

The Hub development will substantially enhance facilities for public transport users within the town centre, with the refurbishment of the bus station to provide a high quality passenger interchange with a direct pedestrian link to the rail station. Priority measures throughout the inner ring road will provide more effective bus access to all parts of the town centre, with 'superstops' serving each of the major retail and business areas in the central area. Each 'superstop' will be equipped with glazed passenger shelters, seating and real time passenger information displays.

Completion of the 'Hub' is a key element of the expansion of the town centre to accommodate planned population growth as well as further enhancing the environment within the Market Square and Kingsbury by redirecting bus services to the inner ring road.

We will also aim to develop or promote high quality interchange facilities in local strategic centres where an important need is identified. Through cross-border working, we will encourage our local authority neighbours to ensure that interchange facilities in the strategic centres outside Buckinghamshire are of a similarly high standard.

The core public transport network

From the perspective of public transport accessibility in Buckinghamshire the most significant 'spokes' are the rail and road links joining the major and local strategic hubs and nodes identified. The core public transport network for Buckinghamshire - and some potential 'missing links' are shown in figure A16. For policy purposes we have divided the core public transport network into four constituent elements:

- Strategic inter-urban routes (bus or rail)
- Local inter-urban routes (bus or rail)
- Urban Quality Bus Partnership routes on major corridors
- Other urban bus routes

Strategic inter-urban routes (bus or rail): routes linking two regional/major centres, serving many market towns and other centres of population en route. The aim is for all these routes to eventually have at least a half-hourly day-time service, with a less frequent service in the evenings and on Sundays, according to demand and need.

Local inter-urban routes (bus or rail): routes linking local strategic centres or between a strategic centre and local centre serving market towns and other centres of population en route; also includes 'outer-urban area routes' (i.e. those to villages and towns off the inter-urban network and close to the larger towns). The aim is for these routes to all eventually have at least an hourly day-time service, with a less frequent service in the evenings and on Sundays, according to demand and need.

Urban QBP routes: all principal urban corridors with high frequency, fully accessible bus services operating a daytime service at least every 15 minutes, and evening and Sunday services every 30-60 minutes according to demand, have been designated as existing or proposed QBP routes. These routes have the primary function of achieving modal shift by improving the speed of the bus relative to the car and thereby contributing to congestion reduction. They will however also have significant benefits for accessibility by improving the speed, reliability and frequency of all bus services making use of the core network.

Other urban bus routes: other urban routes where the high frequency services cannot be readily accessed; they are particularly likely to be provided in areas where a higher proportion of elderly people are resident, or where the topography makes access to the higher frequency services more difficult; we aim to maintain these services at (generally) two buses per hour, with the primary focus of better accessibility. These routes are inherently less robust in financial terms and will often already be financially supported.

Demand responsive transport services

In the main, the core public transport network focuses on providing access to town centre areas and major employment sites and other developments on the edge of towns; in other words, where the majority of retail, employment, business and recreational opportunities exist. Although, for those living relatively close to it and sufficiently able-bodied, the core network provides relatively good public transport access to these locations, it is clear that the core network cannot satisfactorily cater for all individuals and their key accessibility needs.



In rural areas off the core network for instance, a sparse 'safety net' bus service poses difficulties and limits the horizons of those without access to a private car when needed. For many people, whether in rural or urban areas, access to primary healthcare services - and sometimes leisure or recreational facilities - is often difficult. Conventional PT services are also often unable to provide for some important late evening/early morning journey needs.

Demand responsive services

We have to ensure that demand responsive services in urban and rural areas can be made sustainable.

DRT services in the UK have tended to require very high subsidy levels in terms of capital infrastructure and operational (revenue) costs, which have been enormous burdens for local authorities.

Demand responsive transport (DRT) services are very well-suited to meeting many accessibility needs in rural areas, but can also be appropriate in parts of towns, for specific social groups and journey purposes, and at times when conventional bus services are not commercially viable.

The most commonly used public transport alternatives are taxis and private hire vehicles. However our research has revealed that the use of these is often considered too expensive by disadvantaged groups; some users also associate them with poor customer care and concerns about personal security.

We therefore aim to work closely with taxi operators, Dial-a-Ride providers and other community transport organisations to provide better and more affordable demand responsive services.

We anticipate that the primary purpose of such schemes will be to provide access to GP surgeries and general hospitals, although flexibly routed services also offer the potential to be extended to support employment, education and leisure journeys where these can be made sustainable.

We are aware that there is risk in moving from (limited) subsidised conventional bus services to DRT and other forms of community and personal transport. Current experience suggests that a subsidy per passenger journey of between £10 and £15 on existing DRT services is not unusual, though the normally acceptable subsidy level is about £3 per trip. There is therefore a possibility that, if those new services require a higher level of subsidy than current services, their cost may lead to a diminution of available services.

In terms of improving accessibility and overcoming social exclusion, the success of a shift towards DRT/community transport will therefore ultimately depend on achieving levels of subsidy that are financially and politically acceptable. Our strategy for introducing DRT in rural and urban areas must therefore be informed by local and wider experience. To this end, we intend to carry out research into our existing DRT services and other relevant case studies in 2006/07.

Social inclusion concerns have played a major part in most DRT schemes in the UK, however experience shows that there is a danger in aiming at too narrow a market base, i.e. only 'captive users'. It is often forgotten that DRT services offer a higher quality of service than conventional bus services, and where this is the case the more appropriate market and fare comparison is with taxis. A solely social-inclusion-led service will inevitably require higher long-term subsidy than normal supported bus services unless, as we intend, a combination of the following strategies is adopted:



Strategies for making DRT services more financially sustainable:

- efficiency gains through integration with parallel public transport services
- realise contributions from other organisations experiencing benefits from the services
- broaden the market base to include and grow the 'choice' market
- actively encourage 'suppressed' demand by working with partners to increase participation in activities and take up of services, thereby increasing the need to travel
- set fares higher than conventional bus fares, meeting social inclusion objectives through concessionary fares for disadvantaged groups, or premium fares for non-disadvantaged groups

We expect that DRT services will in time come to form the backbone of a range of public and community transport services in rural areas, and a complement to conventional bus services in urban areas. We intend to establish community transport partnerships to help us identify and deliver the most appropriate combination of services for local communities.

Community Transport Partnerships

As explained previously, many rural communities in Buckinghamshire not served directly by the core bus network only have access to a bus, off-peak, on a limited number of days each week, making access to jobs and essential services (shopping, healthcare and non-statutory education in particular) difficult. Of necessity the few services provided operate to a rigid timetable that does not suit everyone, and will certainly not attract new users.

The cost to the County Council of maintaining this network in 2004/05 was more than £1 million. We believe that conventional bus services may no longer offer the most cost-effective means of providing access to essential services for these rural communities.

We have therefore decided to review existing subsidised services in rural areas, in conjunction with local communities. We have identified twelve local areas as potential **Community Transport Partnership Areas** (see Bus Strategy). Within these local communities, the Parish, District and County Councils, and a wide range of community and voluntary sector representatives will have the opportunity to jointly determine the pattern of public transport provision which most closely meets the needs of the community, within the resources available.

