



Consultation Report

Kendal Cycling and Walking



KENDAL TOWN COUNCIL

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1 Introduction

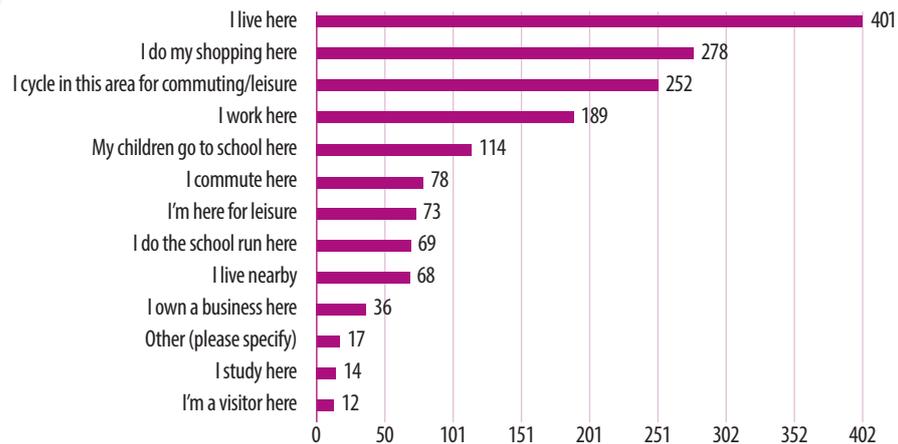
- 1.1** Cumbria County Council are developing a programme of Local Cycling Walking Infrastructure Plans (LCWIP). These are being developed for locations across the county, including Kendal. As part of the development of the LCWIP, a consultation has been undertaken to seek public opinion on the work completed to date and the emerging cycling and walking networks.
- 1.2** This report summarises the results of the public consultation on the LCWIP for Kendal, undertaken between 7th May and 28th May 2021. The consultation included a survey aimed at getting feedback on the developing LCWIP and to understand where people want to see improvements.
- 1.3** The questionnaire was split into the following sections:
- Finding out about the respondent and their links to the area.
 - Current travel behaviour (cycling and walking journeys and why these are undertaken).
 - Public opinion on the current active travel infrastructure provision in Kendal.
 - Any barriers on active travel routes that may prevent cycling and walking.
 - Finding out what would encourage modal shift to cycling or walking for short journeys.
 - Levels of support for improvements identified around Kendal town centre.
 - Open questions to provide insights on improving cycling and walking in Kendal.
- 1.4** A total of 485 responses were received to the Kendal LCWIP questionnaire during the consultation period, with these results being presented in Section 1.2.

2 Results of the questionnaire

About you

2.1 The first question asked about those responding and their interest in the Kendal LCWIP consultation (Figure 1). The largest group of respondents are local residents (401 respondents), followed by those that shop in Kendal (278) and those that cycle in the area for commuting/leisure (252). Multiple options could be selected by respondents.

Figure 1 - Which of the following best describes the reason for your interest in this consultation? (Please tick all boxes applicable).



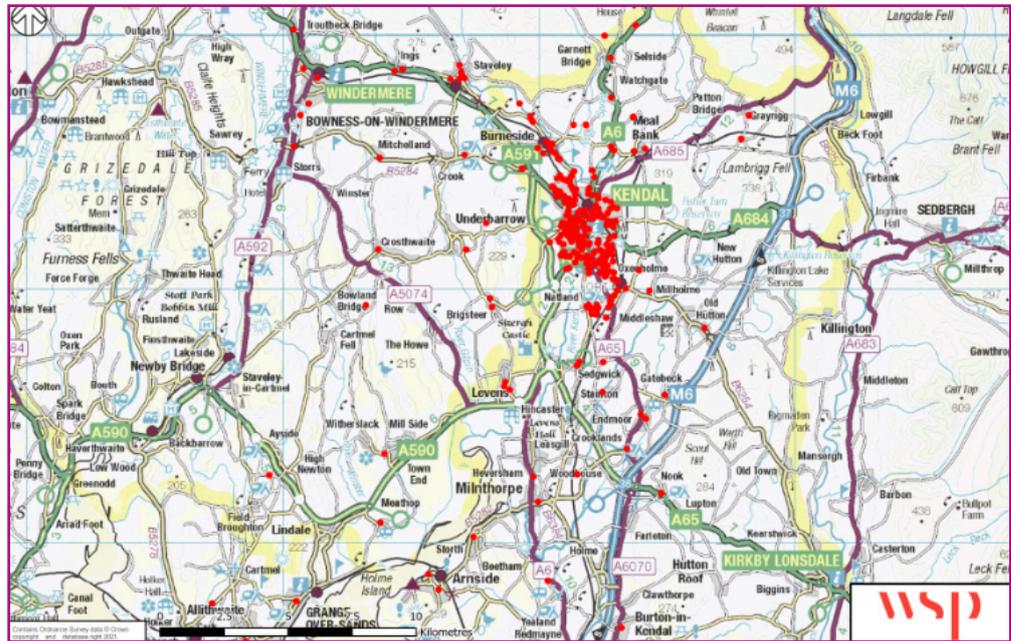
2.2 A UK postcode was requested to understand where those responding were from. Table 1 shows the largest numbers responses were from Kendal and the surrounding settlements (LA8). Four respondents came from locations outside of Cumbria. Some invalid postcodes were also present.

