

Survey of transport needs

in

Ugborough



Survey of transport needs in Ivybridge and Ugborough and the surrounding areas

We understand that transport can be an issue for many people in the South Hams. This survey will help us learn more about the needs of families and individuals. The findings will enable Ugborough Parish Council and Ivybridge Town Council, voluntary organisations and other partners to have a clearer picture of people's transport needs. We would be grateful if you could spend a few minutes completing this survey.

1. LOCATION:..... POSTCODE:

2. How do you get out and about? (please tick all applicable options):

Walking:	<input type="checkbox"/>	Own/household car:	<input type="checkbox"/>
Cycling:	<input type="checkbox"/>	Friend/ neighbour's car:	<input type="checkbox"/>
Bus:	<input type="checkbox"/>	Motorcycle:	<input type="checkbox"/>
Community transport:	<input type="checkbox"/>	Mobility scooter:	<input type="checkbox"/>
Train:	<input type="checkbox"/>	Taxi:	<input type="checkbox"/>

Other (please write your comment below):

3. Are you unable to undertake any of the following regularly due to lack of transport?

Health appointment:	<input type="checkbox"/>	Shopping:	<input type="checkbox"/>
Employment:	<input type="checkbox"/>	Volunteering:	<input type="checkbox"/>
Education/training:	<input type="checkbox"/>	School/nursery:	<input type="checkbox"/>
Activities/groups:	<input type="checkbox"/>	Seeing friends/family:	<input type="checkbox"/>

Other (please write your comment below):



Background: the need for this survey

The South Hams is among the lowest 10% for population density across English local authority areas according to the 2021 census. Information in this census also showed that, at 88,600 residents, the South Hams has the joint highest average (median) age in the South West.

According to the Office of National Statistics (ONS), 8.7% of the district's population was income-deprived in 2019. While the visible affluence of the South Hams district masks its hidden deprivation, there will be other residents who are not 'income deprived' but impacted by higher costs not faced by those living in large towns and cities, such as transport being more costly to distant hospitals. This is an important consideration especially when, according to ONS statistics, over 27% of residents have a disability that limits day-to-day activities—or a long-term physical or mental health condition.

This issue is further compounded the Indices of Multiple Deprivation (IMD) being based on concentrated population areas. The IMD data is often used by strategic bodies and grant funders to assess funding need.

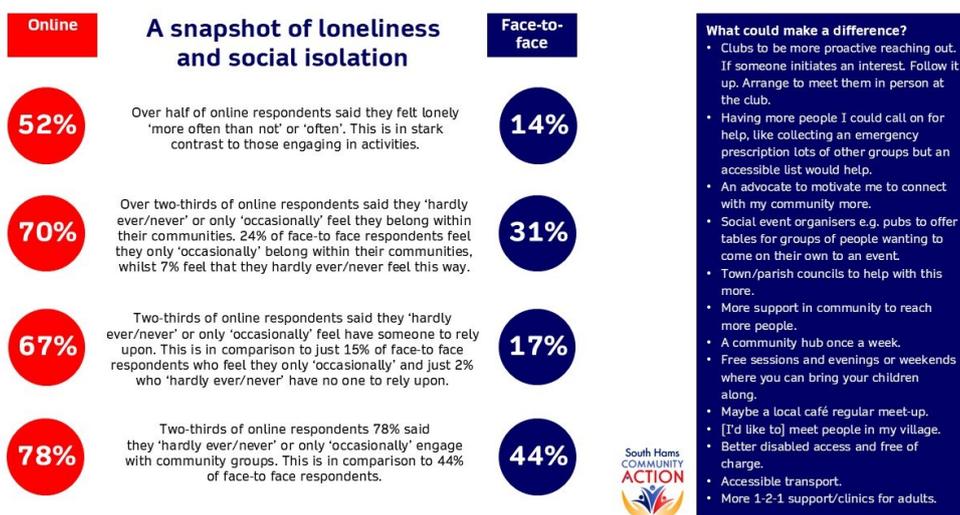
Directors of public health, working in rural areas, also noted in the 'Health and

wellbeing in rural areas' report that 'the IMD may not reflect cost of living and other wellbeing issues in rural areas. These can arise in areas where there is reduced choice and availability of services, shops and amenities; where access to transport and communications may be more limited; some unemployment or underemployment may be hidden; the prices of fuel, food and other items may sometimes be higher, and there is poor or no digital access. Older rural housing stock is also less energy efficient and more expensive to heat.'

Our team at South Hams Community Action also noted that, in addition to barriers to access health, food and employment, many residents were struggling to get to activities that are essential for maintaining ongoing health and wellbeing.

According to the ONS statistics, feelings of happiness are lower in the South Hams, while anxiety and feeling that life is not worthwhile is much higher than the median for other areas. ONS statistics also show that 10.6% of South Hams residents say they are 'often or always' lonely.

Through our team and other feedback we





have known what the rurality impacts were, but we needed to evidence these. So, in 2023/24, South Hams Community Action undertook a survey to explore the issue of loneliness and social isolation in the South Hams.

We attended groups, went into pubs, cafés, post offices and local shops to ask people about their feelings of belonging within their communities and about the barriers they have encountered to reducing their social isolation. We also undertook an online survey.

We found that the top overall barrier (both for those responding face-to-face and online in the survey) was transport.

For those responding online, the top barrier was mental health (a substantial issue for many), with transport second.

