



## Transport & Access



# Contents

Introduction	1
Issues To Consider	2
Questionnaires	3
Key Considerations	6
Glossary	8
Further Information	12

## The Getting Connected Partnership

The Getting Connected Partnership is a multi-disciplinary group consisting of representatives from statutory and community/voluntary sector organisations with a remit or responsibility for the delivery of community planning. The partnership specifically focuses on community planning issues and sharing best practice work methods to empower local people to have a greater voice and influence over local decision-making and the delivery of services.

Core members of the group include:

- Caradon District Council
- Carrick District Council
- Cornwall Association of Local Councils
- Cornwall County Council
- Cornwall Rural Community Council
- East Cornwall Council for Voluntary Service
- Kerrier District Council
- North Cornwall District Council
- Penwith Community Development Trust
- Penwith District Council
- Restormel Borough Council

The group also has a number of affiliated members which include Government Office for the South West, Market & Coastal Towns Association, South West Planning Aid, Interlink and the Rural Cornwall & Isles of Scilly Partnership.

**Please Note:** For ease, the term Parish Plan will be used throughout this booklet to mean a Parish, Town or Community Plan.

# Introduction

## This Booklet

This booklet is one of many in a series produced by Cornwall Rural Community Council on behalf of the Getting Connected Partnership, which gives information to help community groups create a Parish Plan. This particular booklet focuses on the issues surrounding transport and access. The booklet should be used in conjunction with the 'Parish & Community Planning' booklet (GC001), which gives information on the Parish Plan process. For further information, please contact Cornwall Rural Community Council (details on page 14).

## Transport and Access Issues

Transport and access are very broad issues and link into almost all other themes within a Parish Plan. For example, access to: employment, services, facilities, activities, social events, friends, family and the environment, all of which tend to be considered extremely important to residents of any parish. It is often the case however that those living in a rural area, who do not have immediate access to their own personal transport, can be excluded from many things that others take for granted. These problems tend to be more common in areas away from main towns where public transport services are very limited or non existent.

The County Council, through its Local Transport Plan, has set out the way that its working towards improving access in the County. The Council's Passenger Transport Unit works to provide as good and comprehensive a bus service as possible, through the bus subsidies it offers bus companies to address social need. However, financial constraints mean it is not always possible to provide the services people require. There are also many other organisations that have an interest in accessibility issues. For example, the health services need to get people to hospitals and general practitioners so that they can be treated and patients need to have visitors to help their recovery during a stay in hospital. Likewise, Jobcentre Plus have to consider access when trying to find employment for people out of work, schools and centres of education often rely on transport to get their students to a central point and nurseries and play schools need to be accessible to parents with young children.

Due to the links with so many other topics, it is important that , when undertaking a Parish Plan, transport and access issues are borne in mind when looking at possible solutions for a whole range of issues.



# Issues To Consider

There are a range of transport and access issues that need to be considered when beginning work on a Parish Plan:

## Trains

- Stations & stops
- Timetables
- Park and ride schemes

## Accessing Facilities

- Schools
- Hospitals
- GP Surgeries
- Alternative health care
- Optician
- Dentist
- Shops
- Post Office
- Superstores
- Sports facilities
- Leisure facilities
- District/Borough Council offices
- Environmental impacts of travel
- Employment
- Bank

## Taxi

- Local providers
- Cost
- Times of provision
- Sharing

## Community Buses & Voluntary Cars

- Services available in the area
- Support
- Need for new services
- Need for volunteers
- Ring and ride schemes



## Buses

- Need
- Reliability
- Timetables
- Quality
- Cost
- Signs & stops
- Shelters
- Provision of information
- Park & ride

## Walking, Cycling & Horse Riding Provision

- Access
- Tourism
- Safety
- Foot paths & rights of way
- Bridleways

## School Transport

- Adequate provision
- Parking
- Walking scheme (eg. walking bus)
- Cycle parking
- Parental 'taxi'
- Safety issues (eg. pavements)
- Safe Routes to School

## Cars & Private Vehicles

- Parking – private and public
- Lift sharing

## Ferries

- Parking
- Interchange
- Information



# Questionnaires

Below are a list of some of the questions that have been asked in Parish Plan questionnaires. It should be highlighted, however, that questions should only be asked if you think the information they will yield will be directly relevant/of use to your Parish Plan. It is also advisable that you contact your local Rural Transport Partnership as they have produced many transport plans throughout Cornwall and will be able to give specialist advice on the specific questions that need to be asked in your area.

