



L A K E  
MARKET RESEARCH

# Kent County Council Public Rights of Way Written Report – Online Consultation

Prepared by Lake Market Research for Kent County Council

October 2017

JOB REFERENCE 9170042-01



*"This report complies with ISO 20252 and any other relevant codes of conduct."*



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## **RESEARCH CONTEXT**

### **BACKGROUND AND OBJECTIVES**

Under the Countryside and Rights of Way Act 2000, Kent County Council is required to publish a Countryside Access Improvement Plan covering Kent (excluding Medway). In drawing up the plan, they are required to assess the extent to which local Rights of Way meet the present and likely future needs of the public and the opportunities provided by local Rights of Way for exercise and other forms of open-air recreation.

A forward-thinking plan is envisaged to set out how any perceived benefits will be delivered and how the future needs of Kent's residents will be met: supporting local communities, building a strong economy and benefiting the health and wellbeing of Kent's residents.

Kent County Council commissioned Lake Market Research to gather insight and information from Kent residents and to inform the content and priorities of the Countryside Access Improvement Plan. The research has been commissioned to understand to what extent Public Rights of Way meets current demand and how it needs to evolve to meet future requirements. More specifically, it needs to assess:

- Current levels and usage purposes amongst those who use them
- Experience of using Public Rights of Way
- Barriers to using Public Rights of Way
- Suggested improvements / links to other facilities / access routes
- The extent to which any issues have been encountered to date
- The degree of awareness of how to report and issue and the extent to which this has been used
- Any comments with regards to access requirements amongst those with children or have a disability / a family member with a disability

### **METHODOLOGY & RESPONDENT PROFILE**

Kent County Council featured a link to complete the survey online for just over 6 weeks, between 11<sup>th</sup> August and 17<sup>th</sup> September. The survey was featured on the Kent County Council Consultation homepage, Visit Kent and the Public Rights of Way reportal site. Overall, 1,260 submissions were received of which 1,253 were Public Rights of Way users and 7 non users. This report is therefore based on the 1,253 users answering.

The number of survey submissions received from each of the 12 Districts of Kent is shown in the chart below. In addition, 50 residents completed the survey from outside of Kent.

## Online submissions received by district

District	Online submissions received
Ashford	106
Canterbury	104
Dartford	46
Dover	96
Gravesham	82
Maidstone	192
Sevenoaks	117
Shepway	82
Swale	86
Thanet	55
Tonbridge	97
Tunbridge Wells	108
Outside of Kent	50
Prefer not to answer	39

Total Sample Size: 1,260

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An overview of the resident profile responding to the online survey can be found below:

## Profile of residents responding

Gender	
Male	47%
Female	53%

Age	
16 – 24	1%
25 – 34	7%
35 – 44	13%
45 – 54	22%
55 – 64	28%
65 – 74	24%
75+	5%

Ethnicity	
White; English/Welsh/Scottish/Northern Irish/British	98%
Mixed/Multiple Ethnic Groups; White & Black Caribbean	*
Asian/Asian British; Indian	*
Black/African/Caribbean/Black British; African/Other	*
Other ethnic group	1%

\*Less than 0.5%

Disability	
Yes	6%
No	90%
Prefer not to answer	4%

Type of impairment	
Physical impairment	53%
Long standing illness or health condition	34%
Sensory impairment (hearing, sight or both)	24%
Mental health condition	11%
Learning disability	3%
Other / prefer not to answer	8%

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The term 'Users' is used throughout the survey and these were defined as someone who uses at least one of the following at least once every 6 months: public footpaths, bridleways, byways open to all traffic, restricted byways and cycle paths / tracks.

### **ANALYSIS AND INTERPRETATION OF DATA**

It should be noted that a sample of residents participated in the survey rather than all residents within the Kent County Council boundary. The survey itself was self selecting and 99% of the sample completing are users of Public Rights of Way.

For the purposes of reporting a true reflection of views, all elements of the question scales have been included in our reporting, including any 'don't know' or 'not applicable' references. In addition, questions have been reported in the order in which they were asked of residents.

Lake has identified where significant differences lie in terms of subgroup analysis and have referenced these in this report. For each question, this report identifies relevant significant differences occur across the following:

- Gender
- Age
- Disability

### **ACKNOWLEDGEMENTS**

We would like to take this opportunity to thank the team at Kent County Council for all their help and advice in developing the project. We would also like to thank all the residents who agreed to take part and whose views made this research possible.

## **EXECUTIVE SUMMARY**

### **FAMILIARITY & CONFIDENCE WITH PUBLIC RIGHTS OF WAY**

Familiarity with Public Rights of Way is strong with more than nine in ten 'users' (92%) indicating that they were confident / have a basic knowledge / know enough about 'Rights of Way' in general. In the other six areas where their level of knowledge was questioned, the lowest response (for how to find information about Rights of Way) is still high at over three quarters of 'users' (78%). Knowledge of Public Rights of Way is higher amongst males and 'users' aged 55 and over and lower amongst those who indicated they have a disability.

### **USAGE OF PUBLIC RIGHTS OF WAY**

Overall, just over eight in ten (81%) use at least one of these Public Rights of Way at least once a week. The most frequently used are footpaths with just over three quarters (76%) using them at least once a week while the lowest is restricted byways used by 21%. Frequency of use of most types of Right of Way is significantly lower amongst those who indicated they have a disability.

Countryside (90%), woodland/forest (87%), coastal (79%) and riverside (73%) are the most popular places to visit and almost nine in ten (86%) go beyond the confines of open spaces when walking, cycling or horse riding.

The most popular form of transport for all the four types of Public Rights of Way is by foot mentioned by over eight in ten in each case. Similar proportions (over eight in ten) use them at weekends.

The major motivations for all four types of Right of Way are to be active and healthy, visiting wildlife/nature and to visit viewpoints and attractions.

The most common words used to describe the experiences and feelings of using Public Rights of Way are in relation to enjoyment and keeping healthy both in body and mind - for example 'happy / pleasure / fun enjoyable', 'energetic / healthy / active / refreshing / exercise' and 'relaxing / peaceful / quiet / calm'. There are relatively few negative feelings and the most common relate to the poor maintenance, and possible safety fears.

When visiting Public Rights of Way, over two thirds of 'users' use maps, 40% use phone apps and 36% use guides.

### **BARRIERS TO USING / SUGGESTED IMPROVEMENTS TO PUBLIC RIGHTS OF WAY**

The main barriers for use for daily journeys were summarised into six categories with individual elements within each. Environmental aspects are the biggest barrier mentioned by 59% of 'users'. Within this category, overgrown vegetation is the main problem followed by accessibility, mentioned by 38%. Other barriers mentioned are poor maintenance of path surfaces (27%) and poor maintenance of stiles and gates (27%). Routes are mentioned by 35% with the lack of circular routes the main problem. Information (29%) is next with the emphasis on poor information and signage, 28% mention practicalities with the main criticism

being that routes did not take them where they wanted to go. Just over a fifth (21%) are not put off at all.

The results for leisure trips are very similar although environmental factors are considered even more important, mentioned by two thirds (66%) of respondents.

## **FAMILIARITY & USAGE OF PUBLIC RIGHTS OF WAY**

‘Users’ were asked to indicate their level of knowledge on a number of statements concerning various aspects of ‘Rights of Way’. The majority of ‘users’ indicated they were confident / have a basic knowledge / know enough about ‘Rights of Way in general’ for their needs at 92%. Confidence is high across the board, with even the lowest proportion of 78% recorded for ‘how to find information about ‘Rights of Way’.

### **How much do you know about each of the following.....?**

	Net: I am confident/basic knowledge/ enough for needs	I am confident in my knowledge	I have a basic knowledge	I know enough for my needs	I have no knowledge at all	I would like to know more	Don't know
Rights of Way in general	92%	39%	37%	16%	1%	7%	0%
Where the rights of way are near my house / village	89%	51%	27%	11%	2%	8%	1%
How or where to find information about rights of way	78%	40%	27%	12%	8%	13%	1%
What rights of way I am allowed to use	87%	46%	28%	12%	3%	10%	0%
The Countryside Code	88%	45%	31%	13%	4%	7%	1%
Map reading	90%	52%	25%	13%	4%	5%	1%
Knowing how to use rights of way without a map	81%	32%	33%	16%	6%	12%	1%

Base: All users of PROW (1,253)

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### **SUBGROUP SIGNIFICANT DIFFERENCES:**

There are significant differences in confidence / knowledge by gender, age and between those who indicated they are disabled and not disabled:

- Male ‘users’ and ‘users’ aged 55 and over are more confident on most aspects when compared with females and younger respondents.
- Those who indicated they are disabled are significantly less confident on all aspects with the exception of knowledge of the Countryside Code.



## ATTITUDES TOWARDS USAGE

In terms of the type of landscapes preferred to visit, countryside is the most popular (90%) followed closely by woodland / forest (87%), coastal (79%) and riverside (73%).

Overall in terms of travelling on Public Rights of Way, 98% indicated they walk, 40% cycle, 15% ride horses and 13% drive.

Which of the following types of landscape / places do you prefer to visit?	
Countryside	90%
Woodland / forests	87%
Coastal	79%
Riverside	73%
Nature reserves	61%
Viewpoints / features / attractions	55%
Historic places	53%
Urban	18%

How do you travel on the Public Rights of Way?	
On foot	98%
Cycling/mountain biking	40%
Horse riding	15%
Driving	13%
Carriage driving	1%
Other	2%

Base: Users of PROW (1,253) 6

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## TYPE AND FREQUENCY OF USAGE

'Users' were then asked to indicate the frequency to which they use each type of Public Right of Way: Public footpaths, Bridleways, Byways open to all traffic, Restricted byways and Cycle paths / tracks.

