

The incorporation of social inclusion into policies in Local Transport Plans (LTPs)

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Abstract

This paper has been written as part of the output from the Scoping Study of the AUNT-SUE (Accessibility and User Needs in Transport for Sustainable Urban Environments) being carried out under the SUE (Sustainable Urban Environments) programme of the Engineering and Physical Sciences Research Council (EPSRC). It has been written as part of the University College London (UCL) contribution, which is a major element of the BAPTIST (Benchmarks And Policies Towards Inclusive Sustainable Transport) work package in the AUNT-SUE main project.

This report uses information from nine Local Transport Plans (LTPs) to identify nine types of socially excluded people and the policies that may help to improve their accessibility to opportunities. The policies are examined in terms of both the objectives of the policy and examples of actions to implement the policies. Twelve types of related action are identified, covering a number of methods of travel.

1 INTRODUCTION

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In BAPTIST, an integrated computer tool, based on modelling and GIS (Geographical Information Systems) techniques is being developed. It will be used to test transport and related policies developed by local authorities to see their impact on social inclusion. In order to develop and test the tool, a set of policies and the associated policy instruments used to implement them, need to be specified. A number of Local Transport Plans (LTPs) have been examined, and examples identified, in order to ensure that realistic policies and policy actions are considered. The outcomes of this analysis are presented in the report.

The analysis was carried out by selecting a number of local authorities covering a range of types of area out of those that had put their LTP onto the internet in a form that could be analysed using a computer editing facility. The selected LTPs were searched for the word 'social'. The text surrounding the word was printed out and then examined. All irrelevant text was eliminated (e.g. references to 'social services'). The remaining text was then tabulated under the headings 'Objectives' and 'Related actions'. It was then classified under three headings: 'General', 'Specific groups in society', and 'Specific types of transport' since the policies relating to social exclusion fell under these headings. The information was then assembled under the various headings as policy objectives and related actions as shown below. Single quotation marks have been used to highlight the objectives taken from the LTPs, but the wording may not be an exact quotation. In some cases, the wording has been changed slightly to ensure consistency and readability. The objectives have all been attributed to the appropriate LTPs. The actions have been attributed to specific LTPs where this is thought to be likely to be useful to the reader. In cases where the same straightforward action came from several LTPs they have not been named. The tabulated information from the LTPs is shown in the Appendix.

The local authorities considered were:

Area	Type of authority
Bristol	Unitary authority
Buckinghamshire	County
Derbyshire	County
Gloucestershire	County
Greater Manchester	The ten City and Metropolitan Borough Councils that make up Greater Manchester and Greater Manchester Passenger Transport Authority (GMPTA)
Greater Nottingham	Nottingham Unitary Authority plus parts of Nottinghamshire County
Hampshire	County
Surrey	County

It is recognised that these are not representative of the whole country, but the objective of this work was to identify a range of policy objectives and associated actions, not to produce a comprehensive review of LTPs in terms of social inclusion. It was found that there was much repetition between the documents. It seems unlikely that many more new examples would have been found if further LTPs had been examined.

2 GENERAL POLICY OBJECTIVES TO INCREASE SOCIAL INCLUSION

Several of the LTPs contain clear examples of objectives to increase social inclusion through improving the transport system, for example: 'To ensure that the County's transport system meets the needs of all sections of the community, promotes social inclusion and widens choice' (Greater Manchester LTP) and 'To reduce social exclusion and to improve the accessibility to transport for disadvantaged groups, particularly disabled people' (Greater Nottingham LTP)

Sometimes social exclusion was not mentioned explicitly in an objective, but it is clear that this is the intention, for example: 'To ensure that the transport network makes appropriate provision for all sectors of the community equally' (Gloucestershire LTP), 'To ensure everyone has good access to basic facilities at reasonable cost' (West Sussex LTP) and 'To promote accessibility to everyday facilities for all, especially those without access to a car' (Derbyshire LTP).

In some LTPs, the need to integrate across policy areas including social inclusion was mentioned, for example: 'To integrate transport with other policies, including land use planning, health, education, wealth creation and social exclusion' (Surrey LTP). In particular, the need to ensure that increased accessibility is sustainable is mentioned, for example: 'To increase sustainable accessibility to the City Centre and district centres in ways which enhance economic activity, encourage development in and reduce social exclusion from these centres' (Greater Nottingham LTP), and 'To create a high quality sustainable and socially inclusive county-wide transport network' (Greater Manchester LTP).

3 POLICY OBJECTIVES TO INCREASE SOCIAL INCLUSION RELATING TO SPECIFIC GROUPS IN SOCIETY

It is possible to consider social inclusion in terms of the specific characteristics of people that make them socially excluded. This does not, of course, mean that everybody with those characteristics is excluded: the exclusion often arises from other factors such as poverty or difficulty in being mobile which is prevalent amongst particular groups, such as elderly people. However, not all elderly people are socially excluded.

The following categories of socially-excluded people were identified in the LTPs:

- People with disabilities: this covers a wide range, but includes people in wheelchairs, people who have difficulty walking, and people who are visually impaired;
- Elderly people;
- Young people: this means young people aged about 13 upwards;
- Women;
- Ethnic minorities;
- People with low incomes;
- Job seekers;
- People without access to a car;
- People living in rural areas.

Many people come into several of these categories, for example having a low income, no access to a car and seeking a job. They could also have a disability, be a member of an ethnic minority or live in a rural area, or some combination of these. Many of the policy objectives and related actions cover more than one of these categories, for example by making it easier to reach job opportunities by means other than the car.

People with disabilities

People with disabilities can suffer from severe accessibility problems, because they find it physically difficult to move about or because they have difficulty in finding their way around. It is important to recognise that there are a huge range of disabilities, and different actions are required to help meet the accessibility needs of people with different disabilities.

An explicit example of an objective covering all forms of disability was contained in Surrey's LTP: 'To promote social inclusion through a range of services to improve independent mobility of those with any form of impairment' (Surrey LTP). Objectives in some other LTPs made the link between transport and meeting the needs of people with disabilities, for example: 'To ensure that Bristol's transport system addresses the needs of disabled people' (Bristol LTP) and 'To reduce social exclusion and to improve the accessibility to transport for disadvantaged groups, particularly disabled people' (Greater Nottingham LTP). In Buckinghamshire LTP, the need to ensure that people with disabilities have a choice was recognised: 'To provide disabled and mobility impaired people with transport choices' (Buckinghamshire LTP). In some areas, objectives were related to particular facilities or particular modes of travel, for example: 'To improve access to health care facilities and employment and better access for the mobility impaired' (Buckinghamshire LTP) and 'To make public transport affordable for the elderly and disabled' (Hampshire LTP). The following more general objective was also put forward in the Hampshire LTP: 'To improve the environment for the mobility impaired' (Hampshire LTP).

The policy actions that are proposed to meet these objectives can be grouped under various headings, for example:

Street infrastructure design

- Raised kerbs and bus boarders at bus stops;

- Drop kerbs;
- Tactile paving;
- Colour contrast paving to provide smooth passage over paved areas;
- Highlighted bollards, steps, subways, signposts for visually impaired;
- Pedestrianisation/priority schemes incorporating tactile paving;
- Consideration of disabled people in locating street furniture;
- Segregation of pedestrian and cycle paths where appropriate;
- Audible signals at pedestrian crossings;
- Accessible ticket machines, induction loops, Minicom facilities in city centre car parks;
- Public transport and pedestrian infrastructure and facilities will be designed in accordance with the Disability Discrimination Act.

Public transport infrastructure provision

- Improve or replace bus stations;
- New bus shelters incorporating seating, lighting and contrasting strips.

Vehicle design

- Kneeling buses, low floor buses;
- Wheelchair accessible buses with complementary kerbside improvements;
- Wheelchair accessible taxis;
- Wheelchair ramps on trains.

Information provision

- Public transport information in different formats and targeted provision;
- Minicom facility for bus timetable and fare enquiries;
- Improvement of the public transport telephone information system, i.e. include disability information such as which routes are operating low floor buses, which interchanges are on the level, where there are raised kerbs at stops, and where there are dropped kerb crossings.

Organisational

- Support for the development of mobile and home delivery services;
- Community transport initiatives e.g. taxibus, dial-a-ride;
- Mobile equipment loan schemes e.g. Shopmobility;
- Targeting areas where there is no public or community transport and seek to provide a service that is fully accessible.

Training

- Public transport staff disability awareness training.

Consultation

- Work with appropriate organisations to ensure that mobility and access needs are considered in new developments.

Financial

- Grants for improving interchange accessibility.

Fares

- Concessionary fares for people with disabilities;
- Discount taxi cards.

Planning

- Locate new healthcare facilities and major new food stores in places highly accessible by walking, cycling and bus;
- Parking provision in convenient locations.

Standards and guidance

- Ensure that accessibility measures for disabled people are incorporated into new passenger transport facilities, and when upgrading or refurbishing existing services;
- Footway standards;
- Provision of specific spaces for disabled people in planning parking standards;
- Pavement and café and street trader design guides.

Elderly people

Several of the LTPs contained recognition that elderly people have specific needs, which was recognised in their objectives: for example: 'To ensure that the needs of elderly people are considered in transport services' (Gloucestershire LTP), and 'To make public transport affordable for the elderly and disabled' (Hampshire LTP). Because the needs of elderly people often arise from their mobility difficulties and because many people with disabilities are elderly these two groups are often treated together. In general, an action to help one group will probably help the other because of the degree of overlap between the two groups. This is reflected in some of the actions that are proposed, for example in Gloucestershire LTP:

- Encourage more low floor buses;
- Ensure that access is achievable by ensuring that more safe crossing points are implemented, with adequate time for less active people to cross;
- Continue to work with the County Council's Crime Reduction Partners, through the Community Safety Partnerships at the District Councils to reduce the fear sometimes experienced by elderly people;
- Work with bus operators to offer customer awareness for drivers, particularly for elderly people when boarding and alighting from vehicles;
- Continue to work with Help the Aged to monitor the effectiveness of the strategy for elderly people. Feedback will facilitate alteration to the strategy, to respond to specific problems and to plan better for the future;
- Target areas where there is no public or community transport and seek to provide a service that is fully accessible.

