didcot Parkway
 Reading
London Paddington

Bristol Parkway to Swansea

Train frequencies in minutes

Patchway to Filton Abbey Wood and Bristol Temple Meads

	Daytime	Evenings
Mon-Fr	60	30
Saturday	60	60
Sunday	60	60

Example Fare:
 Bristol Parkway to Swindon off-peak day return fare. **£12.20 ‡**

Bristol Parkway
 Newport
 Cardiff Central
 Bridgend
 Port Talbot
 Neath
Swansea

Bristol Parkway to Gloucester and Cheltenham Spa

Train frequencies in minutes

Bristol Parkway to Gloucester

	Daytime	Evenings
Mon-Fr	60	60-90
Saturday	60	60-90
Sunday	4 jnys	2 jnys

Bristol Parkway to Cheltenham

	Daytime	Evenings
Mon-Fr	30	30-60
Saturday	30	30-60
Sunday	30	4 jnys

Bristol Parkway
 Yate
 Cam & Dursley
 Gloucester
Cheltenham Spa

Bristol Parkway to Bristol Temple Meads

Train frequencies in minutes

Bristol Parkway to Bristol Temple Meads

	Daytime	Evenings
Mon-Fr	10-30	10-30
Saturday	10-30	10-30
Sunday	30	30

Bristol Parkway
 Filton Abbey Wood (not all journeys)
 Stapleton Road (not all journeys)
 Lawrence Hill (not all journeys)
Bristol Temple Meads



This information is shown as a guide only, please check before travelling using either the TravelWest Journey Planner www.travelwest.info or visit www.nationalrail.co.uk or contact 08457 48 49 50

Patchway Station



Patchway Station Facilities:

If you're unfamiliar with Patchway Train Station, why not pop in the next time you are passing? Alternatively, you can visit the National Rail Website: www.nationalrail.co.uk. Their website gives details of the facilities provided at all their train stations, including maps showing the locations of stairs, shelters and cycle parking. For information about Patchway Station visit: www.nationalrail.co.uk/stations/PWY/details

Getting to the Station:

A map showing possible routes from Charlton Hayes to Patchway Train Station can be found on page 29.

Parking your bicycle:

Cycle parking is available at Patchway Station. Don't forget you'll need to bring your own lock to secure your bicycle. Useful information on all aspects of cycling, including how to safely lock your bicycle, can be found on the Better by Bike website: www.betterbybike.info



Bicycles on trains:

The National Rail website provides detailed information regarding bicycles and trains for all train operators in the UK, visit their website for more information:

www.nationalrail.co.uk/stations_destinations/cyclists.aspx

Generally speaking, bicycles are allowed on trains on a 'first come, first served' basis and numbers can be limited so you should check with the train operator before you start your journey. The train operator in this area is First Great Western, visit their website for details regarding their policies for bicycles and trains

www.firstgreatwestern.co.uk or phone them on **08457 000 125**.

If you have a folding bike, these can be taken on any train and stored as luggage.

Try before you buy...

If you would like try using bicycles and trains for the journeys you are making, you can loan one from the Travel West team. That way, you can test it out without making the commitment of buying a bike straight away. More information on page 28 of this handbook.

Has it been a while since you cycled?

The TravelWest team offer free Dr Bike (bike servicing) sessions to get your bike roadworthy and cycle training and accompanied rides to help you to gain confidence in using your bike. For more information, please refer to page 29 of this handbook.

Cycle and walk

Walking

There are a range of resources available from www.travelwest.info/walk and www.walkit.com including help with planning your walking route. You can also see how far you have walked and how many calories you may have burned.

There are also a range of leisure routes around the local area, to find out more see www.southglos.gov.uk/walking

The map on page x shows you how to get around and how long it will take on foot. Why not take the map with you next time you go out?



Cycling

If you would like information about cycling visit www.betterbybike.info - the most



comprehensive website for cycling in Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire. It Includes information about getting started, help with planning your route, cycle maps, leisure routes and information on local cycling clubs.

Planning your cycling routes

For help with planning your cycle journey, cycle planners are available at:

www.betterbybike.info

If you would like further help on planning your routes or would like to be accompanied on a ride that may be unfamiliar please contact the Travel West Field Team, tel 0117 3521105 or email travel.roadshow@westofengland.org

Try before you buy

If you want to give cycling a try without the commitment of buying a bike straight away, you can borrow a bike for a given period (usually up to a month). A £100 refundable deposit is required and the bike can be delivered to your workplace or home depending on distance and convenience. A range of bicycles are available for men, women and children.