We recognise that every rural community will have different standards of local facilities and a wide range of transport needs. No single mode of public transport can meet all of these needs, but in many cases we believe that access to essential services could be made easier by moving away from fixed, conventional bus services towards a more flexible system of DRT services, such as being piloted in the Bledlow and Hambleton areas. We believe there is the potential for similar schemes to be provided elsewhere, providing the costs of operation can be contained at a sustainable level.

Options that might be considered by a Community Transport Partnership could include some or all of the following:

- Shared use of **school buses** - to provide services at peak times
- **Scheduled bus services** - where these offer the most cost-effective means of transporting larger numbers of passengers
- **Feeder services** - to connect with inter-urban bus routes (or train services) at local interchange points
- **Existing dial-a-ride services** - to cater for the wider community, and not just for those with physical mobility problems
- **Other types of demand-responsive service** - possibly operating on a pre-bookable basis
- **Community bus service** - using volunteer drivers from the local community
- **Shared taxis** - for regular journeys

- **Community car share schemes** or **voluntary car schemes** - for one-off journeys

In addition, Community Transport Partnerships, in conjunction with the Local Authorities and other relevant organisations, might also consider the possibility of meeting some people's needs through alternatives to transport such as mobile and home delivery and ICT services.

Experience elsewhere has shown that genuine community engagement in planning and delivering transport services in rural areas is an extremely important factor in their potential success. It will be important that all accessibility-disadvantaged groups are ensured an adequate 'voice' in the local decision-making process.

Policy guidelines and support will be provided to help communities identify and prioritise accessibility needs associated with meeting accessibility strategy and other County Council targets and objectives. Through the Rural Community Council for Buckinghamshire and Bucks & Milton Keynes Rural Transport Partnership we plan to promote the use of the Countryside Agency's 'Rural Accessibility Audit' tool within local communities as part of the local accessibility planning audit process.

Each Partnership would be able to draw on such funding that the County, District and Parish Councils would otherwise commit to the provision of transport services in that area - and on the expertise of the Local Transport Authority and Rural Transport Partnership to help secure transport provision most economically. Initially, funding, procurement and contract management, and budgetary control, would be administered centrally by the County Council - with the Local Area Committees and Community Transport Partnerships acting in an advisory capacity.

Budgets could be made up of the following:

- BCC Revenue support for public transport
- Rural Bus Subsidy Grant or Challenge funds
- County and District funding for Dial-a-Ride & Community Transport services
- District Council funding for concessionary travel for the elderly and disabled
- County Council (LEA) funding for the provision of home to school transport

- Parish or Town Council precepted funds
- Countryside Agency (Regional Development Agency) funding for rural initiatives

Who would operate the services?

We would offer advice on the most economic means of securing the services for each Community Transport Partnership. The likelihood is that there would be a range of providers in each area, possibly including:

- Existing commercial bus operators
- Licensed taxi (or private hire) operators
- Dial-a-Ride providers
- Other community transport providers
- The County Council's own minibus fleet
- Volunteer agencies

Other planned accessibility - related improvements

Besides the measures already mentioned, we plan to improve public transport accessibility by reviewing and implementing the following, usually as part of local area accessibility action planning:

- Improving the reliability and punctuality of bus services through the establishment of a Bus Punctuality Improvement Partnership with our major bus operators
- Improving the quality of bus stops and bus shelters in urban and rural areas
- Ensuring physical accessibility to bus stops
- Improving the proximity of bus stops to key services and workplaces
- Reducing interchange time penalties by building greater confidence into the reliability of the interchange
- Improving passenger safety and security on the bus network
- Securing a scheme of multi-operator tickets to ensure inter-availability of tickets where there is more than one operator
- Providing accessible public transport information at all stages of the journey
- Ensuring, as far as possible, that buses are comfortable, clean and well-maintained



- Ensuring, as far as possible, that buses are accessible for people who are mobility impaired
- Ensuring, as far as possible, that bus operators adhere to high customer care standards

7.2.5 Highway planning and Accessibility

Highway planning will support our accessibility strategy through the planning and development of new and upgraded strategic transport infrastructure. The Sub-Regional Plan has already defined the following strategically important highway infrastructure in Buckinghamshire to accompany the growth agenda in Aylesbury, the Vale, and neighbouring areas which will contribute to improved inter-urban accessibility to key centres inside and outside Buckinghamshire:

- A4146 Stoke Hammond - Linslade Western Bypass
- A418 Aylesbury to Wing
- A421 Tingewick to Milton Keynes

In addition to this, the emerging bus strategy has identified a number of other major routes that will be the focus of the core bus network. In the major towns some of these corridors will be developed further through Quality Bus Partnerships, however consideration will be given to where minor improvements or other priority measures on roads outside the larger towns carrying the inter-urban bus services, will help improve the speed or reliability of bus services, particularly at peak times.



Routine and planned highway works and maintenance represent a key opportunity to simultaneously make cost effective improvements for walking and cycling. As a matter of routine procedure in future we will consider whether the accessibility (and safety) benefits of such additional work are worthwhile.

7.2.6 Walking and cycling accessibility



Walking and cycling are inexpensive modes of travel that not only minimise environmental impacts and contribute to better public health, but are also highly adaptable to individuals needs providing choice as to time, route and speed.



Many different policies, programmes, and agencies have impacts on the quality and promotion of walking and cycling accessibility. These include:

walking and cycling programmes, Rights of Way, school and workplace travel planning, travel promotion, traffic and parking management, footway maintenance, road safety, street lighting, public transport planning, transport development control, and land use planning.

Although each of these programmes and agencies have helped improve local level accessibility in Buckinghamshire, a more co-ordinated approach, and a more explicit focus on access would be very beneficial. Consultation as part of the development of the LTP has shown that the public and stakeholders consider that relatively poor co-ordination and insufficient attention to detail on the ground is often the enemy of good pedestrian and cycling access.



Our walking and cycling programmes have particularly helped improve access to town centres, schools, and train stations, and in the countryside. However, in the larger urban areas more attention needs to be paid to developing cycling (and to a lesser extent walking) networks that increase connectivity between trip attractors and generators to improve overall connectivity. In addition, more focus needs to be given to improving access to existing local bus stops, local neighbourhood facilities and other key facilities, and dealing with small impediments and community safety deterrents.

To this end, we will ensure that **local community action plans** promote opportunities for walking and cycling, to maximise the ability to connect people to jobs, key services, and public transport interchange points, through networks which reduce delay, diversion and danger. Improved facilities for cycling within towns should mainly be on-road, but also where possible improved walking and cycling links should be achieved through making better use of the Rights of Way network, to be progressed largely through the ROWIP.

We will therefore consider the strategic benefits of improving existing routes and facilities, filling in the most important missing links, maintaining important routes in a good condition, improving Rights of Way that contribute to better accessibility in both urban and rural areas, and making routes safer, more secure, and more attractive. We will also consider whether current regulation of on-street parking is dealing adequately with barriers to pedestrian access. Improved information about, and promotion of,

walking and cycling for both utilitarian and leisure journey purposes will also be considered.

In addition to managing community transport services in their areas, it is likely that the proposed Community Transport Partnerships will also act as the main local fora for involving local communities in decisions about improving walking and cycling access and other transport issues. This would help rationalise consultation processes and support integration between different modes of transport.

7.2.7 Travel planning, information & marketing

Initiatives aimed at managing transport demand by effecting behavioural change are a very important component of accessibility planning. They may include programmes to encourage school, workplace and personalised travel planning, improving public transport information and marketing services; car share schemes and car clubs; and tele-working.