In the Hampshire LTP, the following actions are mentioned:

- Fare pass – concessionary fare;
- Discount taxi card.

Young people

Young people may be socially excluded because of their low incomes, particularly if they are seeking employment. They may live in areas which lack facilities that meet their needs, or may not hold a driving licence or not have access to a car.

Gloucestershire LTP contains a social inclusion objective specifically aimed at young people: 'To ensure that the needs of young people are considered in transport services'. The following actions were proposed in this LTP:

- A number of initiatives are being trialled for young people in Gloucestershire, including to:
 - Monitor the effectiveness and success of the different schemes aimed at young people and consider extending to other areas of the County;
 - Endeavour to ensure that young people living in rural areas are not forced to leave through poor access to facilities;
 - Ensure the provision of a standard County-wide fare policy for young people;
 - Work with operators to enhance service frequencies and extend operating hours;
- When developing Rural Bus Quality Partnerships include the transport needs of young people.

In the Surrey LTP the following action is proposed:

- Concessionary fares will be extended to all 16-18 year olds.

Women

Gloucestershire LTP has an objective aimed at increasing social inclusion for women: 'To ensure that women are not disadvantaged when using any aspect of the transport network'. The following actions are proposed in the LTP which should help the achievement of this objective:

- Improve street lighting;
- Provide CCTV in appropriate locations (e.g. public transport interchanges);
- Use the checklist of women's transport requirements and ensure that they are taken into account when improvements are made to the transport network;
- Pursue the feasibility of providing grants for community transport operations for groups based on ethnic or gender backgrounds.

In the Surrey LTP the following is proposed:

- Use the Government checklist on Women and Public Transport to ensure the needs of women are fully addressed by the LTP and transport operators.

Ethnic minorities

Gloucestershire LTP has an explicit objective to help increase social inclusion amongst ethnic minorities: 'To ensure that transport services are equally available for ethnic minority groups'. The following actions were proposed:

- Pursue the feasibility of providing grants for community transport operations for groups based on ethnic or gender backgrounds;

- Offer a translation service to groups based on ethnic backgrounds at all stages of the grant-awarding process to ensure that those people for whom English is not their first language are able to understand and respond to our proposals;
- Ensure that planning applications site notices have a paragraph in the appropriate language with details of where to go for further information;
- Raise awareness within minority ethnic communities of Public Rights of Way opportunities. Inform local communities, via the distribution of Grass Routes (the Public Rights of Way and Conservation magazine), of the opportunities available.

People with low incomes

Poverty is a major factor in social exclusion. Transport provides one way to address this by helping low income people reach opportunities. This is recognised in the objectives in several of the LTPs, for example: 'Provide affordable public transport' (Derbyshire LTP), and 'Improve access to jobs and services for people on low incomes' (Surrey LTP).

These can be achieved through various actions such as:

- Concessionary fares for young, elderly and disabled people;
- Support of socially-necessary bus services and community transport initiatives;
- The development of a co-ordinated approach to the transport needs of people on low incomes across the county, through liaison.

Job seekers

Lack of a job, and hence of a regular income, may lead to social exclusion. Objectives to increase accessibility to jobs may help to reduce social exclusion. For example, Buckinghamshire LTP includes: 'To improve access to jobs and training through conventional and innovative measures'. Derbyshire and Hampshire LTPs both include objectives of improving access to employment.

Buckinghamshire LTP contains a list of actions to help job seekers to find employment:

- 'Schools at the Heart of the Community' - use the local schools' internet facilities for 'virtual access' and informal training;
- Concessionary fare schemes for the unemployed, New Deal participants and young people;
- Help develop innovative locally-based community transport services for times and to places where conventional public transport is not available;
- Ensure new development is well accessed by public transport, walking and cycling;
- Investigate the potential for linking areas of higher unemployment with existing major employment areas through improved pedestrian and cycling routes;
- Seek planning gain from developers for improving provision for sustainable travel means;
- Encourage businesses to favour affordable commuting opportunities using Travel Plans;
- Make passenger transport information available in formats and at locations easily accessible to job seekers/socially excluded;

- Undertake surveys to assess travel needs of job seekers and those on training schemes.

The following actions were put forward in the Bristol LTP:

- Showcase bus routes providing quality links between pockets of unemployment and job opportunities;
- Introduction of night bus services to provide better affordable opportunities of accepting employment that starts or finishes at unconventional times.

In Greater Nottingham LTP the following actions are proposed:

- Establishment, through the EC MOST project, of new and innovative ways of connecting people to jobs and training, e.g. tailored door to door travel information and tickets, cycle pools, guaranteed taxi ride home and community car sharing; development of mobility centres (advice on jobs, training, travel, accompanied journeys, personal travel plans);
- Development of a jobseeker bus ticket.

People without access to a car

The lack of availability of a car reduces access to opportunities such as employment and education, and so can contribute to social exclusion. This is recognised in the objectives of some of the LTPs, such as: ‘To provide access to employment and essential services for people without access to a car’ (Gloucestershire LTP), and ‘To reduce levels of social exclusion suffered by those without ready access to the private car (particularly the elderly, financially disadvantaged and those with disabilities)’ (Worthing Borough Council in the West Sussex LTP).

Gloucestershire LTP identifies a number of actions to help meet these objectives:

- Improve walking and cycling facilities;
- Improve street lighting;
- Provide CCTV in appropriate locations (e.g. public transport interchanges);
- Continue to support services for people who do not have access to a car, through subsidies for supported public transport, community transport and Rural Bus Grant, and find ways of extending and improving these services, for example, to areas not currently covered and by providing more services in evenings and at weekends;
- Improve transport interchange facilities in the County;
- Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County’s cycle network;
- When building a new stretch of road, ensure that the County Council or developers put in adequate, safe facilities for pedestrians and cyclists;
- Provide more secure places to leave bikes, closer to the main entrances of shops, business and other public places rather than out of the way, where it is less safe;
- Ensure that access is achievable by ensuring that more safe crossing points are implemented, with adequate time for less active people to cross;
- Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County’s cycle network.

People living in rural areas

Rural areas are less dense so opportunities tend to be spread more thinly, and public transport services are often fairly poor in rural areas, so that people living in rural areas may find it more difficult to reach economic, educational, health and social facilities, particularly people without access to a car. This is recognised in the objectives of some LTPs, for example, 'To improve accessibility to town centres, schools and colleges from rural areas' (Surrey LTP), 'To enhance travel opportunities in rural areas' (Hampshire LTP) and 'To increase transport choice in rural areas' (Greater Nottingham LTP). Gloucestershire LTP had two rural transport objectives:

- To ensure that adequate public transport services are maintained at peak and off-peak times, to tackle social exclusion.
- To combat rural isolation and social exclusion.

Gloucestershire LTP contains a number of actions to help meet these objectives:

- Enhance bus services in rural areas;
- Provide innovative schemes to give access to jobs, shops and social facilities through the Rural Transport Partnership;
- In rural areas, target the needs of young people, especially those who have a disability;
- Use the Best Value Review of Transport to enhance the range of services in rural areas;
- Work with the Rural Transport Partnership to identify the extent of social exclusion in rural areas;
- Continue to encourage and support innovative rural transport schemes in future, and in addition develop Lottery Bids and Single Regeneration Budget (SRB) bidding in conjunction with the local community, arising out of its 'Rural Issues' consultations;
- Continue to support a range of flexible rural transport solutions and strive to enhance them where possible by bidding where appropriate.

A number of specific transport actions are suggested in the Hampshire LTP:

- Dial-a-ride;
- Car sharing;
- Moped sharing;
- Community feeder bus;
- Taxi bus;
- Rural Bus Grant;
- Rural Transport Partnership Fund:
 - Bus Buddies scheme for those with learning difficulties;
 - Rural Transport Development Officer;
 - Hampshire Country Towns Initiative.

Other possible actions are

- Revenue support for non-commercial bus services e.g. evening and Sunday services (Greater Nottingham LTP);
- Introduce a limited number of new services designed to meet specific social needs (Surrey LTP);

- Encourage community based rural transport e.g. social car schemes, home delivery schemes and other forms of community led transport (Surrey LTP).

4 POLICY OBJECTIVES TO INCREASE SOCIAL INCLUSION RELATING TO SPECIFIC TYPES OF TRANSPORT

Some of the LTPs contain objectives to increase social inclusion that are related to specific forms of transport, usually in terms of making alternatives to the car easier to use or more effective.

Integration of non-car modes

One advantage of the car is its ability to make door-to-door journeys. To make the alternatives more feasible, there needs to be greater integration, as reflected in some of the objectives of the LTPs, for example: 'To integrate land-use and transport planning by ensuring all new major development is well connected to the public transport system and accessible on foot and by cycle (Greater Nottingham LTP) and 'To link different modes' (Derbyshire LTP).

The following actions were proposed to help achieve these objectives

- Implement improvements to the walking infrastructure to make it easier and more convenient for people to walk, and which are targeted to maximise modal shift and to meet the needs to the disabled and socially excluded (Greater Nottingham LTP);
- Undertake pedestrian audits of priority routes: short distance routes to key employment, shopping centres, schools and other facilities; links to bus stops and bus and rail stations; routes with pedestrian casualty records; links from low car availability/high social need to local facilities; routes identified through street crime incident data and liaison with police (Greater Nottingham LTP);
- More fully integrate the tram into local area (Greater Nottingham LTP);
- Improve pedestrian and cycling links with bus and train (Derbyshire LTP);
- Consider further introduction of CCTV and better street lighting at public transport interchanges, and in residential areas linking bus stops with housing areas (Gloucestershire LTP).