Postcode locations of respondents.

Postcode	Count	Location of postcde
LA9	374	Kendal (Town)
LA8	65	Stavely, Underbarrow, Sizergh, Lambrigg, Forest Hall, Ings
LA7	6	Milnthorpe, Crooklands, Heversham
LA11	6	Grange-over-Sands, Cartmel, Lindale
LA23	6	Windermere, Bowness-on-Windermere, Troutbeck
LA6	4	Kirkby Lonsdale, Ingleton, Nether Kellet
LA22	3	Ambleside, Grasmere, Rydal, Hawkshead
LA5	2	Carnforth, Bolton-le-Sands
LA12	2	Ulverston, Bardsea, Newby Bridge
CA3	2	Carlisle (north), Tarraby, Houghton
CA10	2	Tebay, Shap, Whinfell, Newbiggin
CA11	2	Penrith, Greystoke, Glenridding
CA13	2	Cockermouth, Buttermere
CA4	1	Warwick Bridge, Wetheral, Armathwaite
CA9	1	Alston
CA16	1	Appleby-in-Westmorland
CAH60	1	Wirral Peninsula
GU7	1	Godalming
M33	1	Sale
TQ2	1	Torquay

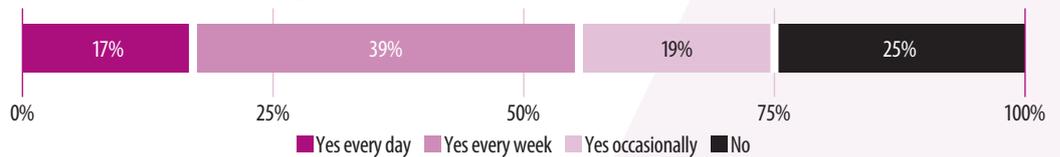


2.3 Figure 2 shows the full postcode locations of respondents (where provided), to complement Table 1.
Figure 2 - Map to show postcode location of respondents.



2.4 Respondents were asked whether they currently make journeys by cycling, and if so, how often. Figure 3 shows that a quarter of respondents do not currently make journey by bicycle, while 17% do so every day, 39% every week and 19% occasionally.

Figure 3 - Do you currently make journeys by cycling and if so how often?

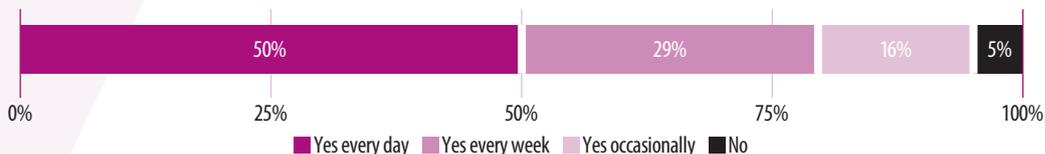


2.5 The purposes of these journeys by bicycle can be summarised as follows (respondents could give more than one purpose):

- Commuting / work (113 mentions)
- Shopping (136 mentions)
- Leisure and fitness (248 mentions)
- School and education (21 mentions)
- Visiting family (6 mentions)

2.6 In terms of walking trips and their frequency, a larger proportion of respondents walk compared to cycling (Figure 4). This is evident in half of respondents stating that they walk every day, plus the small proportion (5%) stating that they never walk.

Figure 4 - Do you currently make journeys by walking and if so how often?



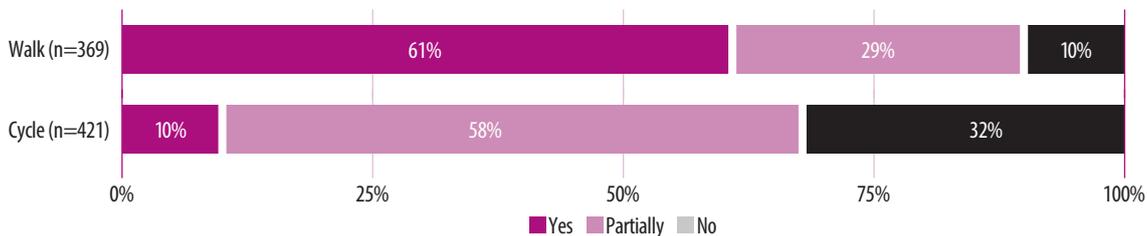
2.7 The purposes of these walking trips are summarised in the bullet points below:

- Commuting / work (81 mentions)
- Shopping (234 mentions)
- Leisure and fitness (279 mentions)
- Walking the dog (40 mentions)
- School and education (45 mentions)

Your local cycling and walking network

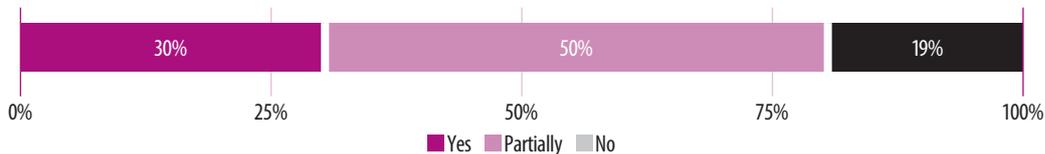
2.8 When asked whether the existing cycling and walking routes in Kendal connect with where they want to go, many more respondents answered yes for walking routes compared to cycle routes (61% vs 10%). Figure 5 also shows a larger proportion of respondents that feel the cycle routes don't connect to their destinations compared to walking routes (32% vs 10%).