There are also a number of **electric bikes** in our loan fleet, which are available with a refundable deposit of £250. This service includes a one-to-one 30 minute accompanied ride, personal travel planning session and a cycling map. The loan is free and can be extended from the standard one month if you are making good use of the bike, depending on availability.

To find out more please contact the Travel West field team, call 0117 3521105 (during office hours) or email travel.roadshow@

Cycle to Work scheme

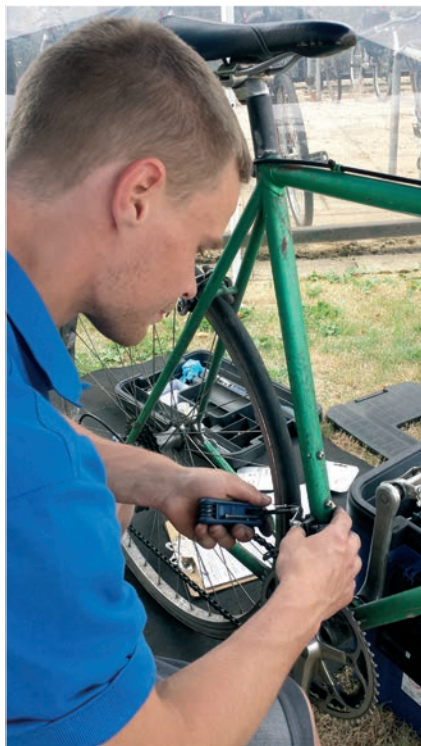
If you decide to buy a bike, many large companies are part of a national Cycle to Work scheme which provides loans to help you buy your own bike and make further savings on bike equipment. Ask your employer to see if they have signed up to the scheme.



Cycle training

Are you new or returning to cycling and would like help to gain confidence? We can provide you with cycle training at a time that suits you. Instructors are available for either one-to-one or group tuition.

If you're thinking of leaving the car at home and cycling to work, and need some guidance on riding in traffic, we can ride the route with you and give you advice on safety, route planning and negotiating those busy junctions. To book a place register here www.southglos.cycletms.com



Dr Bike (bike servicing)

Dr Bike sessions can be arranged based on individual needs to undertake safety checks, minor repairs or adjustments on resident's own bikes. Sessions are usually 30 minutes per bike.

We can also provide a bike maintenance course. This covers maintenance to keep your bike functioning such as fixing punctures, brakes and gears.

To find out more please contact the Travel West field team, call 0117 3521105 (during office hours) or email travel.roadshow@westofengland.org

Walking and cycling in and around Charlton Hayes

Electronic versions of regional cycle maps are available from www.betterbybike.info

Did you know...
5 minutes cycle ride burns 50 calories and 20 minutes walk burns 100 calories.



- Key**
- Cycle route mainly traffic free
 - Community Forest Path
 - Railway and station
 - Places of interest
 - Charlton Hayes boundary
 - Possible routes to Patchway Station



Do you **need** to **make** the **journey** at all?

Consider whether you need to travel at all for the journey you are about to make? If you're travelling to work, could you work from home one day a week? If you're travelling for business, could you teleconference or videoconference instead? Speak with your employer about the options that are available to you.



This website is a safe, secure and an easy method of searching for a car share partner. Enter your journey details and you can search for those making similar trips to you. Keep in mind that you do not need to car share every day, even once a week will make a difference.

If you are considering sharing with some-one for the first time, arrange to meet in a public place first and remember there is no on-going commitment to share your journeys if the arrangement does not continue to work for you.

Sharing your journeys

Sharing a trip with a friend, neighbour or colleague is a good way to help cut your travel costs. If you don't know anyone personally to share your journey with, why not join a car share scheme such as www.travelwest.info. It's free to join and covers the West of England.



One car instead of two?

One of the best ways to cut car use and cut your costs is to reduce the number of cars you own. Could you make small changes so you can reduce the number of cars you need? Remember, a new basic car will cost the average household over £4000* per year, which is £333 per month or £77 per week. What could you do with £77 every week?

Join a car club

Car Clubs provide the convenience of a car, without the hassle of repairs, servicing, renewing insurance and parking. Members can simply hire cars whenever they need them. For more information and to find your nearest car club, visit www.travelwest.info/drive. There are currently excellent offers for membership – speak to the TravelWest Team for further details.



Avoid busy times of day

Try avoiding the busiest places at the busiest times. We all know how congested the roads can get at peak times, can you make your journey at a different time of day? Typically peak times are between 6am-10am and 4pm-7pm, some areas can also experience a lunchtime rush between 12pm-2pm. Is it possible to avoid travelling at these times?



