

# Consultation Report – Torbay Local Transport Action Plan and Torbay Local Cycling and Walking Infrastructure Plan

Concerning consultation carried out in respect of the draft Local Transport Action Plan (LTAP) 2021-2026 and draft Torbay Local Cycling and Walking Infrastructure Plan (LCWIP) between Wednesday 3 February and Sunday 14 March 2021



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## About this report

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This is a draft version of a consultation and engagement report regarding a consultation process carried out in respect of the Local Transport Action Plan (LTAP) and the Local Cycling and Walking Infrastructure Plan (LCWIP). It has been prepared in order to provide information on the results and findings of the consultation that have been obtained so far. The results are presented in a summarised form, the raw data has not been provided within this report.

The report will be added to with further analysis before being published in its final form. The analysis and findings contained in this report thus far, constitute the main issues which have been drawn out of the consultation results to date. All information provided during the course of the consultation, be it through surveys, written representations and meetings has been considered. All of that information forms part of the overall analysis but it is not necessarily the case that every single issue raised from the consultation has been presented in this report and laid out explicitly in writing. The focus has been on identifying the most considerable issues that require attention in terms of the consideration of the draft plans. However, it is important to note that the author of this report has in summarising these main issues and findings been presented with all of the relevant data.

The consultation process has provided a range of data to inform not just the draft plans but the delivery of the Council's transport function more generally, and in particular the delivery of ongoing, planned schemes. In addition, the data will be useful for other departments outside Spatial Planning such as Public Health, Natural Environment, etc. as well as partner organisations who are working with the Council on whole-system approaches to tackling issues where transport is a key factor in addressing local priorities such as physical activity, climate change, community engagement and economic development.

# The Consultation

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## Background

Torbay Council undertook a public consultation concerning the Local Transport Action Plan, the Local Cycling and Walking Infrastructure Plan and also to gain information which might be useful in informing the delivery of Active Travel Fund schemes (Phase 2) which funding has been secured for to deliver a number of projects during 2021.

The aim of the campaign was to engage the Torbay community (including residents, businesses, community groups, etc.) to ensure the Council progresses transport initiatives in a manner which best meets local needs and priorities. The Council sought views on the principle of what was being proposed as well as the detail.

The consultation opened on Wed 3 February and closed on Sunday 14 March 2021, running for a period of over 5 weeks.

## Methods

The consultation employed a range of methods to enable people to provide views on the plan. This included a public survey provided on the Council's website, an e-mail address for written responses to be sent to, the use of an online mapping tool called Widen My Path, the hosting of a dedicated online public meeting for the consultation (Wed 3 March) and officers attending various other public meetings to present and answer questions such as the All Community Partnerships meeting (23 Feb) and the Brixham and surrounding Community Partnership meeting (24 Feb). In addition, Council officers sought to operate an 'open door' approach to responding to requests for one-to-one meetings or other group meetings that might originate from contacts made during the course of the consultation. For instance, this included two in-person meetings with members of the public who had shown interest in speaking to officers via an approach through social media as well as numerous other phone conversations and online meetings with stakeholders and members of the public.

## Publicity

The consultation was publicised via e-mails to specific stakeholders (for instance known community groups, businesses, networks, etc. utilising consultation databases held by Spatial Planning and supplemented by other departments) in the early part of the consultation period. Social media activity via the Torbay Council accounts on Facebook, Twitter, etc. took place throughout the consultation period at regular intervals to promote the consultation and in particular the survey. A dedicated webpage for each plan was created on the Council's website as well as a main 'landing page' on the Council's consultation section. A press release was issued at the beginning of the consultation and numerous media outlets picked up on the 'story'. Partner organisations such as the Community Partnerships and the Torbay Community Development Trust (TCDT) were asked to spread the consultation through their networks. The TCDT provided two separate mass e-mails to their contact group database. The Torbay Spatial Planning Agents

list were contacted by way of an electronic 'newsflash' to draw attention to the consultation and the One Torbay e-newsletter was utilised. Officers promoted the consultation at numerous public meetings and the consultation was raised by Councillors through their networks.

# Survey results

A total of **705 survey responses** were received during the consultation period.

A number of questions were asked, numbered here from 1-14, though some questions contained multiple parts (and are indicated by the number and letter e.g. 2a, 2b, etc.). The results from the survey are addressed in relation to each question in turn.

## Question 1 – List all modes of transport you have used within the past 2 years to travel and move within, to and from Torbay?

The graphs below indicate the proportion of persons who had reported travelling by various modes of transport in Torbay over the past 2 years. Note that a time period of 2 years was asked in order to capture travel habits prior to the beginning of the Covid pandemic, as it is understood that travel habits during the Covid pandemic (last 12 months) were likely to have been dramatically affected and may not be representative of ‘normal’ conditions. The purpose of the question was to understand more about the survey respondents as well as gain information on travel habits in Torbay.

	Count	%
Walk	623	88.4%
Cycle	259	36.7%
Push scooter	13	1.8%
Mobility Scooter	14	2.0%
Bus	431	61.1%
Train	357	50.6%
Car	619	87.8%
Ferry	220	31.2%
Motorcycle	30	4.3%
Other	58	8.2%

Figure 1 - Table to show the frequency by count and percentage of modes of travel reported to have been undertaken by survey respondents during the last 2 years