Figure 5 - Do the existing walking and cycling routes connect you with the places you wish to go?



2.9 The Draft Priority Cycling Network Plan proposed cycle connections for Kendal, were overall considered to connect to the places respondents wished to cycle (Figure 6). Half of respondents partially agree with the Plan, while 30% agree fully. Just under a fifth of respondents answered no.

Figure 6 - Do the routes shown in the draft priority cycling network plan, connect you with the places that you wish to cycle?





- 2.10** For those respondents that answered 'partially' or 'no' to the questions about existing cycle routes, existing walking routes and the draft priority cycling network plan - a follow up question asked respondents to provide further feedback.
- 2.11** A summary of the most prevalent open-ended responses explaining why respondents in Kendal said that existing cycle and/or walking routes either do not or only partially connect with where they want to travel to, is shown below.

Do the routes shown in the draft priority cycling network plan, connect you with the places that you wish to cycle?

- Issues with the quality, standards and user experience of the Shap Road/A6 cycling infrastructure (20 mentions).
- Various comments and suggestions regarding the Canal Tow path and the issues currently faced by users who cycle, and the possibility of improvements being made (19 mentions).
- Concerns surrounding the lack of cycling provision along Windemere Road, and the need to connect to Plumgarths Roundabout (17 mentions).
- Concerns surrounding the issues of shared use paths (15 mentions).
- Improved routes required to both Kendal and Oxenholme Railway Stations (13 mentions).
- Designated cycleway and footpath needed along the desire line from Natland into Kendal, particularly as the current provision doesn't extend far enough, and this route currently presents a challenge for children/parents (13 mentions).
- Respondents feel as though they had difficulty answering questions, or understanding the proposals in general, as the provided map was too small and lacked content (9 mentions).
- Poor surfacing and lack of dropped kerbs (9 mentions).
- Concerns regarding the one-way systems on Aynam Road, Highgate and Kirkland, with the need to introduce bi-directional, protected space for cyclists (6 mentions).
- No link to various schools such as Heron Hill, St. Thomas, Castle Park and Ghyllside Primary (5 mentions).
- Access to supermarkets (5 mentions).
- Cycle routes are intermittent and need joining up more (5 mentions).
- Identification of the need for a verge on cycle ways to separate and protect cyclists from traffic (5 mentions).
- Little thought given to the Kendal Hinterland, where you can be encouraging more people to commute from surrounding villages by improving routes along the main links (4 mentions).
- No provision from Burneside to Kendal until the railway bridge (4 mentions).
- West/East links - better infrastructure and links between housing estates and towns (3 mentions).
- Better connections from Kendal to Westmorland General Hospital (3 mentions).
- Concerns surrounding the number of cyclists in the town centre, and the hazards they pose to pedestrians (3 mentions).
- Issues with swapping from one side of the road to the other (3 mentions).
- Issues with cycling through the town centre (3 mentions).
- All existing, and any new, cycle lanes should give absolute priority to bikes when crossing side-roads (3 mentions).
- Confident users report that the suggested route at Stramongate Bridge adds delay to their journey as opposed to cycling on the road itself (2 mentions).
- Network ends at housing estates (2 mentions).
- Significant need for cycle routes on Parkside Road, Castle Green Lane and Oxenholme Road (2 mentions).
- Cycle route from Kendal Castle through Fletcher Park should be introduced through this area (2 mentions).
- Concerns over the quality and standards of the proposed infrastructure (2 mentions).
- Kendal needs to become car-free, with a full network of cycle routes and walkways (2 mentions).
- Incomplete cycle-route on A591 (2 mentions).
- Connecting Underbarrow and Brigsteer, especially access to housing (2 mentions).
- Concerns surrounding car dominance (2 mentions).
- Difficulties experienced walking and cycling in the Wildman Street area (2 mentions).

- Issues surrounding Stricklandgate one-way system as it is not clear if cyclists are allowed through northbound (2 mentions).
- Burton Road cycleway doesn't really work (2 mentions).
- Street furniture in cycle lanes (2 mentions).

Do the existing walking routes connect you with the places you wish to go?