Their primary aim in Buckinghamshire so far, as in most other places, has been to reduce car use but because they give people a genuine alternative to using their car, such programmes can provide quick, comparatively inexpensive benefits in terms of social inclusion and accessibility. Site-based travel planning measures that might help improve accessibility for those most in need that will be considered on a case by case basis include:

- demand-responsive taxi/minibus services, or taxis or private hire vehicles, to serve remoter places or specific members of a community
- car clubs or car share schemes
- pedestrian and cycling routes from areas with relatively low car ownership
- reviewing the location and timing of conventional bus services near the site, concentrating on the needs of more disadvantaged groups

The focus of our travel planning service in the past has been primarily on school and workplace site-based travel planning. Although we will continue to support site-based travel planning, we have decided to extend our focus to include greater attention to personalised travel planning. Both types of travel planning can potentially help address accessibility and social inclusion problems, as long as accessibility/inclusion considerations are mainstreamed into the objectives and methods of these initiatives. For example, in the case study we describe how we intend to mainstream accessibility into the further development of our personalised travel planning initiative.

We also aim to become more aware of the importance of information and support for different groups. For example, for some disabled people, particularly those with learning disabilities or with mental health conditions, accessible public transport information, suitably trained, front line transport staff, or specific travel training are important in reducing the fear of using public transport. We also need to give greater consideration to how information and awareness can enable visually impaired people to make transport choices.

We also plan to review our current marketing strategy for public transport and non-motorised travel choices and travel awareness, which focuses mainly on environmental issues, congestion, and health benefits. We need to consider the implications of an accessibility perspective and objectives to our marketing approach.



Mainstreaming accessibility planning case study: Personalised travel planning

Personalised travel planning (PTP) is a powerful tool for improving accessibility and tackling congestion problems by encouraging modal shift. Our approach will integrate both these objectives, as well as promoting road safety and health benefits

Currently our PTP service is based on a web-based or postal questionnaire, promoted in new housing estates and to council staff. Information received is analysed and an information pack is sent to the individual, with targeted travel information.

In the future, the main ways that we will encourage people to use our PTP service and ensure it reaches accessibility-disadvantaged people, include:

- Ensuring that accessibility issues are included in the Social Care and NHS-led **Single Assessment Process** of vulnerable people's individual needs, and the relevant information shared with the Transportation Service
- Promoting its use through our local area **Community Transport Partnerships**; and using the information obtained to inform the development of local transport services
- Using '**Customer First**' - an initiative to improve communication and access to services. A 'Transport on Call' call centre, similar to the existing 'Highways on Call' brand will be developed to deal with public transport, school travel enquiries and our PTP service
- **Residential area targeting.** Initially new estates where travel habits are less fixed, and where significant new services or infrastructure is provided, will be targeted. However, established residential areas where there is particular accessibility disadvantage may also be targeted
- Encouraging **Travel Shops in schools** to promote sustainable travel habits to young people (identified in the Children & Young People Plan) to be extended countywide following a successful pilot at John Colet School
- Continuing to promote our '**Travel Choice**' package for Council staff
- **Promotion or joint working with other partners** (e.g. Job Centre Plus and recruitment agencies, estate agents, and tourist information providers) to encourage individual travel behaviour change at key points of change in life (e.g. starting a new job, moving house, learning to drive, etc)

In addition, we intend to increase the usefulness and cost effectiveness of PTP services through:

- developing a branded internet-based service that provides tailored information and links with national transport information services
- further customising the information that is available e.g. providing information about disabled access, mobility substitutes
- extending the opportunity for individuals to become their own 'Personal Travel Planner'

7.2.8 Integrated land use-transport planning & parking policies

Accessibility planning is not just about improving transport but also about ensuring that jobs and services are delivered where they are most needed, and that alternative modes of communication are optimally used to reduce the need to travel.

The integration of transport and spatial planning is central to the development and delivery of effective local development frameworks. At a local level, the Local Development Documents (LDDs) produced by the District Council Local Planning Authorities (LPAs) will play a key role in highlighting where there are gaps in local service provision, identifying sites that are highly accessible by public transport, and seeking to direct development to these areas and locations. Where appropriate we will specifically seek to influence improvements in the range and balance of services within towns identified as strategically important hubs or possessing strategically important public transport interchanges to improve accessibility by public transport.

As the local transport authority we will build upon effective joint-working arrangements with the LPAs, as well as neighbouring authorities, through sub-regional fora and informal bilateral discussions, to achieve the integration of land use and transport proposals. Our input to the planning process will also pay more explicit attention to accessibility and inclusion.

Applications for large-scale developments are accompanied by Transport Assessments that can be used to identify necessary transport improvements to address problematic potential impacts. Generally these have in the past concentrated insufficiently on non-car modes of travel, but good practice advice to be issued by the ODPM should clarify matters and further strengthen the aims of PPG 13 and accessibility planning.

As the local transport authority we are a statutory consultee in the planning process, and advise LPAs on the transport implications of new development proposals. We intend to systematise and strengthen our consideration of accessibility and inclusion factors in the planning process through five main means:

- using accessibility modelling - such as Accession - to assist consideration of accessibility at proposed development sites
- creating and applying a process to consider other accessibility factors not integral to the modelling process
- using information from both the above sources, where necessary, to inform and justify recommended accessibility improvements
- investigating the feasibility of creating a guidance framework of different minimum accessibility standards for specific types of land use, and working with the LPAs with the view to this being included in the emerging Local Development Documents
- investigating the feasibility of introducing a guidance framework for advising the LPAs when travel plans should be required, and including inclusive accessibility as a necessary consideration in the development of travel plans.

We will also strive to develop a more proactive approach to influencing the location of key facilities, outside the LDD and development control processes. We aim to improve our relationships with the rest of the County Council and external partners to influence the location or relocation of services, using our combined knowledge of local accessibility and where necessary basing this advice on rigorous accessibility assessments.

Policies and measures relating to on-street parking, will need to be reviewed for their impact on, and contribution to accessibility and inclusion. In particular it is necessary to determine whether:

- these policies and measures are promoting public transport and cycling accessibility by contributing to bus operations in urban areas
- parking for vehicles used by people with disabilities is meeting need
- current regulation and enforcement of illegal parking is dealing adequately with barriers to pedestrian and bus passenger access

We will continue to work with, and advise the District Councils on non-residential public and private parking policy through the Local





Development Framework process. The recently completed High Wycombe Town Centre Parking and Access Strategy and its Aylesbury equivalent, which we helped to develop, aim to meet the challenge of ensuring that the town centres remain attractive and accessible destinations offering a good range of travel choices for everybody. Accessibility improvements for users of non-car travel modes have been proposed alongside new and improved car parking facilities. In future accessibility planning techniques will be used to inform and support our contributions to this type of strategic process.

7.2.9 Mobility substitutes

We, along with a number of other public, private and voluntary sector organisations, are involved in delivering services through substitutes for personal mobility. Besides home care, we currently provide mobile library and trading standards services, home-delivered meals for certain social care clients, and also ICT outlets and some ICT-based services.