Public transport

The main alternative to the car for longer trips is public transport and so a number of objectives to increase social inclusion are specified in terms of public transport, including: 'To work with partners to provide better bus and rail services and facilities' (Derbyshire LTP), 'To promote use of bus and taxis' (Derbyshire LTP), 'To achieve social inclusion and accessibility by ensuring all socially disadvantaged potential rail passengers in urban and rural areas enjoy access to rail services (People with disabilities, and people without access to a car)' (West Sussex LTP), and 'Support for socially necessary bus services' (Hampshire LTP).

The actions to help achieve these objectives a number of actions have been identified, for example from the Derbyshire LTP:

- Provide improved timetable information;
- Continuing support for community transport;

- Ensure facilities and vehicles are accessible for all;
- Better walking and cycling access to public transport;
- Greater flexibility in ticketing and fare structures;
- Provide improved timetable information;
- Improve bus penetration into key sites;
- Improve bus penetration into rural areas.

From the Hampshire LTP come:

- Passenger Transport Strategy to improve the image and acceptability of passenger transport;
- Concessionary fares and free travel.

Bristol LTP includes the following actions:

- Showcase bus routes providing quality links between pockets of unemployment and job opportunities;
- Introduction of night bus services to provide better affordable opportunities of accepting employment that starts or finishes at unconventional times.

From the Gloucestershire LTP comes:

- Provide evening bus services;
- Encourage more low floor buses.

In the Greater Nottingham LTP the following actions are proposed:

- Safer Bus Routes initiative e.g. lighting bus shelters;
- CCTV in city and district centres and bus and rail stations;
- Use of video surveillance on board buses and trains;
- The establishment of quality and accessibility standards as part of the public transport plan;
- Use of these standards in awarding Quality Contracts;
- Pump-priming new PT services.

Taxi

Sometimes, conventional public transport cannot meet the specific needs of some people who are socially excluded people. Taxis offer one way of overcoming these needs (but often at a high price). Derbyshire LTP contained the objective: 'Promote use of bus and taxis'.

Actions involving taxis include the following:

- Discount taxi card (Hampshire LTP);
- Taxi bus (Hampshire LTP);
- Tokens for use in taxis (Buckinghamshire LTP);
- Community transport initiatives e.g. taxibus, dial-a-ride (Buckinghamshire LTP);
- Guaranteed taxi ride home for employees (Greater Nottingham LTP);
- Wheelchair accessible taxis (Greater Nottingham LTP).

Community and voluntary transport

Another form of transport that can be more flexible than conventional transport is community and voluntary transport, because often its costs are lower and it has been designed to meet specific needs.

Gloucestershire LTP contains a number of objectives specifically related to this type of transport:

- To promote through community transport, accessible public transport access to the frail, elderly and disabled;
- To use community and voluntary transport to meet the needs of all those not met by conventional public transport;
- To recognise the needs of people who may use public transport/accessible public transport when it is door to door but who are unable to use it when it is not;
- To use community and voluntary transport to target the needs of the young disabled to enable them to have access to work, college and social facilities;
- To give priority in providing community and voluntary transport to those areas where there is no community transport provision or where there is only minimal coverage;
- To promote co-ordination and integration of community and voluntary transport with conventional public transport when the latter becomes fully accessible;
- To support existing community and voluntary transport initiatives that help research needs in these areas as well as provision.

Buckinghamshire and Derbyshire LTPs both included objectives of continuing to support community transport schemes.

Gloucestershire LTP contains a number of actions to help achieve its objectives in this area:

- Pursue the feasibility of providing grant for community transport operations for groups based on ethnic or gender backgrounds;
- Target areas where there is no public or community transport and seek to provide a service that is fully accessible;
- Extend the range of community and voluntary transport services;
- Continue to encourage and support innovative rural transport schemes in future, and in addition develop Lottery Bids and SRB bidding in conjunction with the local community, arising out of its 'Rural Issues' consultations;
- Continue to support a range of flexible rural transport solutions and strive to enhance them where possible by bidding where appropriate.

Further actions were identified in the Buckinghamshire and Hampshire LTPs:

- Dial-a-ride (Buckinghamshire LTP);
- Shopmobility (Buckinghamshire LTP);
- Transport provision for social services clients and children with special educational needs (Buckinghamshire LTP);
- £100,000 per year to community transport for shopping leisure, health and other purposes (Hampshire LTP);
- Supporting voluntary groups that provide car transport (Hampshire LTP).

Walking and cycling

Walking and cycling provide low cost alternatives to the car for shorter trips. In order to increase social inclusion by improving access it is necessary to encourage and facilitate such trips. Relevant objectives put forward in the LTPs include: 'Better facilities for pedestrians and cyclists' (Derbyshire), 'To encourage safe walking and cycling for short journeys including travel to schools, shops and other local facilities' (Greater Nottingham) and 'Improve the pedestrian environment' (Derbyshire and Hampshire LTPs).

The following actions relate to both walking and cycling:

- Development of Home Zones;
- Development of small-scale complementary mobility plans based around schools;
- Reallocation of space for pedestrians and cyclists;
- Safer Routes to School;
- Engineering to improve road safety;
- Speed reduction;
- Junction treatment;
- Traffic management;
- Develop mixed-use residential areas that facilitate walking, cycling and social interaction;
- Try to ensure that neighbourhoods have key community facilities;
- Quality partnerships;
- Implement measures to reduce community severance;
- Road crossings;
- When building a new stretch of road, ensure that the county council or developers put in adequate, safe facilities for pedestrians and cyclists;
- Increased attention to footpath and cycle way design including street lighting.

The following actions relate specifically to walking:

- Maintain pedestrian routes;
- Upgrade pedestrian facilities;
- Dropped kerbs;
- Pedestrian skills training;
- Increase provision of pedestrian crossings which provide the link between residential areas and facilities;
- To undertake pedestrian audits of priority routes:
 - short distance routes to key employment, shopping centres, schools and other facilities;
 - links to bus stops and bus and rail stations;
 - routes with pedestrian casualty records;
 - links from low car availability/high social need to local facilities;
 - routes identified through street crime incident data and liaison with police.

The following actions relate specifically to cycling:

- Cycle training;
- Development of cycle routes through road space reallocation or off-road provision;
- Provision of secure cycle parking;
- Provision of cycle lockers;

- Promotion of cycling to schools (in conjunction with 'safer routes to school') and businesses;
- Extend the county's cycle network;
- Provide more secure places to leave bikes, closer to the main entrances of shops, business and other public places rather than out of the way where it is less safe;
- Proposed cycle routes to be added to the National Cycle Network.

5 POLICY ACTIONS TO INCREASE SOCIAL INCLUSION

From the information presented above it is possible to identify a range of policy actions that are intended to increase social inclusion. These can be grouped under the following headings:

- Street infrastructure design;
- Public transport infrastructure provision;
- Vehicle design;
- Improved transport services;
- Fares;
- Information provision;
- Organisational;
- Training;
- Consultation;
- Financial;
- Planning;
- Standards and guidance.

Examples of actions under this classification system are shown below.

Street infrastructure design

This includes improving individual elements of street infrastructure, often to make it easier for the less mobile to travel around: for example drop kerbs, and raised kerbs and bus boarders at bus stops. There are various methods assisting people with impaired vision to find their way including tactile and colour contrast paving, audible signals at pedestrian crossings, and highlighted bollards, steps, subways, signposts. Other improvements that can be made include accessible ticket machines, induction loops, and Minicom facilities in city centre car parks. More generally, public transport and pedestrian infrastructure and facilities should be designed in accordance with the Disability Discrimination Act, and with more consideration of the needs of disabled people in locating street furniture.

At a more strategic level, it is important to ensure that access is achievable by ensuring that more safe crossing points are implemented, with adequate time for less active people to cross, with segregation of pedestrian and cycle paths where appropriate. Also, the provision of pedestrian crossings which provide the link between residential areas and facilities can be increased to provide better access within urban areas. Areas of higher unemployment can be linked with existing major employment areas through improved pedestrian and cycling routes to increase access for those seeking employment. The use of bicycles, which is an inexpensive

way to travel, can be increased by extending cycle networks and providing more secure places to leave bicycles, close to the main entrance of shops, business and other public places.

Public transport infrastructure provision

Public transport is an important means of travel for many socially excluded people. It can be made more attractive and user friendly by building new bus shelters incorporating seating, lighting and contrasting strips, installing CCTV in public transport interchanges and improving or replacing bus stations which are often poorly designed.

Vehicle design

The vehicles must also be made easier to use for those who find them difficult, for example by introducing more kneeling and low floor buses. Wheelchair access to trains, buses and taxis with complementary kerbside improvements where appropriate is required.

Improved transport services

Transport services can be improved by introducing new forms of travel such as Dial-a-ride, car sharing schemes, moped sharing schemes, community feeder bus services and taxi buses. Improvements can also be made to conventional bus services to make them more useable by socially excluded people, for example, by introducing night bus services to provide better affordable opportunities of accepting employment that starts or finishes at unconventional times, and setting up showcase bus routes providing quality links between pockets of unemployment and job opportunities.

Fares

Providing concessionary fares for people with disabilities, the unemployed, New Deal participants and all 16-18 year olds are a straightforward way of making public transport more available to members of these groups. Another method is to provide cards for obtaining taxis at a discount rate, to take advantage of the flexibility that taxis offer, but at a fare that more people can afford.

Information provision

It is important to produce public transport information in different formats, targeted to meet the specific needs of socially excluded people. People with mobility difficulties can be assisted by improvement to public transport telephone information systems, i.e. including disability information such as which routes are operating low floor buses, which interchanges are on the level, where there are raised kerbs at stops, and where there are dropped kerb crossings. Deaf people can be assisted by the introduction of a Minicom facility for bus timetable and fare enquiries. People whose first language is not English can be offered a translation service at all stages of the grant-awarding process to ensure that they are able to understand and respond to the local authority's proposals. Planning applications site notices should have a

paragraph in the appropriate language with details of where to go for further information.

Jobseekers can be assisted by making passenger transport information available in format and at locations easily accessible to them, and they can be offered tailored door to door travel information and tickets.