Overall, just over three quarters of 'users' (76%) indicated that they use public footpaths at least once a day or at least once a week; (1% claim never to use them). Claimed use of other types of Public Rights of Way is lower:

- 45% use 'bridleways' at least once a day / at least once a week; 15% rarely/never
- 30% use 'byways open to all traffic' at least once a day / at least once a week; 23% rarely/never

- 28% use 'cycle paths / tracks' at least once a day / at least once a week; 33% rarely/never
- 21% use 'restricted byways' at least once a day / at least once a week; 32% rarely/never

**How often do you use the following Public Rights of Way.....?**

	Net: Once a day or more/At least once a week	Once a day or more	At least once a week	At least once a fortnight	At least once a month	At least once every six months	Less often / never
Footpaths	76%	32%	44%	10%	8%	5%	1%
Bridleways	45%	10%	36%	13%	15%	12%	15%
Byways open to all traffic	30%	7%	23%	12%	19%	16%	23%
Restricted byways	21%	4%	17%	10%	19%	19%	32%
Cycle paths / tracks	28%	6%	21%	9%	14%	16%	33%

Base: All users of PROW (1,253)

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**SUBGROUP SIGNIFICANT DIFFERENCES:**

There are significant differences in confidence / knowledge by gender, age and between those who indicated they are disabled and not disabled:

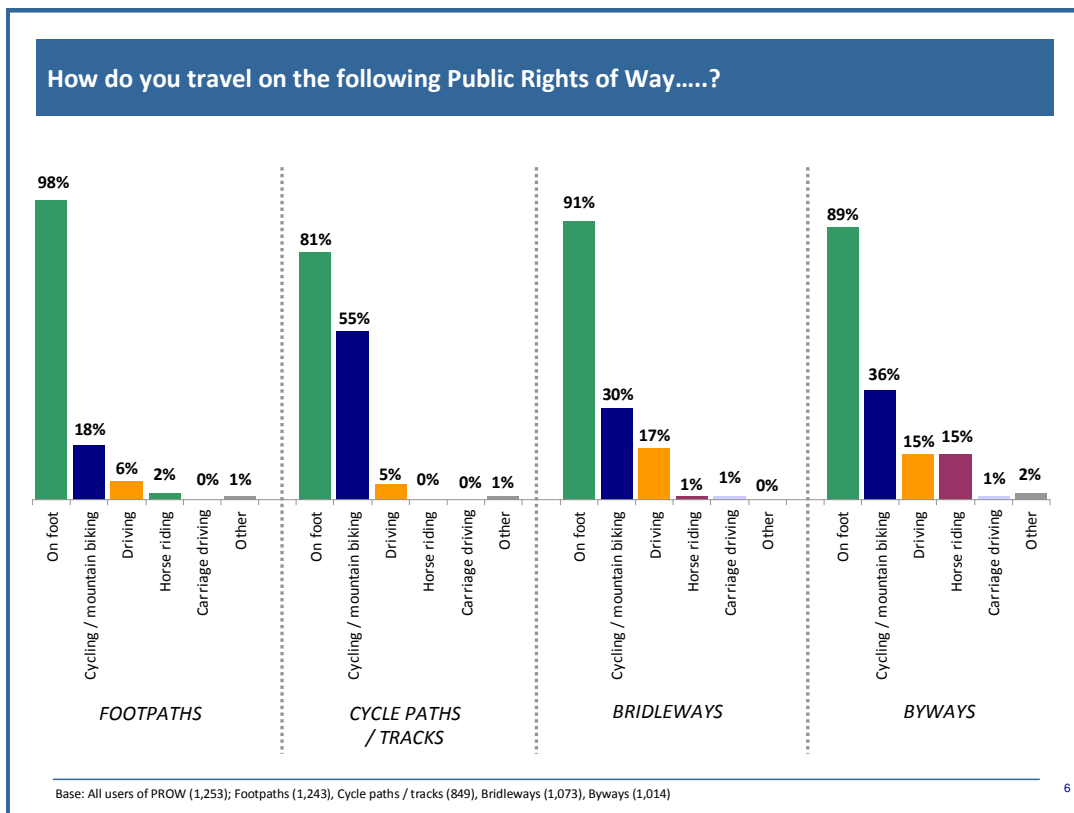
- Use of cycle path/tracks is higher amongst males (33%) compared with females (22%).
- There is a greater use of restricted byways amongst those aged 16-34 years old (32%) compared to those 55 and over (18%).
- There is a significant difference in the frequency of footpath usage between those who indicated they are disabled and not disabled - 65% of those who indicated they are disabled use footpaths once a day or more or at least once a week compared with 77% of those who do consider themselves to be disabled.

## PUBLIC RIGHTS OF WAY USAGE BEHAVIOUR – HOW, WHEN & PURPOSE

All Public Rights of Way ‘users’ were then asked to indicate:

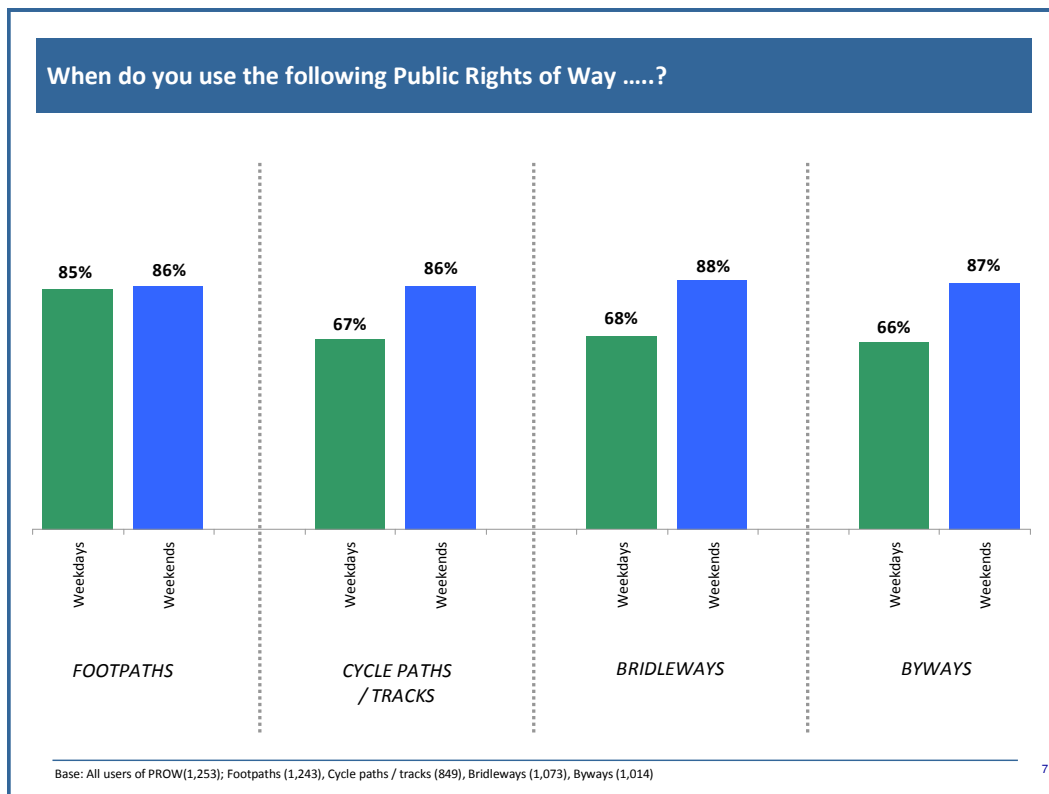
- How they travel on each of the Public Rights of Way they use
- The time of week they use each of the Public Rights of Way they use
- The reasons for using each of the Public Rights of Way they use
- Whether they use maps, guides or phone apps when using

The most common **means on travel** on all types of Public Rights of Way is on foot – 98% for footpaths, 81% for cycle paths / tracks, 91% for bridleways and 89% for byways. The next most common means of travel for all of the rights of way was cycling/mountain biking.



Just under three quarters of footpath ‘users’ (85%) indicated they **use Public Rights of Way on weekdays** and 86% **at weekends**. The proportion using weekday to weekend varies more widely for other types of Public Rights of Way:

- 67% of cycle path/track ‘users’ use them on weekdays; 86% use them on weekends.
- 68% of bridleway ‘users’ use them on weekdays; 88% use them on weekends.
- 66% of byway ‘users’ use them on weekdays; 87% use them on weekends.



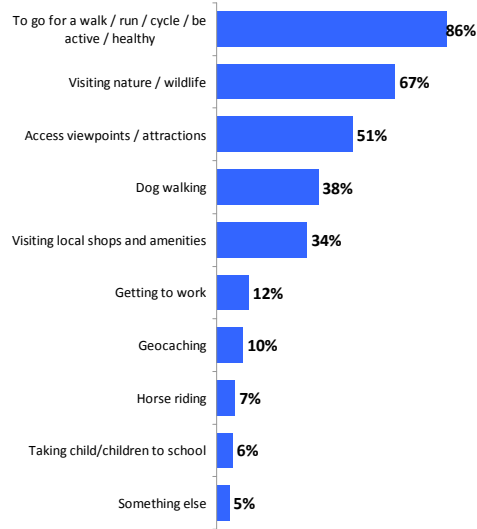
The most **common reason for using all types of Public Rights of Way** is to ‘go for a walk / run / cycle / be active / healthy’ – 86% for footpaths, 86% for cycle paths / tracks, 81% for bridleways and 75% for byways.

‘Visiting nature / wildlife’ is the second most common reason for using across all types of Public Rights of Way – 67% for footpaths, 58% for cycle paths / tracks, 61% for bridleways and 59% for byways.

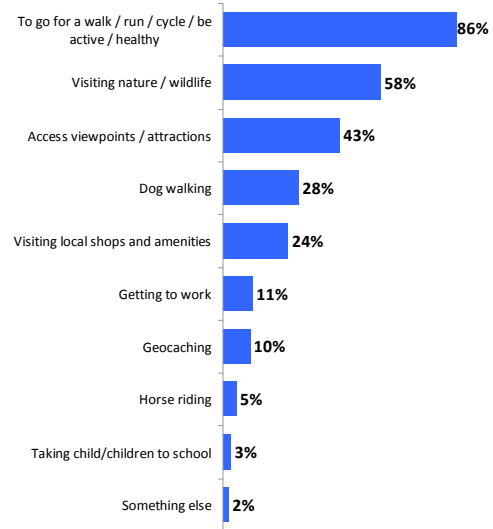
The response in full is shown on the charts overleaf.