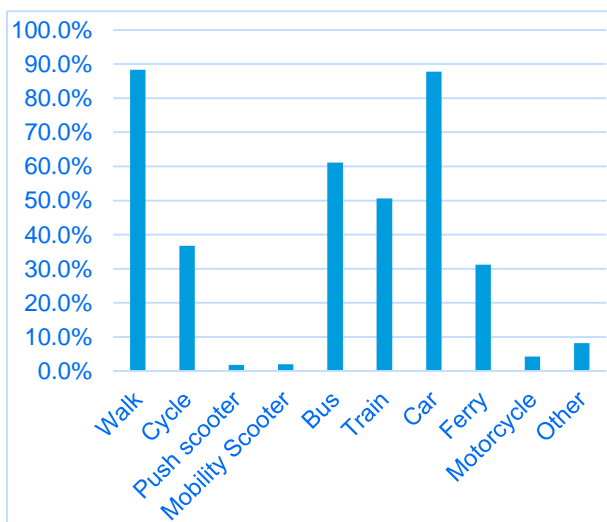


Figure 2 - Bar chart to further illustrate modes of travel undertaken by survey respondents during the last 2 years (in relation to Figure 1)



One standout figure from these results is the proportion of people who reported cycling. According to DfT statistics the proportion of people who cycle in Torbay regularly is 9.4% (according to 2016 figures). The figures above would suggest that there is an overrepresentation of persons who cycle (reported as 36.7%) within the responses. However, it is important to note that there has been a general uplift in persons cycling since the Covid pandemic began (according to national figures as well as anecdotal local intelligence) and indeed since the last available data in 2016. In addition, the question asked in our survey asks whether people have cycled within the last 2 years, not just the past month as covered by the DfT figures, so it is likely that this question would have captured more persons having reported cycling within that time period.

### Question 2a – Since the Covid pandemic began, have your travel habits changed?

A substantial majority of survey respondents described that their travel habits had changed during the Covid pandemic.

	Count	%
Yes	607	86.1%
No	88	12.5%

Figure 3 - Table to indicate the number and proportion of respondents who had changed travel habits or not since the Covid pandemic began

### Question 2b – Please describe how and for what reasons?

Over half of people reported using less public transport. Half of respondents said they walked more. A significant proportion of respondents reported working/studying from home. 19% of respondents said they were cycling more. 6% said they were driving more. It was not asked if travel modes had decreased regarding walking, cycling and driving. It was also not asked whether public transport had increased. 12% of respondents mentioned 'other' (question 12c provided opportunities to list these other changes).

	Count	%
Less travel as working/studying from home now	251	35.6%
Avoiding public transport	398	56.5%
Increased walking for work/education/leisure	354	50.2%
Increased cycling for work/education/leisure	135	19.1%
Increased driving for work/education/leisure	43	6.1%
Changed my place of work/education	38	5.4%
Other	87	12.3%

Figure 4 - Table to indicate number and proportion of survey respondents who had reported how their travel habits had changed in various ways

### Question 2c – Please describe any other changes you have made and the reasons why

249 of the survey responses took the opportunity to provide written comments and made a variety of comments on various subjects (mainly all were related directly to travel behaviour but some other related changes were also highlighted). Social isolation was a key factor raised, both through working from home, the effect of lockdown restrictions and shielding. A significantly high number of responses took the opportunity to describe how walking and cycling activity had increased during lockdown, for recreational purposes.

# SNAPSHOT OF WRITTEN COMMENTS

*Don't shop locally anymore, just get shopping on my way to work at 7am Asda, Tesco's or Sainsbury's depending on what we need. Fewer people around at that time in the morning.*

*Far less driving than before. My last temporary employment contract was in Paignton so I made use of local buses (which were excellent) and didn't replace my car last year. However, I bought another car recently to increase my chances of securing more employment in the short-term. I really wish I didn't have the expense of running a car, particularly now that I am not currently using it during the Lockdown. But, when all is said and done, the cost of car tax and insurance is still cheaper than using public transport in The Bay and that's something that should be changed with more affordable public transport for the local workforce.*

*More cycling whilst the roads were less congested and dangerous during lockdown. Found it to be an efficient way to travel and an ideal way to appreciate the natural landscape around Torbay.*

*My family have sold both cars and are going to do our best to try and get by just walking, cycling and using the bus from now on. Also working from home has helped assist the decision.*

**Staying at home more so using car less!**

**I try not to go out**

I do not have access to a car so have been using taxis for necessary journey

More local travel due to Covid restrictions.

**Figure 5 - Snapshot of comments provided in relation to Question 2C, regarding other reported changes made by survey respondents during the Covid pandemic**

## **Question 3a – Do you feel any of those changes are likely to be sustained into the future, after the Covid-19 pandemic has ended?**

A small majority of respondents felt that changes in behaviour were like to be sustained after the Covid pandemic compared to those that did not but also a significant number (21%) were uncertain.

	Number	%
Yes	298	43.6%
No	240	35.1%
Don't know	146	21.3%

**Figure 6 - Table to show how people answered in relation to Question 3a, regarding sustaining changes in behaviour post Covid-19 pandemic**

## **Question 3b – Why?**

347 of the completed surveys responded to this question. Many comments were provided in relation to people wanting to continue active travel but some felt unsure of whether this would be enabled by the network. Responses to public transport were mixed, with some keen to return as soon as possible but others with anxiety over safety related to Covid. Some people felt that their travel habits, particularly car use would rise.

# SNAPSHOT OF WRITTEN COMMENTS

*People have got used to working from home and prefer it. There will be a reluctance to work based travel*

Working from home a few days a week rather than spending 5 days in the office.

Unless we get the number 65 route back in service I will still feel very isolated, due to the steep hills in this area.

*Would like to go back to using more public transport when it is safer to do so. My frequency and miles of cycling is very affected by the amount of traffic and availability of safe dedicated cycleways or wide lanes. During the first lockdown, when the amount of traffic reduced dramatically, cycling was a joy!*

Too early to say. I hope to start travelling longer distances again by train & car but I need to regain confidence of doing this first.

Safer to use public transport and able to venture further by car.

Back to car use and bus use for local travel but less cycle use as roads get busy and more dangerous.

Will continue cycling and walking. With family living 200 miles away would anticipate seeing them either by car or train. Local journeys will be by bus, car, walking or cycling

Buying electric bikes has transformed our ability to cycle around the Bay.

