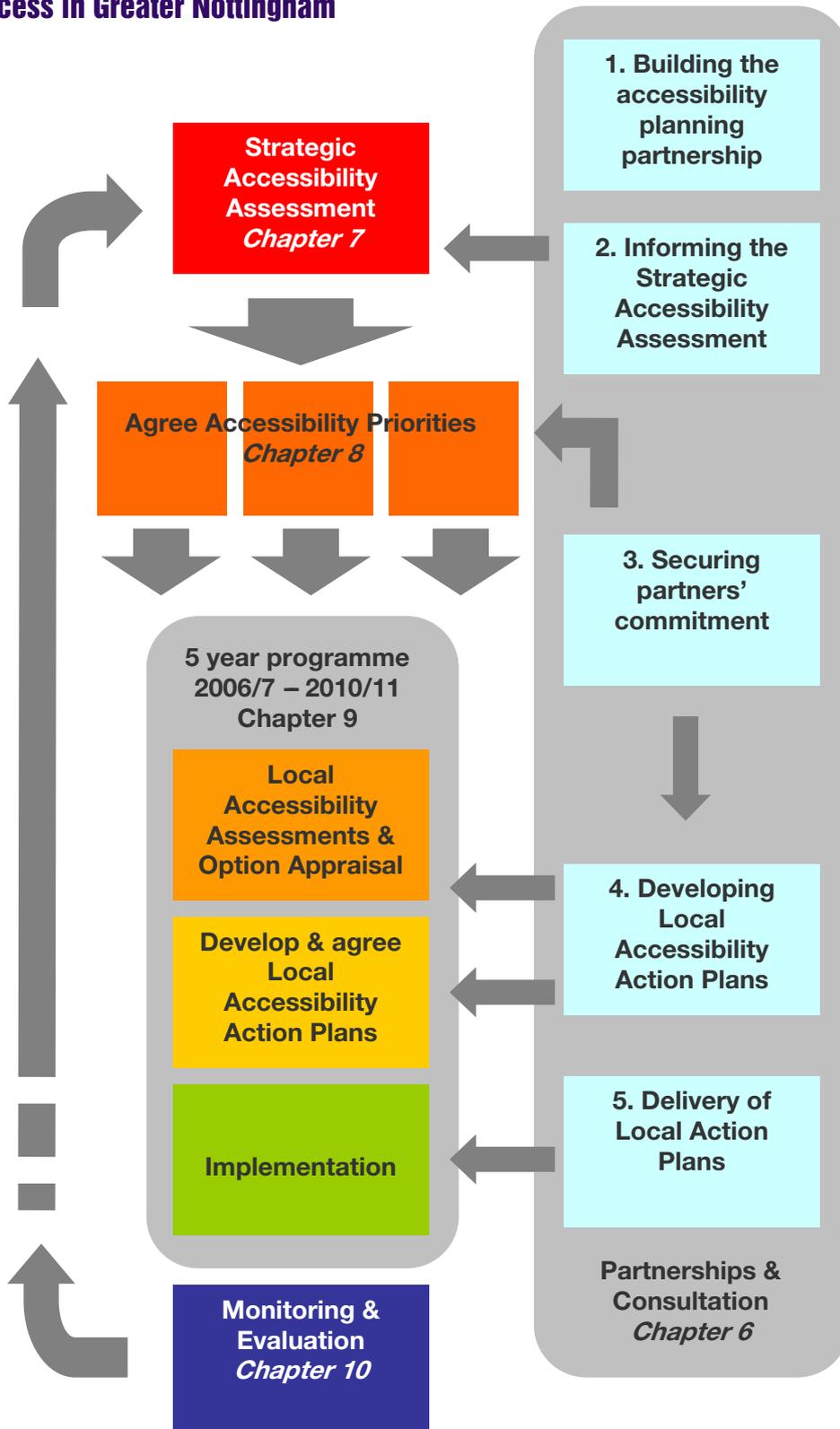# Chapter Six:

Partnerships and Consultation

Introduction

6.1. This chapter shows how partners have been engaged throughout the development of the Greater Nottingham Accessibility Strategy and how the authorities will work with partners over the Plan period to develop and deliver a series of Local Accessibility Action Plans to address the priorities set out in Chapter 8.

6.2. DfT's Guidance[1] promotes a partnership approach because accessibility is not just about transport availability but also about the location, design and delivery of services. A variety of bodies have responsibilities for providing transport to different services and for different sectors of the community. Therefore, to tackle accessibility issues effectively, a cross-sector approach is important to ensure that decisions and actions taken across a range of sectors contribute positively towards accessibility outcomes. To make this approach most effective and manageable local authorities are encouraged to utilise and build upon existing partnerships wherever possible.