## For what purpose do you use the following Public Rights of Way.....?

### FOOTPATHS



### CYCLE PATHS / TRACKS

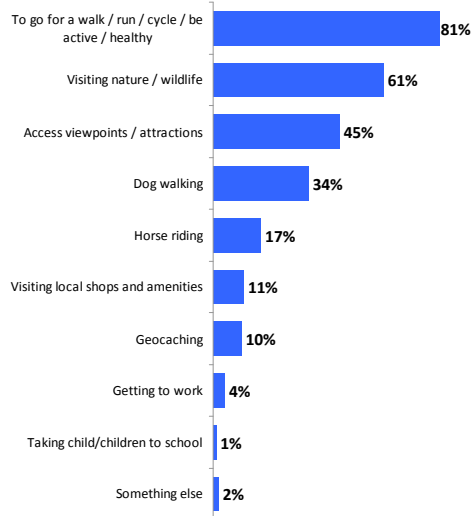


Base: All users of PROW(1,253); Footpaths (1,243), Cycle paths / tracks (849)

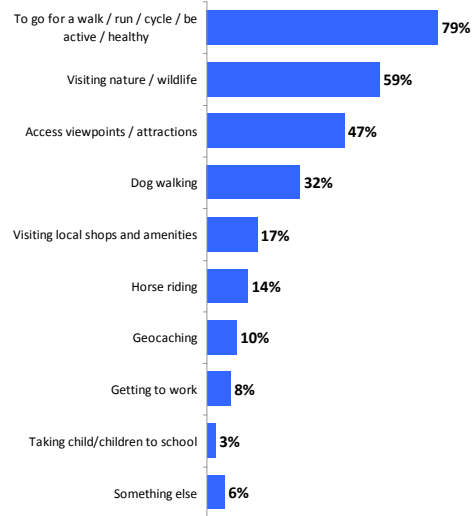
8

## For what purpose do you use the following Public Rights of Way .....

### BRIDLEWAYS



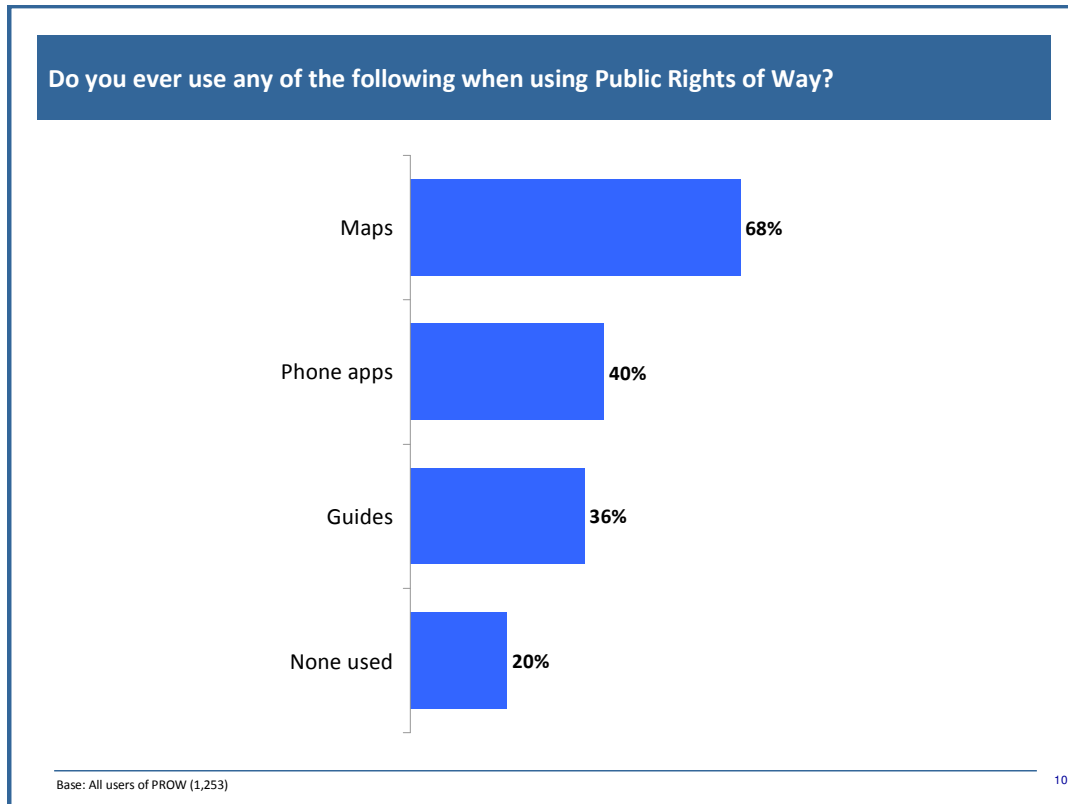
### BYWAYS



Base: All users of PROW (1,253); Bridleways (1,073), Byways (1,014)

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When 'users' were asked **whether they use phone apps, maps or guides on Public Rights of Way** (of any type), 20% indicated that they did not use any of these. Of those used, the most common are maps at (68%), phone apps (40%) and guides (36%).



**SUBGROUP SIGNIFICANT DIFFERENCES:**

There are significant differences in confidence / knowledge by gender and age:

- A significantly higher proportion of male 'users' use maps (75%).
- A significantly higher proportion of 'users' aged 55 and over use maps (74%) and guides (43%). A significantly higher proportion of 'users' aged under 55 use apps, especially the 35-44 age group (60%).

## VIEWS OF PUBLIC RIGHTS OF WAY

All Public Rights of Way 'users' were then asked to:

- Describe their experience / how they feel when using Public Rights of Way in up to three words
  - Any barriers that prevent them from using / puts them off using Public Rights of Way for any of their daily journeys (e.g. work / school / local shops / doctors)
  - Any barriers that prevent them from using / puts them off using Public Rights of Way for any of their leisure trips
  - Anything that would encourage them to use Public Rights of Way more often / for other purposes
  - Where applicable, rank the top three factors that would most encourage them to use Public Rights of Way more often / for other purposes
  - Interest in the development of a range of additional routes
- 

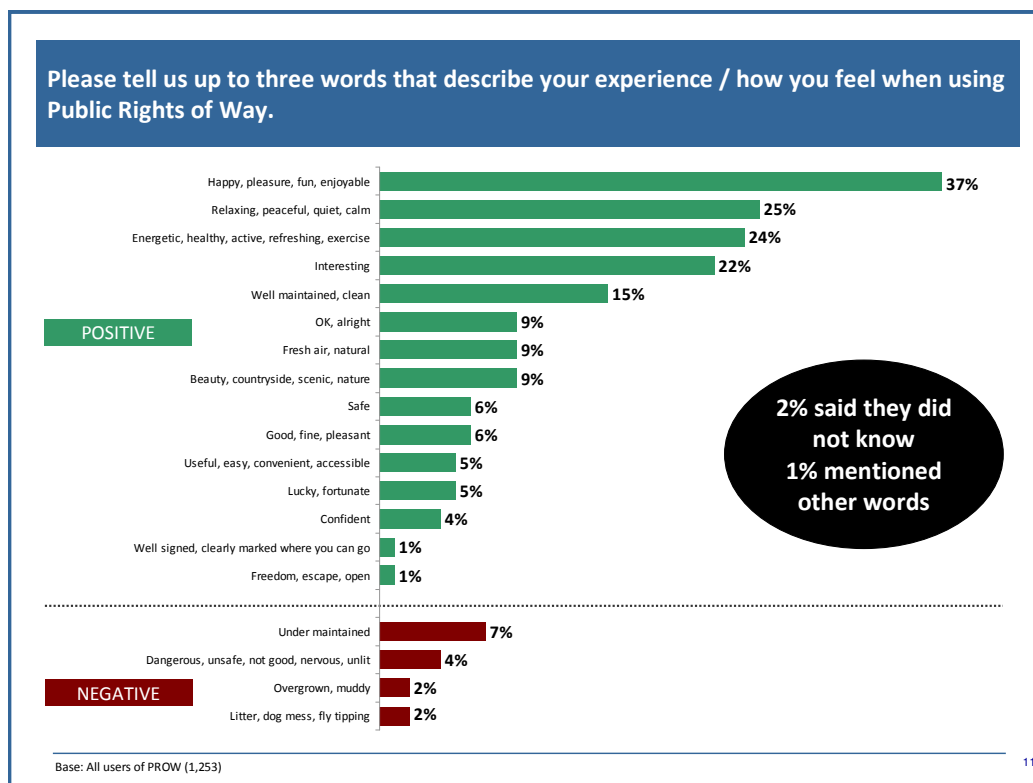
### EXPERIENCE

Users were asked to **describe in their experience / how they feel when using Public Rights of Way in their own words, as a verbatim comment**. Lake Market Research have reviewed the comments and developed a codeframe to group together common themes, in order to quantify the feedback received. The chart overleaf displays the results in full.

The most common experiences / feelings reported are in relation to enjoyment and keeping healthy both in body and mind. The exact proportions reporting these are as follows:

- 'Happy / pleasure / fun / enjoyable' – 37%
- 'Relaxing / peaceful / quiet / calm' – 25%
- 'Energetic / healthy / active / refreshing / exercise' – 24%

The most common negative response was 'under maintained' – 7%. The full response for both positive and negative comments is shown in the chart above.



## BARRIERS TO USE – DAILY JOURNEYS

‘Users’ were then asked whether there was anything that **prevents them from using / puts them off using Public Rights of Way for any of their daily journeys** (e.g. work / school / local shops / doctors), and presented with a list of 25 prompted responses grouped into six wider themes: Environment, Information, Routes, Accessibility, Practicalities / Relevance and Amenities. The charts overleaf summarise the percentage of responses that fall within each of the wider themes as well as the individual percentages for the prompted response codes.

