

Riders, Walkers, Wheelers Strategic Road Network Research South West Region: A38 Liskeard

March 2024



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Plymouth
Liskeard →
A38



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Background & Objectives



Background & Objectives

Introduction

National Highways manage England's motorways and major 'A' roads, known as the Strategic Road Network (SRN). The SRN is a vital part of England's transport system, carrying a third of all passenger miles, despite only making up 2% of the road network.

Those who ride, walk or wheel play a vital role in the Department for Transport's Transport Decarbonisation Plan. Transport Focus, the transport user watchdog, therefore commissioned SYSTRA to undertake research into the experiences of riders, walkers and wheelers when travelling on, adjacent to or across the SRN. Research was undertaken at the following locations in South West England:

- A38 Liskeard: Old Road Junction – Lantoom Quarry;
- A38 Devon Expressway: Lee Mill Industrial Estate – Ivybridge;
- A30 Penzance: Chy-An-Mor roundabout; and
- A30: Bodmin – Trewint.

This work builds on riders, walkers and wheelers research undertaken in other SRN regions. The South West provides an interesting context for this study, with 620 miles of motorway and strategic A-roads providing vital links for residents and businesses, including two crossing points into Wales, one of which is open to pedestrians and cyclists. The SRN is also an important element of the transport system for local tourism in the region, with 21.4 million visitors flocking to the South West annually.



Background & Objectives

Objectives

This research aims to increase understanding of what it is like to use the SRN in South West England as a rider, walker or wheeler, and aims to provide practical, realistic recommendations to National Highways about improving the user experience.

This report

This report provides findings for the following location: **A38 Liskeard (Old Road Junction – Lantoom Quarry)**. The report is structured as follows:

- Section 2 summarises our approach;
- Section 3 provides site audit and stakeholder engagement findings;
- Section 4 provides user research findings;
- Section 5 provides a findings summary; and
- Section 6 provides recommendations based on the findings.

Throughout the report, riders, walkers and wheelers are defined as follows:

- Riders – equestrians;
- Walkers – pedestrians, with or without a pram, buggy, wheeled frame or walking stick or any other mobility aid; and
- Wheelers – those using a bicycle, tricycle, tandem, scooter, mobility scooter/buggy or wheelchair.

Copyright notice: This report contains site images and videos taken by SYSTRA or provided by research participants. All imagery has been captured with participant consent. The maps provided throughout this report have been used in accordance with Open Street Maps terms of service.

A38 Liskeard (Old Road Junction – Lantoom Quarry)

This site has a mix of residential and commercial properties with a well-used footpath going alongside the A38. There are known disability issues in the area regarding accessing the path.

For the purposes of this research, the site was divided into **four** links:



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Methodology



Methodology

Approach overview

Stage 1: Site familiarisation



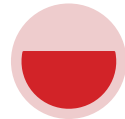
Stakeholder engagement

Online interviews and focus groups were undertaken with a range of stakeholders, to understand the sites in depth, including any key issues



Systematic site audits

Using industry standard assessment criteria, on-site audits objectively evaluated the infrastructure available at sites for each of riders, walkers and wheelers



Accompanied journeys and interviews

Researchers completed accompanied journeys and interviews with site users, to understand user experiences when interacting with the sites



Business interviews

Business representatives in the vicinity of sites were interviewed face-to-face, to understand how businesses, their employees and their customers interact with the sites



Digital ethnography task

Site users were invited to provide feedback on the site, in their own time, using an online interactive map

Stage 2: User Research

Methodology

Site familiarisation

Stakeholder engagement: The following stakeholder organisations provided feedback on the A38 Liskeard, Old Road Junction – Lantoom Quarry site:

- National Highways' local area teams;
- Cornwall Council; and
- The British Horse Society.

This range of stakeholders ensured understanding of the issues from both the perspectives of user groups and of those responsible for maintaining the sites and making decisions about improvements.

Systematic site audits: The A38 Liskeard (Old Road Junction – Lantoom Quarry) was split into **four** separate sections ('links'), which were evaluated and scored during an on-site audit, using industry standard assessment criteria, specifically PERS (Pedestrian Environment Review System) and CLOS (Cycling Level of Service) assessments, and an adaptation of these for riders.