Please note that if you ask general questions such as ‘would you like to see the bus service improved?’ people are likely to answer ‘yes’ (irrespective of their own needs). It is better to establish how people currently travel, where they need to go, when etc. However, the questions below give an idea of what others have asked and will help you formulate your own.

## Methods of Transport

- > Do you have your own transport?
- > Which of the following is your major means of transport?
- > How many cars do you have in your household?

## Access Issues

- > Do you have transport difficulties in accessing any facilities?
- > If so, which ones?
- > Do you experience transport difficulties in getting out of the parish?

## Public Transport

- > Do you use local bus services?
- > Does the local bus service meet your needs?
- > What difficulties have you experienced? eg. reliability
- > How often do you use a bus?
- > What do you use the bus for?
- > What improvements, if any, would you like to see in the bus service?
- > Are up-to-date bus timetables displayed in the right places?
- > Does the parish need more bus shelters? If so, where?

## Community Transport

- > Is there a community transport service operating in your Parish?
- > If so, do you use it regularly?
- > How could it be improved?
- > Would you use a community bus/minibus that could complement public transport?
- > Would you be prepared to take part in a voluntary transport service?
- > How often would you use a voluntary car service as a passenger?
- > If a community taxi or bus service was available what would you use it for?
- > Please suggest destinations and times.

## Car Sharing, Taxis etc.

- > How many times do you find it necessary to use a taxi?
- > Do you share private vehicles with other people?
- > Would you be prepared to take part in a scheme to share private vehicles?

## Road Safety

- > Are there any major 'danger spots' on the roads in the Parish and if so where?
- > Do you think the speed of traffic is a problem in the Parish and if so why?
- > Would you support the following speed control measures?
- > Are the road direction signs in the Parish adequate? If not, please specify problem and location.
- > What do you consider are the major road hazards in our area?
- > Should there be speed restrictions in addition to existing ones elsewhere in the Parish?
- > Do you think existing road-warning signs are clear, well placed and give adequate notice to motorists?

## Road Maintenance

- > What do you think of the following in the Parish: roads, pavements, verges, hedges and drainage?
- > Do you think the state of repair of roads and pavements in the parish are satisfactory?
- > Do you think roadside hedges and ditches are maintained to an adequate standards?
- > Are facilities for pedestrians and cyclists in the Parish adequate?

## Parking

- > Would you be in favour of the creation of more car parking facilities?
- > Do you think parking facilities at specific locations (eg. village hall, beach etc.) in the Parish, are adequate?
- > Is there too much parking in certain locations in the parish?
- > Do large tourist coaches cause a problem in the Parish?

## Footpaths

- > Are you aware of where public footpaths are in the Parish?
- > How do you rate the upkeep and maintenance of footpaths in the Parish?
- > Are there any specific footpaths that need improving? If so please state where.
- > Do you feel there are any additional footpaths needed within the Parish?

### Remember:

- > Transport and access issues are usually strongly linked with many other issues within Parish Plans. For example, questions on issues such as footpaths could instead feature in the environment section of your questionnaire, but should nevertheless be considered when looking at issues such as access when developing the Plan.
- > Issues can vary in terms of how easily they can be dealt with. Some issues may have the potential to be solved by the Parish (eg. Parish Council, residents, working group etc.), while other issues will require the Parish to try and influence other bodies to make progress. For example, the provision of a new bus shelter may be something that the Parish Council could make progress on, while providing a better public transport service would be a much bigger project and require lobbying bodies like the County Council for improvements.
- > When writing the questionnaire, it is generally better to focus on specific needs. The most important information to obtain is where people want/need to get to and whether they have difficulties in doing so. This information can then be used to help prioritise the most significant access problems, considering which type(s) of transport solution (bus, dial a ride, taxi bus etc) would be most appropriate to overcome these problems.



## Key Considerations

There are many issues that will need to be considered and below are some of the key things you may need to think about when looking into access by means of foot, bicycle and horse etc. It is hoped that these ideas will help you start thinking about all the different aspects when formulating a project.



### Provision

- > Are there enough walking and cycling routes?
- > Is there a need for further stretches?
- > Are the routes well sign posted?
- > Are routes, or parts of them, accessible for wheelchair users and those with mobility problems?
- > Do you need to provide seats at certain points along routes?
- > Are there any information signs?
- > Do you have a 'walking for health' group?
- > Is it safe and easy to access the local facilities (eg. shops, school etc.) by cycling and walking?
- > Do any paths link with other facilities, such as a local beach or sports grounds, are there secure facilities for storage of cycles and / or equipment when you arrive?
- > Are the hedges well maintained and cut regularly?