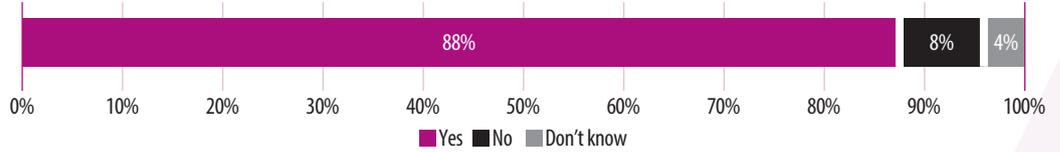
- Need for a footway and cycleway along Natland Road, in order to provide a safe route for pedestrians and cyclists between Natland and Kendal (32 mentions).
- Various comments relating to a need for improved crossing provision, with feedback themed around severance, pedestrian waiting time, and safety issues (22 mentions).
- Improved provision for pedestrians and cyclists both along and connecting to the canal route. Some comments relate to a need for segregation between modes, and a need for additional crossing of the canal (17 mentions).
- Issues relating to Shap Road, including, difficulty at Shap Road junction (at Mintsfeet), a need for priority arrangements to be reviewed, and issues joining and exiting the cycle lane (13 mentions).
- Several comments around the Gooseholme and Kendal Castle area, including a need for Gooseholme footbridge to be repaired/replaced, safety issues due to slippery footpaths, and additional pedestrian and cycle routes being required (8 mentions).
- Issues for users with mobility issues (including wheelchair users), and for parents/carers with young children or moving prams. This includes inadequate (too narrow) or a lack of footway provision (10 mentions).
- Several comments related to routes on or near the A6, with comments themed around a need for safe crossing provision to mitigate severance and safety issues (7 mentions).
- Lack of a footpath to / from Plumgarth (6 mentions).
- Improvements needed to pedestrian provision along Beezon Road, including a need for an adequate/continuous footway (on both sides of the carriageway) and improved crossing facilities (5 mentions).
- Lack of access on Underbarrow Road and Brigsteer Road, restricting access to Scot Scar (5 mentions).
- Issues along Windermere Road including: inconsiderate/dangerous parking, a lack of footway between Plumgarths Roundabout and Fir Tree Rise, and severance (5 mentions).
- Difficulty crossing Appleby Road (4 mentions).
- Improvements in access to both Oxenholme and Kendal Railway Stations (3 mentions).

2.12 Other responses included: safety concerns, a need for pedestrianisation, feedback that modes need to be segregated, a lack of maintenance, and comments relating to COVID-19.



2.13 When asked whether they would welcome more money being spent on cycling and walking in Kendal, an overwhelmingly positive response emerged (Figure 7). With the 88% of respondents agreeing, and only 4% disagreeing, indicating significant support for investment.

Figure 7 - Would you like to see more money spent on cycling and walking in Kendal



Barriers to cycling and walking

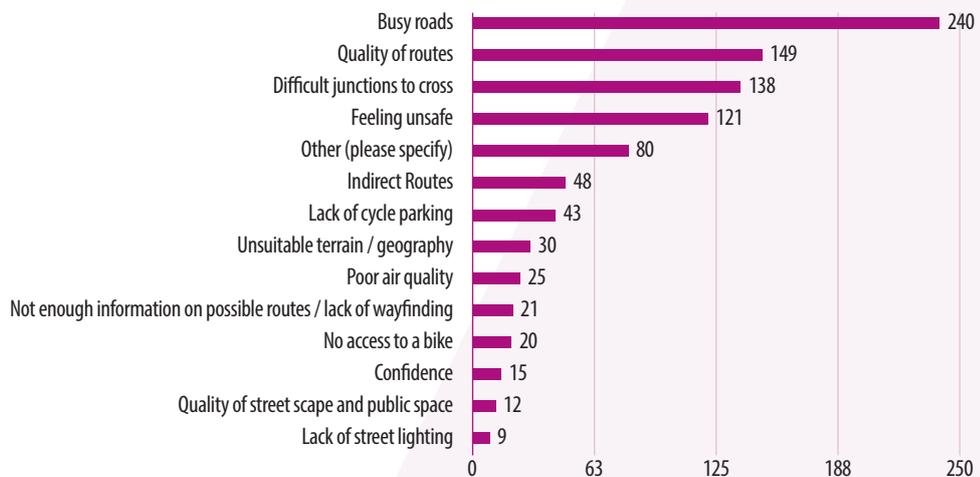
2.14 Figure 8 shows issues that respondents identified as making it more difficult for them to cycle in Kendal. Top of these is the presence of busy roads (240) while Quality of routes (149) and difficult junctions (138) were frequently mentioned.

2.15 Lack of street lighting (9) and quality of street scape (12) were the least mentioned barriers. Terrain and geography was mentioned by 30 respondents, despite Kendal being located within a valley, which is important as difficult terrain or topography can be a clear deterrent to all but the most experienced cyclists.

2.16 Other reasons mentioned (80 responses) included issues with motorists or driver behaviour (mentioned 16 times), poor segregation meaning safety concerns with motor vehicles and HGVs (14 mentions) and vehicles parking improperly (1 mention). Also, issues with sharing routes with pedestrians (5 mentions), issues with crossings and traffic signals (5 mentions), poor maintenance and surfaces (7 mentions), a lack of integrated / disconnected cycle routes (4 mentions) and a desire for improved cycle storage and parking (4 mentions).