6.3. The accessibility strategy for Greater Nottingham is being developed in conjunction with partner organisations who have an understanding of the barriers to accessing key services, both in terms of policy development and delivery. Those organisations with responsibilities for planning, siting, delivering and managing key public services, have played, and will continue to play, a particularly important role. How partners will input to the key stages of the accessibility planning process is illustrated in Figure 6.1.

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1 Guidance on Accessibility Planning in Local Transport Plan, Department for Transport, December 2004

Figure 6.1: How partnership working is supporting the accessibility planning process in Greater Nottingham

Strategic Accessibility Assessment *Chapter 7*

Agree Accessibility Priorities *Chapter 8*

5 year programme 2006/7 – 2010/11 Chapter 9

Local Accessibility Assessments & Option Appraisal

Develop & agree Local Accessibility Action Plans

Implementation

Monitoring & Evaluation *Chapter 10*

1. Building the accessibility planning partnership

2. Informing the Strategic Accessibility Assessment

3. Securing partners' commitment

4. Developing Local Accessibility Action Plans

5. Delivery of Local Action Plans
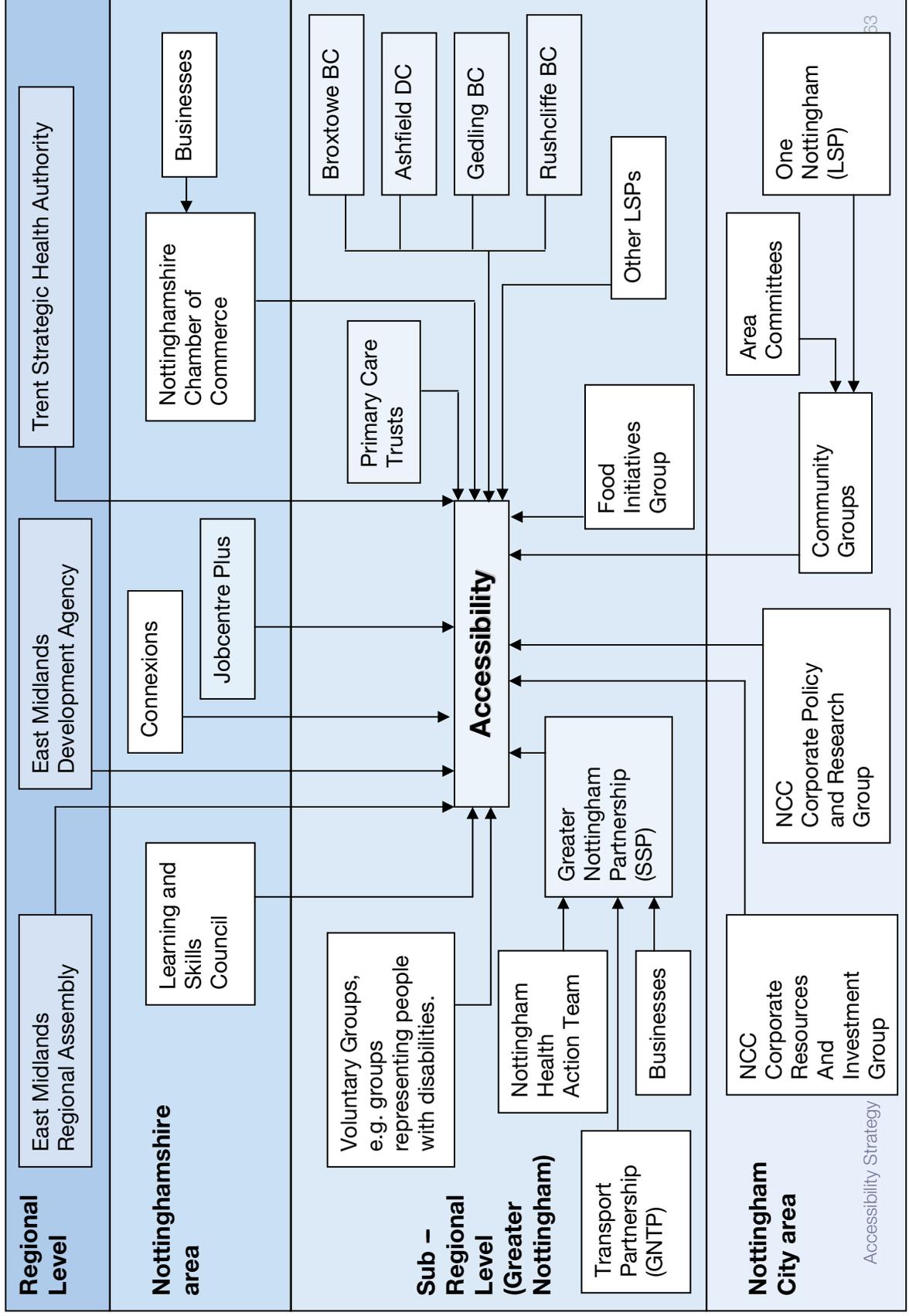
Partnerships & Consultation *Chapter 6*

Stage 1: Building the Accessibility Planning Partnership

6.4. To launch the accessibility planning process the authorities held an initial partnership-building event in September 2004 to establish partnership working arrangements, generate discussion of accessibility issues, promote understanding of the new approach and to facilitate networking. The event brought together over 70 delegates from employment, health, education, leisure, culture, food and essential services and business sectors as well as planning, public transport, regional lobby groups and local authorities sectors.

6.5. The accessibility partnership for Nottinghamshire has the following remit:
- To assess accessibility need at a countywide, LTP-area, and local level, drawing on expert knowledge and previous studies and research, backed up with nationally and locally available data presented as accessibility indices and maps;
- To achieve consensus locally on the issues and communities which should be prioritised for action to address poor accessibility;
- To identify a long-list of options to incorporate within action plans, and to evaluate them according to effectiveness and deliverability, including an audit of resources available;
- To approve action plans jointly owned by organisations participating in the partnership, including policy changes and specific actions to tackle accessibility problems where appropriate;
- To identify and agree a portfolio of local accessibility indicators and targets to measure progress and performance towards the accessibility strategy during the LTP period; and
- To review and recast local action plans according to the agreed performance management procedures.

6.6. Following the launch a Core Steering Group and a Wider Reference Group were set up to guide the ongoing accessibility planning process in Greater Nottingham and the North Nottinghamshire areas.