Organisational

There are many systems that can be set in place to help socially excluded people reach new opportunities, but they need organisation, usually by the local authority, often in partnership with other agencies, for example mobile equipment loan schemes e.g. Shopmobility, and supporting the development of mobile and home delivery services. Local authorities can work with transport operators to enhance service frequencies and extend operating hours to help young people and job seekers, using innovative locally-based community transport services where conventional public transport is not available.

The local authority can encourage businesses to favour affordable commuting opportunities using Travel Plans and can undertake surveys to assess travel needs of job seekers and those on training schemes. It can use the Government checklist on Women and Public Transport to ensure that the needs of women are fully addressed by the LTP and transport operators.

Accessibility problems in rural areas can be identified by working with the Rural Transport Partnership to identify the extent of social exclusion in rural areas and using the Best Value Review of Transport to enhance the range of services in rural areas. Community based rural transport e.g. social car schemes, home delivery schemes and other forms of community led transport, can be encouraged.

Training

The local authority can work with bus operators to offer customer awareness for drivers, particularly for disabled and elderly people when boarding and alighting from vehicles.

Consultation

The local authority can work with appropriate organisations to ensure that mobility and access needs are considered in new developments, and work with organisations such as Help the Aged to monitor the effectiveness of strategies for elderly people.

Awareness can be raised within minority ethnic communities of opportunities such as Public Rights of Way. Work can be carried out with local authorities' crime reduction partners to reduce the fear sometimes experienced by elderly people when travelling.

Financial

Many schemes require funding through grants such as for community transport operations for groups based on ethnic or gender backgrounds and for improving interchange accessibility.

Support services can be provided for people who do not have access to a car, through subsidies for supported public transport, community transport and the Rural Bus Grant, and ways found of extending and improving these services, for example, to areas not currently covered and by providing more services in evenings and at weekends

The local authority can help with funding for schemes by encouraging and supporting innovative rural transport schemes in future, and in addition develop Lottery Bids and SRB bidding in conjunction with the local community. It can use Rural Bus Grants and Rural Transport Partnership Fund to set up schemes, for example, for those with learning difficulties.

Planning

One way to improve access is through using the planning system to locate opportunities in more accessible places, for example by locating new healthcare facilities and major new food stores in places highly accessible by walking, cycling and bus, and providing facilities in convenient locations for those who are less mobile. More generally, new development should be located so that is easily accessible by public transport, walking and cycling. When building a new stretch of road, the County Council or developers should put in adequate, safe facilities for pedestrians and cyclists.

Standards and guidance

The establishment of quality and accessibility standards as part of the public transport plan can be used to ensure that accessibility measures for disabled people are incorporated into new passenger transport facilities, and when upgrading or refurbishing existing services. Standards can be used to ensure good quality footway design and the provision of specific parking spaces for disabled people through parking standards. The various needs of socially excluded people can be addressed through pavement and café and street trader design guides. These standards can be used in awarding Quality Contracts.

The links between policy actions and socially excluded people

Table 1 summarises the links between the various types of policy action and the various members of the socially excluded groups, as indicated in the previous discussion. It is not exhaustive, merely illustrative of some of the key linkages that there are.

Improved infrastructure, on the street and in vehicles and at the interface between the two, can help those who find moving about difficult, such as some disabled and elderly people. At a more strategic level, improved infrastructure to make it easier to

move about without a car benefits all those without one. Improved transport services can help those such as young people and job seekers who wish to travel outside the present hours offered by public transport operators, and those in rural areas. Concessionary fares can assist all those who do not travel much because they cannot afford it. Better information provision can help people, such as members of ethnic minorities, to find out about what is currently available or is proposed.

Some of the needs of socially excluded people can be met through better organisation and consultation with representative groups. These cover a wide range of situations. Training can be useful, so that, for example, bus drivers are more aware of ways of assisting people who have difficulty in moving about. Financial assistance in the form of grants can help set up schemes to help specific groups such as members of ethnic minorities and job seekers.

In the longer run, planning can be used to ensure that opportunities, such as shops and health facilities, are sited in more convenient locations, so that those without a car or who are not very mobile can reach them more easily.

The development and use of standards and guidance can make the design of streets and vehicles much more suitable for those who are not very mobile.

6 CONCLUSIONS

This report has used information from nine Local Transport Plans (LTPs) to identify nine types of socially excluded people and the policies that may help to improve their accessibility to opportunities. The policies have been examined in terms of both the objectives of the policy and examples of actions to implement the policies. Twelve types of action were identified, covering a number of methods of travel.

This information will be used in the development of the integrated computer tool to assess the effectiveness of transport and related policies in the BAPTIST project within the work programme of the AUNT SUE consortium. This analysis means that the computer tool will be used to examine policies developed within LTPs rather than ones conceptualised by the developers of the tool, which could lead to bias. It may also help to show the range of policies that are outside the scope of the tool, which will need to be considered in other ways.

ACKNOWLEDGEMENTS

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Table 1 The nature of the actions required to address social exclusion by various groups of socially excluded people

	People with disabilities	Elderly people	Young people	Women	Ethnic minorities	People with low incomes	Job seekers	People without access to a car	People living in rural areas
Street infrastructure design	?	?		?				?	
Public transport infrastructure provision	?	?						?	
Vehicle design	?	?							
Improved transport services			?				?		?
Fares	?	?	?			?			
Information provision	?				?		?		
Organisational	?	?		?			?		?
Training	?	?							
Consultation	?	?			?	?			
Financial				?	?	?	?	?	?
Planning	?	?					?	?	
Standards and guidance	?								

APPENDIX

Information taken from Local Transport Plans used in the analysis in this report

Bristol City Council

Document: Bristol Local Transport Plan 2001/2 - 2005/6

Obtained from:

http://www.bristol-city.gov.uk/traffic/tt_pol_ltp.html (LTP page)

http://www.bristol-city.gov.uk/traffic/pdf/tt_pol_ltp_chcomplete.pdf (downloadable pdf of plan)

Social exclusion listed explicitly as part of the “Vision for Bristol”. “The City Council wants to see a transport system that:-...will help to reduce social exclusion”. Other relevant things mentioned in this vision are a fair transport system, accessible to all; a system that is affordable, serves local communities, and is safe and secure. The plan also specifically mentions that the investment programme is orientated towards tackling those aspects of social exclusion relating to poor access to jobs and facilities. Generally, sustainable development, i.e. reducing the need to travel, seems to get a greater emphasis than social exclusion, though the document does contain a section acknowledging that social exclusion exists within Bristol in relation to low car ownership levels in some areas. The effect of low car ownership on access to employment gets a mention. It also contains a section showing which actions/strategies will benefit which groups of people (women, elderly people, young people, ethnic minorities, “New Deal”).

Objectives	Related actions
Ensure that the transport system makes an active contribution to the physical, social and environmental regeneration of Bristol and its local communities, especially those most isolated from existing transport networks	<ul style="list-style-type: none"> • Showcase bus routes providing quality links between pockets of unemployment and job opportunities; • Introduction of night bus services to provide better affordable opportunities of accepting employment that starts or finishes at unconventional times. • Community transport initiatives. • Rapid Transit • Safer routes to school.
Ensure that Bristol’s transport system addresses the needs of disabled people	
Provide quality alternatives to the car and encourage their use	<ul style="list-style-type: none"> • Road safety strategy • CCTV & parking attendants to increase perceptions of security • Pilot Car Club • Low floor buses and raised kerbs at bus stops to help those with pushchairs and heavy bags.

- Street lighting

Buckinghamshire County Council

Document: Local Transport Plan 2001 - 2006

Obtained from:

http://www.buckscc.gov.uk/transport_plan/index.stm (plan in linked html pages, no single document is available)

The LTP devotes a number of pages to the discussion of social inclusion/exclusion, including a DETR definition, a discussion of why transport can contribute to social exclusion; the problems and opportunities presented in tackling social exclusion in relation to transport, and a section on National Government policies, strategies, documents and legislation that have influenced Buckinghamshire County Council policies on tackling social exclusion.

Objectives	Related actions
Promoting walking and cycling as healthy and useful forms of physical activity	<ul style="list-style-type: none"> • 'Safer Routes to School' • Developing safe walking and cycling routes
Improving local air quality through reducing the need to travel by car and traffic management measures	
Reducing road traffic casualties through 'Safer Routes to School', road safety education and accident prevention measures	<ul style="list-style-type: none"> • 'Safer Routes to School'
Improve access to health care facilities and employment and better access for the mobility impaired	<ul style="list-style-type: none"> • Encouraging community transport • Improved bus services • Support development of mobile and home delivery services • Increase access for the disabled • Locate new healthcare facilities and major new food stores in places highly accessible by walking, cycling and bus • Target provision of passenger information at socially excluded people
Minimising children's personal security and road safety risk whilst travelling	<ul style="list-style-type: none"> • Collecting and sharing information with other agencies • 'Safer Routes to School' • Promoting formal surveillance at interchanges such as rail stations
Promoting the treatment of crime 'hot spots' in the transport system	<ul style="list-style-type: none"> • Collecting and sharing information with other agencies • changing the location of bus stops and improved street lighting • Promoting formal surveillance at interchanges such as rail stations

<p>Improve opportunities for social interaction through, for example, encouraging walking and cycling, encouraging mixed-use developments and reducing the fear of crime</p>	<ul style="list-style-type: none"> • Improved footpath maintenance • Road crossings • Footpath provision in rural areas • Pedestrianisation of town centres • Development of cycle routes through road space reallocation or off-road provision • Speed reduction, • Junction treatment, • Traffic management • Provision of secure cycle parking; • Promotion of cycling to schools (in conjunction with 'safer routes to school') and businesses. • Opening up of bus lanes to motorcycles and other two wheeled vehicles • Implement measures to reduce community severance • Develop mixed-use residential areas that facilitate walking, cycling and social interaction • Try to ensure that neighbourhoods have key community facilities • Implement measures to reduce crime and fear of crime within the transport system.
<p>Reduce the negative impacts of traffic through, for example, improving the pedestrian environment and noise abatement measures</p>	<ul style="list-style-type: none"> • Traffic calming • Environmental Improvements • Local Air Quality Management • Noise Abatement measures • Traffic and demand management • Better cycling and pedestrian routes
<p>Support the travel needs of excluded groups through supporting concessionary fares and community transport initiatives</p>	<ul style="list-style-type: none"> • Concessionary fares • Tokens for use in taxis • Dial-a-ride • Shopmobility • Transport provision for social services clients and children with special educational needs
<p>Improving access to jobs and training through conventional and innovative measures</p>	<ul style="list-style-type: none"> • 'Schools at the Heart of the Community' - use the local schools' internet facilities for 'virtual access' and informal training • Concessionary fare schemes for the unemployed, New Deal participants and young people • Help develop innovative locally-based community transport services for times and to places where conventional public