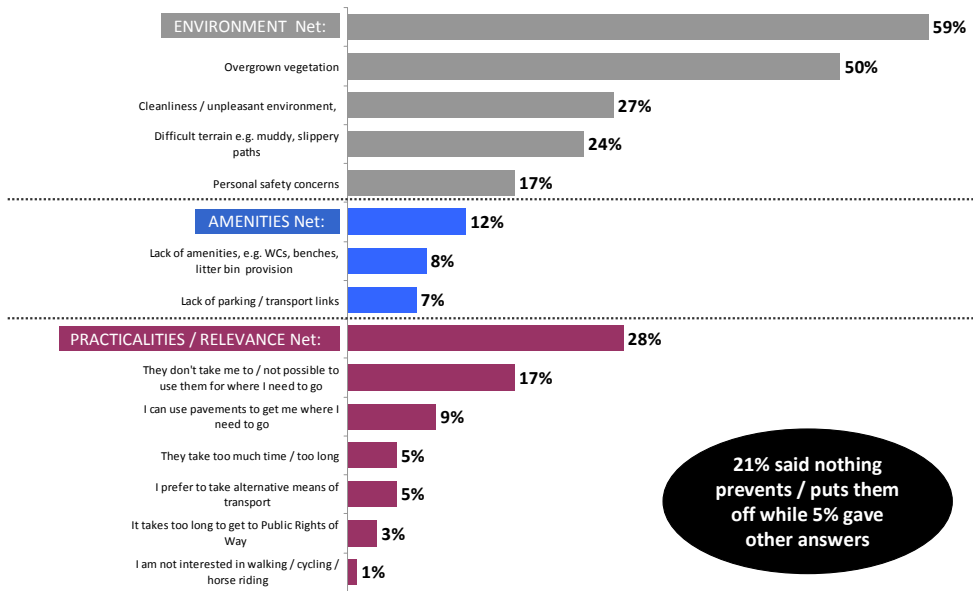
For daily journeys, while 21% of users indicated that nothing would prevent them from using / puts them off using Public Rights of Way, the environment and accessibility are the two most common themes identified in terms of barriers, at 59% and 38% respectively. Within the environment theme, the most common responses selected are ‘overgrown vegetation’ (50% of ‘users’), ‘cleanliness / unpleasant environment’ (27%) and ‘difficult terrain e.g. muddy, slippery paths’ (24%). Within the accessibility theme, the dominant response selected is ‘poor maintenance of paths’ (27% of ‘users’) and ‘stiles and gates’ (20%).

Routes are the next most important barrier (35%). Within routes, the lack of ‘circular routes’ (17%) and ‘unsafe road crossings’ (13%) were the two most important.

For some users, ‘information’ is a barrier (29%). Within information, ‘poor information / signage on routes’ (22%) and not knowing ‘where there will be barriers preventing my use’ (13%).



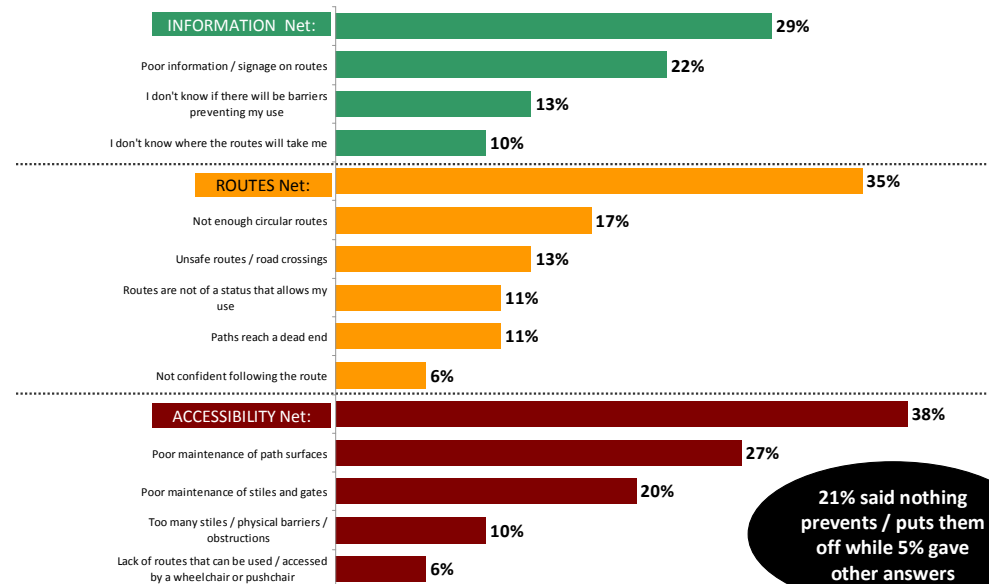
**In general, is there anything that either prevents you from using / puts you off using Public Rights of Way for any of your DAILY JOURNEYS?**



Base: All users of PROW (1,253)

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**In general, is there anything that either prevents you from using / puts you off using Public Rights of Way for any of your DAILY JOURNEYS?**



Base: All users of PROW (1,253)

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### **SUBGROUP SIGNIFICANT DIFFERENCES:**

There are significant differences in response to the themes that prevent 'users' from using / puts them off using Public Rights of Way for daily journeys by age, gender and disability:

- A significantly higher proportion of female 'users' consider the information and routes themes as bigger barriers. Within these two themes, female 'users' are more likely to suggest that almost every feature are a bigger barrier.
  - The same was true although to a lesser extent for those aged 16-34 and those who indicated they are disabled.
- 

### **BARRIERS TO USE – LEISURE TRIPS**

'Users' were then asked whether there was anything that **prevents them from using / puts them off using Public Rights of Way for leisure trips**, and presented with the same list of 25 prompted responses and the same six wider themes. The chart below is in a consistent format to daily journeys responses.

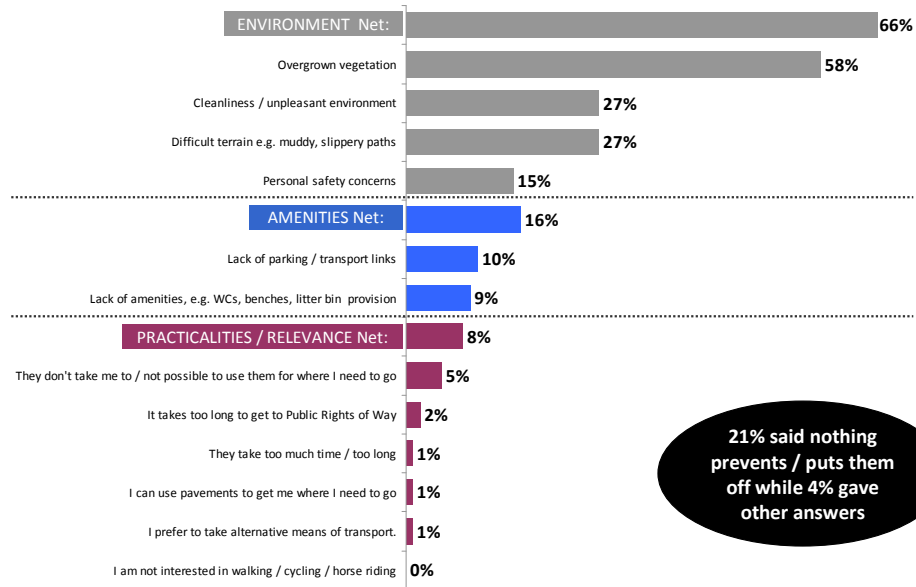
21% of 'users' indicated that nothing would prevent them from using / put them off using Public Rights of Way. Consistent with response to daily journeys barriers, the environment is the most common theme at 66%. However, the joint second most common at 40% are routes and accessibility. The charts overleaf show the response to all themes and the elements contained in them.

Within the environment theme, the most common responses selected are 'overgrown vegetation' (58% of 'users'), 'cleanliness / unpleasant environment' (27%) and 'difficult terrain e.g. muddy, slippery paths' (27%).

Within routes, the lack of circular routes is the major concern (23%) while for accessibility the most important are 'poor maintenance of styles and gates' (26%) and 'path surfaces' (25%).

Whilst relatively marginal, information is identified as more of a barrier for leisure trips at (14% compared to 9% for daily journeys) – the most common response selected is 'poor information / signage on routes' (10%). Response to the route, practicalities / relevance and amenities themes is broadly consistent as observed for daily journeys.

**In general, is there anything that either prevents you from using / puts you off using Public Rights of Way for any of your LEISURE TRIPS?**

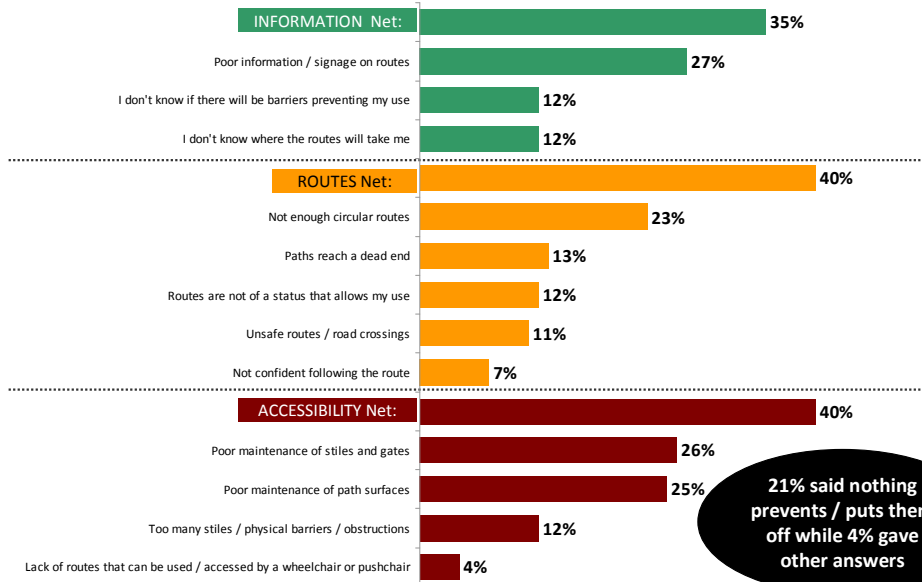


21% said nothing prevents / puts them off while 4% gave other answers

Base: All users of PROW (1,253)