2.17 In terms of issues specific to Kendal, some respondents mentioned that the one-way system inconvenienced them and caused them to take an indirect route, while it was also noted that some respondents prefer to cycle on the road rather than use cycle lanes due to the lack of continuous route or design issues. Personal reasons such as health (3 respondents) and practicality of carrying items (2 responses) were also raised.

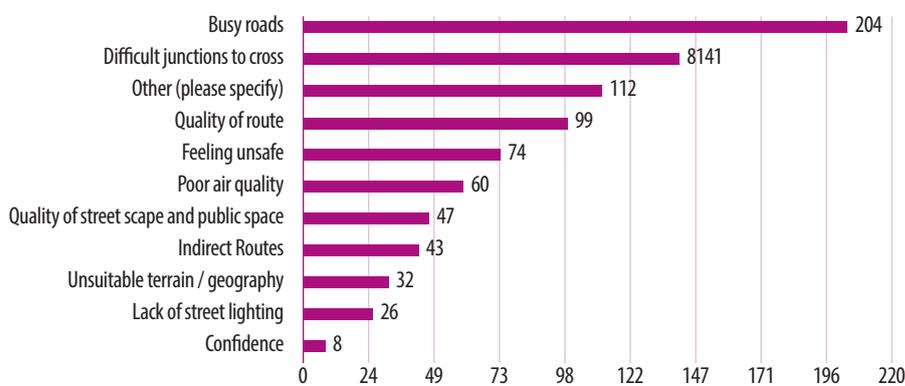
Figure 8 - Do any of the following make it difficult for you to cycle? (Please select your top 3).



2.18

A similar question asked whether respondents what their main barriers to walking were - as before they were asked to select their top three. As shown in Figure 9, the main obstacle was the presence of busy roads (204 respondents), while the presence of difficult junctions to cross (141) was also prevalent among respondents. Meanwhile, confidence was not considered to be a barrier to most respondents, with only eight people mentioning this within their top three. Other reasons mentioned (112 responses) included issues with crossing provision (10 mentions), poor behaviour by cyclists and a lack of segregation (9 mentions), poor driving and lack of segregation from vehicles (11 mentions) and a lack of pavements or route options (6 mentions). Poor route maintenance (including muddy routes) was mentioned 11 times, while issues with cars parking on pavements (4 mentions), the need for speed limit enforcement (3 mentions) and facilities for disabled users (3 mentions) were also present in other responses. Other issues included the amount of time it took to walk (4 mentions) and issues of safety, cleanliness, practicality and topography were also mentioned.

Figure 9 - Do any of the following make it difficult for you to walk? (Please select your top 3)

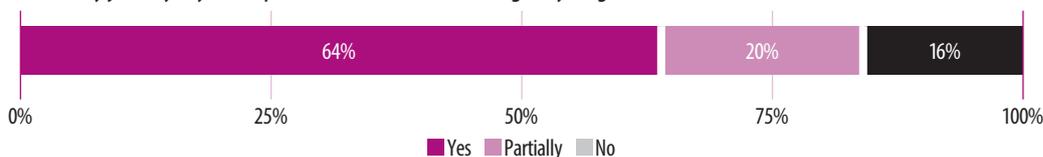


Changing to cycling or walking

2.19

Respondents were asked whether they made any journeys by car to places that are within walking or cycling distance. As Figure 10 shows, there are a majority of respondents that confirmed that they make journeys by car to locations within walking and cycling distance (64%). This does however suggest that due to the distances involved, considerable scope exists for these journeys to be made by active travel modes as an alternative to car use.

Figure 10 - Do you make any journeys by car to places that are within walking or cycling distance?

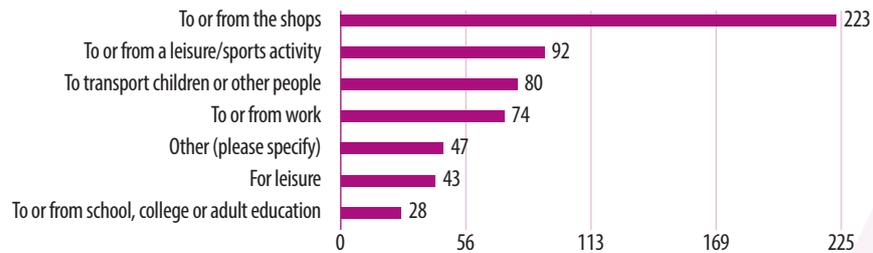




2.20

As a follow up to the previous question, respondents were asked to describe the purpose of the journeys that are made to places within cycling or walking distance. Respondents could give more than one reason (Figure 11). The main reasons given are for journeys to and from the shops (223 respondents), followed by those travelling to or from a leisure or sports activity (92 respondents). A total of 47 respondents also gave other reasons, which included: weather conditions, the need to carry items or large loads (including shopping or trips to the tip), need for a quicker journey, visiting family, convenience and needing to attend appointments.