	<p>transport is not available;</p> <ul style="list-style-type: none"> • Ensure new development is well accessed by public transport, walking and cycling; • Investigate potential for linking areas of higher unemployment with existing major employment areas through improved pedestrian and cycling routes • Seek planning gain from developers for improving provision for sustainable travel means; • Encourage businesses to favour affordable commuting opportunities using Travel Plans; • Make passenger transport information available in format and at locations easily accessible to job seekers/socially excluded; • Undertake surveys to assess travel needs of job seekers and those on training schemes.
<p>Providing disabled and mobility impaired people with transport choices</p>	<ul style="list-style-type: none"> • Ensure that accessibility measures for disabled people are incorporated into new passenger transport facilities, and when upgrading or refurbishing existing services • Kneeling buses, low floor buses • Raising kerb levels at bus stops to ensure level entry • Footway standards • Drop kerbs • Tactile paving • Audible signals • Highlight bollards, steps, subways, signposts for visually impaired • Disabled parking provision • Community transport initiatives e.g. taxibus, dial-a-ride • Concessionary fares • Mobile equipment loan schemes e.g. Shopmobility • Public transport staff disability awareness training • Public transport information in different formats and targeted provision

Derbyshire County Council

Document: Derbyshire Local Transport Plan

Obtained from:

<http://www.derbyshire.gov.uk/pubtra/plan.htm> (LTP page)

http://www.derbyshire.gov.uk/pubtra/local_transport_plan.pdf (downloadable pdf of plan)

Actions for Change - Accessibility and emerging themes		
Government objectives	Local issues	Actions for change
To promote accessibility to everyday facilities for all, especially those without access to a car	<ul style="list-style-type: none"> • Growing car ownership in some areas • Low bus penetration to many areas • Poor rail station network • Disadvantages to non-car owners • Poor level of travel information • Little thought to consequences of car travel • Rural isolation • Social exclusion • Social exclusion for those without a car • Centralisation of facilities and functions • Mobility problems • Closure of local facilities • Poor pedestrian environment • Access to bus and rail provision • Format of travel information 	<ul style="list-style-type: none"> • Work with partners to provide better bus and rail services and facilities • Support innovative access initiatives e.g. post bus • Promote use of bus and taxis • Provide improved timetable information • Improve bus penetration into key sites • Improve bus penetration into rural areas • Continuing support for community transport • Promote a sense of 'sharing' of road space in town and village centres • Support attractiveness of local centres and facilities • Promote local village shops and services • Ensure facilities and vehicles are accessible for all • Better walking and cycling access to public transport • Greater flexibility in ticketing and fare structures

The rest of the LTP is summarised below

Objectives	Related actions
Provide affordable public transport	<ul style="list-style-type: none"> • Rural Bus Grant • Concessionary fares for young, elderly and disabled people
Improving bus and rail networks	<ul style="list-style-type: none"> • Community transport, including dial-a-

<ul style="list-style-type: none"> • Low bus penetration • Rail station network – patchy 	ride
Maintaining and improving the existing road network	<ul style="list-style-type: none"> • Access audits of highway developments in line with pedestrian and cycling strategies
Linking different modes	<ul style="list-style-type: none"> • Improve pedestrian and cycling links with bus and train
Promoting wider accessibility	
Address poor pedestrian environment	<ul style="list-style-type: none"> • Personal mobility toolkit <ul style="list-style-type: none"> -tactile surfaces -dropped kerbs -street lighting
Address poor level and format of travel information	<ul style="list-style-type: none"> • Ticketing and travel information • Travel awareness toolkit <ul style="list-style-type: none"> -Travelwise -Participate in national travel awareness campaigns -local media -feedback from the public -‘Transport Choices’ school resource pack • Use of different media
Address mobility problems	<ul style="list-style-type: none"> • Investment in accessible vehicles and infrastructure for public transport vehicles and stops/stations • Parking provision in convenient locations • Work with appropriate organisations to ensure that mobility and access needs are considered in new developments
Tackling social exclusion by improvements in access to employment and facilities	
Road safety	<ul style="list-style-type: none"> • Measures to tackle the number and severity of accidents • Accident Prevention Toolkit
Improve safety for cyclists	<ul style="list-style-type: none"> • Improve facilities for pedestrians and cyclists
Improve safety at pick-up/drop-off points	<ul style="list-style-type: none"> • Work with appropriate organisations

Gloucestershire County Council

Document: Gloucestershire Local Transport Plan 2001/2002-2005/2006

Obtained from:

<http://www.gloucestershire.gov.uk/index.cfm?articleid=167> (LTP page)

http://www.gloucestershire.gov.uk/media/adobe_acrobat/Main%20Doc.pdf

(downloadable pdf of main plan, appendices are in separate files)

Social exclusion is felt by those without public transport, women, elderly, those on low incomes and people with a disability who are unable to take part in the full range of economic and social activities.

Problems for Gloucestershire include social exclusion for people not owning cars.

A key area for short-term priority: tackling social exclusion and improving health.

The social inclusion strategy has strong links to the Public Transport (especially Community Transport) and Disability strategies, and moderate links to the Crime and Fear of Crime, Walking, Cycling, and Rural Transport strategies.

To counter problems of social exclusion the County Council spends over £850,000 per year supporting socially necessary bus services (together with £800,000 of Rural Grant currently), primarily in rural areas, and £400,000 on Community Transport targeted at the elderly and those with a mobility problem.

The Anti-Poverty Profile recognised that social exclusion is more than just a case of low income or unemployment, but covers issues such as differential access to a range of everyday support facilities.

In rural areas, the problem of access to day-to-day facilities for those dependent upon public transport is the key element restricting social inclusion. Community and Voluntary Transport Schemes provide an important means of combating social exclusion in rural areas. For many elderly and infirm people, these services provide their only means of accessing shops, medical appointments and other essential services. In addition, some organisations are able to offer journeys for social events.

Coverage of the rural areas is almost complete by a combination of dial-a-ride and voluntary car schemes, but there are some areas which have neither facility and, of course, cars are of little use to wheelchair users. So the coverage needs to be extended and the Best Value Review will identify a solution for this problem.

Social exclusion applies to young people in rural areas just as it does to the elderly, or anyone without a car. The Council is anxious to enhance the range of transport services to young people, and has, for example, utilised the Rural Bus Grant to fund evening bus services linking market towns and villages with Gloucester in order to access social facilities.

To ensure that the nearly 10,000 residents of Gloucestershire of black and minority ethnic groups have the same access to information on the issues facing transport in

the county and the alternative modes available to them translations are provided into different languages

Objectives	Related actions
<p>To ensure that the transport network makes appropriate provision for all sectors of the community equally</p>	<ul style="list-style-type: none"> • Provide evening bus services • Encourage more low floor buses • Extend the range of community and voluntary transport services • Improve walking and cycling facilities • Improve street lighting • Provide CCTV in appropriate locations (e.g. public transport interchanges) • Improve transport interchange facilities in the County. • Implement the IMPACT demand responsive pilot project to the south of Gloucester • Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County's cycle network. • When building a new stretch of road, ensure that the County Council or developers put in adequate, safe facilities for pedestrians and cyclists. • Provide more secure places to leave bikes, closer to the main entrances of shops, business and other public places rather than out of the way, where it is less safe. • Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County's cycle network. • Continue to develop a safe, secure network of pedestrian, cycle and public transport routes. • Consider further introduction of CCTV and better street lighting at public transport interchanges, and in residential areas linking bus stops with housing estates. • Target areas where there is no public or community transport and seek to provide a service that is fully accessible.
<p>To provide access to employment and essential services for people without access to a car</p>	<ul style="list-style-type: none"> • Improve walking and cycling facilities • Improve street lighting • Provide CCTV in appropriate locations (e.g. public transport interchanges) • Continue to support services for people who do not have access to a car, through subsidies for supported public transport,

	<p>community transport and Rural Bus Grant, and find ways of extending and improving these services, for example, to areas not currently covered and by providing more services in evenings and at weekends.</p> <ul style="list-style-type: none"> • Improve transport interchange facilities in the County. • Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County's cycle network. • When building a new stretch of road, ensure that the County Council or developers put in adequate, safe facilities for pedestrians and cyclists. • Provide more secure places to leave bikes, closer to the main entrances of shops, business and other public places rather than out of the way, where it is less safe. • Ensure that access is achievable by ensuring that more safe crossing points are implemented, with adequate time for less active people to cross. • Increase provision of pedestrian crossings which provide the link between residential areas and facilities, and extend the County's cycle network.
<p>To ensure that women are not disadvantaged when using any aspect of the transport network</p>	<ul style="list-style-type: none"> • Improve street lighting • Provide CCTV in appropriate locations (e.g. public transport interchanges) • Use the checklist of women's transport requirements and ensure that they are taken into account when improvements are made to the transport network. • Pursue the feasibility of providing grant for community transport operations for groups based on ethnic or gender backgrounds.
<p>To ensure that transport services are equally available for ethnic minority groups</p>	<ul style="list-style-type: none"> • Pursue the feasibility of providing grant for community transport operations for groups based on ethnic or gender backgrounds. • Offer a translation service to those organisations at all stages to ensure that those people for whom English is not their first language are able to understand and respond to our proposals. • Ensure that planning applications site notices have a paragraph in the appropriate language with details of where to go for further information