This will not only mean you will avoid sitting in traffic but you'll be helping those people who have to travel at these times of day by helping to reduce the number of vehicles on the roads.

Planning ahead

Planning ahead can help you avoid sitting in queues and hunting for a parking space. www.travelwest.info has live traffic information to help you avoid queues, as well as information about car parks (including pricing and capacity).

*Information adapted from www.theaa.com/motoring_advice/running_costs/petrol2011.pdf

The right vehicle for you...

Buying a car is not something we do everyday, that's why we need to make sure that the car we bought a few years ago is still right for the journeys we are making today. Your situation may have changed since you bought your vehicle and therefore it's a good idea to think about whether it's still fit for purpose. There are a wide variety of fuel efficient vehicles on the market, ranging from hatchbacks to saloon cars, have you thought about comparing the costs of running your current vehicle with that of a fuel efficient one?

The Energy Saving Trust have a lot of information on their website regarding vehicles and fuels so you can make sure you're driving the most efficient one for you.

[www.energysavingtrust.org.uk/
Travel/Driving](http://www.energysavingtrust.org.uk/Travel/Driving)

If everyone replaced just one in five of their car journeys with another mode of transport, we could reduce congestion by 20%

Maintaining and driving your vehicle...

How you maintain and drive your vehicle can have a big impact on the costs of running your vehicle.

The most common ways drivers waste money

How money is wasted	Approx fuel consumption penalty	What it could cost you extra each year*	What you can do to cut your fuel cost
Typical driving style	15%	£195	Follow the ten "smart driving" tips in this leaflet.
Very aggressive or fast driving	up to 40%	up to £520	Take it easy and slow down. It's safer and less stressful.
Roof bars (nothing on them)	up to 2%	up to £25	Remove roof bars when you are not using them.
Loaded roof rack	up to 30%	up to £390	Use an aerodynamic roof box or bike rack if you can (remove it when not in use) or consider a rear mounted bike rack. Better still, put your bikes in the car if they will fit.
Under-inflated tyres	3%	£40	Keep your tyres properly inflated. Check your tyres at least once a month - remember to check when the tyres are cold.
Air conditioning	up to 8%	up to £105	Use air conditioning as little as possible – it can increase fuel consumption by up to 20%. Open the windows instead at slower speeds. Use the air vents at high speeds.
Extra weight	up to 2%	up to £35	Take everything out of your car that doesn't need to be there, especially any heavy items.
Poorly maintained car	around 20%	£260	Service your car regularly. Many faults can be fixed by a simple engine tune. Even just replacing a clogged air filter can increase your mileage per litre by 10%.

* Based on average sized car driven 9,000 miles per year - this will cost more if driving at a high average speed

Top 10 smarter driving tips

1 Shift up gears as soon as possible
Drive smoothly and economically by avoiding high engine revs.

2 Check your tyre pressure regularly
Under inflated tyres are dangerous and can increase fuel consumption.

3 Avoid short journeys
A cold engine uses twice as much fuel and catalytic converters can take five miles to become effective.

4 Anticipate traffic flow
Look ahead and keep sufficient distance from the vehicle in front to avoid sudden braking. Slow down on the approach to traffic lights to help keep a steady pace.

5 Drive smoothly
Abrupt start and stops waste fuel. Accelerate smoothly and brake gently – heavy braking and pulling away too fast uses 60% more fuel.

6 Don't over-rev the engine

When starting your vehicle you don't need to press the accelerator hard. When stuck in traffic on a slope don't balance on the clutch, as this wastes fuel, use the handbrake instead.

9 Slow down

Driving at high speeds increases fuel consumption, pollution and increases your risk of having a serious accident. Driving at 85mph rather than 70mph uses 25% more fuel.

7 Don't sit and wait for the car to warm up

Drive off as soon as possible after starting the engine. A car warms up faster when it is moving.

10 Cruise control

Use cruise control where possible, (if your car has it), as this reduces fuel consumption.

8 Switch off the engine

When you are stuck in a traffic jam, waiting at lights or parked at the side of the road switch off the engine, but remember to only switch off when it is safe to do so.

Disclaimer

While every care has been taken to ensure that the information shown in this guide is correct at the time of publication (September 2013) South Gloucestershire Council will not be liable for any loss, damage or inconvenience resulting from any inaccuracies or subsequent changes. Bus operators can change services at short notice so it is advisable to obtain the latest timetable information before making the journey.

If you need this information in another format or language please contact
01454 868 009

Notes