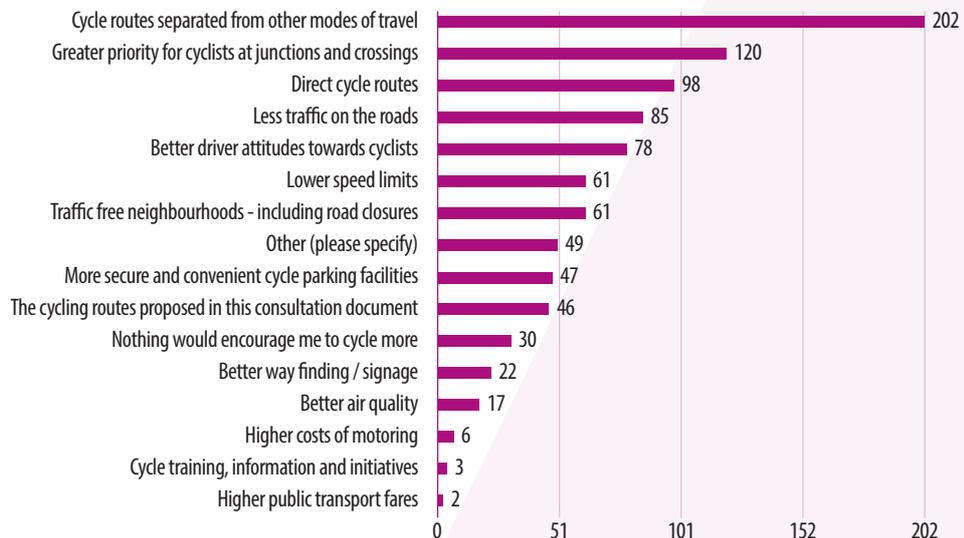
Figure 11 - For what purpose do you make journeys by car to places that are within cycling or walking distance?



2.21

Next, respondents were asked to give details of what would encourage them to cycle more than they do currently (shown in Figure 12). As with previous questions, respondents were asked to indicate a top three items that would encourage increased cycling. The most commonly mentioned items were segregated cycle routes with separation from other modes of travel (202 respondents - out of 485 respondents overall, meaning 42% of all respondents mentioned this). Greater cycle priority at junctions and crossings (120) direct cycle routes (98) were also mentioned most by respondents. Interestingly, the use of 'stick' measures is not supported, with higher public transport fares and higher motoring costs appearing rarely (2 and 6 respondents respectively).

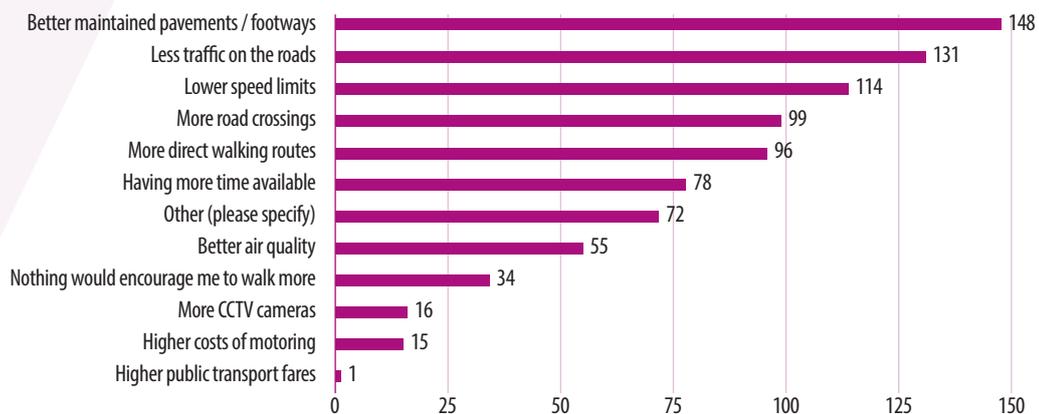
Figure 12 - What would encourage you to cycle more? (Please select your top 3)



2.22 A total of 49 respondents mentioned ‘other’ measures, which included: clearly segregated cycle infrastructure, better road surfaces, rail service improvements and better enforcement to control speeds and limit poor driver behaviour. Weather and load carriage were also mentioned frequently as deterrents.

2.23 The next question asked the same, but for walking. As Figure 13 shows, the main measures that would be most likely to encourage greater walking and cycling were better maintained pavements and footways (148 respondents – 31% of all respondents), less traffic on the roads (131) and lower speed limits (114). As for the cycling responses, ‘stick’ measures were not commonly mentioned as a means to encourage walking – with higher public transport fares and higher costs of motoring being infrequently mentioned (1 and 15 respondents respectively).

Figure 13 - What would encourage you to walk more? (Please select your top 3).



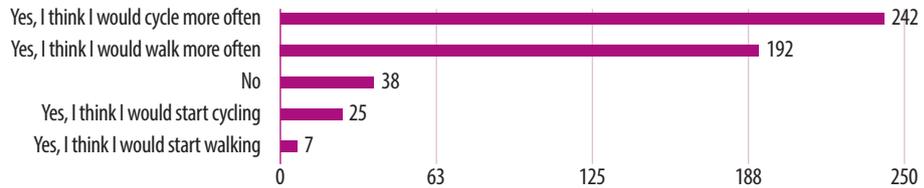
2.24 A total of 72 respondents mentioned ‘other’ measures, which included: a footpath along Nantland Road, segregation from cyclists and motor vehicles, better crossing provision and priority (e.g. zebra crossings rather than signal-controlled crossings), better cleanliness (less dog fouling), more footpath provision and better signage. Weather and health were also mentioned as factors in mode choice, while distance to travel was also considered relevant.