	<ul style="list-style-type: none"> • Raise awareness within minority ethnic communities of Public Rights of Way opportunities. Inform local communities, via the distribution of Grass Routes (the Public Rights of Way and Conservation magazine), of the opportunities available.
<p>To ensure that the needs of elderly people are considered in transport services</p>	<ul style="list-style-type: none"> • Encourage more low floor buses • Ensure that access is achievable by ensuring that more safe crossing points are implemented, with adequate time for less active people to cross. • Continue to work with the County Council's Crime Reduction Partners, through the Community Safety Partnerships at the District Councils to reduce the fear sometimes experienced by elderly people. • Work with bus operators to offer customer awareness for drivers, particularly for elderly people when boarding and alighting from vehicles. • Continue to work with Help the Aged to monitor the effectiveness of our strategy for elderly people. Feedback will enable us to alter our strategy, to respond to specific problems and plan better for the future. • Target areas where there is no public or community transport and seek to provide a service that is fully accessible.
<p>To ensure that the needs of young people are considered in transport services.</p>	<ul style="list-style-type: none"> • Assist young people to access better transport opportunities • A number of initiatives are being trialled for young people in Gloucestershire, including to: <ul style="list-style-type: none"> -Monitor the effectiveness and success of the different schemes aimed at young people and consider extending to other areas of the County. -Endeavour to ensure that young people living in rural areas are not forced to leave through poor access to facilities. -Ensure the provision of a standard County-wide fare policy for young people. -Develop the network of low floor buses on routes with a high demand by parents with young children. -Work with operators to enhance service frequencies and extend operating hours. -When developing Rural Bus Quality Partnerships include the transport needs of

<p>Rural transport objectives:</p> <ul style="list-style-type: none"> • To ensure that adequate public transport services are maintained at peak and off-peak times, to tackle social exclusion. • To combat rural isolation and social exclusion 	<p>young people</p> <ul style="list-style-type: none"> • Enhance bus services in rural areas • Provide innovative schemes to give access to jobs, shops and social facilities through the Rural Transport Partnership. • In rural areas, target the needs of young people, especially those who have a disability. • Use the Best Value Review of Transport to enhance the range of services in rural areas. • Work with the Rural Transport Partnership (see later in this section) to identify the extent of social exclusion in rural areas. • Continue to encourage and support innovative rural transport schemes in future, and in addition develop Lottery Bids and SRB bidding in conjunction with the local community, arising out of its “Rural Issues” consultations. • Continue to support a range of flexible rural transport solutions and strive to enhance them where possible by bidding where appropriate.
<p>Community and voluntary transport objectives:</p> <ul style="list-style-type: none"> • To promote through community transport, accessible public transport access to the frail, elderly and disabled. • To use community and voluntary transport to meet the needs of all those not met by conventional public transport. • To recognise the needs of people who may use public transport/accessible public transport when it is door to door but who are unable to use it when it is not. • To use community and voluntary transport to target the needs of the young disabled to enable them to have access to work, college and social facilities. • To give priority in providing community and voluntary transport to those areas where 	<ul style="list-style-type: none"> • Pursue the feasibility of providing grant for community transport operations for groups based on ethnic or gender backgrounds. • Target areas where there is no public or community transport and seek to provide a service that is fully accessible. • Extend the range of community and voluntary transport services • Continue to encourage and support innovative rural transport schemes in future, and in addition develop Lottery Bids and SRB bidding in conjunction with the local community, arising out of its “Rural Issues” consultations. • Continue to support a range of flexible rural transport solutions and strive to enhance them where possible by bidding where appropriate.

<p>there is no community transport provision or where there is only minimal coverage.</p> <ul style="list-style-type: none"> • To promote co-ordination and integration of community and voluntary transport with conventional public transport when the latter becomes fully accessible • To support community and voluntary transport existing initiatives that help research needs in these areas as well as provision. 	
<p>(Forest of Dean Council) To promote social inclusion by extending the range of opportunity and promoting accessibility to essential services, jobs and homes</p>	<ul style="list-style-type: none"> • Youth strategy, a Discrimination Policy and a Community Development Strategy

Greater Manchester (The ten City and Metropolitan Borough Councils that make up Greater Manchester and Greater Manchester Passenger Transport Authority (GMPTA))

Document: Greater Manchester Local Transport Plan 2001/02 - 2005/06

Obtained from:

<http://www.gmltp.co.uk/> (LTP page)

http://www.gmltp.co.uk/transplanprog0102_0506.asp (LTP download page, LTP in separate sections)

Social exclusion is discussed at some points in the plan without a link to a clear objective or action. For instance, in Chapter 4 there is discussion about the congestion, declining public transport patronage and consequent social exclusion. However, this is not always linked with objectives or policies that explicitly mention social exclusion. It is probably the case that a large number of policies are seen to address social exclusion indirectly.

Objectives	Related actions
Ensuring that any charges fit in with objectives for ... social inclusion	Consultation with businesses and the wider community
Create a high quality, sustainable, and socially inclusive county-wide transport network	Integrates public transport with other sustainable modes such as walking and cycling
Address anti-social behaviour at public transport facilities	Work with police
Create a high quality, sustainable and socially inclusive county-wide transport network	<ul style="list-style-type: none"> • Concentrate investment and activity in key sectors

	<ul style="list-style-type: none"> • Support socially necessary bus services – for times and places not served commercially • Explore provision of shared taxis • Explore role of community transport
Ensure that the County's transport system meets the needs of all sections of the community, promotes social inclusion and widens choice	<p>Address the problems of:</p> <ul style="list-style-type: none"> • access for people with no car, • social deprivation, • access to employment areas, • cost of public transport subsidy, including problems encountered by women and other groups using the transport system
Promote social inclusion by improving the impact of existing provision and expenditure and by providing a more coherent and effective service	User involvement and consultation, particularly with disabled people, older people, young people, ethnic minority communities and women.
Sustainable regeneration to tackle social exclusion (integration of policy areas)	Focus investment on city, town and district centres which are already best served by public transport to create attractive and prosperous areas
Overcome social exclusion in rural areas	Rural bus challenge funding to improve taxi and bus interchange at three stations serving rural areas
Provide access for all to combat social exclusion	<ul style="list-style-type: none"> • Provide equal access for all to transport, by a choice of mode • Tackle inequality on all fronts (physical impairment, low income, geographical location, age, gender and ethnicity) • Many initiatives being taken forwards as part of economic and community regeneration projects
Promote social inclusion through community and accessible transport services	<p>Improve the impact of exiting provision and expenditure through:</p> <ul style="list-style-type: none"> • User involvement and consultation, particularly with disabled people, older people, young people, ethnic minority communities and women. • Inter-agency communication and co-operation, possibly through the development of an operators' forum • Joint working between operators to improve services and standards, maximise the benefits from the integration of planning

	<p>and logistical support, and explore the development of an effective technical assistance programme.</p> <ul style="list-style-type: none"> • Working better to co-ordinate and integrate services, training and information provision and emerging use of new technology
Address social exclusion arising from isolated location, insufficient income and mobility impairment	Provide a network of travel options for those without access to a car for all, or part of, the day
Ensure that socially necessary services are provided in the most appropriate way in each area	<ul style="list-style-type: none"> • Subsidised bus service • Arranged Passenger Transport (APT)
Promote social inclusion for those living in rural or sparsely populated areas (areas which lack sufficient demand to merit a full bus service)	<ul style="list-style-type: none"> • Arranged Passenger Transport (APT) • Improving interchange between public transport modes • Making the best use of resources available by Government through Rural Bus Grant and Rural Bus Challenge
Make the system more available to people who do not have use of a car (or who choose not to use it)	<p>All covered by Objective F (details of monitoring are given below this table):</p> <ul style="list-style-type: none"> • Improve footway access for mobility impaired • Use revenue support to provide socially necessary non-commercial services • Use revenue support to subsidise concessionary fares • Use minimum criteria for number of people living near bus stops • Monitor outcomes
Ensure that people, especially from areas of social deprivation, can gain access to existing and potential employment and leisure sites	
Ensure that the county's transport system better meets the needs of women, children, older people and ethnic minorities	

Monitoring and evaluation

Shared taxi and community transport schemes will be carefully evaluated.

Best Value programmes, will evaluate the contributions of the various levels of and types of provision and identify the scope for delivering [community and accessible transport] services more economically and efficiently.

GMPTA has developed a set of minimum criteria for bus service provision relative to location. Where these are not being met by commercial services, a decision has to be made as to whether a subsidised bus service should be provided.

Objective F – to ensure that the County’s transport system meets the needs of all sections of the community, promotes social inclusion and widens choice by:

- Making the system more available to people who do not have use of a car (or who choose not to use it)
- Ensuring that people, especially from areas of social deprivation, can gain access to existing and potential employment and leisure sites
- Ensuring that the county’s transport system better meets the needs of women, children, older people and ethnic minorities

The objective aims to solve the following problems: access for people with no car, social exclusion, access to employment areas, cost of public transport subsidy, particular problems encountered by women and other groups using the transport system.

The following headline and best value indicators will be used to monitor progress towards this objective:

- Access to the public transport network (HI GM13)
- Number of people using travel vouchers (HI GM 14)
- Number of concessionary trips (HI GM14)

Headline indicators for Greater Manchester

HI GM13 – Access to the public transport network (p29)

Minimum criteria have been adopted for access to the public transport network. These are:

- Monday to Saturday daytime – the percentage of the population that live within 400 metres of a bus-stop and have at least a 15-minute service or within 250 metres of a bus stop and have at least a 30-minute service to a centre with interchange facilities with other parts of the bus, train or tram networks.
- Evenings and Sundays – the percentage of the population that live within 400 metres of a bus stop and have at least a 60-minute service to a centre with interchange facilities with other parts of the bus, train or tram networks.

No target has been set for these criteria as better ways of representing access to the network are being considered.