Timings and health conditions were also barriers to reducing social isolation.

We needed to better understand the transport barriers. This needed to be undertaken at a parish/town level, as each parish or town will have very different needs, current transport provision and transport barriers.

Also, we wished to evidence local need to better support our community transport providers—eg. Ivybridge & District Community Transport who offer a community car scheme and the Ring & Ride service—and other charities who work to support our residents through health and wellbeing activities and cost of living support.

Our aim was to use the findings to support our voluntary groups with funding and potentially capacity building. We also were looking to hold a transport event to see if there were areas where the South Hams voluntary groups and parishes could work together to bring change—and how we could support this. In addition, we wanted to better understand the impact of health on transport need—hence the questions addressing potential health issues, such as bus shelter seating or distance to bus stops. The survey was also designed to provide parish/town councils—and wider strategic bodies—with information on local needs relating to transport.

Due to the proximity of Ugborough and Ivybridge, the survey was undertaken jointly—with all responses separated by postcode—so the survey is accurate for Ugborough parish. In addition to an online survey, paper copies were available in a number of locations. We encountered a few issues—including the removal of two survey boxes in Ugborough, and the third not being displayed. Also, we could not source a location in Moorhaven.

While we attended the Ugborough coffee morning, we were unable to attend a Sustainable Saturday due to team capacity. If we had more time, we would have actively attended further locations to encourage more responses, as we received just 95 total responses for Ugborough parish—which is a disappointingly low level relative to parishes of a similar size.

How do you get out and about?

It should be noted that people responding to this question could choose more than one option. The survey was self-selecting in that—other than the Ugborough coffee morning event—people chose to undertake this survey without being specifically asked. Therefore, people who have transport needs are *potentially* more likely to have responded to this survey.

The joint highest response was ‘own or household car’ with 80 people saying they had access to a household car. This means that 15 of the people surveyed do not have access to a household car and, even for those who do, there may be one car that is almost exclusively used by another family member. A further 7 people said they were given lifts by a family member or friend. Many people said that they would struggle to live in Ugborough parish—particularly the rural areas—without access to a vehicle.

Walking was the joint highest with car ownership. Interestingly, no one identified themselves as using a mobility scooter, although one response (later in the survey) mentions the challenges of being a wheelchair user in the parish.

Bus use was the third highest figure with 55 of the 95 total responses stating that they use local buses. While this might be expected in the areas joining Ivybridge parish, it is less likely that many Ugborough village residents are able to regularly use the bus service—noting it is currently operating just once a week.

Lower numbers of respondents—just 13—said they cycled. For Ugborough residents in rural areas this may be due to the topography of the area. However, some of the responses mention that they feel unsafe when cycling on roads.

- 100% of responses were provided for this question.

Driven by relative.

My mum has to drive me or I walk or cycle.

Owning a car is an absolute necessity in Ugborough. There is no meaningful bus service from the village. The Gold bus from Bittaford and the GWR services from Ivybridge are not dependable. We would increase our use of public transport if a reasonable service was available.

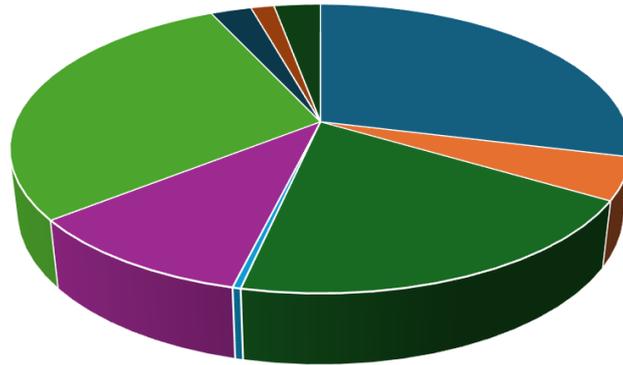
Don't drive myself anymore so rely on family to drive me everywhere.

Would use bus if one available. Would take more journeys out and about.

Too difficult to cycle up the hills to get out of Ugborough.

I cycle but not locally.

How do you get out and about?



- Walking
- Cycling
- Bus
- Community transport
- Train
- Own/household car
- Friend/neighbour's car
- Motorcycle
- Taxi
- Mobility scooter

How do you get out and about?	Total
Walking	80
Cycling	13
Bus	55
Community transport	1
Train	29
Own/household car	80
Friend/neighbour's car	7
Motorcycle	4
Taxi	8
Mobility scooter	0

Are you unable to undertake any of the following regularly due to lack of transport?

It should be noted that people responding to this question could choose more than one option.

The top areas where people encounter transport barriers are access to health appointments (21), shopping (20), and seeing friends and family (19).

It may be worthwhile publicising the community car scheme and the Ring & Ride service offered by Ivybridge & District Community Transport, as their service supports both shopping and access to health appointments. If doing so, please publicise the need for volunteer drivers at the same time. A further consideration is that, if there were enough local car scheme volunteers, it might be possible to also support local people to access activities and to reduce their social isolation.

Although a slightly lower number of residents noted issues around access to employment (11) and education/training (9), these are likely to be **much** more substantial issues relative to the lower number of responses in the age groups who are most likely to be in employment/training and without easy access to a vehicle. Worryingly, these issues can have ongoing future impacts for these residents.

Many residents recognise that having a car is crucial. Some people voiced concern about what would happen when they can no longer run a car.