Our 'Customer First' and 'Getting Closer to Communities' Programmes aim to bring together a number of initiatives using electronic and local access to enable all sections of the community to obtain local government services more easily. We will continue to work with others to ensure that accessibility planning and these programmes are well integrated. Where appropriate we will also work with individual services to provide expert accessibility advice.

7.3 Accessibility action planning



We believe that this accessibility strategy has created a strong foundation for developing more detailed strategies and action plans with our partners over the coming years, as we respond to constantly changing circumstances. Our current strategic accessibility priorities over the next 5 years, based on current analyses (see section 5), have been described in section 6.3. The objective of action planning is to address these local strategic priorities and, where necessary, adapt to changing circumstances and opportunities.

As mentioned we have identified the need to

improve accessibility using a three-pronged approach. In the previous section we explained our strategies for mainstreaming accessibility and in section 7.1 we outlined our approach to accessibility action planning, which we see as happening on two distinct, but inter-related levels.

In this section we describe the progress that has been made in developing partnerships and outline the action plans that have already been developed, often in conjunction with partners:

- **Strategic** - accessibility action planning around the primary accessibility themes
- **Local** - local community accessibility action planning

7.3.1 Strategic or 'thematic' accessibility action planning

A new group has recently been established as part of the Bucks Strategic Partnership (BSP), called the '**Accessible Communities and Transport Task Group**'. We intend to undertake accessibility partnership working through the BSP but also, where appropriate, through separate partnerships.

We hope that over time these different strands will come together, but feel that the experience of the accessibility planning pilot projects clearly demonstrated the need to work with strategic partners through separate partnerships based on the key themes, and not in a multi-purpose partnership spanning many agencies. The BSP Group will however make an important contribution to the process, acting as a forum and voice for other interest groups and agencies.

Supporting statements from some of our strategic partners are included in appendix 3.

Access to strategic centres action planning

Given the important contribution that access to strategic centres via the core public transport network makes to the success of our access to healthcare, learning, employment and healthy lifestyle resources strategies, it was decided that it merited specific consideration as a strategic theme in its own right

An internal partnership steering group was established bringing together those involved in public transport planning, pedestrian and cycling planning, transport marketing, and accessibility planning, to develop a comprehensive strategy, programme and outline action plan for 2006/7. Discussions have been taking place to involve the major public transport operators in our planning process, and particularly to try to persuade them of the benefits of supporting our core network strategy.

The access to strategic centres strategy was outlined in some detail in section 7.2.4.

Essentially it consists of improving public transport accessibility along primary inter-urban corridors between strategic centres of importance, both within and in adjoining local authority areas, and also along primary urban corridors in the larger towns. The strategy also recognises the importance of the standard of interchange with feeder bus/taxi services, and pedestrian and cycling access to and at stops.

A number of sets of accessibility-related public transport minimum service standards have been developed for different types of route (see appendix 4). Although not all of the actions are directly under our control, and our resources are limited, our objective is to achieve these standards by 2010/11.

'Missing links' have been identified in the existing network, and gap analysis has begun to reveal the deficiencies that will need to be addressed over the next five years. Table A7 shows our outline action plan for 2006/7.

Table A7: Improving access to strategic centres - Action Plan 2006/07

Issue	Action	Lead	Partners
'Missing links'	Introduce new , direct bus service between Aylesbury & Milton Keynes	BCC	Bus Operators
	Review feasibility of new services between: Aylesbury - Bicester, High Wycombe - Stokenchurch - Oxford, High Wycombe - Thames Valley , Luton - Chesham / Amersham - Heathrow Airport	BCC	Bus Operators
Frequency	Increase bus frequency on: Aylesbury - Milton Keynes route Review service frequencies following introduction of free off-peak concessionary travel	BCC	Bus operators District Councils
Operating times	Review feasibility of reallocating resources to address identified deficiencies in operating times on the core network	BCC	Bus Operators
Punctuality & journey time reliability	Audit reliability on core bus network	BCC	Bus Operators
	Analyse causes of unreliability on worst performing routes, and develop action plans	BCC	Bus Operators
Urban congestion	QBP action plans for following routes: (Aylesbury: Watermead - centre; Weedon Hill - centre); (High Wycombe: Micklefield - London Road - centre - A4010 - Booker; Totteridge - centre - Castlefield)	BCC	Bus Operators

Table A7: Improving access to strategic centres - Action Plan 2006/07

Issue	Action	Lead	Partners
Highway bus accessibility outside main urban areas	Highway improvements on: A4146 Stoke-Hammond - Linslade Western bypass Cressex Link Road	BCC	
Main urban centre bus accessibility	Development of the : Aylesbury public transport 'Hub'; High Wycombe Bus Interchange; High Wycombe Rail Station	BCC	Bus Operators District Councils, Chiltern Railways
Road-side physical accessibility	Conduct accessibility audits at all bus and rail station interchanges and develop action plans	BCC	Community Transport Partnerships; Access Groups Rural Transport Partnership
	Audit accessibility at/to bus stops as part of local accessibility action plan programme, and develop action plans	BCC	
	Implement physical accessibility measures at stops as part of routine maintenance	BCC	
On-board physical accessibility	Actively encourage operators to increase proportion of buses meeting current DDA standards	BCC	Bus operators
Road-side PT information	Ensure all boarding points have up-to-date (and maintained) printed timetables	BCC	Bus operators
Quality of rural bus interchanges	Assess need for new and/or improved bus stations in local centres	BCC	Bus Operators Community Transport Partnerships BCC; Community Transport Partnerships
	Audit & consult as part of local accessibility action plan programme, develop action plans	Rural Transport Partnership	
Personal security at and to boarding points	Audit bus stops and stations for community safety, consult, and develop action plans - prioritise high-risk locations	BCC; Rural Transport Partnership	Community Safety Advisory Board
On-board personal security	Encourage operators to increase use of on-board CCTV cameras, particularly on buses used for late evening services	BCC	Bus Operators
Inter-operator ticketing	Promote adoption of inter-availability of ticketing across County	BCC	Bus Operators
Bus-cycle interchange facilities	Audit /consult on feasibility and potential demand, as part of local accessibility action plan programme	BCC; Rural Transport Partnership	Cycling interest groups, Community Transport Partnerships
Customer care	Promote appropriate customer care training for front-line PT staff	BCC	Bus Operators
	Establish a customer care monitoring system and performance indicator	BCC	Bus Operators
Marketing	Promote the core network, and particular services where significant improvements have taken place	BCC	Bus Operators

Access to healthcare action planning

In the healthcare sector our strategic partners will need to include: the Thames Valley Strategic Health Authority; the new Primary Care Trust covering the whole County being set up in 2006; the Buckinghamshire Hospitals Trust; Buckinghamshire Mental Health Trust, and Two Shires Ambulance Trust.

We also intend to involve the local 'Patient, Public Involvement Forums' associated with each NHS Trust in order to increase public 'voice' in the decision-making process.

Although we have continued to engage with the NHS over health sector restructuring, we have only made slow progress in setting up a strategic partnership body with local NHS organisations. The impending reorganisation of the primary care sector, and changes that are taking place in the Mental Health Trust, have undoubtedly not helped.

Progress is now being made with the first formal high-level meeting scheduled for March 2006. Prior informal meetings have however shown a high-degree of agreement with our strategic accessibility assessment and provisional prioritisation of issues. Given LTP deadlines, it has not been possible to include the outcomes of these discussions.