Each link received a score between +2 ('Very Good') and -2 ('Very Bad'), with a score of 0 being neutral. This approach ensured a standardised assessment across all sites.

Whilst a standardised assessment was undertaken across all sites, this report highlights just the *key* outcomes from the A38 Liskeard (Old Road Junction – Lantoom Quarry) site audit. As a result, the outcomes reported differ across user groups and also differ in relation to other reports prepared for this South West England riders, walkers, wheelers research programme.

Methodology

User research

A wide range of users took part in user research on the A38 Liskeard, Old Road Junction – Lantoom Quarry site:

Accompanied journeys and interviews	Business interviews	Online interactive map responses
<ul style="list-style-type: none">• 1 Walkers & Wheeler• 2 Walkers	<ul style="list-style-type: none">• 3 interviews	<ul style="list-style-type: none">• 9 Walkers• 7 Wheelers• 2 Unspecified

No riders were recruited, as there were no equestrians using the site for horse riding during the fieldwork period.

Further details of those who took part in the accompanied journeys are provided below.

Participant	User type	Age group	Frequency of site use	Gender	Disability status
1	Walker	65+	Frequent*	Male	Disability – preferred not to disclose
2	Walker & Wheeler	31-64	Frequent	Male	No disability
3	Walker	31-64	Infrequent	Male	No disability

*Frequent site users were defined as those who use the site at least once a week, and infrequent as those using the site less than once a week.

Methodology

User research

The following accompanied journeys were undertaken at the site:

- The first accompanied journey covered Links 3 and 2, beginning at the Old Road entrance to the shared use path, walking up along the A38 towards the Dobwalls Bypass, and finishing along the path opposite Looe Mills Cottage;
- The second accompanied journey was undertaken along Link 2, beginning along the path opposite Looe Mills Cottage and finishing at the top of the Dobwalls Bypass; and
- The final accompanied journey covered Links 2, 3, and 4, beginning along the path opposite Looe Mills Cottage, walking down towards Old Road via Link 3, passing through the underpass and up along Moorswater Industrial Estate via Link 4, and then turning back around and finishing at the underpass.

Sample limitations should be noted, particularly the small sample size of user groups recruited. As with all qualitative data, it should also be noted that:

- The sample of participants is self-selecting and therefore the findings do not aim to be representative of the site user population or road user groups; and
- The views and opinions reported are the views and perceptions of participants and are not necessarily factually correct.

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Site audits and
stakeholder
engagement



Summary

For each of the three user types in turn, this section of the report provides findings from the site audits, followed by stakeholders' views regarding the challenges, successes and suggestions for improvements.

The **challenges** and **successes** of each user group, as identified by stakeholders, are summarised below.



There is no provision of horse riding paths on, adjacent to, along or across the A38. Additionally, existing bridleways around the site are not well connected. The steep gradient and narrowness of minor roads adjacent to the A38 means there are limited alternative routes.

Bridleways exist around the site, although these are not directly on or adjacent to the A38.



Poor lighting, steep gradients, overgrown greenery, noise and air pollution were all raised as concerns for walking adjacent to the A38. Crossing points are also limited and where they do exist, they do not meet national standards due to low parapets on bridges, and narrow widths.

Despite steep gradients, the surface of all paths is appropriate for all types of weather, and paths are segregated from motorised traffic.



Limited cycling infrastructure in places, in addition to poor lighting, steep gradients, overgrown greenery and noise and air pollution, were all raised as concerns. In addition, wheelers must dismount their bikes to use unsignalised crossings in Link 4.

Despite steep gradients, the surface of all paths is appropriate for all types of weather, and paths are segregated from motorised traffic.

Provisions for riders

Site Audit Outcomes



Baseline research and stakeholder engagement observed no known horse riding paths on, adjacent to or across the A38 Liskeard. For this reason, a systematic site audit was not completed to assess provisions for riders.