Residents responding on behalf of younger family members—or those without cars—note the substantial issues around isolation and access to employment, etc. for these groups.

- **37 people (out of a total 95 responses) said they regularly struggled to undertake activities due to lack of transport.**

Teenage child is only able to do activities if a friend is available/not working due to lack of any transport.

Need to use taxis and/or buses to get to Derriford to hospital appointments and to get into Plymouth for shopping, etc.

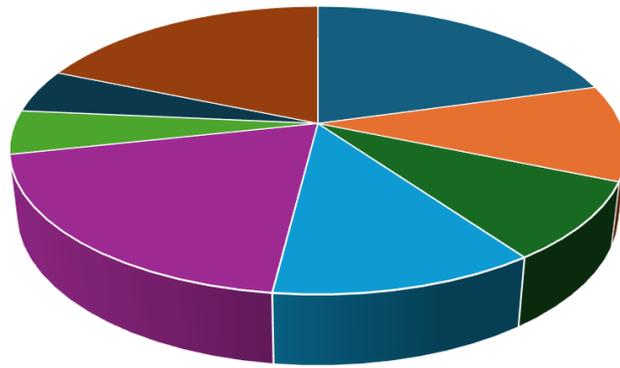
Need bus and taxis to get to Plymouth for appointments due to lack of parking etc.

Daughter relies on lifts as no public transport.

Struggle to get to Derriford or to get food at Sainsburys and do banking. My nearest open branch of bank is in Plympton. Can only get there by car now.

I'm a disabled person living in a rural area and I'm able enough to drive an automatic car. This could change and if I couldn't drive I feel it would affect all aspects of my life. Using a wheelchair is a challenge in a rural village and the transport just isn't adequate. Due to my health I don't work but if I did and had to rely on buses it just wouldn't work.

Are you unable to undertake any of the following regularly due to lack of transport?



- Health appointment ■ Employment ■ Education/training
- Activities/groups ■ Shopping ■ Volunteering
- School/nursery ■ Seeing friends/family

Are you unable to undertake any of the following regularly due to lack of transport?	Total
Health appointment	21
Employment	11
Education/training	9
Activities/groups	12
Shopping	20
Volunteering	5
School/nursery	5
Seeing friends/family	19

At the moment I can drive to all these places except Derriford. A local bus more times a week would be a blessing.

Since the bus has been reduced, I rely on my husband to get up and take me to my fitness classes which are essential for my physical and mental health. I used to take the bus down.

Getting too old to maintain driving skills. Would need to have a timetable of return buses and where to pick up.

We have only one car so our activities are limited. It would make life easier to have a regular bus to Modbury.

ARE YOU UNABLE TO UNDERTAKE ANY OF THE FOLLOWING REGULARLY DUE TO LACK OF TRANSPORT?

- Some health appointments are in Plympton late evenings. No good for me.
- Not at the moment, but in the future it may be an issue.
- Recently have had an injury and can't drive or walk far, which means I am not able to leave the village.
- Driving and walking are the only options. Couldn't get to any of these easily without them.
- I would use the bus more to go to the theatre in Plymouth but there are no late buses or trains back so we end up going by car.
- Use own car.
- I live in Ugborough and have to access Ivybridge for health, employment, activities, shopping. It is getting more and more difficult and expensive to do so. The time now it takes to get into Ivybridge, with so much construction done between us and there for the past four years, and then to park—if you can find any—makes access really difficult when people are time poor as most working parents are. And financially poor as many of us are with bad employment terms and conditions for many.

I cannot afford to pay for parking every time I need to get something. The short term free car park is simply not enough time to access the doctors surgery for example, on foot - as I am lucky and able to do, because of uncertainty about how long that process will take. So currently when I can afford to, I'll do that and pay the day rate in the long stay car park. This significantly reduces the access of any health care at all to me. And now the word is that's going to triple so completely unavailable for someone like me - a lone parent with 3 teens all requiring bus fares that go up constantly.

I can do all these activities as I can drive. If you can't drive then you are really restricted.

My eldest has to walk to Ivybridge from our village to be able to use her school bus pass as Stagecoach have now designated the cut off point for the zone termly passes to be Ivybridge. Which means I would have to find an extra £300 per term for her to get on the bus to school for the additional couple of miles to the next zone boundary in Ivybridge. I do not believe I am alone.

All the new housing has had speed restriction zones and buses etc considered. It seems our village/s have not been given the same consideration and funding despite bearing a huge impact on village life and enjoyment of living here due to hugely increased traffic through the village and the levels of aggressive driving of people travelling through the village also.

- I have anxiety so I will not drive out of Ivybridge and I need the bus to get to Derriford hospital which is an absolute drag when you have to get a bus into town then from town into the hospital. The same as I need to travel to Plympton sometimes to get my child to the special needs School there's not a regular bus to get there and to get back either we've got to get there 40 minutes before the school opens and then I have to wait an extra hour to get home. And if I'm not mistaken, the bus that does go to Plympton I can only catch from the town hall so I still have to travel halfway into Ivybridge to get the bus.
- Getting into Plymouth for 8.30. Bus frequency and timings very poor.
- If I didn't have a car I would struggle to get to all of the above I regularly help out my neighbours as there is no shuttle buses and they can't afford taxis.
- Possibly in the future when I retire.

Is there an organisation/location/town/village you need or want to access but cannot?

Many people responded to say they would like to go to Ivybridge. This is echoed in survey responses from nearby villages. However, even travelling from Ivybridge, there are concerns about access to Derriford Hospital and other locations.