6.7. The Core Steering Group represents partners from each of the five core sectors for accessibility planning (health, employment, education, food and essential services, and leisure). See Annex A for a full list of members. These contacts have assisted in influencing policy and in mainstreaming accessibility issues through their sector's strategic networks.

6.8. The Terms of Reference for the Core Steering Group state that members will endeavour to:
- Supply or assist in sourcing data and relevant studies to identify where accessibility can be improved;
- Oversee the accessibility mapping and modelling of need to be undertaken by the City and County Councils;
- Agree the needs and problems within the LTP area;
- Set out the priorities for the 5-year LTP period (2006-2011);
- Agree the content of the Framework and final Accessiblity Strategy;
- Demonstrate how a range of interventions can address the problems;
- Agree the priority of issues, areas and key groups to take forward through local accessibility action plans;
- Prepare local accessibility action plans to tackle specific problems and priorities;
- Assist with surveys and consultation with communities where required;
- Outline accessibility objectives and targets;
- Identify resources within the control of their own organisation and outside to support measures to improve accessibility; and
- Measure performance; and impart their local knowledge and expertise throughout the process.

6.9. The Wider Reference Group (comprising approximately 100 different organisations from employment, health, education, leisure, culture, food and essential services, business, planning, public transport, regional, lobby groups and local authority sectors) has been used for the wider consultation process and will remain important as the detailed accessibility action plans continue to emerge throughout the Plan period. A full list of members is given in Annex A.

6.10. The sub-regional strategic partnership, Greater Nottingham Partnership (GNP), input to the initial strategic stage of the accessibility planning process to develop the Framework Accessibility Strategy. A range of partners have also been individually engaged at the local, county and regional level to ensure the wider policy context and local objectives are fully reflected. This has included other council departments to ensure that future investments and changes in the Authorities' own service delivery have also been taken into consideration.

6.11. The City Council has also engaged with One Nottingham, the Local Strategic Partnership (LSP), and their involvement will be essential as the accessibility planning process develops to ensure that local services are planned and delivered in an accessible way. The LSPs for Ashfield, Broxtowe, Gedling and Rushcliffe were also invited to engage in the initial development of the Accessibility Strategy and their contribution will become increasingly important as the Local Accessibility Action Plans are developed over the Plan period.

The relationship between the various partners for accessibility planning is illustrated in Figure 6.2.