Provisions for riders

Stakeholder feedback

“The concerns you have with gradient, you have speed and stopping distance going downhill, particularly in the wet [...] and invariably with minor roads like that, you have very few safe passing places and places to get out of the way.” (Stakeholder)



Rider **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:

Challenges

- Current provisions do not meet the highway code, which states riders require vehicles to go past at a maximum of 10mph and at a two metres clearance.
- Limited access for riders to the byway near East Looe River, due to lack of connectivity of the site between Looe Mills and the minor road.
- Lack of safe crossing points across the A38 towards the west of the site around Dobwalls Bypass, causing safety concerns for riders, as this is a very built-up area that is difficult to cross, despite the 30mph vehicle speed limit.
- Gradient and narrowness of minor roads adjacent to the A38 mean there are limited alternative routes. Of particular concern is the lack of segregation from vehicle traffic and the lack of safe passing places for riders.

Successes

- Bridleways do exist around the site but are not often used by riders. These bridleways are not directly on or adjacent to the A38, as identified in the site audit outcomes.

Suggested improvements

- Include a bridleway within the underpass to improve connectivity of the site between Looe Mills and minor roads.
- Provide access to the byway near East Looe River which currently cannot be accessed from the south by riders¹.

¹ The byway near East Looe River is intended to be part of the extensive Looe Valley Trail scheme which seeks to connect existing multi-use trails between Looe, Liskeard, Bodmin and Cremyll. See: <https://letstalk.cornwall.gov.uk/looe-valley-trails>

Provisions for walkers

Site Audit Outcomes



Link	Parameter	Provisions for walkers
1	Footway Location	Shared footway and cycleway adjacent to A38 on one side of the road (segregated)
	Footway Width	Bridge footway is 3m wide, however other areas have a minimum 1.5m width
	Segregation	Grass verge present
	Surface	Generally smooth/flat surface
	Bridges	Bridge parapets only 1m – needs to be 1.5m
	Lighting	Lack of lighting
	Wayfinding	Clear signage present
2	Footway Location	Half of link has shared path/ other half has no infrastructure for walkers
	Footway Width	Less than 3m wide path
	Surface	Uneven surface
	Lighting	Lack of lighting
3	Maintenance	Overgrown greenery
	Wayfinding	Signage at start and end of link showing link is shared
	Footway Location	Segregated shared path adjacent to A38
4	Footway Width	Lack of consistency in width
	Lighting	Lack of lighting
	Maintenance	Overgrown greenery, muddy, some littering
	Gradient	Steep sections
5	Footway Location	Segregated shared path adjacent to A38
	Footway Width	Lack of consistency in width
	Lighting	Lack of lighting
	Maintenance	Overgrown greenery, muddy, some littering
	Gradient	Steep sections
6	Crossings	Majority of crossings have tactile paving and dropped kerbs, however one does not
	Footway Location	Shared footway and cycleway adjacent to A38 on one side of the road (segregated)
	Footway Width	Less than 3m wide path.
	Segregation	Grass verge present.
7	Lighting	Lack of lighting
	Maintenance	Overgrown greenery
8	Gradient	Steep sections
	Crossings	Majority of crossings have tactile paving and dropped kerbs, however one does not

Key outcomes can be found in the table shown here. In summary, segregated shared foot and cycleways are available at different sections across the site, however there is a lack of consistency in width, surface, gradient and maintenance of these. Lighting is also lacking across the site.

Provisions for walkers

Stakeholder feedback

“The strategic road network and places like this can act as a real sort of severance to sort of communities.” (Stakeholder)



Walker **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:

Challenges

- Some sections of the paths towards Old Road Junction have a steep gradient and may be challenging for walkers with mobility impairments and walkers with prams or buggies.
- Overgrown greenery and narrow lanes may deter walkers from using the route, with both of these challenges observed along links 2, 3, and 4 during the site audits.
- Noise and air pollution due to proximity with traffic on the A38.
- Walkers tend to not use the sites at night due to lack of lighting, which causes visibility issues and is a safety concern. Lack of lighting was also identified across all four links in the site audit outcomes.
- Some pedestrian crossings do not meet current national standards.
- Limited access to the Moorswater Industrial Estate for walkers, as current route involves walking alongside high speed traffic and does not have a sufficient number of crossings, which is a safety concern.
- Lack of segregated shared use paths may cause conflict between walkers and wheelers.