In terms of access to other towns/villages, there was a range of locations given which reflects the different needs of residents in the wider Ugborough parish.

- This question asked respondents to comment on their need.

The lack of buses—only one bus a week for Ugborough village—is regularly noted as a barrier.

There are also concerns about accessibility for people with disabilities in Ugborough.

- Would use bus if one available. Would take more journeys out and about.
- Lived in Ugborough parish for 50 years. Now travel back to Ugborough regularly.
- I would like better cycle facilities on the trains (GWR) particularly for ebikes.
- Community shuttle bus would be great, I would definitely use instead of my car.
- Evening/Sunday travel within Ivybridge.
- Would like to use public transport to access other places but only one bus per week either to Plymouth or Totnes.
- Ugborough, Exeter.
- Plympton - bank branch. Derriford—hospital. Shopping - Marsh Mill, Sainsburys. Other stores do not have the same range of organic products.
- Library. Hospital. Days out.

Buses to Sainsburys at the edge of Plymouth and onwards to Derriford Hospital or the bank in Plympton are now a problem. Hopeless bus changes in Ivybridge now that the bus goes through Sherford.

Ivybridge is where I need to access all medical support for me and three children. Ivybridge is gridlocked sometimes twice a day and so access to it—and beyond Ivybridge—is blocked for residents in outlying villages, such as Ugborough.

- Bus service to Tesco or Ivybridge.
- I go to Ivybridge by car but would prefer to catch a bus.
- The train station/airport. Ugborough village. Ivybridge, Totnes and Newton Abbot.
- Ivybridge.
- A transport link between village and Ivybridge.
- Totnes. Ivybridge.
- If there was a regular bus service to the village, we would use it to go shopping rather than use the car. Also my wife would use it to go to work.
- Currently Ivybridge, Totnes etc.
- Plymouth - Exeter. I'm 91 and don't drive long distances.

I am unable to leave Ugborough without a 30-minute walk to Bittaford.

- Access to local villages, eg Ugborough, Yealmpton and Modbury would be good. Current X38 service to Exeter is too slow.
- Derriford by bus. The coast by bus. Newton Abbot by bus.
- Yealmpton, Modbury, Bigbury.
- Ivybridge on public transport. Totnes home in an evening.
- Derriford hospital direct route.
- Modbury and Ermington to join in community events.
- Bus only once a week to Plymouth or Totnes. Not to anywhere else.
- [I can't go] anywhere.
- Derriford Hospital - near 2 hours one way by bus. Kingsbridge - 1.5 hours one way by bus.
- The bus routes are rubbish for all the rural villages around Ivybridge. There's barely any buses.
- Modbury from Ivybridge Weds evenings.

Derriford hospital is very difficult to get to from Ivybridge on public transport and I can't drive there. Buses are not frequent enough and none in a Sunday. Going to Ashburton or Exeter, or Totnes for shopping or to meet friends, again, buses too infrequent. I can only drive locally.

It is difficult to get a job because I haven't got a car.

- Not always reliable.
- Last bus from Plymouth to Ivybridge weekdays 8.10 pm far too early need at least 2 buses later than this both for work and leisure.
- South Brent for doctors/pharmacy.
- McCoy's gym. Again because of my anxiety. I cannot physically drive through the back lanes to get to that gym and it is a lot cheaper for five of us to go than what it would be to use the Leisure Centre.
- Exeter for socialising and meeting family.
- Ivybridge.
- Derriford Hospital by public transport.
- Ivybridge, South Brent or Modbury for shopping and health appts.
- Plymouth and Ivybridge.

I struggle to access my own village that I've lived in for 20 years.

Absolutely nothing is in place for the disabled. The only disabled parking bay is normally full with non-disabled drivers.

What barriers have you experienced around transport access and provision?

Again, people responding to this question could choose more than one option.

The highest response was bus timings, with 63 people saying this was a barrier. A further 20 said there was a lack of public or community transport. This is probably relating to the lack of buses serving Ugborough village. 16 people said they encountered difficulties with the distance to the bus stop, while 13 said that there was a lack of shelter or seating at the bus stop. This is a similar number to the 12 people who encountered transport barriers due to a disability or health conditions.

20 people quantified issues around lack of taxis or the cost, with some providing more detail about the issue throughout the survey.

There were points made about safety concerns when cycling, with 16 people saying they had concerns about cycling on the local roads.

Family would use public transport more but walk to bus in Bittaford is not always practicable, or safe.

The bus doesn't give me very long in Plymouth or Totnes.

Trying to get to / from Plympton for eye screening takes forever.

Unreliable bus timings means you have to catch an earlier bus if going to appointments.

- **77 of the 95 respondents advised the barriers they have encountered around transport access and provision.**

Have to walk 10 minutes to get to a bus stop, nearest doesn't have a shelter, and the lanes are unlit, so I drive, or walk into Ivybridge. Tried using the bus for work in Plymouth, but timetables didn't fit in well.

Once a week bus service is not enough. I'd like to go from Ugborough to Ivybridge.