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**In general, is there anything that either prevents you from using / puts you off using Public Rights of Way for any of your LEISURE TRIPS?**



21% said nothing prevents / puts them off while 4% gave other answers

Base: All users of PROW (1,253)

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### **SUBGROUP SIGNIFICANT DIFFERENCES:**

There are significant differences in response to the themes that prevent 'users' from using / puts them off using Public Rights of Way for 'leisure trips' by gender and disability:

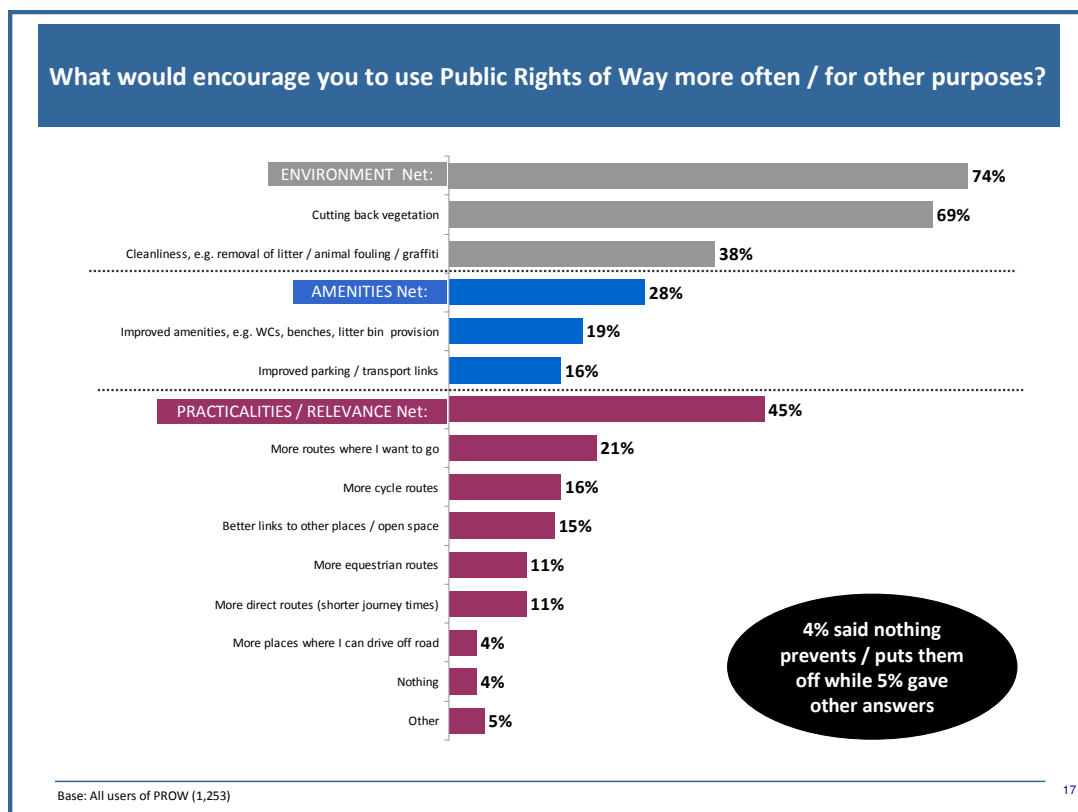
- Consistent with the response observed for daily journeys, female 'users' and those who indicated they are disabled mention a number of elements in most themes.
- Female 'users' in particular, are more likely to be critical in every element of information and routes.

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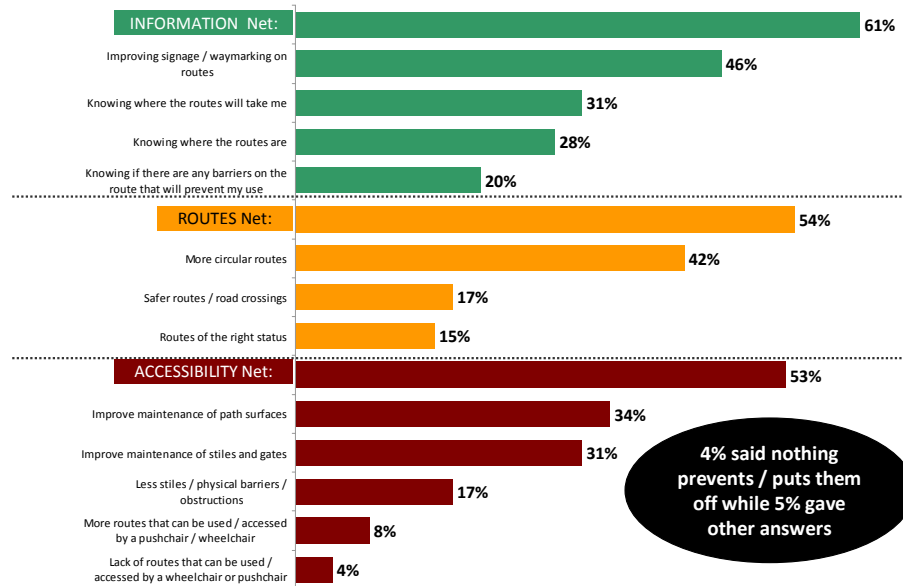
### **BARRIERS TO USE – OTHER PURPOSES**

'Users' were then asked whether there was anything that **would most encourage them to use Public Rights of Way more often / for other purposes** and presented with the same list of 25 prompted responses and the same six themes.

4% of 'users' indicated that nothing would encourage them to use / puts them off using Public Rights of Way. Consistent with the response to daily journeys and leisure trips, the environment is the most common theme at 74%, again cutting back vegetation (69%) and cleanliness (38%) are the most common elements. The next most common themes are accessibility (53%) and routes (54%). Within accessibility, 'improved maintenance of path surfaces' (34%) and 'stiles/gates' (31%) are the most important issues.



## What would encourage you to use Public Rights of Way more often / for other purposes?



Base: All users of PROW (1,253)

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### SUBGROUP SIGNIFICANT DIFFERENCES:

There are significant differences in response by gender and disability:

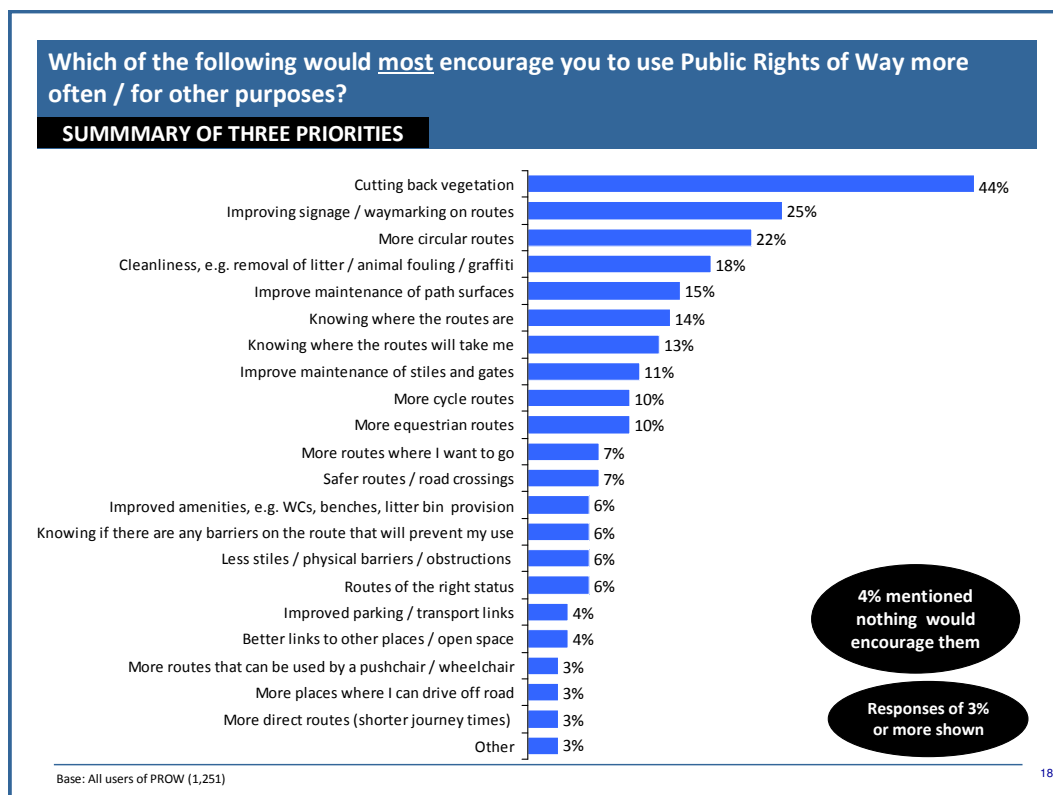
- A significantly higher proportion of female 'users' and 'users' who indicated they are disabled make suggestions to promote greater use.

## SUGGESTED IMPROVEMENT – TOP 3 RANKING

All 'users' who selected at least one area that would encourage them to use Public Rights of Way more often / for more purposes were ranked in terms of their first, second and third priority (where applicable). There are two charts below, the first looks at the top three priorities and the second looks at the top priority (the charts exclude the 4% of 'users' who indicated nothing would encourage them).