I don't think I wish to travel on public transport for a while, even after vaccinations.

**Figure 7 - Snapshot of comments provided in relation Question 3b, regarding why changes may or may not be sustained into the future after the Covid pandemic**

## Question 4a – Rank from the most important to the least important the issues you think Torbay needs to address when considering investment in the future of the local transport network

In this question, three key corporate plan priorities were provided as options in relation to climate change, health and the economy. In addition a fourth category (relating to a Local Transport Plan key priority) was provided, namely ‘access’. For each category, examples were provided (in brackets) to help survey respondents understand what was being asked in terms of ranking them from highest priority (1) to lowest priority (4). When averaging rankings and attributing a weighted score, the highest ranked priority was very clearly health and wellbeing. This was followed by access, which itself was closely followed by economy and climate change.

	Ranked 1	Ranked 2	Ranked 3	Ranked 4
<b>Tackling climate change</b> (reducing carbon emissions and making the network more resilient to weather and changes to the climate)	142	151	110	161
<b>Health and wellbeing</b> (increasing physical activity, promoting mental wellbeing, road safety, air quality, improving social connections, helping people to thrive in their lives, equality of access to travel options)	235	206	86	42
<b>Economic development</b> (improving Torbay as a place to do business, as a place which attracts visitors and the overall prosperity of the economy)	146	128	176	130
<b>Improving access</b> to education, employment and services (improvements to public transport and improved infrastructure for the disabled)	148	146	183	189

**Figure 8 - Table to show ranking of priorities (by number of respondents voting) according to Rank 1 (highest priority) towards Rank 4 (lowest priority)**

**Question 4b – Please list any other broad issues not listed and/or tell us your reasoning for your ranking**

Survey respondents were provided an opportunity to provide written comments to explain the reasons for their ranking or list other issues not covered. A common theme among comments was that people found it difficult to prioritise each issue as all were felt to be linked to each other and important in their own right. Some comments identified this directly, others suggested this concept by highlighting how positive economic or public health improvements could have a catalytic, beneficial effect on other issues.

## SNAPSHOT OF WRITTEN COMMENTS

*Actually I think all are equally important*

Economic development will have a positive effect on the others

*Health and wellbeing will generate good knock on effect on all the other issues*

**Nearly an impossible choice as all should be priorities**

Torbay must have easier access by car to all areas

This is a false list as the order of importance is interchangeable in different circumstances. For example, losing access to bus services for older people can and does affect their wellbeing, but even they would agree that looking after and developing our economy and planet are also very important.

All 4 are essential and all need prioritising as they are interlinked. Tackling climate change also means protecting and enhancing our environment so our sea coast and green spaces and ancient established countryside provides mental wellbeing and a beautiful place to attract tourists and allow our economy to thrive. The balance needs to be right. Over zealous concreting over Torbay green countryside is tipping the balance to making Torbay too urban and its beauty of coast, countryside and heritage is being suffocated.

*We need to be part of a concerted effort world wide to ensure we have a future on this planet. This has to acknowledge the need for financial viability as well and not just be a wish list. Personal individual responsibility for achieving this will entail a reassessment of travel needs.*

**Figure 9 - Snapshot of comments provided in relation to Question 4b, regarding thoughts on the ranking of priorities listed in Question 4a and/or other broad issues not identified in this question**

**Question 5 – In terms of future changes to number of journeys undertaken, how would you like to see journeys changes across Torbay via the following methods of travel?**

This question was asked to gain an understanding of preferences for how people would like to see the general travel habits of the population across Torbay change into the future, not just their own. A significant majority of people wanting to see walking, cycling and public transport (bus, train, or ferry) journeys increase. A majority of people also wanted to see single occupant car journeys decrease. The question does not make it clear how people would like to see the volume of car travel in general change but the inference is that a significant majority wish to see a move towards greater numbers of journeys undertaken by ‘sustainable’ travel modes and a preference to reduce less trips by ‘less sustainable’ forms of travel.

	Increase	Decrease	Stay the same
Walk	85%	0%	15%

Cycle	71%	8%	21%
Push scooters	26%	27%	47%
E-scooters	29%	40%	31%
Mobility scooters	21%	18%	61%
Single occupant car journeys	5%	66%	29%
Multiple occupant car journeys	47%	20%	33%
Bus	70%	4%	26%
Train	68%	4%	28%
Ferry	52%	3%	45%
Motorcycle	11%	32%	57%

**Figure 10 - Table to show proportion of respondents expressing their preference to see various modes of travel change by frequency of journeys undertaken across Torbay**

**Question 6a – Torbay’s transport network covers footpaths, cyclepaths, public transport facilities, etc. What do you think is the best thing about Torbay’s current transport network?**

More people felt that the footpaths (40%) in Torbay were the best feature of the current transport network compared to roads (25%), cycle paths (7%) and public transport facilities (28%).

	Number	%
Footpaths	266	39.9%
Cyclepaths	44	6.6%
Roads	168	25.2%
Public transport facilities	188	28.2%

**Figure 11 - Table to show number and proportion of people who identified the single best feature of Torbay's transport network when provided with four different options**

**Question 6b – other comments**

Survey respondents were asked to provide any further comments regarding their answer to Question 6a. Rather than provide elaboration on what was good about the network, many of the comments instead highlighted concerns with all aspects of Torbay’s transport network (particularly cycle paths). The most positive written comments reflected the majority support for footpaths, in terms of identifying a fairly coherent and numerous network across Torbay. Bridleways were also highlighted as a feature which was missing as an option from the previous question, with many comments focused on their poor availability in order to facilitate horse riding (which is also reflected in question 7b responses). Network maintenance featured as a key issue for people, with concerns over road/ footpath conditions and vegetation maintenance.