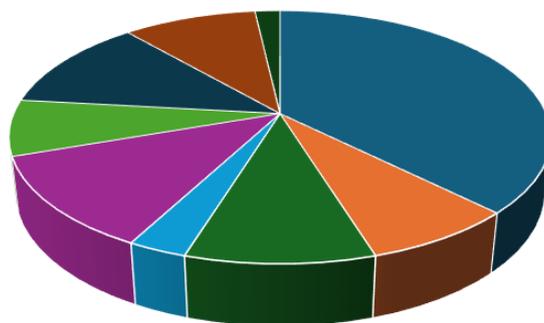
Only one bus a week (one day a week) in Ugborough.

Only once a week to either Totnes or Plymouth. Have to choose.

We get one bus per week for two hour shopping trip. The main bus route is at Bittaford which is a long and hilly walk, which can be dangerous. I have a medical issue with a leg, which prohibits me from doing this.

My daughter is at school in Plymouth, since the Gold bus route changed to go through Sherford the bus is no longer a viable option to get to and from school.

What barriers have you experienced around transport access and provision?



- Bus timings
- No bus shelter or seating
- Distance to bus stop is too far
- Location of bus stops
- Lack of taxis or cost
- Disability or health condition
- No provision of public or community transport

What barriers have you experienced around transport access and provision?	Total
Bus timings	63
No bus shelter or seating	13
Distance to bus stop is too far	16
Location of bus stops	5
Lack of taxis or cost	20
Disability or health condition	12
No provision of public or community transport	20
Safety concerns for using a bicycle	16
No suitable stands for cycle parking	3

WHAT BARRIERS HAVE YOU EXPERIENCED?

- 20/20A not running into evenings or on Sundays/ By the time I've walked to bus stop to get to Ivybridge Town Centre, I may as well keep walking. Hard to cycle the wide of Ivybridge without cycling along Western Road. Not confident doing this due to traffic.
- New timetable - buses go via Sherford, so we need to get a connecting bus. Lack of available timetables.
- Gold bus timings not regular. I walk to Cole Lane where there is a shelter and seating and timetable. Nothing at North Filham.
- Train timings an issue. Trains are often late or cancelled which is an obstacle for me when travelling to work in Exeter.
- Car parking needed at a reasonable price.
- We only have one bus a week.
- Safe parking for ebikes as they are particularly attractive items.
- Bus times don't work for me to have a job.
- Bus only on one day a week and very limited destination. Cycling too dangerous. I would cycle more if safer.
- As there is only one bus a week into Plymouth at 9.22, bus passes are not in use until 9.30am. A few years back it was granted that we could use a bus pass before 9.30am as it was the only bus. Under the new computers on the bus they want to charge.
- Not enough trains stop at Ivybridge to make regular use.
- Train times (stopping in Ivybridge) and cancellation of trains.
- Only one bus per week and that goes to Plymouth and Totnes.
- Now bus times have changed it is hard to find a suitable one to get to health appointments, etc in Plymouth.
- No buses except on Friday.

No service anywhere near me. I can't walk down the main road to Ermington as I'm over 90 and it's too far.

- Buses very poor.
- Only buses from Ugborough are on Fridays and first bus to Plymouth is 9.25am which is five minutes before bus pass is valid.
- Very inadequate bus services to village forcing dependence on cars. Trains no longer supporting cyclists so impossible to take cycles on most trains.
- Taxis are very expensive and often not available when you want one.
- Lack of direct trains to London. The train service has got worse over the last 30 years and the time and cost of travelling to London for work have both increased. Trains to Plymouth and back are also very bad and about get worse. Ivybridge is getting bigger. We need a direct train now to London.
- Cost of bus fares have put me back in my car. It is £6 round trip to/from Plymouth and I can park for less. When the fare was £4 return I always used the bus.
- Not enough buses stop at Ivybridge railway station.
- My son relies on bus services from Wrangaton to Plymouth for work. So many times the bus isn't on time or doesn't run late enough to get him home.
- Morning bus for children commuting into Plymouth to access education has been started now from Ivybridge so Wrangaton/ Bittaford have either one at 6.40am or 8.40am. One is too early so children then hanging around in the city which is unsafe. Or late for school. Poor kids are exhausted. Termly bus pass is almost £300 now from Ivybridge due to zone area designations by Stagecoach. To get bus pass from Bittaford is almost £600... for less service.
- Too many roads blocked by parked cars. Why change a parking app that works?

No early enough bus to get to Devonport for 07:30am.