The most frequently suggested top 3 priorities included:

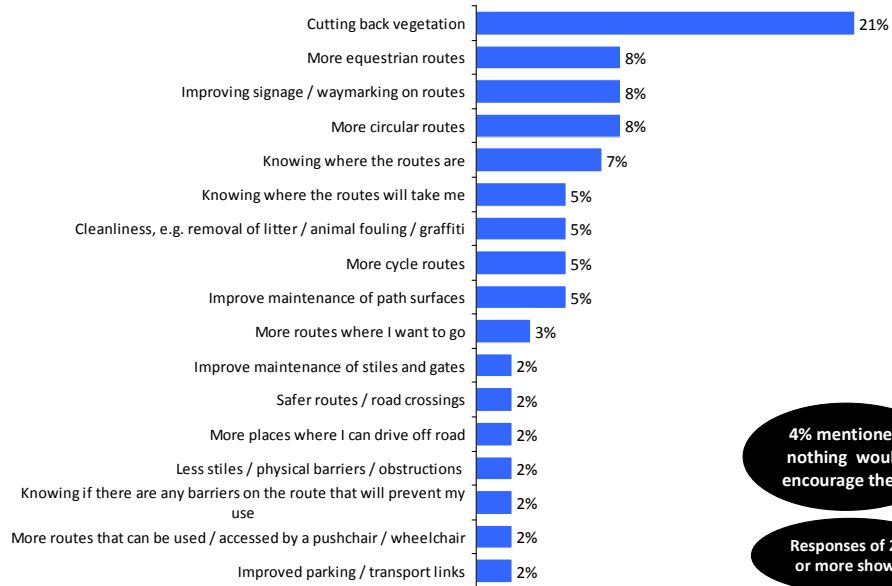
- Cutting back on vegetation – 44%
- Improving route signage and waymarking – 25%
- More circular routes – 22%
- Cleanliness – 18%



The chart below shows the top priority and confirms that the clear preference is the cutting back of vegetation with 21% of users putting this first.

Which one of the following would most encourage you to use Public Rights of Way more often / for other purposes?

**FIRST PRIORITY**



4% mentioned nothing would encourage them

Responses of 2% or more shown

Base: All users of PROW (1,251)

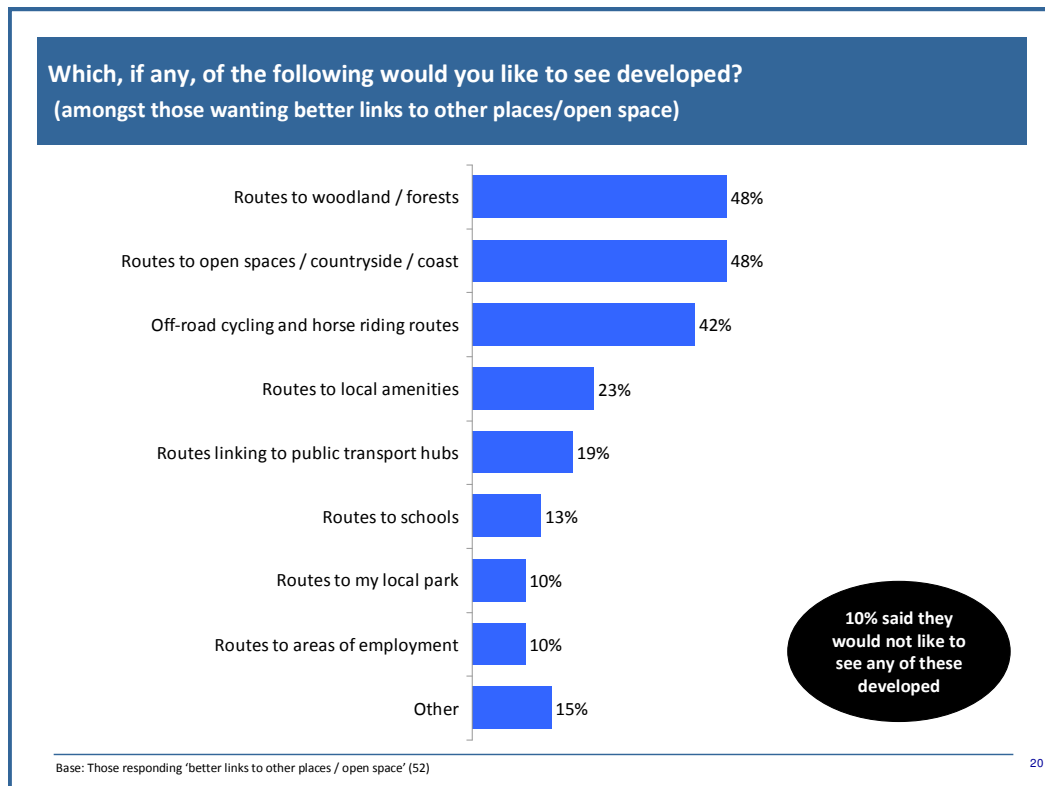
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### PREFERRED DEVELOPMENTS (amongst those wanting better links)

Those who suggested the need for better links to other places/open spaces in the previous question were asked their preferred developments. The chart below summarises the response.

The top three suggestions are:

- Routes to woodland/forest – 48%
- Route to open spaces/countryside/coasts – 48%
- Off road cycling and horse riding routes – 42%

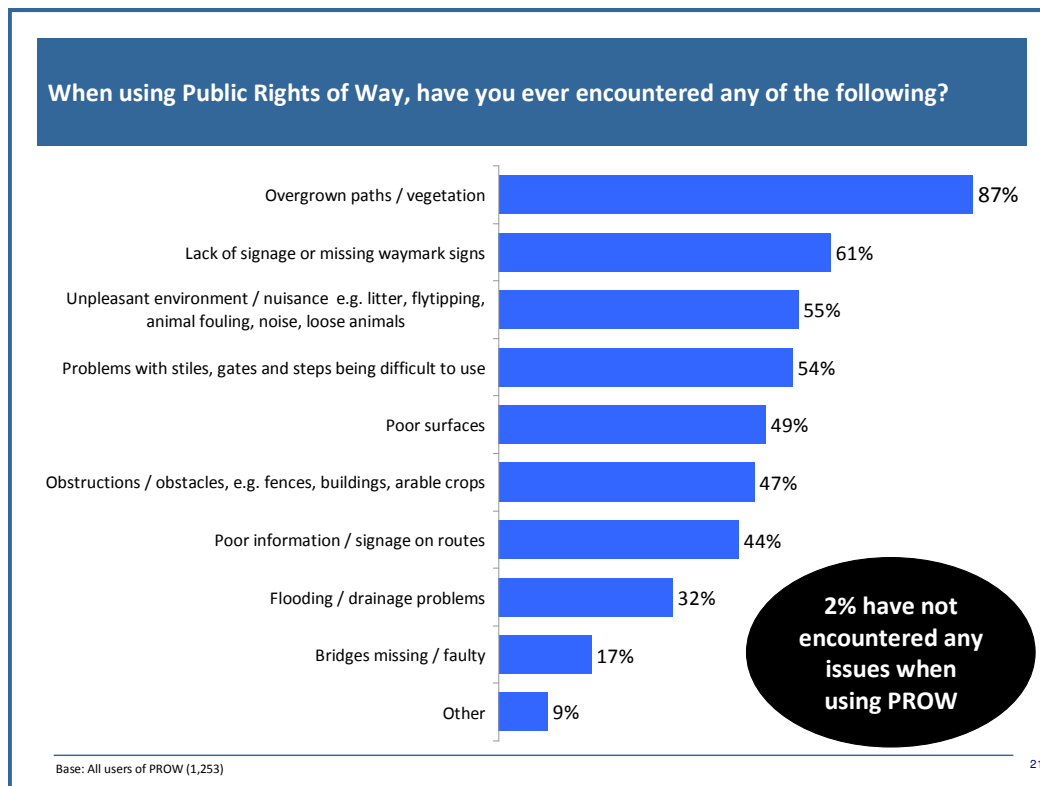




## ISSUES ENCOUNTERED

'Users' were then asked **whether they had encountered any issues when using Public Rights of Way** via a series of prompted responses and the option to reference a free text answer for an area not covered by the responses.

Only 2% of 'users' indicated that they have not encountered any issues when using Public Rights of Way. The most common response echoes previous responses in terms of usage barriers – 'overgrown paths / vegetation' (87%) followed by 'lack of signage' (61%), unpleasant environment / nuisance' (55%) and 'problems with stiles gates and steps' (54%).



### **SUBGROUP SIGNIFICANT DIFFERENCES:**

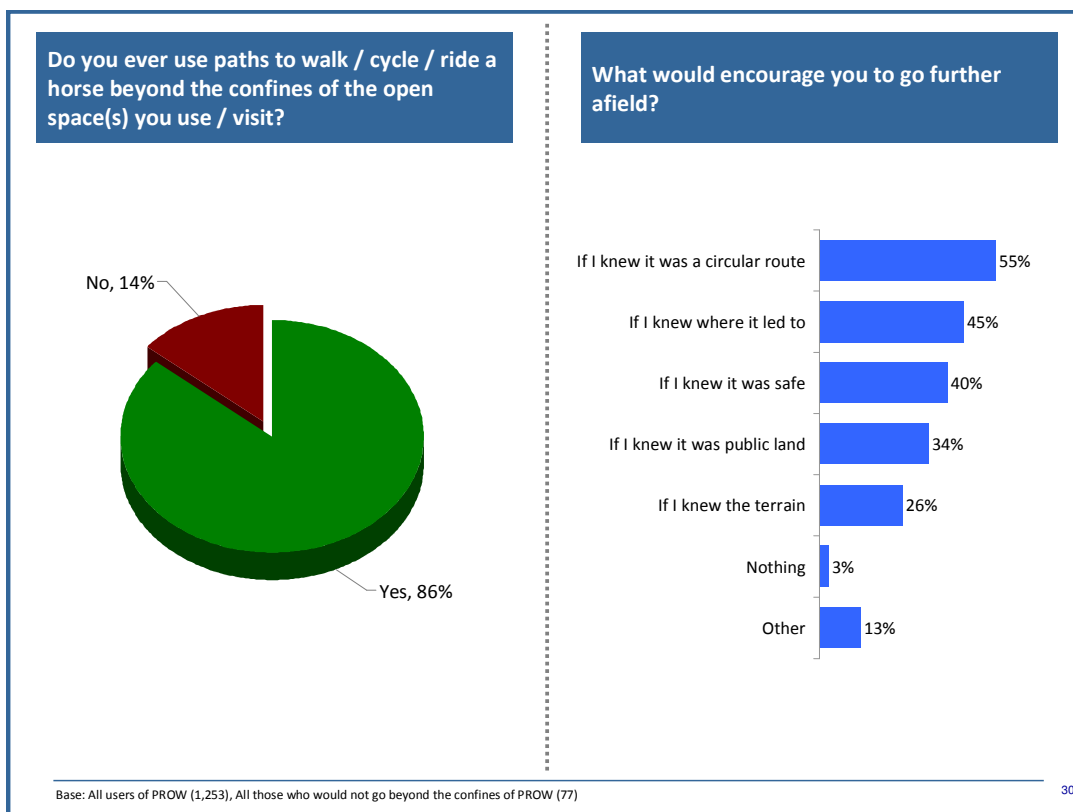
There are significant differences by disability – a significantly higher proportion of those who indicated they are disabled mentioned poor surfaces (68%).