# SNAPSHOT OF WRITTEN COMMENTS

*Can't really comment on this as I have not travelled widely by all these methods in Torbay. However, I doubt the busy and poorly maintained roads are the best thing. Some of the present cycle paths are strange being maybe a few hundred metres long - seriously what is the point. I suspect these were older paths. the newer paths are much better.*

None of them. Most are poorly maintained and under funded

Too many pot holes, not enough cycle paths that exist from A to B They predominantly disappear where most dangerous!

There is potential

There are footpaths everywhere and are relatively maintained there is not enough bridleways or lanes for people with bikes .

*None really our roads are in poor condition and we need more cycle paths*

## Need to add Bridlepaths

Beyond the excellent footpath network there is little to commend the local infrastructure when cycle paths are few, roads are constantly clogged, and particularly so in and out of Brixham, plans to develop housing without consideration for the traffic impact, and public transport either continuously under threat or in some cases already gone.

*An undiscovered delight for many people are Torquay's old paths e.g The Wellswood path etc. Why is no map of these available to encourage their use.*

**Figure 12 - Snapshot of comments provided in relation to Question 6b, regarding identifying other comments in relation to a preference provided in Question 6a**

### Question 7a - What do you think is the biggest weakness of Torbay's transport network?

More people felt that cycle paths (42%) were the biggest weakness of Torbay's transport network, compared to roads (24%), footpaths (12%) and public transport facilities (22%).

	Number	%
Footpaths	75	11.6%
Cyclepaths	274	42.2%
Roads	156	24.0%
Public transport facilities	144	22.2%

**Figure 13 - Table to show number and proportion of people who responded with their choice for the biggest weakness in the network when provided with four options**

### Question 7b – other comments

Survey respondents were asked to provide any further comments regarding their answer to Question 7a. The comments reflected much similarity with comments expressed in answer to Question 6b, with a focus on areas of the infrastructure which were seen to not function well. A majority of comments were made in this regard, concerning the current cycle network with deficiencies in overall quality, consistency and coherence all cited.

# SNAPSHOT OF WRITTEN COMMENTS

*Badly planning, doesn't link up, too narrow, basically in the gutter which often has tyre puncturing properties. New roads should be designed with cycling in mind as a priority, then fit the other transport in. The steps on the most recent cycle path are truly ridiculous, and certainly not accessible for those riding a recumbent trike. In theory wouldn't it be nice to ride on cycle path from beach to moor by linking up with the Stover trail?*

Your cycle paths are not car free paths, just a marked section of a busy road network

As a mobility scooter user I often have problems finding drop down pavements when crossing roads. Cars parked on footpaths is also a big problem.

Failure to acknowledge that the infrastructure is car oriented and that cars are going to be a major feature for the foreseeable future. Ideological shutting down of car facilities will not result in any improvement unless and until sufficient alternative transport is in place - not just "planned".

Fed up of road works. Bottle necks and summer traffic and pollution. Car parking is a joke. Stop ripping people off. Encourage discounted parking for car sharers. Free for NHS. Bonus for car sharing.

Although I've selected public transport, this is partly being addressed with the new station at Edginswell A better network to support electric transport.

Figure 14 - Snapshot of comments in relation to Question 7b, regarding identifying other comments in relation to a preference provided in Question 7a

**Question 8a – Torbay Council is consulting on a Local Transport Action Plan which includes various projects and priorities for investment over the next 5 years, including across walking, cycling, road, rail and town centre regeneration. Do you broadly support the list of projects and priorities?**

This question asked whether there was broad support for the Local Transport Action Plan. Note that on the main survey page on the website, links were provided to the consultation documents but there was some reliance on people having taken the time to have read the document or have gained an understanding elsewhere of its content.

A majority of people said they supported the Local Transport Action Plan (64%). A significant proportion of people (26%) said they 'didn't know' indicating that they had perhaps not read nor gained sufficient information on the detail of the plan or were unsure of its benefits. Only 10% expressed no support for the proposed plan.

	Number	%
Yes	449	64.3%
No	69	9.9%
Don't know	180	25.8%

Figure 15 - Table to show number and proportion of respondents expressing their position on general support for the draft Local Transport Action Plan

**Question 8b – Please provide any specific comments on the content of the draft plan (e.g. views on the listed projects, priorities or anything else which you feel should be addressed)**

This question provided the opportunity for further comments to be expressed in relation to the Local Transport Action Plan specifically. The responses provided to this question, confirms the inference from question 8a that a significant number of survey respondents had perhaps not read or gained sufficient information regarding the plan prior to completing the survey. However, there were also a number of comments that showed people had studied the plan, including specific references to proposals contained within it.

The comments made in respect of the plan were generally supportive of the priorities of funding and projects. Comments were generally focused on reaffirming those priorities through the voice of the respondent. There were some comments which expressed dissatisfaction with an enhanced focus on tackling climate change and enhancing active travel but they were in the minority compared to those calling for the opposite (including being more ambitious to do more in both those regards).



**Figure 16 - Snapshot of comments provided in relation to Question 8b, regarding views on the content of the draft Local Transport Action Plan**

**Question 9a – Torbay Council is consulting on a Local Cycling and Walking Infrastructure Plan which aims to improve access for all by increasing the quality of the network for active modes of travel such as walking and cycling, etc. and also mobility scooters. Do you generally support the plan?**

This question asked for whether there was broad support for the Local Cycling and Walking Infrastructure Plan. Note that on the main survey page on the website, links were provided to the



consultation documents but there was some reliance on people having taken the time to have read the document prior to completing this survey question or have gained an understanding elsewhere of its content.

A majority of people who responded to the survey supported the plan (71%), and similarly to the question on the LTAP, there was a significant number who responded 'don't know', although this was lower than it was for the LTAP perhaps reflecting that the LCWIP seemed to generate more conversation and interest. This was also reflected by conversations which took place at public meetings during the course of the consultation, where much of the public interest was directed towards the LCWIP rather than the LTAP.