Successes

- Existing facilities for walkers are in a relatively good condition, despite steep gradients, as identified along Links 3 and 4 in the site audit outcomes.
- Surface of the routes are appropriate for all types of weather.

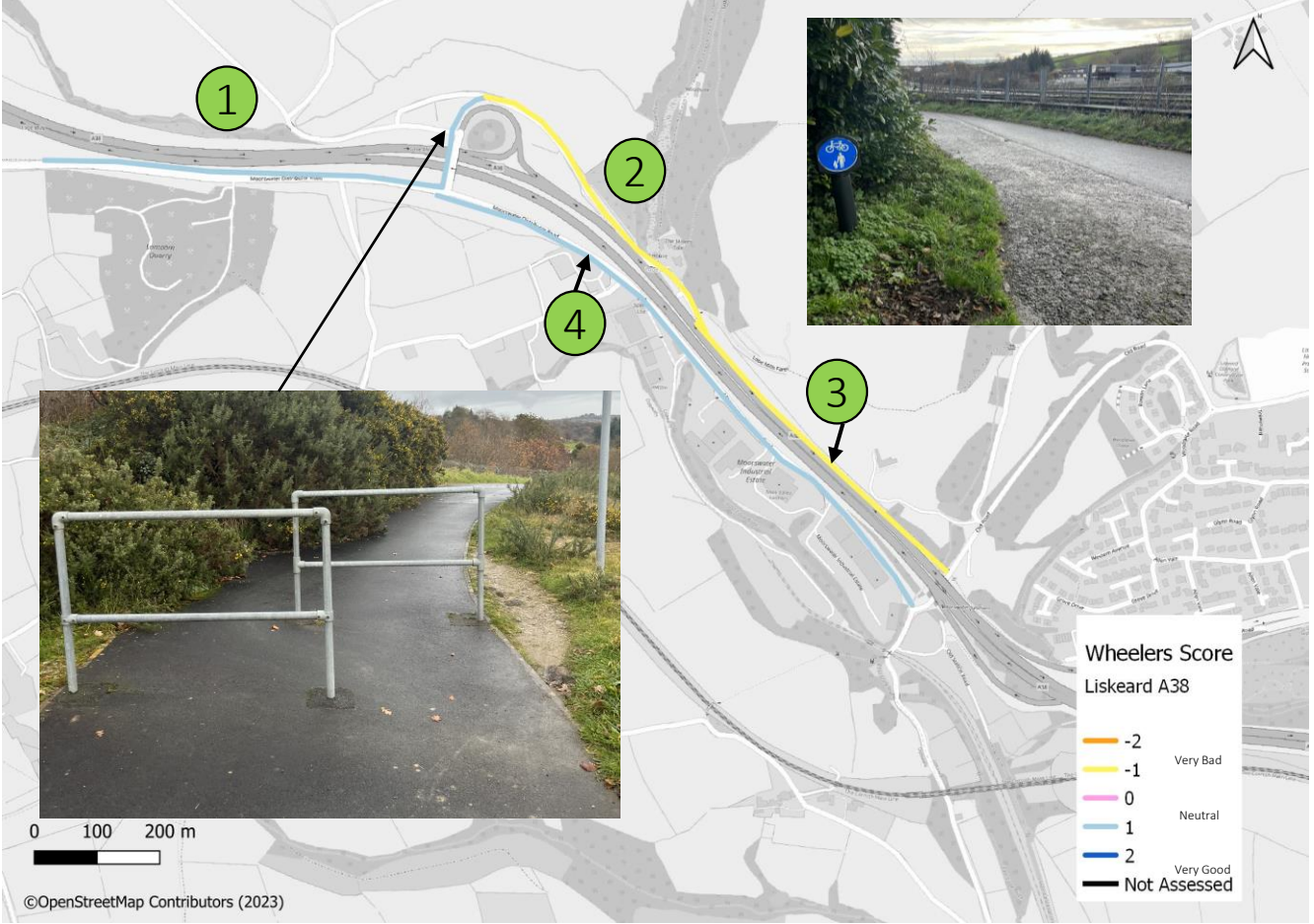
Suggested improvements

- Improve experience for vulnerable user groups, particularly providing alternative routes for school children and improving gradients for mobility impaired walkers or walkers with prams or buggies.
- Provide low level guidance lighting (i.e. solar studs).