2.25 The results in Figure 14 show that out of all 485 respondents, half (50%) would cycle more often than they do currently, while 40% would walk more often, 5% would start cycling and 1% would start walking. Eight percent of respondents said that improvements in Kendal would make no difference to their walking and cycling behaviour (i.e. no).



2.26 The results in Figure 14 show that out of all 485 respondents, half (50%) would cycle more often than they do currently, while 40% would walk more often, 5% would start cycling and 1% would start walking. Eight percent of respondents said that improvements in Kendal would make no difference to their walking and cycling behaviour (i.e. no).

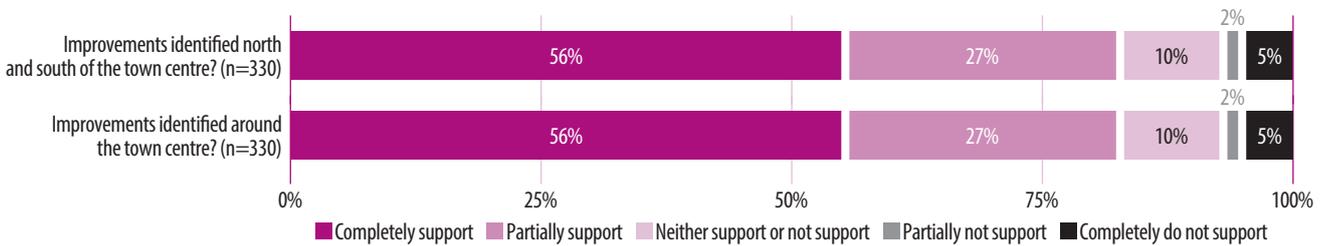
Figure 14 - Would improvements to cycling and walking routes encourage you to walk and/or cycle more often? (Please select all that apply)



Delivery of the kendal LCWIP

2.27 The next question in the questionnaire asked about specific proposed improvements within Kendal town centre and north and south of the town centre, with respondents asked for their views on the two proposed improvement schemes. The results shown in Figure 15 indicate broadly similar attitudes towards both proposals for Kendal, with large levels of support for both, compared to those that do not support the schemes. The numbers were similar, with the percentage values appearing the same, showing 55% complete support for both proposals and 82% support overall.

Figure 15 - Attitudes towards proposed measures in Kendal.

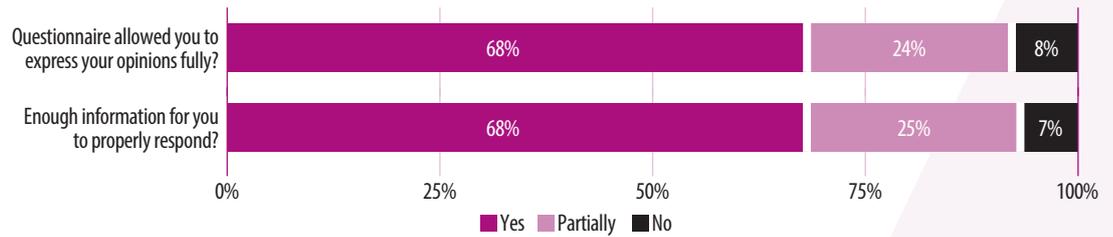


Consultation feedback

2.28

The final question in the survey asked whether respondents felt that they had been provided with enough information about the Kendal LCWIP to properly respond, and whether the questionnaire allowed them to express their opinions fully. The results shown in Figure 16 indicate that respondents did in the main feel that there was enough information provided in order to properly respond to the consultation, with 68% of respondents answering 'yes' and 24% 'partially'. Meanwhile a far smaller 7 percent of respondents said that there was insufficient information to allow for a proper response. Also, 68% of respondents felt that the questionnaire allowed them to express their opinions fully, while 24% felt that it did so 'partially'. Meanwhile, a smaller 8% disagreed with this comment.

Figure 16 - Was enough information provided and did the questionnaire allow full expression of opinions?





3 Further comment questions

3.1 A further two questions were included which allowed respondents an opportunity to comment on improving cycling and walking in Kendal and to give more feedback on their experience.

- Do you have any other comments on improving cycling and walking in Kendal?
- We really value your feedback, please use this space to tell us more about cycling and walking in Kendal.

3.2 The first question asked respondents if they had any comments on improving cycling and walking in Kendal. The recurring comments are set out below.