	Number	%
Yes	497	71.4%
No	78	11.2%
Don't know	121	17.4%

**Figure 17 - Table to show number and proportion of respondents expressing their position on broad support for the draft Local Cycling and Walking Infrastructure Plan**

**Question 9b – Please provide any specific comments on the content of the draft plan**

This question provided the opportunity for further comments to be expressed in relation to the Local Cycling and Walking Infrastructure Plan specifically. The responses provided to this question, confirms the inference from question 9a that a significant number of survey respondents had not read the plan prior to completing the survey. However, there were also a number of comments that showed people had read the plan, including specific references to proposals contained within.

Comments were mainly supportive of the intention of the LCWIP but many supportive comments also expressed constructively critical comments to ensure delivery of segregation as far as possible but also achieve a complete, continuous network. Comments which were made in relation to objections to the LCWIP were mainly directed at the principle, citing that Torbay is not suitable for cycling or that cycle infrastructure is provided at the expense of motorised traffic but also at specific objections such as Victoria Parade proposals in Torquay.

# SNAPSHOT OF WRITTEN COMMENTS

This looks like a great plan but good luck delivering it.

As long as cyclists respect walkers

It is more important to encourage road infrastructure so more tourists can achieve better access to the Bay. Cycling is a minority activity of which not everyone can or wants to take part. Don't put our tourists off by making it harder for them to move around our area. Businesses have been hit hard enough due to Covid so please look after them.

You should have provided a link in this questionnaire

*The cycling path network must be continuous - joined up - Kingskerswell is a great example of how cycling lanes should be set out*

You need to develop a network of segregated cycle ways through Torbay to encourage more cycling

*Council need to put in wide enough routes to give space for all. Pedestrians and cyclists cant share busy footpaths, cyclists need their own safe space.*

We are very opposed to the closure of Victoria Parade to traffic.

Get on with it.

Stop directing cycles onto the pavement along Torquayseafont, I suggest that you remove car parking places along stretches and convert them to a cycle lane.

**Figure 18 - Snapshot of comments provided in relation to Question 9a, regarding views on the content of the draft Local Cycling and Walking Infrastructure Plan**

## Question 10a – How do you think Torbay Council should best keep people engaged effectively on transport issues going forward?

A range of options were provided regarding ways in which Torbay Council might engage with the public on transport issues and survey respondents were asked to select which ones should be prioritised (multiple answers could be provided, including selecting none or all).

The most popular choice was for enhanced awareness raising of planned and current projects, but all options received a good proportion of support. In addition, most people took the opportunity to select multiple different methods, suggesting there is a need to engage using a variety of methods as a 'best' strategy rather than focus on a single 'best' method to engage.

	Number	%
Improve general awareness raising of projects being planned and delivered	552	78.3%
Improve opportunities for the public to provide their views at an early stage on planned transport projects	485	68.8%
Work with and through existing community groups in Torbay	361	51.2%
Create and engage with a new 'transport forum' to include representatives from different user groups and areas of Torbay	332	47.1%
Keep local people informed via e-newsletters	464	65.8%

**Figure 19 - Table to show the number of survey respondents who selected various engagement methods as ways in which the Council might engage effectively. Also expressed as a percentage of respondents providing a preference for the method (note multiple 'votes' could be provided across different answers).**

## Question 10b – other ways in which the Council might best engage with the community on transport issues

Survey respondents took the opportunity to provide a wide list of additional options for consultation, including engaging with schools, using online meetings, advertising, newspapers, social media and providing additional time allowances for consultation processes. There were also a number of comments expressing a need for multiple, joined-up approaches to consultation.



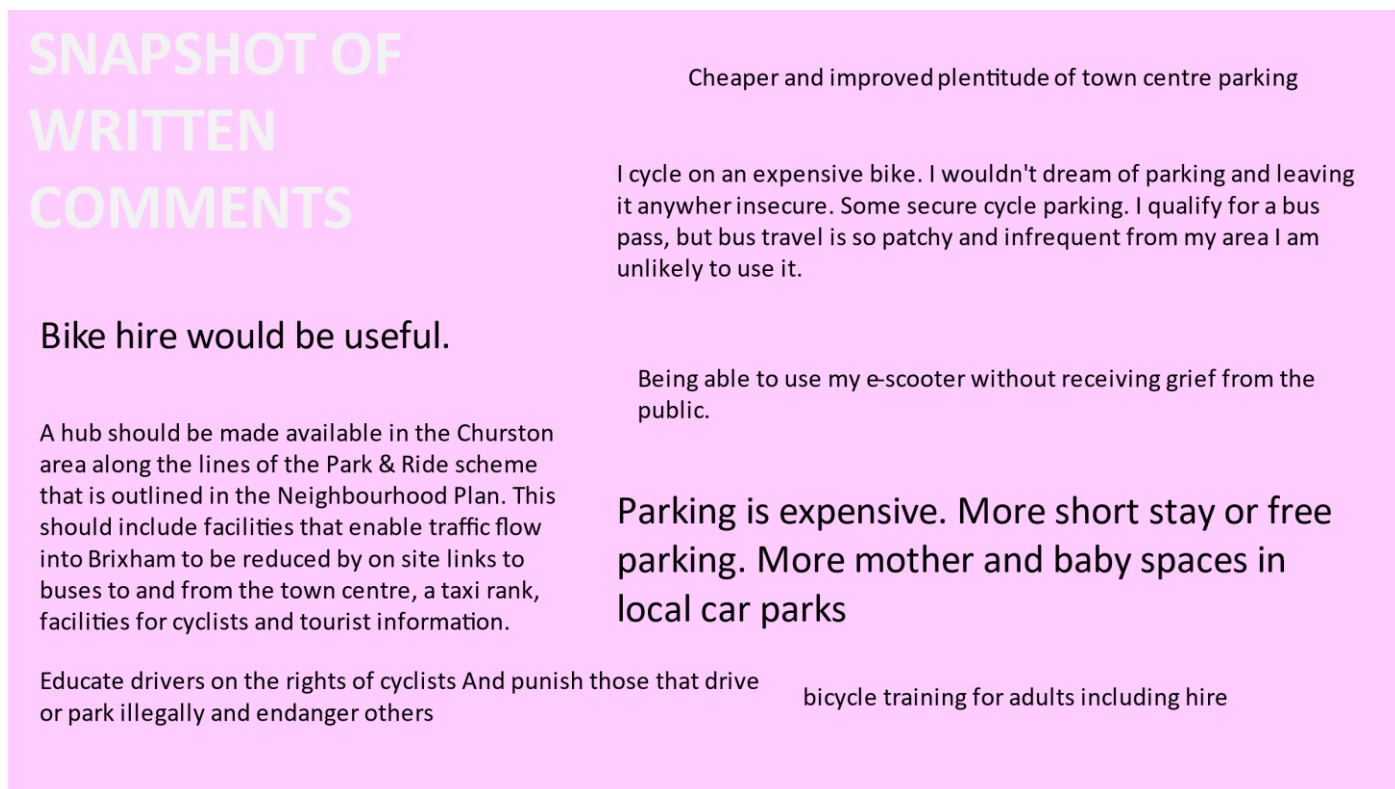
Figure 20 – Snapshot of comments provided in relation to Question 10b, regarding other ways in which the Council might best engage with the community on transport issues