Besides the contributions that we intend to make to improving access to healthcare via our access to strategic centres strategy and action plan (see above), and local community accessibility action planning process (see section 7.3.2), we believe that the NHS is able to make significant contributions towards achieving better health and accessibility outcomes, which may include some of the following elements:

- providing evidence and defining key objectives
- making better use of non-emergency patient transport resources
- providing mobile healthcare services for access disadvantaged communities
- making use of accessibility audits in locational decisions
- contributing to healthy food initiatives (see below)
- preparing travel plans for patients, visitors and staff
- aligning visiting times with public transport

services (where practical)

- aligning appointment times with public transport services (where practical)
- streamlining and promoting the Hospital Travel Costs scheme
- providing better travel information to service users, possibly including an integrated travel-health appointment booking system

Access to learning action planning



In the education and training sector our strategic partners include: the Milton Keynes, Buckinghamshire and Oxfordshire Learning & Skills Council (LSC), and the Buckinghamshire Lifelong Learning Partnership. The Lifelong Learning Partnership includes the LSC, Buckinghamshire Local Education Authority, Adult Education, Early Years and other relevant bodies, and is the educational arm of the BSP. It also happens to be the parent body for the existing education-transport partnership.

We have engaged in a discussion with the Lifelong Learning Partnership over the framework accessibility strategy and the possibility of employing the Partnership Steering Group as our access to learning strategic partnership. It seems that progress is slowly being made to persuade the educational sector of the benefits of closer partnership working using accessibility planning.

Despite relatively limited contributions from most the above-mentioned agencies up to now, and the continuing uncertainty about the CEA's future statutory transport obligations, we have developed an action plan for 2006/07 (see table A8).



Table A8: Access to Learning Action Plan 2006/07

Issue	Action	Lead	Partners
Public transport, cycling and pedestrian access to schools in larger urban areas	1. Support development of existing and new school travel plans in large urban areas 2. Upgrade quality of bus stops near schools where need is identified 3. Support establishment of 'Travel Shops' in schools for Personalised Travel Planning 4. Provision of cycling infrastructure in Aylesbury linked to schools 5. Increase availability of cycle training for school age children 6. Increased cycling promotion 7. Establish new (web-based) car share scheme for pupils 8. Develop travel information pack for parents of prospective secondary school pupils	BCC	Schools
Public transport access to FE colleges, and other main adult education establishments, particularly from rural areas and in evenings	Update, and continue use of 6th form and FE college travel information pack Actions to improve PT access from: Aylesbury - Milton Keynes, Aylesbury - High Wycombe (see Access to Strategic Centres Action Plan) Actions to improve PT access from rural areas to strategic centres in Stewkley, Wing & Ivinghoe, Stokenchurch & Marlow as part of local community action planning programme	BCC BCC BCC	16-19 year education - transport partnership Bus operators Rural transport partnership FE colleges
Public transport, cycling and pedestrian access to schools with Extended Services and Children's Centres	Assess existing public transport, walking and cycling access to the first tranche of planned Children's Centres and Extended services Schools, and develop action plans Undertake accessibility assessments to help inform locations of next tranches of Children's Centres and Extended Services schools	BCC	Lifelong Learning Partnership Early Years development & Childcare Services

We believe that the education sector is able to make significant contributions towards achieving better accessibility outcomes, which may include some of the following elements:

- providing evidence and defining key objectives
- making better use of resources for commissioning transport to education
- making use of accessibility audits in locational decisions about sites
- collaborating in providing better, integrated travel information to service users, e.g. through personalised travel planning
- streamlining and promoting travel costs schemes better
- supporting travel plan development for pupils, students and staff
- aligning class (and extended school times) with public transport services (where practical)

Economic development and access to employment action planning

In this sector our strategic partners include: the Milton Keynes, Bucks & Oxfordshire Job Centre Plus agency, the Learning & Skills Council, and the Buckinghamshire Economic Partnership (BEP), including the Council's own economic development group. Unfortunately we have had no success engaging the Job centre Plus Agency or LSC directly. We have obtained a statement of support from BEP, but have so far not been able to follow this up any further.

Besides the contributions that we intend to make to improving access to employment via our access to strategic centres strategy and action plan (see above), and local community accessibility action planning process (see section 7.3.2), we believe that the partners are able to make significant contributions towards achieving better accessibility outcomes, which may include some of the following elements:

- providing evidence and defining key objectives
- making better use of resources allocated for

supporting welfare to work (e.g. Travel to Interview scheme, Adviser Discretion Fund, Travel Information and Journey Planning Fund)

- collaborating in providing better, integrated travel information to job seekers and adult learners e.g. through personalised travel planning
- streamlining and promoting travel costs schemes better
- promoting the adoption of travel plans that take account of accessibility/inclusion

Despite the limited contribution of most agencies to date we have developed an action plan for 2006/7 (see table A9 below). Part of this comprises of actions necessary to develop a better understanding of the issues and potential links between access and employment and economic development in Buckinghamshire. We feel that there is currently insufficient knowledge about the nature and scope of the potential problem to determine further specific action.

Table A9: Access to employment action plan 2006/07

Issue	Action	Lead	Partners
Access to major and local employment centres	Improve access to strategic centres (see access to strategic centres action plan)	BCC	Bus & train operators
Access to employment locations	Support development of workplace travel plans with inclusive accessibility dimension	BCC	Employers
	Planning & provision of walking & cycling infrastructure (see 'urban areas accessibility action plan)	BCC	Cycling interest groups
	Personalised Travel Planning (see case study in section 7.2.7)	BCC	To be agreed
Access to employment for disadvantaged groups living away from core public transport network	Review findings and implications of Buckinghamshire Community Action (BCA) -commissioned rural 'Wheel-to-Work' research project	BCC	BCA
	Undertake further employment-focused research in first 2 rural local community areas	BCC	To be agreed

Access to healthy lifestyle resources

This theme embraces a wide range of issues - access to food, physical activity, leisure and social activities, and basic services. The Primary Care Trusts and the Council's Social Care Service both have a keen interest in food access and physical and social activity, and we are concerned about access to council services. The District Councils also have an interest because of their leisure and cultural services function. Buckinghamshire Community Action, the Rural Community Council in Buckinghamshire, has an interest too

because of its role in rural transport, economic development, and other issues such as local amenities.

There is a risk that in comparison to access to healthcare this theme will be given lower priority, because of its preventative nature. We therefore propose that this theme be dealt with through the existing Rural Transport Partnership, with representation from the PCT, Social Care, and district council leisure services. It is proposed that the partnership will be named the Access to Healthy Living Partnership (AHLP).

Table A10: Access to healthy living resources action plan 2006/07

Issue	Action	Lead	Partners
Access to healthy and affordable food esp. for people aged 50 +	Consider implications of social care-commissioned study and Transportation's strategic assessment & develop action plan if necessary	AHLP	BCC - Transportation, Social Care; PCT; BCA
Access to increased physical activity amongst people aged 50 + Access to public recreational centres	Improve access to public recreational centres via access to strategic centres action plan Needs assessment to ascertain whether access is significant barrier to participation esp. at leisure centres & main countryside attractions in Bucks Promote walking (& cycling) targeted at people over 50	BCC AHLP AHLP	Bus & train operators BCC - Transportation, Countryside services; PCT; DC Leisure Services; BCA PCT, BCA, Transportation, Rights of Way
Access to travel information & support	Personalised travel planning (see case study in section 7.2.7)	BCC	To be agreed
Access to major leisure centres during day and at night-time	Improve access to strategic centres (see access to strategic centres action Plan)	BCC	Bus & train operators





Contact has been made with the Buckinghamshire Strategic Partnership's Older People's Partnership Board to identify the contribution that accessibility planning can make to the quality of older people's lives. The result was that a number of accessibility-related actions were included within the annual strategic plan. These form the basis of the action plan below (see table A11).