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## PROPENSITY TO GO BEYOND THE CONFINES OF OPEN SPACES

Users were asked if they ever use paths to walk / cycle / ride a horse beyond the confines of the open space that they visit; 86% replied that they did.

Amongst the 14% who did not go further afield, 55% would be encouraged to do so if they 'knew it was a circular route' (55%), 'they knew where it led to' (45%) or 'they knew it was safe' (40%).

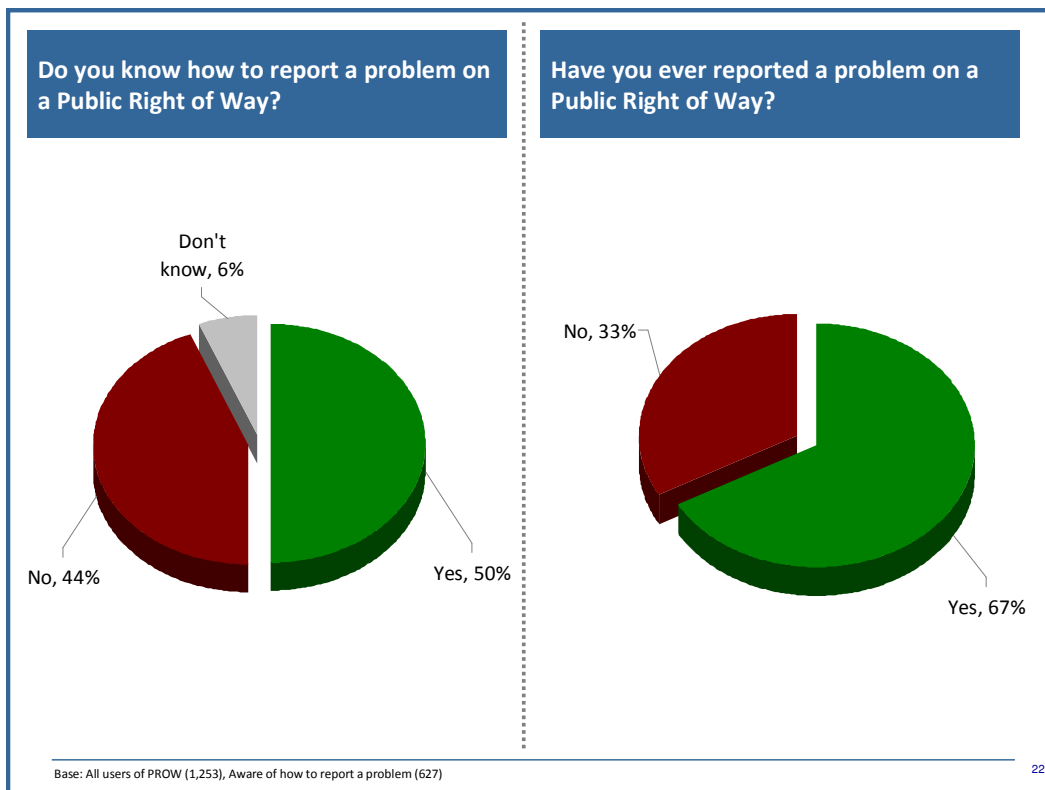


## AWARENESS AND USE OF ISSUE NOTIFICATION

'Users' were asked to indicate whether they were **aware of how to report a problem on a Public Right of Way**, and for all those aware **whether they have ever reported a problem on a Public Right of Way**.

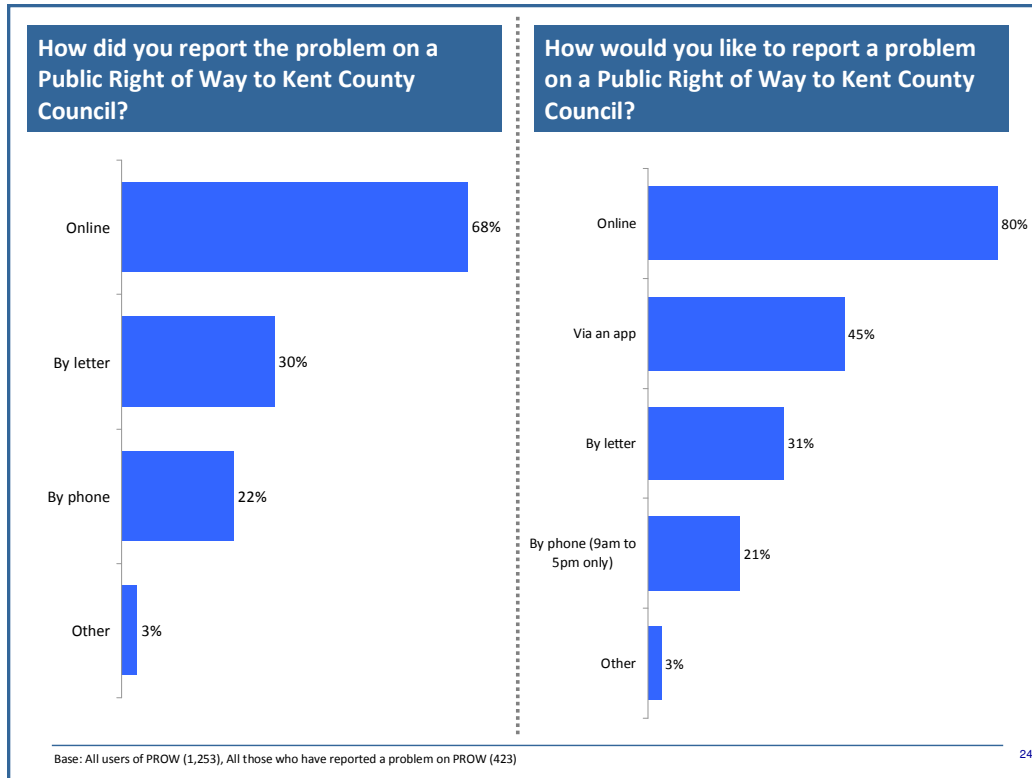
50% of 'users' indicated they knew how to report a problem on a Public Right of Way; of those aware of how to report a problem, 67% have done so.

There are significant differences observed by age, with a significantly higher proportion of 'users' aged 55 and over indicating they know how to report a problem at 54%.



## HOW THE PROBLEM WAS REPORTED TO KCC AND HOW RESPONDENT WOULD LIKE TO REPORT IT

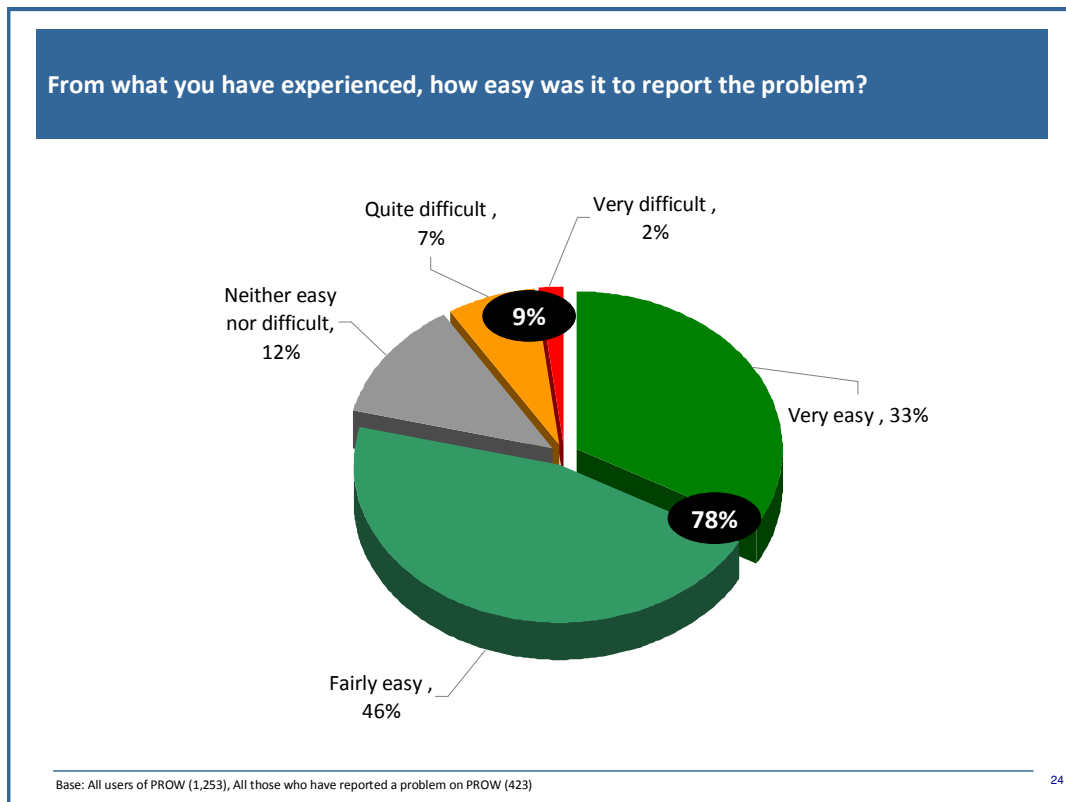
The most common form of reporting a problem is online (64%), followed by email (28%), phone (21%) and letter (2%). In terms of preference, the majority (80%) of users favour an online approach.