### Tourism

- > Do the tourism providers in the parish (both of accommodation and attractions) advertise that their facilities are accessible via cycle routes/ easily accessible for pedestrians?
- > Do the buses stop near the walking and cycling routes and if so, are these connections advertised?
- > Do you have any guide books or even a local naturalist who gives guided walking and cycling tours of the area?



## Safety

- > Are all the paths safe from excessive traffic?
- > Are the pavements wide enough?
- > Are pavements through settlements well lit?
- > Are walks and cycle ways well maintained?
- > Do you have a 'walking bus' for the children who live locally?
- > Are there pedestrian crossings where footpaths cross a busy road?
- > Do you need to set up a series of guided walks that can be easily monitored?
- > Is the surface suitable to cycling as well as walking?
- > Do horses use footpaths that are not designated as bridle ways?
- > Are there problems of heavy use from cycle groups or from BMX riders using parts of the track for stunts?
- > Are the footpath routes to be shared with cyclists and walkers?
- > Are riders aware of safety issues and Codes of Conduct?



## Sustainability

Sustainability needs to underpin any actions suggested within a Parish Plan. The concept of sustainability encompasses environmental, social and economic issues, and is often defined as 'meeting the needs of the present without compromising the ability of future generations to meet their own needs'. Examples of sustainability considerations in relation to transport and access could include:

- > **Improving access:** Improving public access to a wide range of social, economic and environmental services which enable people to adopt healthier and more sustainable lifestyles.
- > **Public transport:** Encouraging more people to use the local bus service to cut traffic congestion and pollution.
- > **Private cars:** Providing for the private car (eg. increasing the amount of car parking facilities) may undermine efforts to encourage people to use other modes of transport.
- > **Community initiatives:** Investigating whether there is sufficient demand and volunteer support for a proposed community transport scheme, to ensure that such a service would be feasible and a beneficial investment.

For more information on sustainability, and its role in Parish Planning, refer to the 'Parish & Community Plans' Booklet (GC001).

**Association of Transport Coordinating Officers (ATCO)** - Association that brings together local authority officers whose work involves passenger transport. ATCO Members are responsible for the involvement of their Authorities in the provision and promotion (but not in general the operation) of bus services, rail and passenger ferry issues, as well as securing or providing education and/or social services transport services and developing/ implementing policies under which passenger transport services are secured or promoted.

**Bus Users UK** - An independent group that was formed to give bus passengers a voice.

**Community Bus Association (CBA)** - An association usually run by volunteers serving the needs of the local community.

**Cornwall County Council (CCC)** - A key partner for many access and transport issues. Particular departments concerned with such issues are Highways, the Passenger Transport Unit and Road Safety Unit.

**Community Transport Association (CTA)** - Advice service for minibuses and accessible transport operators, often run by volunteers.

**Devon & Cornwall Rail Partnership (DCRP)** - Partnership involved with improving the branch lines in the two counties.

**Disability Discrimination Act 1995 (DDA)** - The Act puts forward regulations in regard to accessing public transport, education and employment etc.

**Department for Transport (DfT)** - Set up by the government to oversee the delivery of a 'reliable, safe and secure transport system that responds efficiently to the needs of individuals and business whilst safeguarding our environment' on a national scale.

**Demand Responsive Transport (DRT)** - Similar to Ring and Ride, these services have a vehicle available for booked journeys. They are often run by community groups.

**Highways Agency** - The Highways Agency is an Executive Agency of the Department for Transport (DfT), and is responsible for operating, maintaining and improving the strategic road network in England on behalf of the Secretary of State for Transport. The Agency is responsible for the trunk roads in the county.

**Government Office for the South West (GOSW)** - GOSW works with regional partners and local people to help deliver the Government's central aims in the region: to achieve high and stable levels of growth and employment and build an inclusive and prosperous society that can develop in a sustainable way. Government Office for the South West is responsible for promoting the Government's transport policy in the region, representing the work and interests of the Department for Transport (DfT).

**Local Transport Plan 2 (LTP2)** - The LTP2 carries on the work of the LTP1 (2001 to 2006), setting out a comprehensive plan for all types of transport in Cornwall. Aims within the plan include to improve access to key services and facilities in Cornwall, to reduce the growth of traffic congestion and transport related air pollution and improve public transport in Cornwall, to improve local safety for all who travel in Cornwall and to reduce the impact of transport on Cornwall's natural, historic and built environment.