**Question 11 – Other than improving the transport network, what other things would enable you to change travel habits or travel more in a particular way that you would desire, to help you move around Torbay? For instance, having personal access to and confidence with using a bicycle, having access to more affordable transport options, improved social support, improved awareness of travel options, parking facilities, etc.**

This question was asked in order to try and gain views on the wider range of issues that affects people's ability to travel in a particular way which they would desire, that might not be infrastructure based or might not be in the specific scope of the plans which have been consulted on. Examples were provided to stimulate some comments.

Survey respondents tended to either focus on other infrastructure issues not covered by the plans specifically, e.g. bicycle hire, cycle parking or on parking and public transport costs. A number of comments were also made with regards to cycle training for adults. There were a large variety of comments made in regard to this question, indicating that in order to enable people to travel how

they wish, the provision of new infrastructure (and the scope of that included in the plans) needs to be coupled with multiple other actions, some of which may lie outside of traditional transport planning.



**Figure 21 - Snapshot of comments provided in relation to Question 11, regarding other factors which affect the ability of survey respondents to realise their travel choice preferences**

**Question 12a – Gender**

This question was asked to understand more about the survey respondents. The split between male and female was roughly the same (about 1% difference in favour of more male respondents).

	Number	%
Male	345	49.6%
Female	337	48.4%
Other	1	0.1%
Prefer not to say	13	1.9%

**Figure 22 - Table to show survey respondents in respect of gender**

### Question 12b – Age

Regarding age, we saw some over-representation of responses from older persons in Torbay – 44% of people aged 65+ compared to Torbay’s actual population of 65+ which is around 27%. This is not unusual for a consultation such as this but reaffirms the need to continue to find ways of reaching younger age groups.

	Number	%
0 - 15	2	0.3%
16 - 24	15	2.1%
25 - 34	31	4.4%
35 - 44	66	9.4%
45 - 54	95	13.6%
55 - 64	181	25.9%
65 - 74	233	33.3%
75+	76	10.9%

Figure 23 - Table to show survey respondents in respect of different age categories

### Question 12c – Postcode

Survey respondents were asked to provide a postcode. This allows us to assess which areas of Torbay survey responses are arising from. The post codes have been grouped in TQ1-5 area bandings in the table below, and indicate that there has been a fairly good spread across Torbay. However, note that only half of respondents opted to provide a postcode.

Code	Number	Percentage
TQ1	66	21%
TQ2	58	18%
TQ3	63	20%
TQ4	70	22%
TQ5	55	17%
Others	5	2%

Figure 24 - Table to show location of survey respondents broken down by postcode area

### Question 13a – Do you consider yourself to be disabled in any way?

Approximately 16% of survey respondents reported that they considered themselves to have a disability of some description.

	Number	%
Yes	111	15.9%
No	585	84.1%

Figure 25 - Table to show number and proportion of survey respondents who considered themselves to have a disability

### Question 13b – If yes, please tell us how it affects you

A majority of respondents who identified as having a disability, reported mobility issues (55%) but there were also issues raised with vision, hearing and other aspects in not insignificant numbers.

	Number	%
Mobility	82	55.4%
Vision	12	8.1%
Hearing	31	20.9%
Another way	23	15.5%

Figure 26 - Table to show number and proportion of survey respondents who identified how their disability affects them and how

### Question 14 – How would you describe your ethnic origin?

A majority (95%) of respondents identified their ethnicity as white. According to 2017 figures approximately 2.5% of the Torbay population are ethnic minorities (1.1% mixed, 1% Asian or Asian British, 0.2% Black British and 0.2% other ethnic group). This would suggest potentially a small over-representation in the survey of ethnic minority groups compared to the population but it also needs to be considered that a fairly large proportion of people identified in the survey as 'other' (3.1% compared to 2017 figures of 0.2%) and there is uncertainty as to the intention of ethnicity which was expressed in this answer.