Figure 6.2: Partnership working in the accessibility planning process

Regional Level
- East Midlands Regional Assembly
- East Midlands Development Agency
- Trent Strategic Health Authority

Nottinghamshire area
- Learning and Skills Council
- Connexions
- Jobcentre Plus
- Nottinghamshire Chamber of Commerce
- Businesses

Sub – Regional Level (Greater Nottingham)
- Transport Partnership (GNTP)
- Voluntary Groups, e.g. groups representing people with disabilities.
- Nottingham Health Action Team
- Businesses
- Greater Nottingham Partnership (SSP)
- Primary Care Trusts
- Food Initiatives Group
- Broxtowe BC
- Ashfield DC
- Gedling BC
- Rushcliffe BC
- Other LSPs

Accessibility

Nottingham City area
- NCC Corporate Resources And Investment Group
- NCC Corporate Policy and Research Group
- Community Groups
- Area Committees
- One Nottingham (LSP)

Accessibility Strategy

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Stage 2: Informing the Strategic Accessibility Assessment

6.12. At the September 2004 launch event delegates were split into five themed workshops to begin to identify information sources and past studies to inform an assessment of accessibility need. Their input at the launch event has helped to identify useful data sources to underpin the initial assessment stage.

6.13. It was decided to take this work a stage further by holding a further series of more detailed themed workshops from March through to June to develop the strategic accessibility assessment. These workshops involved senior staff from the key organisations for health; education; employment; local food; leisure, culture and tourism; and people with disabilities. Where existing partnerships already existed their networks and meeting schedules were utilised as far as possible as shown in Table 6.1. Individual organisations taking part in each of the workshops is set out in Table 6.2.

Table 6.1: Existing partnerships used for the themed workshops

Theme	Existing Partnership Network
Health	Nottingham Health Action Team (NHAT) - the health themed strategic action group of the GNP
Food and Essential Services	Food Initiatives Group (FIG) - a multi sector group promoting access to healthy sustainable affordable food in Greater Nottingham
Leisure, Culture and Tourism	Chief Leisure Officers Group (CLOGS) - the Leisure and Culture Officers of Nottinghamshire County Council, Nottingham City Council and the district and borough councils of Broxtowe, Gedling, Rushcliffe, Ashfield, Mansfield, Newark & Sherwood and Bassetlaw together with representatives from Arts Council, GO-EM and Sport England.
Education	Nottinghamshire Post 16 Partnership
People with Disabilities	Disabilities Advisory Group

Table 6.2: Organisations present at the themed workshops

Workshop	Organisations Present
Employment	Nottinghamshire County Council, Nottingham Chamber of Commerce and Industry, Jobcentre Plus, One City Partnership Nottingham, Greater Nottingham Partnership, New Deal, Nottingham City Council, Broxtowe BC.
Education	Nottinghamshire Learning and Skills Council, Nottingham City LEA (Education Transport Team, Student Support Team, School Organisation Team), Connexions Nottinghamshire, Nottinghamshire LEA, JMP Consulting.
Health	Nottingham City Primary Care Trust, Nottingham City Council, Gedling Health Trust, Health In Your Environment (HIYE), Nottinghamshire County Council, Trent Strategic Health Authority.
Food and Essential Services	Food Initiatives Group comprising Newark and Sherwood DC, Nottingham City Council, Nottinghamshire County Council, 5-A-Day project, Nottingham City Primary Care Trust.
Leisure, Culture and Tourism	Ashfield DC, Broxtowe BC, Gedling BC, Nottingham City Council, Nottinghamshire County Council, Nottinghamshire Rural Community Council, Newark and Sherwood DC.
Disabilities Advisory Group	Federation of Deaf People, NSLIS, Nottinghamshire County Council, NPASS, Nottinghamshire Disabled People's Movement, Nottingham City Council, Retinitis Pigmentosa Society, Welfare to Work for Disabled People, Connexions Nottinghamshire, DART.

6.14. The workshops were designed to identify accessibility issues for each partner and then to reach consensus on the main accessibility priorities for access to key services and destinations within each theme. Questionnaires were also sent out prior to each meeting to engage those not able to attend in person. A sample questionnaire is given in Annex B.

6.15. Workshop participants were asked to make the following input:
- Participation in and feedback on the workshop;
- Advice about appropriate engagement of other key partners not represented at the workshops;
- Advice regarding how the accessibility planning process can inform and support each organisation's work programmes;
- Support for participation in an ongoing partnership to support accessibility planning through the Plan period.

6.16. In order to focus discussion on accessibility issues that could be tackled, workshop participants were asked that the priorities identified should be within the power of those present to address, achievable within the Plan period and not depend on actions of those not present.

6.17. To support the themed workshops the authorities also prepared maps of key origins, destinations and transport networks and these were used alongside maps of Indices of Deprivation to inform discussion with partners. Maps showing accessibility contours were not prepared prior to the workshops as the authorities did not want to pre-empt partners' views on accessibility priorities. Furthermore at the time the

workshops were being run the authorities were still testing the *Accession* software with local data and did not feel the maps created in *Accession* were sufficiently reliable.

6.18. Each workshop produced a series of worksheets identifying 'who, what, why, when, where and how' for the priorities agreed by the participants. These worksheets have been used to generate 'problem statements', some strategic, some more specific, depending on the current understanding of the issues identified.