**Primary Care Trust (PCT)** - Primary Care is the care provided by people you normally see when you first have a health problem. This includes visiting a doctor or dentist, having an eye test at the opticians, or going to the pharmacist to buy medicine. NHS Walk-in Centres and the phone line service are also part of primary care. All of these services are managed by the Cornwall & Isles of Scilly Primary Care Trust. There are also other health related trusts in Cornwall such as the Royal Cornwall Hospital Trust.

**Planning Policy Guidance (PPG)** - Issued by central government setting out its national land use policies on different areas of planning. These are gradually being replaced by Planning Policy Statements.

**Public Rights of Way (PROW)** - A highway which anybody may use at any time, just as they would with any other kind of highway.

**Local Public Service Agreement (LPSA)** - Now forming part of the Local Area Agreement, LPSA aims to deliver improvements in 12 public service areas that are both most important to people locally and that have been resistant to change in the past. One area of the LPSA specific to transport and access is to increase the level of patronage on local bus transport.

**Penwith Access and Rights of Way (PAROW)** - A group set up to improve access to the countryside in the Penwith area.

**Passenger Focus** - An independent public body set up by the Government to protect the interests of Britain's rail passengers.

**Passenger Transport Unit (PTU)** - Cornwall County Council's PTU provides a range of services, including devising a network of passenger transport, monitoring the efficiency of the bus services and making the day-to-day modifications to the network.

**Quality Bus Partnership (QBP)** - Partnership between Local Authority and bus operator to ensure provision of high quality service.

**Rural Bus Challenge (RBC)** - An annual competition in which local authorities bid for funding for schemes aimed at stimulating innovation in the provision and promotion of rural public transport, improving quality and choice across the country.

**Rural Transport Partnerships (RTP)** - The Partnerships (East Cornwall & West Cornwall) work with communities to develop ways of improving local people's access to employment, services and facilities. The Partnerships aim to support and develop community transport and seek to improve the availability of public transport information to help promote the integration of transport services. The Partnerships also target the needs of isolated rural areas where accessibility problems are often exacerbated. They can offer help and advice on needs assessment, project design and implementation, legal and technical information and suggestions on funding sources.

**South West Regional Development Agency (SWRDA)** - The Agencies goal is to improve the economy of South West England, being guided by the Regional Economic Strategy 2006-2015. This involves developing skills, encouraging enterprise and improving communications. They also work to promote the strengths of the region and help people to regenerate their communities.

**Sustrans** - Sustrans is a charity dedicated to promoting sustainable transport. Its vision is to help facilitate a world in which people can choose to travel in ways that benefit their health and the environment.

**Transport Action Group (TAG)** - A group set up to focus on transport issues and take forward appropriate actions.

**Transport Access People (TAP)** - Telephone contact for access to health facilities via services provided by voluntary car schemes in Cornwall.

**Voluntary Car Scheme (VCS)** - Volunteer drivers who will collect people and take them to where they want to go – passengers pay a mileage fee and drivers can be paid for the journey.

**Wheels to Work (W2W)** - Provision of mopeds or cycles for a set period of time to help unemployed back into employment where lack of transport is a problem.



## Further Information

### **Buses Users UK -**

Tel: 023 9281 4493 Email: [enquiries@bususers.org](mailto:enquiries@bususers.org)

Website: [www.bususers.org](http://www.bususers.org)

### **Caradon District Council - Regeneration Officers**

Tel: 01579 341000 Email: [postroom@caradon.gov.uk](mailto:postroom@caradon.gov.uk)

Website: [www.caradon.gov.uk](http://www.caradon.gov.uk)

### **Carrick District Council - Regeneration Officers**

Tel: 01872 224428 Email: [regeneration@carrick.gov.uk](mailto:regeneration@carrick.gov.uk)

Website: [www.carrick.gov.uk](http://www.carrick.gov.uk)

### **Carshare Cornwall -**

Tel: 01872 323546

Website: [www.carsharecornwall.com](http://www.carsharecornwall.com)

### **Community Transport Association -**

Tel: 0161 367 8780 Email: [ctauk@communitytransport.com](mailto:ctauk@communitytransport.com)

Website: [www.communitytransport.com](http://www.communitytransport.com)

### **Contact Details For Bus Companies -**

These can be found in the Cornwall Public Transport Guide. The guide is published twice a year and available from Tourist Information Centres, Public Libraries, Bus Companies and Cornwall County Council.