- Own car use. Living in an isolated farm - no local public transport.
- Lack of bus routes.
- There is only one bus a week. Only on Fridays.
- Gold bus and 38 bus not reliable enough for daily commute.
- Safety is put at risk with most small villages. Lack of drop down kerbs, inconsiderate parking, no pavements and have to mix to much with traffic. Waiting times for buses to long (it's cold sat in a wheelchair). Lack of shelters or not big enough. Impatient bus drivers, not enough space on bus for more than one or two wheelchairs or pram or general rubbish we get dumped with. The list goes on. Get a wheelchair and go out in it. You'll soon understand.
- Bus from Plymouth are often delayed in the morning.
- Volunteering in evenings in Ivybridge in the dark. No bus back Transport to Modbury has to be via Plymouth Bad timings of buses to Plympton for Pilates class on weds mornings.
- Bus coming from Plymouth / Ivybridge back to Wrangaton finish extremely early (last bus back from Plymouth is around 8pm, Ivybridge is 8.38pm (Sun-Fri)..... a later bus (as there used to be), would be very beneficial for many accessing leisure facilities in the evenings, pubs/restaurants etc and especially those who work evenings.
- No bus to location.
- The bus times around getting trains from Ivybridge don't work in the slightest it's easier to just go to Totnes. Buses aren't always on time they often run 3/4 minutes early in the mornings.
- Buses are always late or they don't turn up, I have lost jobs because of the buses not turning up, they are so infrequent in the evenings I found it hard to get home off a afternoon shift that would finish at 7pm.
- Young people cannot get back from Plymouth after 8.10 pm weekdays.
- More trains stopping at Ivybridge— have to occasionally travel to Midlands or Yorkshire so have to go to Totnes to join train that has been through Ivybridge.
- Having to travel halfway down through the village to get to the bus stop The buses to Plympton are not every 20 minutes.
- Last buses and trains could do with being 10pm not 8pm out of Plymouth into Ivybridge and surrounding areas in winter months.
- We have two bus services to Ugborough a week but they both come on the same day!!! Please can they be different days of the week.
- Car parking spaces are going to be to expensive. The buses either never show up or are always late, there's not enough seating or shelters for when it rains.
- A 2 hourly bus service is not adequate.
- To meet with friends family there is a lack of buses after 10pm making it impossible to get home.
- Lack of proper walking and cycling paths.
- Rather than using my own car, I would love to use public transport instead to visit local villages and towns for both leisure and commerce purposes, thereby, helping them to thrive in these difficult times and reducing my carbon footprint in a small way at the same time. Unfortunately, we have one bus a week in the village, and, for context, after travel time, that allows me to spend just a couple of minutes over 2 hours in Totnes before having to get the bus back home.

Being disabled, seating at all stops would be very useful.

One bus a week from Ugborough.

- Too many cyclists (sports) in large “pelotons” on main road not cycling in single file.
- The Gold bus is every 30 minutes, and regularly late or doesn't show up - more regular buses ie every 15 minutes would help allow me to get to work. Also from Ugborough - Bittaford is the closest bus stop - that's a 30 minute walk which I am able to do but many people in my village are unable to thus preventing access to the bus.
- Buses to Plymouth and back are too infrequent. Used to be hourly, now two hourly. Very difficult for shopping, medical appointments etc. Urgently need direct bus from Ivybridge to Derriford Hospital and back.
- The bus used to be hourly which meant I could use it.
- I think that the Gold service is generally very good. However, it stops way too early. Last bus home from town is around 8 which is way too early. They need to reinstate the bus that used to leave Plymouth around 11. My favourite way to travel is by train & this has improved a lot over the years, but I'd still like to see more trains stop at Ivybridge and have more ability to do longer journeys without needing to change trains if you join at Ivybridge.

- A few years ago I used the bus to go to Exeter, but found the choice of return trips made it hard to visit my parents in the time I needed. I haven't used it since, so not sure if the timetable has changed.
- There's only one day a week, Friday, that we can get a bus. You can either go to Totnes or Plymouth, but not both. So every other day we have to use our car.

It's crazy that people feel they need to drive to Plymouth, Totnes or Exeter to catch a train for a long journey rather than here on their own doorstep. My biggest gripe with the train is there is good evening service everyday Other than Saturday!!!! Saturday is the day most working people go out. So if you go to the theatre on a Saturday you can't get home by public transport I work in Plympton & there is a bus. But again it stops way too early and doesn't run all weekend. It means 98% of the time I have to drive, so that I'm not stuck if I get held up at work etc.

- Bus only on Friday.

Husband had epilepsy and banned from driving for one year twice. Lack of bus and times meant he was not independent.

Do you have any other comments on transport that haven't already been addressed?

- First train from Ivybridge on Sundays is too late. Bus connections to Northbound trains at Ivybridge are difficult. Easier to use Gold to Totnes.
- When will the rail park/ride become operational?
- Road infrastructure has not been improved to reflect the increasing population of Ivybridge and surrounding areas.
- Quicker service to Plymouth by bus and regular to Derriford would be nice.
- Rural buses need to be improved.
- Perhaps transport to go to Ivybridge or Tesco Lee Mill weekly or every two weeks.
- There is no independence for young adults/teenagers if there is no public transport.
- More trains stopping at Ivybridge.
- Car sharing would be impractical for us. I would use my bus pass more if I had a more regular bus service than from Ugborough.
- Our once a week bus is on a Friday and just gives us two hours in Plymouth and the same in Totnes.
- We can live in Ugborough because we each have a car.
- One bus a week is not enough. Car share would be great.
- Electric bike service such as Plymouth Beryl Bikes would be very welcome.

I am completing this on behalf of my 19-year-old son who is not able to go to college or employment without walking over 2 and a half miles to the nearest bus stop.

- This question asked respondents to comment on their need. Many comments—not all—were similar to those previously given.

Transport is very awkward for more rural residents.

- A direct bus service to Derriford Hospital would be appreciated by patients and visitors. The fact that Ivybridge station is secluded and unmanned makes me uncomfortable travelling from there—and the facilities are non-existent.
- Transport is very expensive. Bus times are ridiculous, latest bus back from Plymouth to Ivybridge is 10.10 pm, train is not much later but then there is no bus or community shuttle to pick you up from train station!
- Many friends are unable to visit due to a lack of public transport. It's very difficult to go out in the evening when I prefer not to drive. I would like to use more public transport including the train but being so far from a bus stop or train station makes this very difficult. I would like to cycle more but again the busy roads put me off, I wish the new cycle path joined up to Ugborough in some way and I would use this more regularly to get to Ivybridge from Ugborough.
- I would use the bus more if there were buses on additional days and more than once a week. I would cycle more if it were safer.
- Train is irregular, buses miss lots of places.
- A bus to and from Bittaford to Ivybridge station would be very useful.