Besides the contributions that we intend to make to improving access to healthy lifestyle resources via our access to strategic centres strategy and action, and local community accessibility action planning process (see section 7.3.2), we believe that the agencies are able to make significant contributions towards achieving better *accessibility outcomes, which may include some of the following elements:*

- providing evidence and defining key objectives
- making better use of resources used to provide access to food to disadvantaged groups
- collaborating in providing better, integrated travel information to marginalised target groups e.g. through personalised travel planning
- promoting the adoption of travel plans for major leisure and recreational centres that take account of accessibility/inclusion
- promoting and supporting key local facilities, particularly in rural areas

7.3.2 Local community accessibility action planning

Local community accessibility action planning and the restructuring of local public transport services will go hand in hand in Buckinghamshire. We believe that combining local community accessibility action planning and the restructuring of local public transport services will help develop integrated multi-modal local action plans. Our strategy for public transport outside the core network was explained in section 7.2.4. Essentially it involves reviewing the current configuration of (subsidised) local services, together with other transport services and resources, that presently exist within the 12 'Community Transport Partnership Areas', that have been identified and consulted on as part of the development of the LTP.

The success of local accessibility action planning will depend on the involvement of a wide range of community interests, but it is particularly important that accessibility disadvantaged groups are represented. We are therefore interested in the idea of working with agencies experienced in the 'community development' approach, such as Wycombe District Council.

It is not feasible to undertake local accessibility action planning in a short period because, given the way that we conceive it, it will clearly be a complex and time-consuming process. We have therefore established an indicative 4 year programme to cover all 12 areas. We will try and adhere to the following programme, but the order may change at any time due to unforeseen circumstances. This is not to say that actions with significant accessibility benefits will not be implemented in some areas before the formal accessibility action planning process takes place.

Table A11: Local community Accessibility action planning programme

2006/07	Stewkley, Wing & Ivinghoe	Stokenchurch & Marlow		
2007/08	Buckingham	Chesham & Amersham		
2008/09	Waddesdon & Haddenham	Burnham	Beaconsfield	Gerrards Cross & Iver
2009/10	Winslow	Aylesbury & Wendover	Princes Risborough	High Wycombe

Table 12: Access to Local Communities Action Plan 2006/07

Issue	Action	Lead	Partners
Poor non-car based and disabled access to town centre (Aylesbury) from area of deprivation	Replace current pedestrian bridge in Southcourt, Aylesbury with a DDA compliant structure suitable for pedestrians, cyclists and people using wheel chairs	BCC	Aylesbury Vale District Council
Severance problems with A413 Gyratory in Aylesbury with limited pedestrian and cyclist access in addition to congestion problems	Capacity assessment of junction taking into account pedestrian and cyclists movements	BCC	Cycling Liaison Group (CLG) and Sustrans
Incomplete cycle network in Aylesbury and barriers to safe cycling particularly by young people and non-car owners	Improvements to cycle infrastructure as part of the Aylesbury Cycle Demonstration town. This will improve travel choice particularly for those from deprived areas.	BCC	Cycling England Sustrans & CLG
Incomplete cycle network in High Wycombe, Chesham & Amersham; also barriers to safe cycling particularly by young people and non-car owners	Feasibility studies to develop potential for cycling in High Wycombe, Chesham & Amersham	BCC	Sustrans, CLG, Amersham Action Group, District Councils
Disabled parking facilities in High Wycombe and Aylesbury	Parking and Access studies already completed. Various actions to be taken to improve parking facilities	BCC	District Councils
Poor condition of footways in high pedestrian flow areas	Increased funding for resurfacing footways in Prestige Walking Zones, Primary Walking Routes and Secondary Walking Routes	BCC	
Taxi Rank notices either non-existent or in need of improved legibility. Increased access to taxis identified	Pilot of introduction of hailing points in each District when public transport is not operating, particularly to address personal security concerns. Improved notices and other infrastructure to be identified	Taxi Quality Partnership (including BCC and all District Councils)	
High Wycombe, Buckingham, Aylesbury and Beaconsfield urban rights of way not fully utilised for local journeys on foot	Signing to be improved within urban areas to identify trip attractors, and likely estimated time needed to walk to destination. Signs to be developed with local disability groups to ensure adequate visibility	BCC	Local Access Forums
Subways across urban areas with problems of vandalism and personal security perceptions	Review of subways to look at ways of improving perceptions of safety and question whether at-grade crossings may be the best solution	BCC	Local Access Forums

Local community accessibility action planning, which will begin in 2006/7, will follow the general process described below:

Stage 1 - Partnership development:

- Identify local stakeholder groups to form a Community Transport Partnership

Stage 2 - Local accessibility assessments:

- Undertake a detailed multi-modal Local Accessibility Audit in the area using the Rural Accessibility Audit tool and GIS mapping and modelling
- Undertake further detailed research into social inclusion issues e.g. employment and learning
- Consider possible links to strategic/thematic accessibility priorities and strategies
- Identify and clearly define specific accessibility and inclusion needs
- Prioritise needs on basis of importance and feasibility of action

Stage 3 - Option appraisal:

- Identify resources currently being spent on supporting public transport in the area, and resources available for non-public transport

solutions.

- Where necessary engage with other service delivery agencies
- Consider possible links to strategic/thematic action planning processes
- Consider full range of solutions and identify most feasible and effective options

Stage 4 - Accessibility planning:

- Develop detailed local accessibility action plans
- Establish performance indicators and targets
- Community Transport Partnership will recommend changes to meet identified local needs
- Local Committee will be asked to consider and endorse those changes
- BCC will determine how those services should be provided to ensure value for money is obtained
- Implementation of action plans

Stage 5 - Performance monitoring & evaluation:

- Monitor implementation of plan
- Monitor outcomes in terms of accessibility and inclusion



APPENDICES

Appendix 1: Classification of strategic centres in and near Buckinghamshire

Appendix 2: Accessibility audits derived from Accession mapping (2004 data)