HI GM14 – Other public transport indicators

These performance indicators are local indicators produced by the Greater Manchester Passenger Transport Authority as part of the Best Value process

- Number of locations with a timetable
- Proportion of bus stops with timetable information
- Number of concessionary trips
- Number of low floor buses
- Number of fully accessible train station (out of 107)
- Total of Ring & Ride journeys per annum
- Numbers using travel vouchers

Greater Nottingham (Nottingham Unitary Authority plus parts of Nottinghamshire County)

Document: Greater Nottingham Local Transport Plan

Obtained from:

http://www.nottinghamshire.gov.uk/home/traffic_and_travel/strategy-policy/ltp.htm

(LTP page)

http://www.nottinghamshire.gov.uk/local_transportplan-1.pdf (downloadable pdf of plan)

A number of problems within the Greater Nottingham area are identified; amongst these are social exclusion, inadequate accessibility for disabled people and rural isolation. The LTP goes on to outline the authorities' vision for the area – “to accommodate the rising demand for travel in a sustainable way” (p11). The ideas covered in the vision are grouped into a number of categories. Sustainable communities is about making “safe, “healthy and attractive” places to live, through tackling “social exclusion, poverty and other forms of disadvantage” by broadening opportunities through “developing attractive alternatives to the car for everyone” (p20). Access for all aims to provide an “integrated public transport system with comprehensive coverage, frequent services with seamless and safe interchange between modes” (p21).

No definition of social exclusion is given, but this statement appears on other related transport problems: *“Disadvantaged groups currently have less access to private cars and are therefore more dependent on public transport for access to jobs, education and training opportunities, health facilities and to other services. They are therefore denied opportunities when services are not sufficiently frequent or reliable”* (p57). A further statement is given later in the document on promoting social inclusion: *“transport disadvantage contributes to social exclusion. People who do not have access to cars have less choice in how they conduct their lives, work, training and other facilities need to be easily available for everyone, either located close by or with good, non-car dependent transport links, social and leisure destinations are as important as work and training. Some people, particularly young people, value personal mobility for its own sake, and transport inequality is increasing, both in real terms and in people’s perceptions.”* (p189).

“The authorities are committed to a socially inclusive approach to developing integrated transport planning policies. The Plan provides a key mechanism to help tackle these issues” (p189).

Objectives	Related actions
To increase sustainable accessibility to the City Centre and district centres in ways which enhance economic activity, encourage development in and reduce social exclusion from these centres.	<ul style="list-style-type: none"> • Increased frequency and possible extensions to the Robin Hood railway line; • New services and new stations on the South Notts Rail Network;
To integrate land-use and transport planning by ensuring all new major development is	<ul style="list-style-type: none"> • To implement improvements to the walking infrastructure to make it easier and more convenient for people to walk, and which are

<p>well connected to the public transport system and accessible on foot and by cycle.</p>	<p>targeted to maximise modal shift and to meet the needs to the disabled and socially excluded.</p> <ul style="list-style-type: none"> • To undertake pedestrian audits of priority routes: short distance routes to key employment, shopping centres, schools and other facilities; links to bus stops and bus and rail stations; routes with pedestrian casualty records; links from low car availability/high social need to local facilities; routes identified through street crime incident data and liaison with police.
<p>To maintain and enhance Greater Nottingham's accessibility to regional, national and international markets, particularly by modes other than the car.</p>	<ul style="list-style-type: none"> • Rail Quality Partnerships to improve quality and access at existing stations.
<p>To reduce social exclusion and to improve the accessibility to transport for disadvantaged groups, particularly disabled people.</p>	<ul style="list-style-type: none"> • To establish through EC MOST project new and innovative ways of connecting people to jobs and training, e.g. tailored door to door travel information and tickets, cycle pools, guaranteed taxi ride home and community car sharing. • Development of mobility centres (advice on jobs, training, travel, accompanied journeys, personal travel plans). • Development of bus services, e.g. extending the inner orbital route to new areas • Developing a jobseeker bus ticket • More fully integrate the tram into local area • Introduction of wheelchair accessible buses with complementary kerbside improvements • Programme of raised kerbs and bus boarders at bus stops. • Improve/Replace bus stations • New bus shelters incorporating seating, lighting and contrasting strips. • Wheelchair accessible taxis • Provision of orange badge parking • Shopmobility • Accessible ticket machines, induction loops, Minicom facilities in city centre car parks • Provision of specific spaces for disabled people in planning parking standards • Minicom facility for bus timetable and fare enquiries • Wheelchair ramps on Robin Hood Line trains • Dropped crossings • Upgrade tactile and audible indicators at pedestrian crossings • Pedestrianisation/priority schemes incorporating

	<p>tactile paving, colour contrast paving to provide smooth passage over paved areas</p> <ul style="list-style-type: none"> • Consideration of disabled people in locating street furniture • Pavement and café and street trader design guides • Segregation of pedestrian and cycle paths where appropriate. • Concessionary fares • Improve the public transport telephone information system, i.e. include disability information such as which routes are operating low floor buses, which interchanges are on the level, where there are raised kerbs at stops, and where there are dropped kerb crossings • Working alongside regeneration initiatives e.g. SRB and New Deal for Communities • Use of exemplary consultation techniques, e.g. community conferences and forums, to inform implementation programmes which target the needs of socially excluded people
<p>To increase transport choice in rural areas</p>	<ul style="list-style-type: none"> • Rural Transport Partnership Fund • Revenue support for non-commercial bus services e.g. evening and Sunday services • The establishment of quality and accessibility standards as part of the public transport plan • Use of these standards in awarding Quality Contracts • Pump-priming new PT services
<p>To reduce traffic growth and to encourage modal change away from the private car particularly for work journeys to the City Centre</p>	<ul style="list-style-type: none"> • Promote walking and raise awareness by highlighting the benefits • To implement improvements to the walking infrastructure to make it easier and more convenient for people to walk, and which are targeted to maximise modal shift and to meet the needs to the disabled and socially excluded • To undertake pedestrian audits of priority routes: short distance routes to key employment, shopping centres, schools and other facilities; links to bus stops and bus and rail stations; routes with pedestrian casualty records; links from low car availability/high social need to local facilities; routes identified through street crime incident data and liaison with police
<p>To encourage safe walking and cycling for short journeys including travel to schools, shops and other local facilities.</p>	<ul style="list-style-type: none"> • To significantly improve the safety of pedestrians, particularly vulnerable groups such as the elderly, women and children, through improved facilities, reduced roads speeds and changes in attitude

	<ul style="list-style-type: none"> • Development of Home Zones • Development of small-scale complementary mobility plans based around schools
To improve road safety, particularly for vulnerable road users.	<ul style="list-style-type: none"> • Safer Bus Routes initiative e.g. lighting bus shelters, CCTV in city and district centres and bus and rail stations, use of video surveillance on board buses and trains, increased attention to footpath and cycle way design including street lighting, & provision of cycle lockers
To improve integration and interchange between modes.	<ul style="list-style-type: none"> • Integrate the telephone hotline with travelwise information on traffic conditions etc
To relieve communities from the adverse effects of through traffic, particularly heavy goods vehicles.	
To improve air quality within the Plan area and to alleviate other transport impacts upon health.	

Evaluation

A number of schemes seemed to have been assessed against five appraisal criteria.

Gamston park and ride

In terms of the five appraisal criteria, the scheme has been assessed as follows:-

Accessibility (Beneficial)	The scheme provides significant accessibility benefits by virtue of introducing a major improvement to transport in the area. Severance/community and <u>social</u> inclusion effects are neutral.
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Only accessibility shown

A60 Ring Road - Woodthorpe Drive : Bus Priority Measures

In terms of the five appraisal criteria, the scheme has been assessed as follows:-

Accessibility (Beneficial)	Severance and <u>social</u> inclusion effects are beneficial by the scheme improving transport facilities in the area, which particularly helps those without access to the car.
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Only accessibility shown

Monitoring

Annual Average Daily Traffic
Inbound journey time surveys

Hampshire County Council

Document: Hampshire Local Transport Plan 2001 - 2006

Obtained from:

<http://www.hants.gov.uk/environment/ltp/index.html> (LTP page)

<http://www.hants.gov.uk/environment/ltp/pdf/index.html> (LTP download page, LTP in separate sections)

References to social exclusion and inclusion can be found throughout this transport plan, however, most of these references are reiterated and summarised in Section 3.11 'Social Inclusion'. The majority of objectives seek to improve accessibility or availability in some way, although some policies address the affordability and acceptability.

Some of the area transport strategies, in section 6 of the report, include objectives and policies that relate to social inclusion/exclusion. I have not included every mention of social inclusion/exclusion in the table below as most instances are very close to the objectives and policies in the main report, or are highly specific. In addition 'integration' is mentioned in conjunction with social exclusion, but this has not been included in the table below.

Section 9 contains details of monitoring and evaluation. AIs (Accessibility Indicators) are mentioned elsewhere in the context of evaluation.