- I would have a bus pass and use the service if I felt safer and it didn't take all day to get somewhere. You can't even park in disabled bays in Ivybridge due to being full of non-disabled driver but nothing gets done. If I thought the bus service would greet me with a smile I would use it.
- It would be good to have more frequent buses. It would be good to have a stop at Ivybridge train station.
- During the summer buses to Bigbury and other beaches from Ivybridge would be helpful especially as parking is so expensive.
- The bus service needs to be more frequent and more reliable and run later in the evenings.
- Have to have a car to live day to day in this village as there are no options.
- Wouldn't consider car sharing due to the amount of unreliable people nowadays.
- The questions I've answered are on behalf of my self and my teenage daughter who attends Plymouth college and struggles for transport.
- Buses need to run later into the night like the did pre covid . Trains are too expensive for my use limiting where I can travel. I'm a non driver.
- I've said no to car sharing because I already share with my wife and friends where appropriate. As a retiree, I have no other need for a formal car share arrangement. However, they do serve a good purpose though for some people.

We would use buses if they were regular from the village. We travel often into Plymouth as carers for elderly mother.

- There should be a circular bus service that links, say, Ugborough, Ermington, Ivybridge, South Brent. That would enable us to shop locally without using a car. Good for the environment, good for the local economy. A no-brainer!
- Shocking lack of service in this area for rural homes.
- Questions are not designed for those with cars. My youngest daughter learned to drive and purchased a car (due to the poor GWR service) costing £000's. Also, on one occasion a last service Stagecoach Gold bus actually failed to stop leaving my daughter stranded in Plymouth, potentially overnight.
- My Aunt and Uncle live in Ivybridge, the bus stops on Woolcombe Lane near their house to go into Ivybridge but doesn't return nearby, they have to get off at Town Hall and walk, my Uncle is disabled and has a walking frame and this is too far for him. There used to be a stop for return journey on Wollacombe Lane/Road but it was stopped at some point and has caused him much difficulty in getting out. Lack of late evening buses also have stopped me [Ugborough parish] being able to go out to theatre or similar in Plymouth.
- Trains - not enough frequency on trains between Ivybridge and Plymouth.

Speeding through Bittaford means cycling is ruled out as too dangerous!

How much on average do you spend on transport each month?

These total figures were divided by the number of individual respondents, rather than the total as not everyone responded to each item or to this section of the survey.

Anomalies:

- Two of the figures for taxis were £240 and £100, while the five other people providing figures reported much lower costings. The narrative didn't explain these amounts.
- While there are a range of petrol costs from £5 to £400, the average of £105

is a true representation of the figures given.

The wider survey

This specific question about transport costs was asked as part of a wider survey taking place in other parts of the South Hams. This would have enabled us to assess costs for people living in rural parishes or market towns, and other factors such as car ownership or the topography of the area.

How much on average do you spend on transport each month?		
	Number of responses	Average monthly figure
Petrol	71	£105
Taxi	7	£64
Community transport	0	
Bus	24	£48
Train	28	£75
Electricity eg. for car/mobility scooter	2	£12
Other	0	

Age ranges

This was a passive survey in the sense that we didn't go into schools, youth groups or sports clubs to encourage more response from younger age groups.

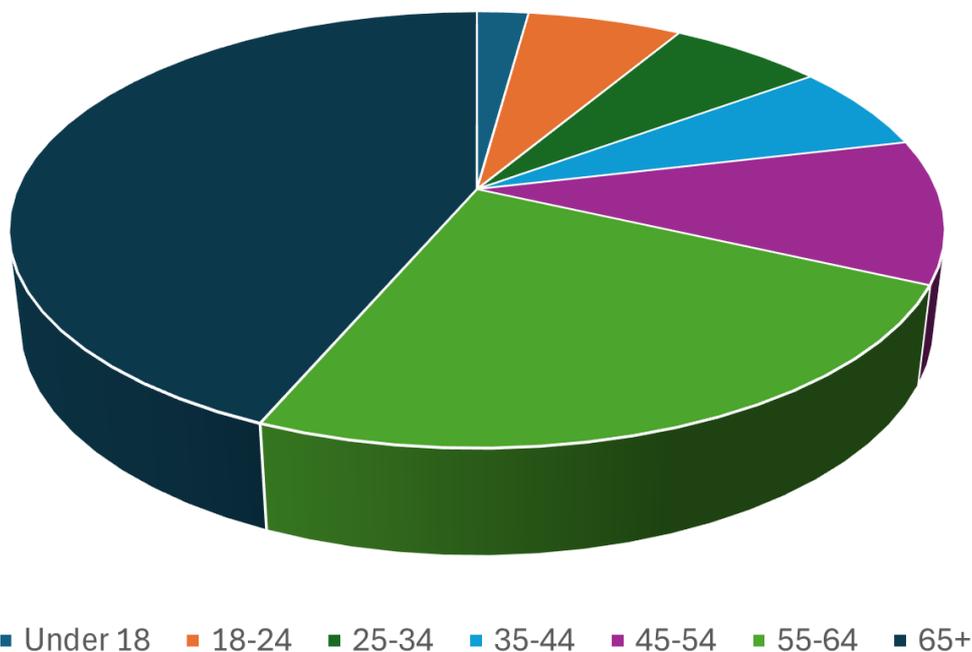
A substantial response came from the over 65 age group, followed by the 55-64 age group.