Appendix 3: Partners Supporting Statement

Appendix 4: Buckinghamshire Bus Service Standards



Appendix I: Classification of strategic centres in and near Buckinghamshire

Regional/major strategic centres

Local strategic centres

County/unitary	District	Centre	International Gateways	SE Regional Hubs	EE RICS ¹	FUR core s ²	SE Strategic Town Centres	Areas of town centre activity ³	MKSM Growth Areas
Bedfordshire	Bedford	Bedford			✓	✓		✓	
Bedfordshire	South Beds	Leighton Buzzard						✓	✓
Bedfordshire	South Beds	Dunstable			✓			✓	✓
Bracknell Forest		Bracknell				✓		✓	
Buckinghamshire	Aylesbury Vale	Aylesbury		✓		✓	✓	✓	✓
Buckinghamshire	Aylesbury Vale	Buckingham						✓	
Buckinghamshire	Wycombe	High Wycombe				✓	✓	✓	
Buckinghamshire	Wycombe	Marlow						✓	
Buckinghamshire	Wycombe	Princes Risborough						✓	
Buckinghamshire	Chiltern	Amersham						✓	
Buckinghamshire	Chiltern	Chesham						✓	
Buckinghamshire	Chiltern	Chalfont St. Peter						✓	
Buckinghamshire	South Bucks	Beaconsfield						✓	
Buckinghamshire	South Bucks	Burnham						✓	
Buckinghamshire	South Bucks	Gerrards Cross						✓	
Greater London	Hillingdon	Heathrow Airport	✓						
Greater London	Hillingdon	Uxbridge						✓	
Greater London		London	✓			✓		✓	
Hertfordshire	Dacorum	Berkhamstead						✓	
Hertfordshire	Dacorum	Hemel Hempstead				✓		✓	
Hertfordshire	Dacorum	Tring						✓	
Luton		Luton airport	✓		✓				
Luton		Luton town			✓	✓		✓	✓





County/unitary	District	Centre	International Gateways	SE Regional Hubs	EE RICS ¹	FUR core s ²	SE Strategic Town Centres	Areas of town centre activity ³	MKSM Growth Areas
Milton Keynes		Milton Keynes		✓		✓	✓	✓	✓
Milton Keynes		Bletchley						✓	
Milton Keynes		Stony Stratford						✓	
Milton Keynes		Wolverton/Greenleys						✓	
Northamptonshire	Northampton	Northampton				✓		✓	✓
Northamptonshire	S. Northants	Towcester						✓	✓
Oxfordshire	Oxford	Oxford		✓		✓	✓	✓	
Oxfordshire	Cherwell	Banbury					✓	✓	
Oxfordshire	Cherwell	Bicester						✓	
Oxfordshire	South Oxon	Henley-on-Thames						✓	
Oxfordshire	South Oxon	Thame						✓	
Reading		Reading		✓		✓	✓	✓	
Slough		Slough		✓		✓	✓	✓	
Three Rivers		Rickmansworth						✓	
Watford		Watford			✓	✓		✓	
Windsor & Maidenhead		Windsor					✓	✓	
Windsor & Maidenhead		Maidenhead					✓	✓	
Wokingham		Wokingham				✓		✓	
Wokingham		Twyford						✓	

Notes

1. East of England Regional Interchange Centres
2. Functional urban region core - urban centres with 7 or more jobs/hectare and 20,000 or more jobs
3. ODPM classification.

Appendix 2: Accessibility audits – 2004 data

Access to shopping, services, leisure and employment	Access to major centres within 15 minutes	Access to major centres within 30 minutes	Access to a large foodstore within 15 minutes	Access to a large foodstore within 30 minutes	Access to an employment centre within 20 minutes	Access to an employment centre within 40 minutes
All households	40%	80%	34%	78%		
Households no car	54%	88%	47%	86%	68%	91%
All People	40%	79%	35%	78%	55%	83%
Young	40%	80%	35%	78%	56%	84%
Elderly	40%	80%	32%	77%	54%	83%
Low Income	47%	85%	42%	83%	63%	88%
Working age					55%	83%
Jobseekers allowance					47%	71%

Access to health services	Access to a GP surgery within 15 minutes	Access to a GP surgery within 30 minutes	Access to a general hospital within 30 minutes	Access to a general hospital within 60 minutes
All households	64%	85%	53%	80%
Households no car	77%	91%	65%	88%
All People	63%	85%	53%	80%
Young	64%	85%	54%	80%
Elderly	64%	85%	51%	80%
Low Income	71%	89%	59%	85%

Access to education and learning	Access to a Primary school within 15 minutes	Access to a Primary school within 30 minutes	Access to a Secondary school within 20 minutes	Access to a Secondary school within 40 minutes	Access to an Further Education within 30 minutes	Access to an Further Education within 60 minutes
Compulsory School age	79%	88%	63%	85%		
Free School Meals	94%	98%	89%	97%		
16 - 19 year olds					81%	87%
Households no car	88%	93%	76%	91%	88%	92%
All People	79%	88%	63%	85%	80%	87%
Young	80%	88%	64%	86%	81%	87%
Elderly	79%	88%	62%	85%	80%	87%
Low Income	84%	91%	70%	89%	85%	91%



Appendix 3: Partners' Supporting Statement

Buckinghamshire Economic Partnership statement of support

Thank you for your letter dated 5th July, inviting Bucks Economic Partnership (BEP) to comment on the Accessibility Strategy for Buckinghamshire.



BEP exists to promote partnership working between the public, private and voluntary sectors in Buckinghamshire. We work closely with the County Council through our Transport and Environment Issue Group, which seeks to identify strategic opportunities for better collaboration in transport and environmental matters.

The BEP Transport and Environment Group sees the provision of enhanced public transport as a key goal for the County, both in order to improve accessibility and to reduce congestion and pollution. We have sought to promote initiatives such as Car-Free days and supported improvements to the provision of enhanced bus routes and the Aylesbury Transport Hub.

In particular, we support the need for improved accessibility planning for hard-to-reach groups such as long-term unemployed people and those with physical disabilities. In a generally affluent County such as Bucks, such groups are often more marginalised than usual, and need greater support. We are working closely with JobCentre Plus and other agencies in the Local Skills for Productivity Alliance to ensure that Government policies such as reducing those reliant on long-term Disability Benefit are implemented in a way which enables them to gain access to good quality employment opportunities. Given the low-levels of unemployment generally in the County, such approaches should be “win-win” situation, enabling those who want work to be able to get access to it, whilst helping employers tackle sometimes chronic issues of labour shortage.

We look forward to working with the County Council as it develops its Local Transport Plan to improve accessibility and increase the range of transport options available to all in Buckinghamshire.

Buckinghamshire Hospitals NHS Trust supporting statement

Thank you for the opportunity you have given the Trust to feed into local accessibility planning. I would like to endorse the comments made by the Primary Care Trusts and confirm Buckinghamshire Hospitals NHS Trust's support for the development of the Accessibility Strategy for Buckinghamshire.

In particular I would like to draw attention to the joint working on accessibility, associated with the Shaping Health Services consultation, which has been very valuable and we look forward to continuing to work in partnership with your team.

Thank you for the opportunities you have given our organisations to feed into local accessibility planning. It is very encouraging that the Local Accessibility Plan identifies the need to consider out-of-county flows and access to healthy food and physical activity opportunities, as well as access to health services within the County.

As you are aware, the health services provided to the population of Buckinghamshire are undergoing considerable re-design. Whilst there is an increasing emphasis on providing services closer to where people live, some patients will need to travel further for specialist services. We think the joint working on accessibility, associated with the Shaping Health Services consultation, has been very valuable and we look forward to continuing this work with your team.

One area of concern is with regard to Learning priorities and indicators (p35). There is a need to look at flexible transport provision for school age children so that they can access after school clubs and activities and facilities which will be provided through extended schools. This is not an emerging issue but one identified in previous needs assessment work.