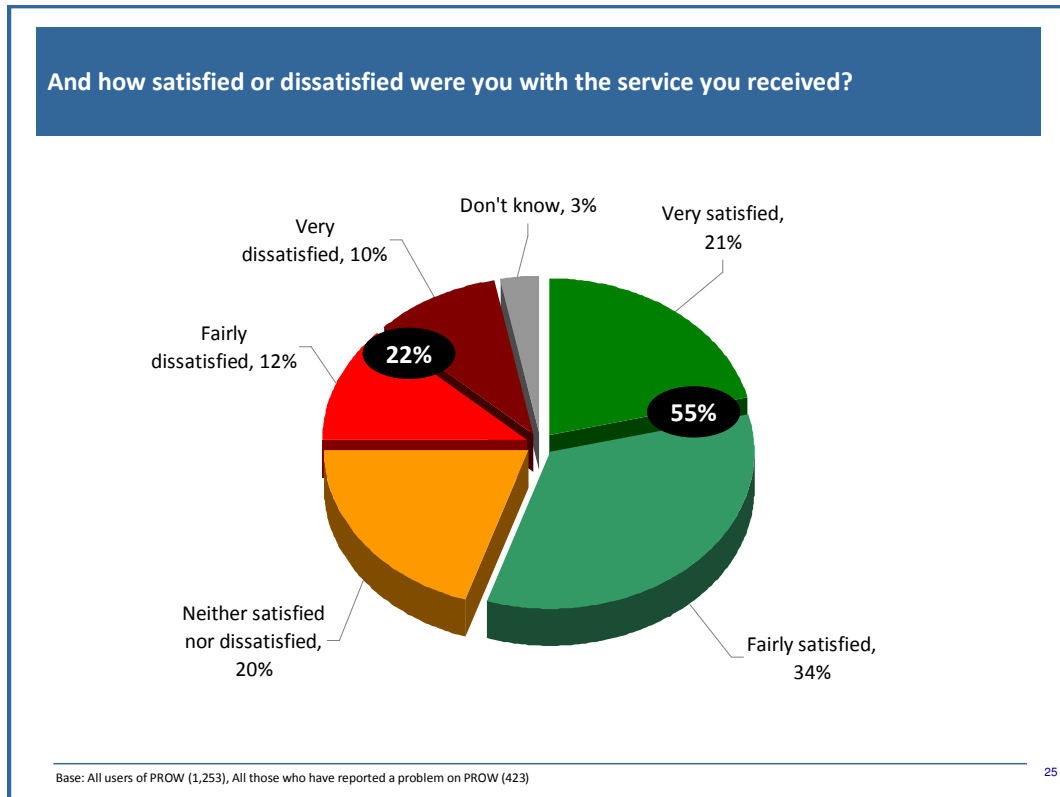
## THE EASE WITH WHICH A PROBLEM WAS REPORTED AND THE LEVEL OF SATISFACTION WITH THE SERVICE

For all users that indicated they had ever reported a problem with a Public Right of Way, they were asked to assess **how easy it was to report the problem, their satisfaction with the service they received and by how they reported the problem**. The majority (78%) indicated that it was easy (either very – 33% or fairly – 46%); 9% indicated that it was difficult.

Online was the most satisfactory method of communication with 82% finding it easy.

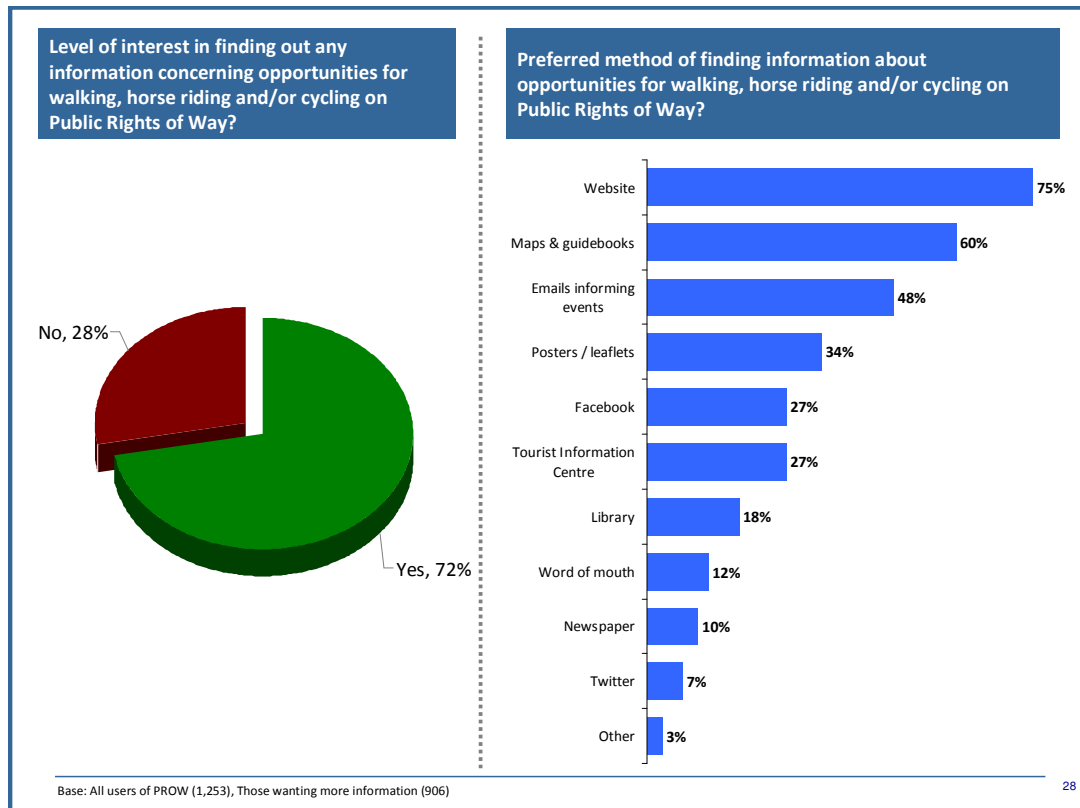


The chart below shows the level of satisfaction with the service received. 55% of users indicated they were satisfied with the service they received (either very – 21% or fairly – 34%). 22% indicated they were dissatisfied with the service they received.



## LEVEL OF INTEREST IN OBTAINING FURTHER INFORMATION ABOUT USING PUBLIC RIGHTS OF WAY

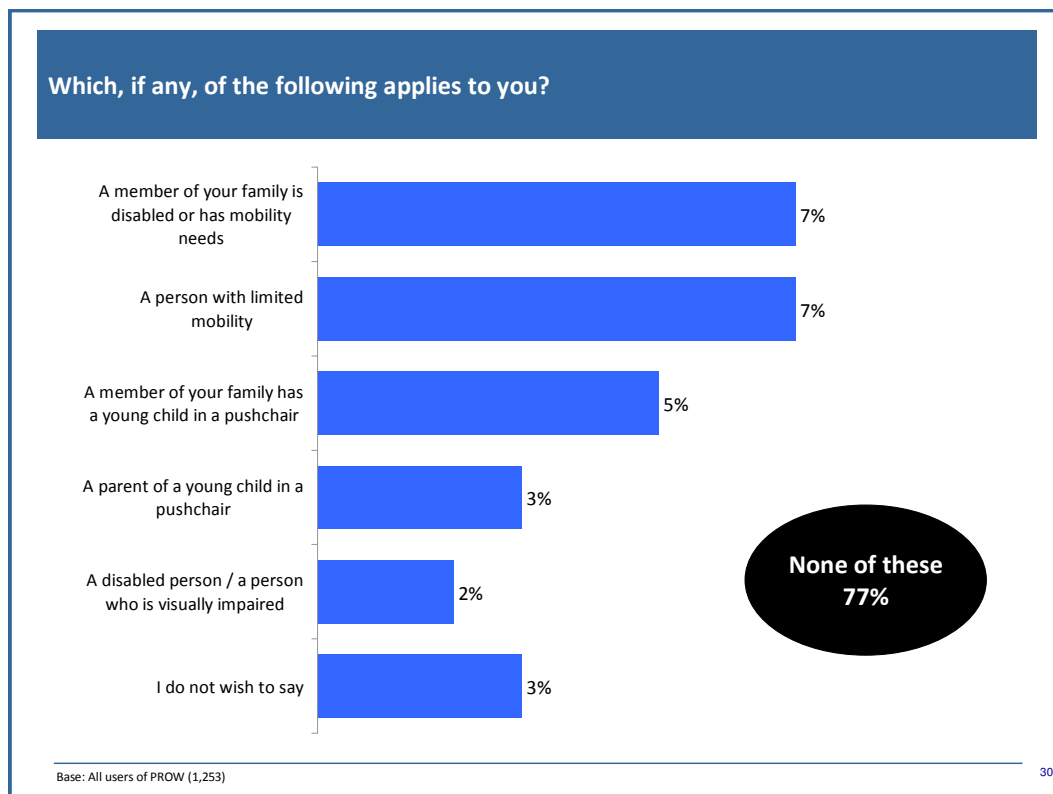
Almost three quarters of users (72%) would like more information on using Public Rights of Way and of these users, the preferred medium is online mentioned by (75%) followed by maps and guides (60%). 48% said would like to receive information about events via email. The response breakdown can be seen in the chart below:



## ACCESS REQUIREMENTS

'Users' were also asked to indicate whether they or a member of their family were of limited mobility, a disabled person / a person who is visually impaired or a parent of a young child in pushchair. This question was included to ascertain whether there were any issues / concerns with regards to accessing Public Rights of Way that need to be taken into account for the future.

77% of 'users' indicated that none of these factors applied to them. 7% indicated they have limited mobility and 2% indicated they are a disabled person / visually impaired. 3% indicated they are a parent of a young child in a pushchair.



Users who indicated that any of the access factors applied to them were asked to **how access to Public Rights of Way be made easier for parents with pushchairs, elderly people, disabled people, blind or partially sighted people, or those with mobility requirements in their own words, as a verbatim comment**. Lake Market Research have reviewed the comments and developed a codeframe to group together common themes, in order to quantify the feedback received.

The most common response would be to 'improve the surface / maintain paths', i.e. smoother surfaces that are easier to navigate, at 46%. This is followed by 'No stiles or gates to negotiate/replace stiles with gates' at 28%, 'keeping vegetation cut back / weeded' at 19%



and 'making them 'accessible / not blocked by parked cars / more accessible for pushchairs and wheelchairs' at 17%.