### **Cornwall County Council - Passenger Transport, School Transport, Green Travel Plans, Safe Routes to School, Highways, Traffic Calming etc. -**

Tel: 01872 322000 Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)

### **Community Bus Groups & Voluntary Car Schemes -**

Details are available from East and West Rural Transport Partnerships.

### **Devon & Cornwall Rail Partnership -**

Tel: 01752 233094 Email: [railpart@plymouth.ac.uk](mailto:railpart@plymouth.ac.uk)

**Driver and Vehicle Licensing Agency (DVLA) -**

Tel: 01792 772151 Email: [drivers@gtnet.gov.uk](mailto:drivers@gtnet.gov.uk)

Website: [www.open.gov.uk/dvla/dvla.htm](http://www.open.gov.uk/dvla/dvla.htm)

**Highways Agency -**

Tel: 08457 50 40 30 Email: [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk)

Website: [www.highways.gov.uk](http://www.highways.gov.uk)

**Kerrier District Council - Regeneration Officers**

Tel: 01209 614000 Email: [customer.services@kerrier.gov.uk](mailto:customer.services@kerrier.gov.uk)

Website: [www.kerrier.gov.uk](http://www.kerrier.gov.uk)

**National Federation of Bus Users -**

Tel: 01579 343749

**National Rail Enquiries -**

Tel: 08457 484950

**North Cornwall District Council - Regeneration Officers**

Tel: 01208 893333 Email: [jessica.pytel@ncdc.gov.uk](mailto:jessica.pytel@ncdc.gov.uk)

Website: [www.ncdc.gov.uk](http://www.ncdc.gov.uk)

**Penwith District Council - Regeneration Officers**

Tel: 01736 362341 Email: [admin@penwith.gov.uk](mailto:admin@penwith.gov.uk)

Website: [www.penwith.gov.uk](http://www.penwith.gov.uk)

**Restormel Borough Council - Regeneration Officers**

Tel: 01726 223300 Email: [rbc@restormel.gov.uk](mailto:rbc@restormel.gov.uk)

Website: [www.restormel.gov.uk](http://www.restormel.gov.uk)

**Rural Transport Partnership -**

East Cornwall: Sally Lewis Tel: 01208 265693

Email: [sally.lewis@ncdc.gov.uk](mailto:sally.lewis@ncdc.gov.uk)

West Cornwall: Tim Andrewes Tel: 01872 224605

Email: [tandrewes@carrick.gov.uk](mailto:tandrewes@carrick.gov.uk)

**Sustrans (in Cornwall) -**

Tel: 01726 627976 Website: [www.sustrans.org](http://www.sustrans.org)

**Transport Action Patients (TAP) -**

Tel: 01872 223388

**Transport 2000 -**

Tel: 020 7613 0743 Website: [www.transport2000.org.uk](http://www.transport2000.org.uk)

**Traveline (Public Transport Information) -**

Tel: 0870 608 2 608 Website: [www.travelinesw.com](http://www.travelinesw.com)

**Please Note:** The information in this booklet is correct to the best of our knowledge at the time of printing. While every care has been taken during the completion of this booklet, Cornwall Rural Community Council / the Getting Connected Partnership cannot be held responsible for any inaccuracies. Should you notice any inaccuracies, or if you have any queries, please contact Cornwall Rural Community Council (details below).

For more information about this booklet and the other booklets available contact Cornwall Rural Community Council -  
Community Planning Team (based in the Camborne office)  
Tel: 01209 614950 Email: [sharon.davey@cornwallrcc.co.uk](mailto:sharon.davey@cornwallrcc.co.uk)



Designed and produced by  
Cornwall Rural Community Council on behalf of the  
Getting Connected Partnership

Initial text supplied by North Cornwall District/Borough  
Council

Cornwall Rural Community Council  
14 Chapel Street  
Camborne  
Cornwall  
TR14 8ED

Registered as Cornwall Community Development Limited  
Company No: 4144745 Charity Registration No: 1087550  
VAT No: 557 4489 96

Tel: 01209 614950, Fax 01209 614951  
Email: [sharon.davey@cornwallrcc.co.uk](mailto:sharon.davey@cornwallrcc.co.uk)  
[www.cornwallrcc.co.uk](http://www.cornwallrcc.co.uk)  
[www.cornwallinteract.org.uk](http://www.cornwallinteract.org.uk)