6.19. The problem statements are an initial attempt to encapsulate the key issues under the priority themes and represent the views and experience of those present at each workshop. The problem statements are valuable for adding an extra layer of understanding to the strategies and programmes outlined in Chapter 3 but the authorities recognise that these statements do not constitute a complete picture of all the issues for each theme. Therefore this information has been considered alongside other data sources when deciding the accessibility priorities set out in Chapter 8. The information from the problem statements is set out theme by theme as part of the Strategic Accessibility Assessment in Chapter 7.

6.20. Although the workshops were organised by theme to make the process more manageable, and the Strategic Assessment has been presented under these themes the authorities and the partners recognise that the most effective and sustainable accessibility solutions are likely to come from considering accessibility needs across themes. For example, for joint use facilities or locations combining health, leisure and education needs or employment, training and education needs.

6.21. A second meeting of the Wider Reference Group was held on 25th May 2005 to review the progress the partnership had made towards the development of the Framework Accessibility Strategy and to consider potential measures identified for action during the LTP2 period.

Stage 3: Securing partners' commitment

6.22. DfT has advised, via the Within Reach programme, that local authorities should formalise working arrangements and expectations with partners by having supporting partner statements. These statements should serve two purposes:
- Firstly, provide evidence of partnership working and an outline of the scope of involvement and its purpose (i.e. the problems the partnership are intending to solve).
- Secondly to assure buy-in, almost as a contract, detailing the level of involvement (how the problems are to be solved, levels of funding and involvement etc).

6.23. However, whilst the accessibility planning process was at the strategic stage of building partnerships and establishing shared priorities, the authorities strongly felt that it would be detrimental to the positive partnership work that had been developed

by that time to force partners into the second requirement at too early a stage. Therefore the key partners who attended the themed workshops were invited to endorse their involvement in ongoing partnership working over the Plan period with a general statement of support to meet the first of DfT's requirements. Wherever partners' objectives closely aligned or there was an appropriate existing partnership in place these were developed as joint statements of support. Table 6.3 sets out a list of the Supporting Partner Statements.

Table 6.3: Supporting Partner Statements

Theme	Partner Statement signatories
Employment	Greater Nottingham Partnership Nottinghamshire Chamber Jobcentre Plus Connexions Nottinghamshire Nottinghamshire County Council (Regeneration Division)
Education	Connexions Nottinghamshire Nottinghamshire Learning and Skills Council Nottingham City LEA Nottinghamshire LEA Nottinghamshire Post-16 Transport Partnership
Health	Nottingham Health Action Team
Food and Essential Services	Food Initiatives Group – a multi sector group promoting access to healthy sustainable affordable food in Greater Nottingham
Leisure, Culture and Tourism	Chief Leisure Officers Group (CLOGS) - representing the Leisure/Culture/Tourism Officers of Nottinghamshire County Council, Nottingham City Council and the district and borough councils in Nottinghamshire together with representatives of Arts Council, GO-EM and Sport England
Local planning authorities	Ashfield District Council Broxtowe Borough Council Gedling Borough Council Rushcliffe Borough Council Nottinghamshire County Council
Nottingham City area only	One Nottingham (LSP) (previously called One City Partnership Nottingham) Nottingham City Council as unitary planning authority

Stage 4: Developing Local Accessibility Action Plans

6.24. The Framework Accessibility Strategy was formally consulted on as part of the LTP consultation carried out in November 2005. The Vision was developed into 5 strategic accessibility objectives as set out in Chapter 2 which have been presented to the Core Steering Group, the Greater Nottingham Partnership and approved through the Local Transport Plan process. The strategic objectives were endorsed at a third meeting of the Wider Reference Group held in February 2006. At this event the priority action areas set out in Chapter 8 were presented to the Wider Reference Group for comments and input via a series of workshops.

6.25. Meetings with local partnership groups and individual partners including the Local Strategic Partnerships, Nottingham Health Action Team, representatives of the hospital trusts and the PCTs, the Learning and Skills Council, individual FE colleges, and Nottingham City LEA have been ongoing since July 2005 and will continue as necessary over the Plan period to develop and deliver a series of Local Accessibility Action Plans as identified in Chapter 8. To assist this process the County Council has allocated £30k of capital funding in the LTP for 2006/7 as a contribution to support any small-scale walking, cycling or public transport initiatives which may result from these discussions.