	Number	%
White	648	94.6%
Mixed ethnicity	11	1.6%
Asian or Asian British	3	0.4%
Black or Black British	2	0.3%
Chinese	0	0.0%
Other	21	3.1%

Figure 27 - Table to show number of respondents who identified by various ethnicity

## Written responses

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A total of 56 complete, individual responses were received during the consultation period. Some of the responders sent more than one representation in during the course of the consultation (largely to expand on earlier made comments) but for ease of presentation here, these multiple comments have been grouped together as part of the analysis, i.e. three separate e-mails from one person equals one complete response. The 56 complete responses constituted 33 made by individual persons, 13 responses which were made by various groups of persons (e.g. a Community Partnership or a residents association), and 8 responses were made by organisations or businesses.

Some of the representations received in writing were detailed, and many contained varying degrees of support, objection, constructive comments, advice and questions relating to different parts of the consultation. However, to provide an idea of sentiment, 11 were generally regarded as supportive of the proposed plans, 10 were regarded as neutral, and 35 were regarded as objections to the proposed plans. Of the 35 objections, 34 related specifically to an individual or handful of individual proposed projects rather than an objection in principle to the plans generally. 31 of these objections related directly (and largely solely) to Victoria Parade. One objection to the principle of the plans was received.

55 of the representations related to the LCWIP, 6 related to the Local Transport Action Plan and 3 related more generally to the transport network or other transport issues.



		Count	Notes regarding the detail of representations
	<b>Total representations received</b>	<b>56</b>	34 individuals, 13 groups, 9 organisations and businesses
<b>General Sentiment</b>	<b>Support</b>  Torbay Business Forum Torbay Hospital Devon and Cornwall Police (PCC) Natural England Sustrans Forestry Commission Galmpton RA	11	Many comments offered support but with constructive advice. This included: <ul style="list-style-type: none"> <li>calling for the plan to go further in promoting active travel, inc. delivering bolder segregation plans</li> <li>the careful treatment of segregation and shared space areas</li> <li>providing a fast ferry service</li> <li>Detailing of hospital route</li> </ul>
	<b>Neutral</b>  Historic England Devon and Cornwall Policy (Designing out Crime Officer) Elberry Farm livery Horseriders Wellswood and Torwood Community Partnership	10	Comments were various and related to: <ul style="list-style-type: none"> <li>horseriding and bridleways</li> <li>the integration of tree planting as a feature of active travel schemes</li> <li>specific comments over detailing of schemes</li> <li>a call for clear targets</li> <li>providing further details on the evidence base, e.g. 20mph approach</li> <li>Windy Corner design suggestions</li> </ul>
	<b>Object</b>  Cockington, Chelston and Livermead Community Partnership Torre and Upton Community Partnership, Torquay Harbour Committee, Royal Torbay Yacht Club, Torbay Harbour Users Group, Rock End RA The Imperial Hotel Sundial Lodge	35	31 responses in relation to Victoria Parade (including this being the single issue of objection mostly)  Other comments of objection related to: <ul style="list-style-type: none"> <li>The principle of promoting active travel as being in conflict with the interests of motor vehicle travel</li> <li>Concerns over elements of the Torquay Town trail</li> <li>Concerns over integration of proposal with plans for the Strand and Princess Gardens</li> </ul>

Figure 28 - Table to briefly summarise range of responses received in writing and reference to relevant organisations, groups, businesses as relevant.



# Meetings and conversations

## Have Your Say on Transport Public Meeting (Wed 3 March)

An online meeting was conducted via Zoom on Wednesday 3 March (5-7pm). It was aimed at the general public by open invitation. 30 members of the public attended this meeting following publicity via various channels (see consultation methods). The meeting offered opportunities to listen to a range of speakers regarding the plans, ask questions and take part in a series of interactive polls. The results of these polls indicated that there was strong support for the principles of the LCWIP but also strong support for increasing the level of ambition shown. In similarity to the survey results, there was strong reporting by a majority of people that they would like to increase their active travel in the future and travel less overall (particularly due to home working). The area of transport infrastructure which was viewed as having the biggest potential for improvement was in relation to cycling (50%).