Objectives	Related actions
Make public transport affordable for the elderly and disabled	Fare pass – concessionary fare
Providing affordable and attractive bus and rail services, as well as facilities to encourage walking and cycling	Competitive tendering under the Rural Transport Partnership Fund
Improve elderly and disabled access	<ul style="list-style-type: none">• Discount 'taxi card'• ATS – dial-a-ride schemes
Support for socially necessary bus services	Concessionary fares and free travel
Reduce reliance upon the car	Encourage sustainable means of transport
Availability for youth groups, churches, old people's groups and other voluntary bodies	£100,000 per year to community transport for shopping leisure, health and other purposes
Improve weekend and late evening transport availability	
To address Health (inc. Mental Health): Reducing the level of	<ul style="list-style-type: none">• HImP (Health Improvement Programmes)• Access to frequent affordable public

isolation, noise and social exclusion caused by busy roads	<p>transport. Use of land use and transport policies to promote urban regeneration and appropriate mix of land use within urban areas.</p> <ul style="list-style-type: none"> • Area forums to consider and develop health transport issues with key players (NHS trusts, Passenger Transport Groups and Social Services).
Enhance travel opportunities in rural areas	<p>Rural Transport Partnership Fund</p> <ul style="list-style-type: none"> • 3 day a week bus service from Borden and Liphook area to Basingstoke hospital • Rural Transport Development Officer • dial-a-ride • car sharing • moped sharing • Community feeder bus • Taxi bus • Rural Bus Grant • Reallocation of space for pedestrians and cyclists
Reduce car based travel	Reducing the number of car parking spaces and considering public transport and car access in planning decisions
Improve social inclusion by improving accessibility	<ul style="list-style-type: none"> • ATS (Accessible Transport Strategy) • The Public Transport Policy Review • Andover Transport Strategy
Improve the environment for the mobility impaired	<p>Will be improved by all actions that benefit pedestrians in general</p> <ul style="list-style-type: none"> • Maintain pedestrian routes - £150,000 to upgrade pedestrian facilities • Quality partnerships • Dropped kerbs • tactile pavements • low floor buses
Improve elderly and disabled access	<p>Pre-LTP</p> <ul style="list-style-type: none"> • 'Getting About', travel information • Grants for interchange accessibility • Supporting voluntary groups that provide car transport • dial-a-ride schemes <p>ATS (Accessible Transport Strategy)</p> <ul style="list-style-type: none"> • Accessible bus service • Accessible taxis
Improve access to the countryside	Maintaining countryside sites and maintaining public rights of way
Access to facilities and services	Sustainable Suburbs in partnership with Civic Trust, the Joseph Rowntree Foundation,

	Gosport Borough Council and Rushmoor Borough Council
Enhance travel opportunities in rural areas Including CHARTS (Central Hampshire Area Rural Transport Strategy)	Rural Transport Partnership Fund <ul style="list-style-type: none"> • Bus Buddies scheme for those with learning difficulties • Rural Transport Development Officer • Hampshire Country Towns Initiative
Improve access to jobs	<ul style="list-style-type: none"> • LRT (Light Rapid Transit) system • Providing 450 minibuses
Improved access to rail stations	
Consider accessibility for new developments	<ul style="list-style-type: none"> • Consider public transport facilities for new developments
Enlarging the national cycle network	Proposed cycle routes to be added to the National Cycle Network
Provide a safer public transport environment, especially for women	<ul style="list-style-type: none"> • Develop initiatives specifically for women - Follow guidelines found in “Women and Public Transport” including Quality Partnerships with Public Transport operators • Street lighting • Well lit bus shelters • Real time information
Providing affordable and attractive bus and rail services, as well as facilities to encourage walking and cycling	Improved waiting facilities and passenger information
Crime and fear of crime	Various policies relating to crime and fear of crime, this includes creating a safer more attractive and better used environment <ul style="list-style-type: none"> • CCTV • Street lighting
Road safety	<ul style="list-style-type: none"> • Safer Routes to School • Cycle training • Pedestrian skills training • Engineering to improve road safety
Passenger Transport Strategy	Passenger Transport Strategy to improve the image and acceptability of passenger transport
Freight: Balance access for goods and services with local environmental and social concerns	<ul style="list-style-type: none"> • Hampshire Economic Partnership • Quality Partnerships to promote rail freight offer benefits for social inclusion

Notes on objectives, actions and evaluation

Objectives

Countryside Agency will work to promote social equity and economic opportunity for those in rural areas.

Transport recognised as maintaining social inclusion as well as access to services and the interdependence between rural and urban areas.

County Structure Plan – policies include promoting sustainable development, reducing the need to travel and making the best use of existing transport infrastructure especially for PT, walking and cycling. Promotion of new initiatives is also mentioned, these should be reliable, regular, safe, clean, comfortable and affordable.

LTP has nine policy areas; two of these are **Sustainable Development** and **Accessibility/Social Inclusion**.

LTP process will be fully integrated, not just between transport modes but between policies (land use, planning, education, health and social inclusion).

Social inclusion

The availability of transport is an issue for every sector of the community, particularly in rural parts of the country. Easy and affordable access to facilities such as hospitals and schools as well as employment opportunities need to be made available to all.

Actions

Hampshire County Towns Initiative consists of improvements to small county towns addressing social, among other, issues.

Work on the **Road Traffic Reduction Act** includes targets to reduce the need to travel by balancing economic, social and environmental needs.

Reducing social exclusion for all will help disadvantaged groups

Hampshire's **Accessible Transport Strategy** recognises a large range of reasons that lead to being socially excluded

Improving elderly and disabled access:

Working with health agencies, social services, District Councils and transport operators. A consultation with 1,000 agencies (550 responses) leading to recommendations for the Accessible Transport Strategy

Monitoring and evaluation

Accessibility Indices – relative accessibility by car and public transport to new and potential developments. This model is being developed by Hampshire in conjunction with Southampton and Portsmouth (unitary authorities). The progress in tackling crime and the fear of crime will be assessed using Periodic town centre 'health checks'.

Surrey County Council

Document: Surrey Local Transport Plan 2001/02 to 2005/06

Obtained from:

http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Local+Transport+Plan?opendocument (LTP page)

http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Local+Transport+Plan+Full+Version?opendocument (LTP download page, LTP in separate sections)

Objectives	Related actions
Promoting social inclusion through a range of services to improve independent mobility of those with any form of impairment	<ul style="list-style-type: none"> • Public transport and pedestrian infrastructure and facilities will be designed in accordance with the Disability Discrimination Act • The needs of disabled people as motorists will be addressed in the provision of appropriately designed and sited parking • The County Council funds half fare bus travel for pensioners and people with disabilities and will continue to encourage local bus services which are fully accessible to wheelchair users • Linking of the LTP with related County Council strategies will ensure a co-ordinated approach to issues affecting disabled and elderly people across the county
Improving access to jobs and services for people on low incomes	<ul style="list-style-type: none"> • Continued support of 300 socially necessary bus services and community transport initiatives • Improved traffic management, urban bus priority and better rural/community transport • To develop a co-ordinated approach to the transport needs of people on low incomes across the county, through liaison
Working with the education and health sectors to provide transport which enhances the level of education and health opportunities of Surrey residents	
To improve coordination between all forms of transport	
To integrate transport with other policies, including land use planning, health, education, wealth creation and social exclusion	<ul style="list-style-type: none"> • Use the Government checklist Women and Public Transport to ensure the needs of women are fully addressed by the LTP and transport operators

	<ul style="list-style-type: none"> • Concessionary fares will be extended to all 16–18 year • Public transport and pedestrian infrastructure and facilities will be designed in accordance with the Disability Discrimination Act
To make walking easier, safer and more pleasant for short journeys and for access to public transport	
	<ul style="list-style-type: none"> • Travel awareness campaigns
To improve accessibility to town centres, schools and colleges from rural areas	<ul style="list-style-type: none"> • Provide more accessible buses Introduce a limited number of new services designed to meet specific social needs • To encourage community based rural transport e.g. social car schemes, home delivery schemes and other forms of community led transport
Taking action in partnership to tackle climate change, air quality and noise	

Evaluation and monitoring

Surrey has appraised their LTP using the GOMMS methodology. Accessibility is assessed for three sub-objectives – option values, severance and access to the transport system. Impacts are presented in qualitative and quantitative form and are summarised as to whether the objective has a large, medium or small positive impact or a neutral or negative one. Quantitative impacts for accessibility include (Appendix C, p3):

- An additional 143,000 residents fall within the 20 minute door to door public transport isochrone and 73,000 the cycling isochrone;
- 1,000 kilometres of cycle network;
- At least 5 new rural dial-a-ride schemes introduced.

All significant interchanges audited by 2006.

West Sussex County Council

Document: West Sussex Local Transport Plan 2000

Obtained from:

<http://www.westsussex.gov.uk/navigation/category.jsp?categoryID=75561> (LTP page)
<http://www.westsussex.gov.uk/navigation/category.jsp?categoryID=855596&q11n.en c=UTF-8> (LTP download page, LTP in separate sections)

In rural areas, PTWs (powered two wheelers) are important in helping to reduce social exclusion, for example in allowing people on low incomes without access to a car to get to work and move about freely.

It is noted that provision of reliable and affordable local bus services is more important than bus priority measures and infrastructure improvements.

Three districts specifically mentioned social inclusion:

- Arun District Council had the objective: 'To reduce social exclusion'
- Littlehampton Urban Transport Plan identified reducing social exclusion as an area of concern.
- Worthing Borough Council's LTP included the objective of reducing levels of social exclusion suffered by those without ready access to the private car (particularly the elderly, financially disadvantaged and those with disabilities)

Objectives	Related actions
Ensure everyone has good access to basic facilities at reasonable cost (Policy objective 5).	<ul style="list-style-type: none"> • Look at ways to provide a range of community transport proposals, and other means to help disadvantaged rural dwellers particularly, as well as those with various mobility difficulties in urban areas • Use measures to overcome social exclusion which are in several of the LTP strategies e.g. the Walking, Cycling and Public Transport Strategies
Objective set for rail in West Sussex (Section 7.10.1): Achieve social inclusion and accessibility by ensuring all socially disadvantaged potential rail passengers in urban and rural areas enjoy access to rail services (People with disabilities, and people without access to a car).	
To address social exclusion	Schemes under the Regional Small Towns initiative paid for out of the Single Regeneration Budget
To reduce social exclusion (Arun District Council)	<ul style="list-style-type: none"> • Providing concessionary fares for the immobile population. • Ensuring facilities are available to enable access by the disabled.
To reduce levels of social exclusion suffered by those without ready access to the private car (particularly the elderly, financially disadvantaged and those with disabilities) (Worthing Borough Council)	Encourage improvements to public transport and facilities for pedestrians, cyclists and where appropriate, small low powered two wheel machines
To ensure access to care facilities for those that may be socially excluded or isolated from care facilities (Social Services statement)	<ul style="list-style-type: none"> • Being active partners in the co-ordination of West Sussex County Council's transport provision • The piloting of a more responsive and better value transport service system within a part of the county for its service users