There are three specific areas where we feel the synergy of joint working will bring particular benefits to the population of Buckinghamshire:

1. Using the knowledge and skills of your team to inform further health system re-design, including the Buckinghamshire Mental Health Services consultation and PCT Strategic Services Development Plans
2. Similarly supporting the development of the Chesham Healthzone, as a major improvement to health services for a relatively needy and deprived part of our population which will help to reduce health inequalities
3. Working with your team to ensure we, as large employers in Buckinghamshire, have policies and information for staff and patients that support the aims of accessibility for all and sustainability.

Wycombe 
Primary Care Trust

Chiltern and South Bucks
Primary Care Trust

Vale of Aylesbury 
Primary Care Trust



Buckinghamshire Community Action supporting statement

Thank you for providing the opportunity for Buckinghamshire Community Action to write in support of the County Council's proposed Accessibility Strategy.



Buckinghamshire Community Action is a voluntary and community infrastructure organisation working for the benefit of both urban and rural communities across Buckinghamshire and Milton Keynes. We have worked within an effective partnership with Buckinghamshire County Council for several years to include projects focussing on both urban and rural transport.

As an organisation we manage the Buckinghamshire and Milton Keynes Rural Transport Partnership (RTP), a Government initiative to focus on developing solutions to rural transport issues. We have received the full support of Buckinghamshire County Council's Transportation service both in the sharing of their knowledge and expertise and financially through their contribution towards the overheads of the RTP and associated projects.

Part of the role of BCA is to enable communities to undertake local needs assessment in the form of community appraisals, village design statements, Parish Plans etc. Each community is tasked with compiling a local action plan based upon local issues and challenges to be addressed within their individual community. This exercise is community led and the results to date have been impressive. The County Council's Passenger Transport Group is proactively involved with

individual communities as they raise their transport issues and have proved to be both sympathetic and flexible in their approach to developing local solutions.

It is particularly appropriate, therefore, that the Buckinghamshire and Milton Keynes Rural Transport Partnership has been identified as the body to take the lead role in the development of the Healthy Living theme since this will ensure that the wider community issues can be taken into account and will enable much closer links to be forged between the RTP and the proposed Access to Healthcare Partnership.

With the support of the Countryside Agency and BCC, we have an agreed work programme for the coming five years within which the Rural Transport Partnership Officer will support and advise on the development of the rural Community Transport Partnerships and will assist local communities in undertaking the local accessibility audits that are an essential element to the delivery of the Local Accessibility Action Plans. The work programme then continues to provide the medium through which to engage with local communities in the development of the transport solutions for each Community Transport Partnership area within the wider framework of the Council's Bus Strategy.

We look forward to working with the County Council in the development of its Local Transport Plan and strongly welcome the opportunity to work in partnership with the Council in the delivery of its Accessibility Strategy.

Buckinghamshire Responsible Authorities Group supporting statement

RESPONSIBLE AUTHORITIES GROUP
Buckinghamshire Community Safety

23rd February 2006

TO WHOM IT MAY CONCERN

**BUCKINGHAMSHIRE RESPONSIBLE AUTHORITIES GROUP
 SUPPORTING STATEMENT**

The Buckinghamshire Responsible Authorities Group (RAG) wishes to thank you for the opportunity to express its support for the County Council's Accessibility Strategy, which has led to the establishment of a partnership to ensure more effective co-ordination between the Transport and Community Safety sectors.

The RAG is a county level Crime and Disorder Reduction/Community Safety Partnership made up of officers from organisations concerned with Community Safety from across the county, which exists to implement the Strategies of the four CDRPs and cross-cutting initiatives such as the Local Area Agreement.

The RAG sees Accessibility Planning as a major opportunity to incorporate Community Safety objectives more systematically and vigorously within the planning and delivery of Local Transport Policy in Buckinghamshire. In particular, we support the Local Transport Authority's (LTA) goal of paying more attention to:

- Improving personal security in the transport system, especially for public transport users and pedestrians;
- Improving access to key activities and services by non-car means, particular for younger people and other marginalized communities, as we are aware that this contributes to greater social inclusion which, in turn, can contribute to a reduction in anti-social behaviour and crime;
- Improving road safety for pedestrians and cyclists.

We welcome the LTA's suggestion of using the RAG as its "Community Safety Advisory Board", in which capacity it will act as a formal consultee on all relevant transport policies, plans and scheme proposals and also feed Community Safety issues separately into transport decision-making processes. We see this relationship potentially as a very powerful tool for mainstreaming Community Safety considerations into the work of the LTA.

The RAG is, therefore, pleased that the Buckinghamshire LTA is planning to increase the priority it attaches to Community Safety, which we think demonstrates the seriousness with which it views its duty under Section 17 of the Crime & Disorder Act 1998.

We look forward to working in partnership with the Local Transport Authority in the delivery of its Accessibility Strategy.

Yours faithfully

GERALDINE WHITE
Chair of the Responsible Authorities Group

Appendix 4: Buckinghamshire Bus Service Accessibility Standards**INTER-URBAN PT SERVICE STANDARDS****Strategic Route Standard**

Frequency	2 per hour
Operating hours	7am - 7 pm Mon-Sat @ normal frequency Late evening & early morning and Sunday's - a service, but dependent on demand and need
Journey time reliability	Meeting countywide target of 95% of bus services starting and finishing on time (defined as < 1 minute early and 5 minutes late), and 70% of bus services arriving at stops on route on time (defined as < 1 minute early and 5 minutes late)
Road-side physical accessibility	Hard-standing areas and raised kerbs, and mobility-adequate pedestrian access to stops - policy of implementing as part of routine highway maintenance and where local accessibility audits shows reasonable level of need
On-board physical accessibility	All vehicles fully accessible
Road-side public transport information	Up to date (and frequently maintained?) printed timetable information at all boarding points in county
Interchange quality	All bus interchanges to have high-quality, clean and maintained shelter and seating Reasonable shelter and seating at all bus stops where possible; where local accessibility audits shows reasonable level of need will ensure necessary action is taken where our responsibility, or actively encourage where others
Personal security and safety at boarding points	Hard-standing and lighting at all boarding points; community surveillance wherever possible; all sites audited for community safety
On-board personal security	CCTV cameras on all buses, but particularly on buses used for late evening services
Bus-cycle interchange facilities	Reasonable and secure lock-up facilities at stops and stations where feasibility and demand exists
Customer care	Regular high quality, customer care training for front-line PT staff, ensuring emphasis on equality and diversity needs An established comprehensive customer care monitoring regime and performance indicator

Local Route Standard

Same as Strategic Route Standards except:	
Frequency	1 per hour

URBAN PT SERVICE STANDARDS**Strategic Route Standard**

Frequency	2 per hour
Operating hours	7am - 7 pm Mon-Sat @ normal frequency Late evening & early morning and Sunday's - a service, but dependent on demand and need
Journey time reliability	Meeting countywide target of 95% of bus services starting and finishing on time (defined as < 1 minute early and 5 minutes late), and 70% of bus services arriving at stops on route on time (defined as < 1 minute early and 5 minutes late)
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Bus-cycle interchange facilities	Reasonable and secure lock-up facilities at stops and stations where feasibility and demand exists
Customer care	Regular high quality, customer care training for front-line PT staff, ensuring emphasis on equality and diversity needs An established comprehensive customer care monitoring regime and performance indicator

Local Route Standard

Same as Strategic Route Standards except:	
Frequency	1 per hour