6.26. The role of the Local Strategic Partnerships, and in the City area, the Local Area Committees also, will become increasingly important as the accessibility planning work moves into the next stage focusing on local accessibility problems:

- As described in Chapter 3, the City LSP, One Nottingham, has prepared a new community strategy 'One Nottingham - One Plan', to be adopted in April 2006. The strategy identifies priorities to readdress social inequalities and sets out a vision for Nottingham to offer opportunities to all who choose to live, work, learn, invest in and visit the City. Accessibility planning has assisted One Nottingham to identify priorities and will support the ongoing delivery of the community strategy by basing actions on a clear understanding of communities' needs and aspirations. The strategy includes a specific accessibility indicator and sets out approaches to improving health and access to work, education and local services by addressing barriers such as crime and safety.
- The Government sees Local Strategic Partnerships (LSPs) as the main mechanism for co-ordination in the delivery of better services, including accessibility planning. LSPs involve all sectors of society; public, private, community and voluntary organisations that have the expertise and detailed knowledge in the various themes of accessibility planning. The membership of the LSP is determined locally, but should involve all the sectors outlined above.

6.27. The County Council is a proactive member of all LSP partnerships in Nottinghamshire. In summer 2005, each of the LSPs were approached to offer the opportunity of an

officer's attendance at appropriate meetings to explain the context and themes of accessibility planning together with the need to produce an accessibility strategy.

6.28. The environmental thematic task group of the Ashfield local strategic partnership (LSP) have been engaged through an explanation of the concept and themes of accessibility planning and have been asked to identify the key areas for development and consider ongoing participation in accessibility planning throughout the second local transport plan period. For Broxtowe, officers from both the County and City Council have engaged with the transport sub-group of Broxtowe local strategic partnership (LSP) on the development of the accessibility strategy through detailed explanations of the concepts and themes of accessibility planning. There will be ongoing detailed discussions throughout the Local Transport Plan period with Broxtowe LSP to identify key areas for development.

6.29. In addition, the LSPs within Nottinghamshire, including Gedling and Rushcliffe, have been involved in discussions on accessibility through the Local Area Agreement (LAA) for Nottinghamshire. Accessibility has been identified as a key local priority within the LAA for the county administrative area and an outcome has been included on accessibility, with two targets to measure performance. The authorities will be forging stronger relationships with the LSPs throughout the plan period.

6.30. To meet Within Reach's second recommendation for securing partners' support by specifying measures, actions, funding and responsibilities, the authorities developed a pro-forma to capture all the information required to effectively deliver a Local Accessibility Action Plan.

6.31. The Action Plan sets out priority groups/communities targeted; a summary of the evidence base and key indicators for both transport and other aspects with baseline data and targets; details of measures and actions required including timescales, lead, and funding sources; and identifies key risks to delivery of the action plan. A blank copy of the pro-forma is included in Annex C.

6.32. As the accessibility priorities are developed into Local Accessibility Action Plans, the individual partners involved in delivery will be asked to sign the action plan pro forma.

Stage 5: Delivery of Local Action Plans

6.33. The Supporting Partner Statements and the corresponding Local Accessibility Action Plans, where these have been developed, are set out in the Local Accessibility Action Plan document which accompanies the Accessibility Strategy.

6.34. It has been possible to make early progress on a number of Local Accessibility Action Plans, in particular:

- **Access to employment**: Access to employment is a big priority for the Plan area and is one of the core themes in the community plan for Nottingham City "One Nottingham – One Plan 2006 – 2009". In the short term the authorities will continue to develop the workplace travel plan programme with major employers and at business and industrial parks by promoting transport choice for journeys to work helping to make key employments sites more accessible for those without a car. However the authorities are aware that there are many other barriers in terms of access to employment including recruitment policies, skills and training, transport costs and information. The authorities met with Jobcentre Plus to discuss opportunities for joint working over the Plan period. The outcomes of this meeting are described in Chapter 8.

- **Access to education:** The Learning and Skills Council commissioned consultants to prepare a study of access to post-16 education in Nottingham and Nottinghamshire. The findings were published in October 2005 and are described in Chapter 8. To take this work forwards the authorities, in partnership with the Nottinghamshire Post-16 Partnership and the LSC set up a workshop for FE establishments in December 2005. The workshop discussed the role of travel plans to provide a framework for improving access to further education and considered feasibility of various public transport solutions including information provision. The outcomes of this workshop have been used to develop an action plan to address the issues highlighted in the study. More information about this work is set out in Chapter 8 and the resulting Local Accessibility Action Plan. Work on school travel plans is also ongoing and accessibility mapping is increasingly being used to inform decisions about new school developments as described in Chapter 5.