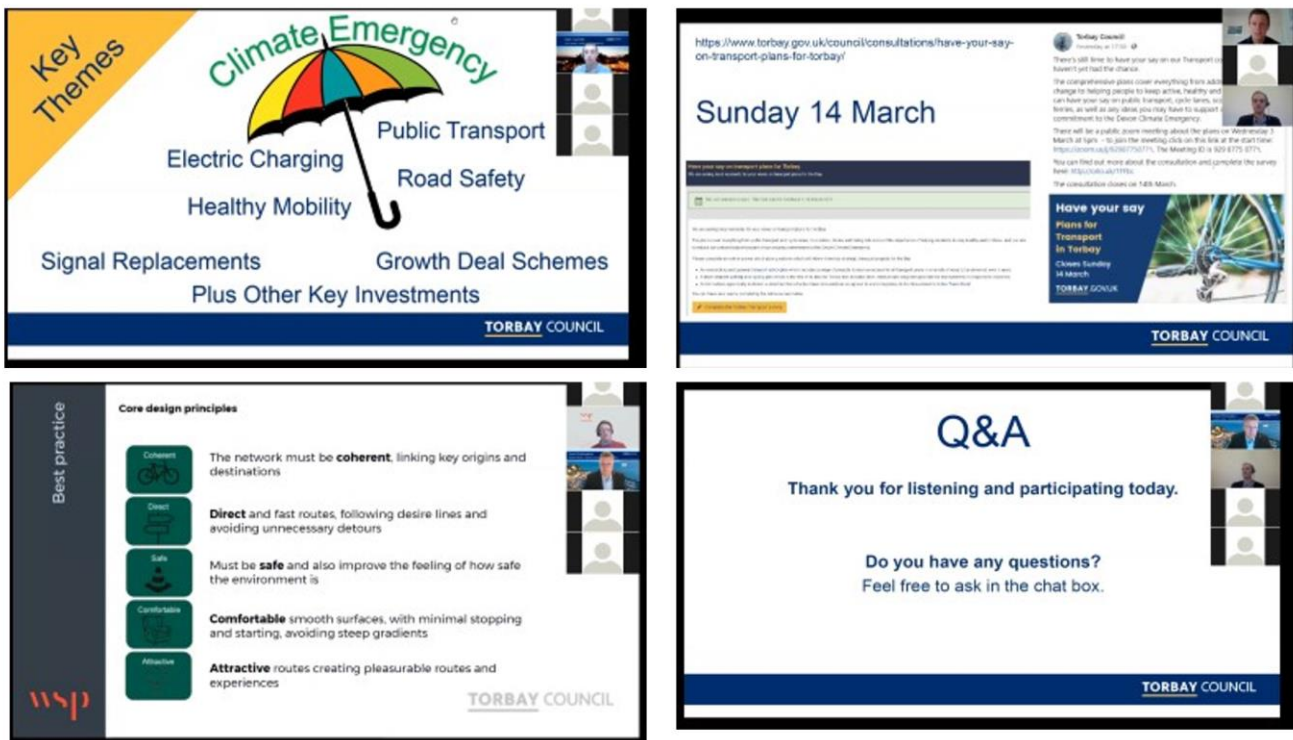


Figure 29 – Selected screenshots from public Zoom event on transport consultation (3 March)

A major feature of the meeting was the inclusion of a series of polls at various parts of the meeting. The following table details the questions asked and results:

<b>Poll Question</b>	<b>Summary of results</b>
What is your age?	Almost half of the audience were aged 65+
Where do you live?	There was an even spread of people across the towns of Torquay, Paignton and Brixham
Compared to your travel habits before the Covid pandemic began, do you think your travel habits will change after the Covid pandemic has ended? (This is multiple choice, please select all answers that apply to you)	About 85% of the audience felt their own travel habits would change
Where do you think the biggest opportunity and need for improvement in Torbay's transport network is?	50% identified cycle paths, 30% identified public transport, 12% identified roads and 8% footpaths
Community car and bicycle hire schemes allow people to casually rent cars or bicycles located in various places across a community. Would you use a car and/or bicycle hire scheme if one was established in Torbay? (Please select one answer)	Just over half of the audience said they would use either a community car or bike hire scheme or both.
What are your top 2 transport investment priorities? (this is a multiple choice question but please select up to 2 answers only)	50% of respondents identified cycling in their top 2 priorities, 30% had highway maintenance in their top 2 and 25% had public transport in their top 2. These were the three highest scoring answers from a selection of 10 options.
Do you generally support the main aim of the Local Cycling and Walking Infrastructure Plan (LCWIP)? i.e. to invest in the network to improve conditions for walking, cycling, mobility scooters and other active travel? (Please select one answer)	90% supported the LCWIP
Do you think the projects within the Local Cycling and Walking Infrastructure Plan (LCWIP) are ambitious enough? (Please select one answer)	70% felt it could be more ambitious
What do you think is the best thing Torbay Council could do to engage with the public most effectively on transport issues in the future? (Please select one answer)	There was a spread of votes for various options. Comments from the audience suggested people generally favoured a mixed methods approach.

**Figure 30 - Table to detail poll questions asked and summary of responses from audience**

# Main findings, messages and initial responses

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The consultation has provided a useful source of data to inform the continued preparation of the draft LTAP and LCWIP.

A range of methods have been employed to gain insight from the community. Combining the feedback received across the survey, the written representations, public meetings and conversations, the following main findings can be made. Note that these findings are not exhaustive but cover the main issues arising, and that are considered to be a priority in terms of changes to the LCWIP. Other findings from the consultation will be captured within a subsequent version of this report.

**1. There is general majority support for the LTAP and the LCWIP proposals in their broadest sense**

**Evidence and comment** – this is evidenced through all of the community engagement methods undertaken, including most powerfully through the survey.

**2. There is strong support for Torbay Council to generally invest in improving the infrastructure of Torbay and deliver projects to enable an environment which supports higher levels of active travel (including by walking, cycling, etc.) to be undertaken.**

**Evidence and comment** – this can be evidenced through a number of clear majority responses throughout the survey, clear support at the public zoom meeting and other meetings, and the weight of the written consultation responses which commented on this issue of principle. Generally people support active travel and see it as an opportunity to improve health, the economy and tackle climate change.

**3. There is a significant objection to the notion of restricting vehicular traffic through Victoria Parade, Torquay**

**Evidence and comment** – this has been made clear through the written representations, which include a number of organisations and businesses in the local area. It is also picked up in the survey but to a lesser degree, in addition to conversations between some of the objectors and officers. There is support for improving conditions for pedestrians and cyclists but without removing access for vehicles. There is sufficient scope to achieve this principle without exploring opportunities to restrict vehicular access.

**4. There are many constructive comments which have been made on specific scheme elements which can either be reflected as minor amendments to the LCWIP and/or future detailed engagement on scheme delivery, which is a process that can also be better set out in the LCWIP**

**Evidence and comment** – numerous comments made through the survey and the written representations. Note some additional key relationships with stakeholders have been established during the course of the consultation and a commitment has been made by officers to continued engagement.

## **5. The treatment of shared space and segregation for cycling – the balance**

There have been a variety of responses in the consultation on this issue. There is a general wish to see the delivery of quality segregation of space for walking and cycling and a careful management of shared space where segregation cannot be achieved (including it only where it makes sense to do so). This will need plenty of further engagement on the delivery of detailed schemes, which the LCWIP supports. Another clear message is that delivering a complete, coherent network is of greater value than concentrating on delivering small, less connected element of cycling infrastructure. This important when considering the advantages of having a mix and match approach of segregation and shared space areas as a solution to achieve building a connected network. This sentiment is supported by evidence that walking and cycling interventions are most successful when delivered and spread at a 'town-scale' rather than focused in delivering in discrete areas with lots of focus.