- Proper segregation with consistent infrastructure (23 mentions).
- Conflicts on shared-use paths (11 mentions).
- Reduce traffic through the town centre (10 mentions).
- Properly surfaced roads, paths and cycleways (9 mentions).
- Better driver education and information (8 mentions).
- Improved traffic signal timings to benefit pedestrians (7 mentions).
- 20mph speed limits throughout Kendal (7 mentions).
- Users were unable to respond fully as the map was not properly configured and did not show enough information (6 mentions).
- Pedestrian focused town-centre (6 mentions).
- Schemes need to be much safer than that introduced at Shap Road (5 mentions).
- Cycle parking needs to be improved (5 mentions).
- Insufficient cyclists in Kendal to warrant the proposed infrastructure improvements as current provisions are hardly ever used (4 mentions).
- Improved walking and cycling provision on Natland Road to Natland (4 mentions).
- Prioritise walking and cycling over motor traffic (4 mentions).
- Ensure that the network is suitable/designed for wide adapted bikes, or those with trailers (4 mentions).
- Concerns over cyclist behaviour, and the identification of the need to fine cyclists not using the appropriate infrastructure (4 mentions).
- Cars should be made to give way to cyclists at side streets (4 mentions).
- Outlying villages should be included in the plan (4 mentions).
- Enable children to cycle to school (3 mentions).
- Improved signage (3 mentions).
- Greater enforcement of speed and parking restrictions (2 mentions).
- Issues with cars parked on the pavements (2 mentions).
- Improve local public transport services to make them more compatible with walking and cycling (2 mentions).
- Designated cycle lanes, not just wider pavements (2 mentions).
- Take proposed cycleways into housing estates (2 mentions).
- Consideration of cycling with children (2 mentions).
- More cycle parking is needed (2 mentions).
- Improved lighting (2 mentions).
- Build Northern Bypass around town, connecting Plumgarths to Industrial Estates (2 mentions).
- Proposals are not ambitious enough (2 mentions).
- Improved provision to Burneside from Kendal (2 mentions).
- Many footpaths could become dual use (2 mentions).
- Improvements/extensions to the riverside cycleway (2 mentions).

3.3

The next question asked respondents to provide any further feedback about cycling and walking in Kendal. The recurring comments are set out below.

- Issues with the intolerance and behaviour of drivers, additional education, action and enforcement needed (12 mentions).
- Safe, well designed, thought-out, dedicated and connected cycle routes are needed (10 mentions).
- 20mph urban speed limit with appropriate enforcement (9 mentions).
- Cycle paths aren't linked up, aren't well designed, and are often poorly built and maintained (7 mentions).
- Concerns surrounding shared-use paths (7 mentions).
- Proper footpaths from Oxenholme and Natland (7 mentions).
- Cycle routes need to give sufficient priorities to cyclists (6 mentions).
- Various issues on roads in town, particularly on Aynam Street, Highgate and Kirkland where greater priority needs to be given to cycles in both directions on the one-way system (5 mentions).
- Existing cycle lanes are completely underused and there is no guarantee that future ones would be either (5 mentions).
- Improve the riverside cycle-way provision (4 mentions).
- Smoother surfacing on routes (4 mentions).
- Better public transport provision (4 mentions).
- Less cars in town centres (4 mentions).
- Frustration at traffic light timings and the priority given to cars over pedestrians and cyclists (3 mentions).
- Action the plans as soon as possible (3 mentions).
- Prioritise cyclists and pedestrians (3 mentions).
- Publicise consultation more with information available online (3 mentions).
- Issues with having to cross traffic and then cross traffic again on Stramongate Bridge (3 mentions).
- Re-allocate road space to cycle and pedestrian routes (3 mentions).
- Yes to the Northern Bypass (2 mentions).
- Separate cycle paths (2 mentions).
- More cycle parking (2 mentions).
- Map doesn't include various sections of the riverside path (2 mentions).
- Cyclists and dogs don't mix well (2 mentions).
- Concerns over pedestrians in cycle-lanes (2 mentions).
- Ginnels provide a fantastic traffic-free routes (2 mentions).
- Canal Path is excellent as is the Riverside Path (2 mentions).
- Risks involved trying to cross busy junctions, particularly as pedestrians find it harder to gauge safe crossing gaps due to higher vehicle speeds (2 mentions).
- Pedestrian zone in town centre (2 mentions).
- Traffic from Greenside on Beast Banks taking the sharp bend too fast above Garth Heads turn (2 mentions).
- Kendal is the perfect size town to cycle around, hence it should be encouraged more (2 mentions).
- Walking in Kendal is already 18% higher than the national average (2 mentions).
- Weather is a particular issue in Cumbria (2 mentions).



4 Next steps

- 4.1 The results obtained during the consultation period will help us to progress the LCWIP plans further, with the comments and feedback we have collected being used to integrate into the development of the LCWIP for Kendal. The responses we have received have given us essential data on which to base the further refinement of the LCWIP and the comments made are also crucial to us in understanding the localised issues which are key to successful LCWIP refinement and delivery of a plan which encourages active travel by providing interventions in areas where these are most likely to derive the greatest benefit.
- 4.2 Further refining of the LCWIP will take place over the coming months, with a further consultation on these plans being held in Autumn 2021. The next consultation will seek comments on the final proposed priority cycling network and the types of improvements that could be delivered and the suggested walking improvements. Following the consultation in Autumn 2021, the LCWIP will be finalised and provide a clear 10 year plan for investment in cycling and walking in Kendal.



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