- **Access to health:** The authorities have a long history of working in partnership with the health sector on transport issues including the Transport and Health Initiatives Group, the development of travel plans for the two hospital sites and more recently the PCT sites, and the establishment of the successful MediLink bus services. As explained in Chapter 3, there are a number of significant new developments taking place in Greater Nottingham over the next Plan period as part of the LIFT programme. Therefore it was considered that the accessibility planning process provided an ideal framework to consolidate and build on this work. Two Local Accessibility Action Plans for access to hospital and access to PCT services have been prepared. In the earlier part of the Plan period the focus is on staff travel and public transport improvements. These action plans will be developed to look at patient travel and access needs particularly in the light of the forthcoming hospital trust merger, the PCT reorganisation and the second phase of the LIFT programme.

- **Access to food and essential services:** In the short term this work will focus on improving access to local and district centres by extending the Local Link bus services in the urban area. The Local Accessibility Transport Study (LATS) approach will be used to develop accessibility improvements to local centres in the County area. Approaches to assess local access to healthy food is being piloted in the Ashfield area and the authorities will discuss with the Food Initiatives

Group and other partners how this work could be rolled out to other areas over the Plan period.

Further information and accessibility analysis for these Action Plans is set out in Chapter 8.

Other supporting partnerships

6.35. Partnership working and consultation is also essential for the development of public transport services and in many cases the businesses themselves will have a strong desire to improve accessibility and will be the best placed to promote and 'own' service enhancements. For these reasons the following organisations are currently involved in direct partnership working to improve public transport services within both formal and informal arrangements:

- **Transport providers** (particularly Nottingham City Transport, Trent Barton and Nottingham Express Transit; JCDecaux; Central Trains and Midland Main Line);
- **Advisory bodies** (Greater Nottingham Transport Partnership; Nottinghamshire Police; East Midlands Development Agency; East Midlands Transport Advisory Group; East Midlands Rail Officer Forum; Technical [Planning] Officers Group Bus Quality Partnership; Nottingham Transport 2000; Big Wheel);
- **Service users** (including major employers, particularly Experian, Boots, Capital One, universities, hospitals, colleges; Disability Advisory Group; City Council-led Area Committees).

6.36. Again these well-established partnerships will help to support the roll-out of the accessibility planning process, particularly with regard to continuing to increase bus accessibility.

Other Consultation

6.37. In parallel with the accessibility partners' workshops, the authorities have also carried out other consultation exercises to support the development of LTP2 and the bus strategy. These consultation exercises provide valuable information for the accessibility planning process.

LTP2 Consultation

6.38. The authorities carried out a comprehensive consultation exercise in spring 2005 to identify priorities for transport in the Plan area. A leaflet summarising the LTP process, work that had been done so far, and concerns for the future was sent to households in Greater Nottingham. The reply slip asked people to rank the LTPs priorities in order of importance and also included an open question that gave people an opportunity to suggest any particular measures that they would like to see included in the next LTP.

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6.39. Over two thousand replies were returned, and generally congestion was believed to be the most important priority. Accessibility, safety and maintenance were also all seen as important; of the people who ranked accessibility, 53% put it as one of the top three priorities.

6.40. Public consultation feedback responses regarding accessibility issues were as follows:
- Many elderly people commented that they would like to see more local bus services to district centres, health services and local facilities;
- Higher frequency bus services in the evening and on a Sunday on the non-arterial routes was regularly mentioned;
- Increasing bus services in rural areas was regarded as particularly important;
- Personal safety particularly regarding use of bus stops at night was identified as a concern;
- Improvement to cycle facilities was advocated as a way of increasing accessibility to services;
- Cycle tracks should be kept free of glass and surfaces kept in better condition.

6.41. Consultation with stakeholders highlighted the following accessibility issues:
- The business community identified road improvements as key to improving accessibility;
- Interest groups saw access to jobs and services as very important and sustainable methods of transport should be promoted to achieve this;
- Extensions to the tram were cited as ways of improving accessibility;
- Improving access for disabled people was regarded as being very important;
- There were concerns about personal safety of pedestrians and cyclists using isolated off-road routes; and
- It was felt that more attention should be given to the maintenance of footways and cycle ways.

6.42. There were further opportunities for consultation following the publication of the Provisional Plan:

6.43. The Big Day Out, an annual transport themed family arts festival to celebrate European Car Free Day, co-funded by the Arts Council and GNTP, was held at Nottingham Castle in September 2005. The day attracted over 9,000 people, 400 of whom took part in a survey to canvas views about transport provision in Greater Nottingham:
- Overall people were very positive about the range of transport choices available, particularly bus, tram and cycling options. 90% of respondents thought that transport had improved over the past 5 years compared with only 7% who thought that it had worsened. The majority of respondents thought that bus services had improved especially in terms of punctuality, reliability, routes and cleanliness. NET Line One was popular including the associated Park and Ride facilities, as was the concept of the proposed NET extensions.
- Respondents identified the following improvements related to accessibility: More bus services in terms of both frequency and bus route coverage including more 24

hour services to provide night buses and early morning services; Bus cleanliness could be improved; A safer walking environment would encourage more parents to let their children to walk to school. More and better cycle lanes and more secure cycle storage in the City centre; Cheaper public transport especially for families, children and for short journeys.