We received few responses from the younger age groups. However, some resi-

- 94 people responded to this question out of a total 95 survey responses.

dents provided feedback on behalf of their wider families—by reporting transport barriers for their children or other relatives.

Please give your age range



Please can you give your age range?	Total
Under 18	2
18-24	6
25-34	6
35-44	6
45-54	10
55-64	23
65+	41

Bus pass holders

We asked this question to assess the number of bus pass holders.

As expected the majority were in the 65+ age group, although there are four people in this age group who do not have one.

Two of the bus pass holders were in

- 100% of survey respondents replied to this question.

the 55-64 age group, while several others were aged 18—34.

Do you have a bus pass?	Total
Yes	40
No	55

Car sharing

There are formalised community transport and car schemes in other areas for people who need to get to medical, including hospital appointments.

In Ugborough, Ivybridge & District Community Transport offers the Ring & Ride service and also the community car scheme.

However, we were asked by a district councillor to frame this question around **car sharing**, eg. for employment. While informal lifts between friends are likely to be already happening, if this type of car sharing scheme is going to meet any local need, it would need to be formalised or encouraged by a local group. This

- 90 of the 95 survey respondents replied to this question.

brings additional restrictions, eg. it would mean that those signing up to drive would need business insurance cover.

Noting this, we were going to investigate whether an online site offering 'liftbanking' could potentially work in a similar format to timebanking, but with potential other incentives. It would also need to enable additional insurance costs to be covered under the umbrella of the scheme.

Are you interested in car sharing (eg for work)?	Total
Yes	65
No	163

Are you more likely to use the footpath from Filham Park to Ivybridge town centre if this could paved/made more accessible?

This question was requested by the PL21 transport group in Ivybridge.

Residents were given information on what was meant by 'accessible', e.g. push-chairs, cycles, wheelchairs, people with disabilities/health conditions.

There was almost a 50/50 split in response numbers:

- **50.89% would be more likely to use the path if paved/made more accessible.**
- **49.11% would not.**

Interestingly, many residents responded who didn't live close to Filham Park, so it would be expected that there would be less relevance for these residents. So, of

- **169 people responded to this question—for Ivybridge and Ugborough.**

the 49.11% who would not use the footpath, for some of these it is because they wouldn't need to as it is not in their locality. However, there was a difference of opinion with those who do, as some wanted to see improvements, while others stated that they didn't find the path difficult to traverse or they had other suggestions.

We have provided both the Ivybridge and Ugborough questions below, as this question is relevant to residents in both parishes.

UGBOROUGH RESPONSES:

- Which part of the footpath? The one that runs along beside the road, would benefit from paving and lighting.
- First have to get from Ugborough safely.
- I'm not sure it's priority for funding right now...
- Not applicable.
- The footpath from Bittaford to Ivybridge is a disgrace and there is as many potholes on the pavement as on the road. The speed of the traffic and amount of traffic is horrendous. It used to be a lovely walk. With new houses etc. what was a lovely countryside is now concrete.
- It's not a personal issue for me, but I would support any footpath of this type being made accessible to all.
- Any cycle routes need to be integrated, lit

and serviced i.e. unlike most roads and lanes in South Hams.

IVYBRIDGE RESPONSES:

- It's already paved and accessible! I walk this route most days.
- I don't live in that area.
- I use it anyway but it needs improving.
- I use it now and at present don't need any changes.
- I don't have a problem with this path.
- Dangerous to cross road to Filham due to the corner - if could join footpath further up would be safer.
- Cycling is okay I think but not good for pushchairs or mobility scooters. And not easy for cyclists and pedestrians on the path by the fields.

- Can walk it ok, takes half hour or get 20 bus.
- Cycle path is not good. Too broken up. Needs a cyclist to design it.
- It's very isolated. I'd rather walk on the road.
- I use the path from Filham Park to Godwell Lane but, during a very wet spell, that path can become very muddy and flooded. I am lucky, I have good footwear but individuals who are disabled or parents with pushchairs, tend to use the roadway, as it becomes almost impassable.
- The entrance to Filham park is dangerous and needs a pedestrian crossing and a proper footpath from the barrier towards the park so you don't have to walk in the road with traffic.
- I use Filham to Ivybridge with pushchair and dogs do not have any issues.
- Too far to walk.
- We need more safe cycle paths.
- With the increase in housing in East Ivybridge. Older pedestrians fear walking down Exeter Road and crossing the road. We really need road calming measures urgently. Cars are regularly doing 40-50 mph down Exeter Road. I have twice saved disabled pensioners from being hit by cars as they have tried to cross at the island next to the road about at Morrisons.
- Safer provision for crossing.
- More lighting on footpath.
- I don't live/work along this route.
- Could there be a footpath opened up behind the houses from the River Erme fire station end to Godwell Lane? The route to Filham from here is all housing estates or busy road. It would be better for dog walking without scorching summer pavement walking too.
- I wouldn't like to see this path lit.
- Which footpath?
- I use existing footpath.

South Hams Community Action would like to extend our thanks to the following for their support:

The Horse and Groom Pub, Bittaford

The Ship Inn, Ugborough

St Peter's Church, Ugborough

The Village Hall, Ugborough

Ugborough Coffee Morning