6.44. As part of the Race Equality Scheme the authorities held an LTP2 focus group for representatives of diverse groups including BME communities in November 2005. The following issues relating to accessibility were raised:

- For these groups the most important accessibility factor is access to information in terms of both printed and electronic sources: The participants welcomed electronic journey information such as Nextbus but still felt there needed to be more information at bus stops/shelters. Also more attention needs to be given to readability and positioning of information and provision of information for those less numerate and literate, such as asylum seekers, perhaps by more use of symbols and signs.
- Other points raised regarding barriers to accessibility related to safety: Vandalism of bus shelters can be a hazard for pedestrians and vehicles; Crime and perception of crime is a big issue – more lighting and CCTV were suggested to address this; There was also concern about interchange in the City centre at night, particularly for older people.

6.45. Stakeholders were formally consulted on the Provisional LTP documents, including the Framework Accessibility Strategy, in November 2005. There were 24 individual responses from a variety of organisations and interest groups including Greater Nottingham Transport Partnership, transport operators, major employers, PEDALs, Nottingham Civic Society and local councillors. The following points were raised with regard to the LTP strategy for improving accessibility:

- Nottingham East Midlands Airport and adjacent business park is a significant location for job growth but transport is still perceived as a barrier from Nottingham despite the introduction of the SkyLink service;
- There needs to be more integration of transport and land use planning;
- There is support for the applications of Smarter Choices, particularly for the school journey;
- There needs to be more emphasis on cycling.

The respondents prioritised the following measures:

Public transport:
- More Link bus services including Ring Road shuttles,
- Improved public transport interchanges,
- Need to protect rural bus services,
- Need for better (quality and coverage) of public transport electronic information,
- Schemes to improve personal security for users of public transport,
- Increase bank holiday bus service provision including Christmas.

Cycling:

- Cyclists to be better provided for in other schemes and on-road schemes to be included in programme as well as off-road schemes,
- Better cycle signing,

Reducing traffic dominance:

- More traffic calming in rural areas,
- 20 mph zones in residential areas,

Specific individual comments relating to accessibility are set out in Table 6.4 below:

Table 6.4: Stakeholder comments regarding accessibility

Organisation	Feedback
British Waterways	Supports the use of waterways as sustainable transport routes.
Cyclist Touring Club	Would like more emphasis on cycling in workplace travel plans.
Food Initiatives Group	Prioritise secure parking for cycles and reduced fares for short bus and tram journeys. Want to see more focus on access to healthy food for areas with low car ownership.
Greater Nottingham Transport Partnership	Need to acknowledge the importance of the airport as a hub for business growth including improving transport links.
Nottinghamshire Disabled Peoples' Movement	Prioritise low floor buses on the ring road and trams to connect to services in the County area. Want wheelchair users to be able to travel anywhere in Nottinghamshire with ease.
Lady bay Community Association	Prioritise high quality bus services and Link bus services, walking and cycling schemes and 20 mph zones outside schools
PEDALS	Need to remove barriers to greater cycle use for trips to work, education, health, food and leisure.
Trent Barton	There are areas where bus shelters are lacking or in poor condition. Quality of infrastructure and security on the way to and at the bus stop are important elements of the journey experience. Trip times website needs to be extended to cover all operators' services.

Bus Strategy Consultation

6.45. The City Council has also undertaken specific monitoring work to look at relative take-up of local bus services and discounted fares schemes by BME communities. Some key findings are:

- Across the whole network, around 16% of users are from BME communities; consistent with the overall population mix;
- Around 69% of this user group travel by bus every day, compared to the City average of 61%;
- Around 54% of Asian users are females, compared to a City-wide average of 64%;

- Services 12/13 (Lenton/University), 40 (St Anns), 69 (Sherwood Rise) and 77 (Radford, Aspley) have the highest proportion of passengers from BME communities (over 20%);
- Take-up of discounted season tickets is significantly higher amongst BME communities (42% as against a City average of 29%);
- Take-up of concessionary fares schemes is lower than average for the Asian community (49% as against 68%);
- Provision of CCTV bus stop surveillance is higher than average in wards with higher ethnic mix.

6.46. The authorities will continue to undertake research into the specific needs of the BME communities with a view to developing a specific action plan to support and promote access to services for this group. Again this research will support and inform the on-going accessibility planning process.