Provisions for wheelers

Site Audit Outcomes



Link	Parameter	Provisions for wheelers
1	Cycleway Location	Shared footway and cycleway adjacent to A38 on one side of the road (segregated), gate near bridge which may not be wide enough for adapted cycles
	Cycleway Width	Bridge footway is 3m wide, however other areas have a minimum 1.5m width
	Segregation	Grass verge /kerbs present
	Surface	Generally smooth/flat surface
	Bridges	Bridge parapets only 1m – needs to be 1.5m
	Lighting	Lack of lighting
	Wayfinding	Clear signage present
2	Cycleway Location	Half of link has shared path/ other half wheelers share road with vehicles
	Cycleway Width	Less than 3m wide path – conflict with walkers and traffic
	Surface	Uneven surface- could resurface path
	Lighting	Lack of lighting
	Maintenance	Overgrown greenery
3	Cycleway Location	Segregated shared path adjacent to A38
	Cycleway Width	Lack of consistency in width with narrow areas- conflict with walkers.
	Lighting	Lack of lighting
4	Cycleway Location	Shared footway and cycleway adjacent to A38 on one side of the road (segregated)
	Cycleway Width	Less than 3m wide path.
4	Segregation	Grass verge present.
	Lighting	Lack of lighting
	Junctions	Wheeler's have to mount off bike to use unsignalised crossings. - traffic shares space with wheelers at priority junctions.

Key outcomes can be found in the table shown here. In summary, segregated shared foot and cycleways are available at different sections across the site, however there is a lack of consistency in width and maintenance. Lighting is also lacking across the site. Wheelers have to mount off bikes to use unsignalised crossings in Link 4.

Provisions for wheelers

Stakeholder feedback

“There is a section which is quite difficult for Wheelers to get through and especially those who are lesser able to manage with slopes and so on.” (Stakeholder)



Wheeler **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:

Challenges

- No specific infrastructure for wheelers currently in place, as highlighted by the site audit outcomes for Link 4 which identified that wheelers have to share space with traffic at priority junctions, due to the lack of signalised crossings.
- Some sections of the paths towards Old Road Junction have a steep gradient and may be challenging for wheelers. Additionally, existing traffic barriers, steps and crossings limit route access for wheelers.
- Overgrown greenery and narrow lanes may deter wheelers from using the route, with these challenges observed along links 2 and 3 during the site audits.
- Noise and air pollution due to proximity with traffic on the A38.
- Wheelers tend to not use the site at night due to lack of lighting, which causes visibility and safety issues. Lack of lighting was also identified during site audits.
- Limited access to the Moorswater Industrial Estate for wheelers, as current route involves wheeling alongside high speed traffic and does not have a sufficient number of crossings, which is a safety concern.
- Lack of segregated shared use paths may cause conflict between walkers and wheelers.

Successes

- Existing facilities for wheelers are in a relatively good condition, despite steep gradients on the paths towards Old Road Junction.
- Surface of the routes are appropriate for all types of weather.

Suggested improvements

- Improve gradients to improve access for mobility impaired wheelers.
- Provide low level guidance lighting (i.e. solar studs).
- Provide segregated routes for wheelers to minimise risks of conflict with walkers and other users, including quiet cycle lanes.

“The path itself is actually in very good condition once you get away from the level changes.” (Stakeholder)

4

User
experiences



Summary

This section of the report provides detailed feedback on each of the four links of the site in turn, based on the experiences of walkers, wheelers and local businesses. For each link we provide feedback on challenges, successes and suggestions for improvements. At the end of the chapter we provide feedback which was given for the site as a whole.

The key **challenges** and **successes** of each user group, identified by users, are summarised below.



Poor lighting, steep gradients and narrow paths in parts. Lack of ramps and dropped kerbs throughout.
Underpass is useful to cross A38, some sections of the route are pleasant to travel on and are wide enough to work well as shared use paths.

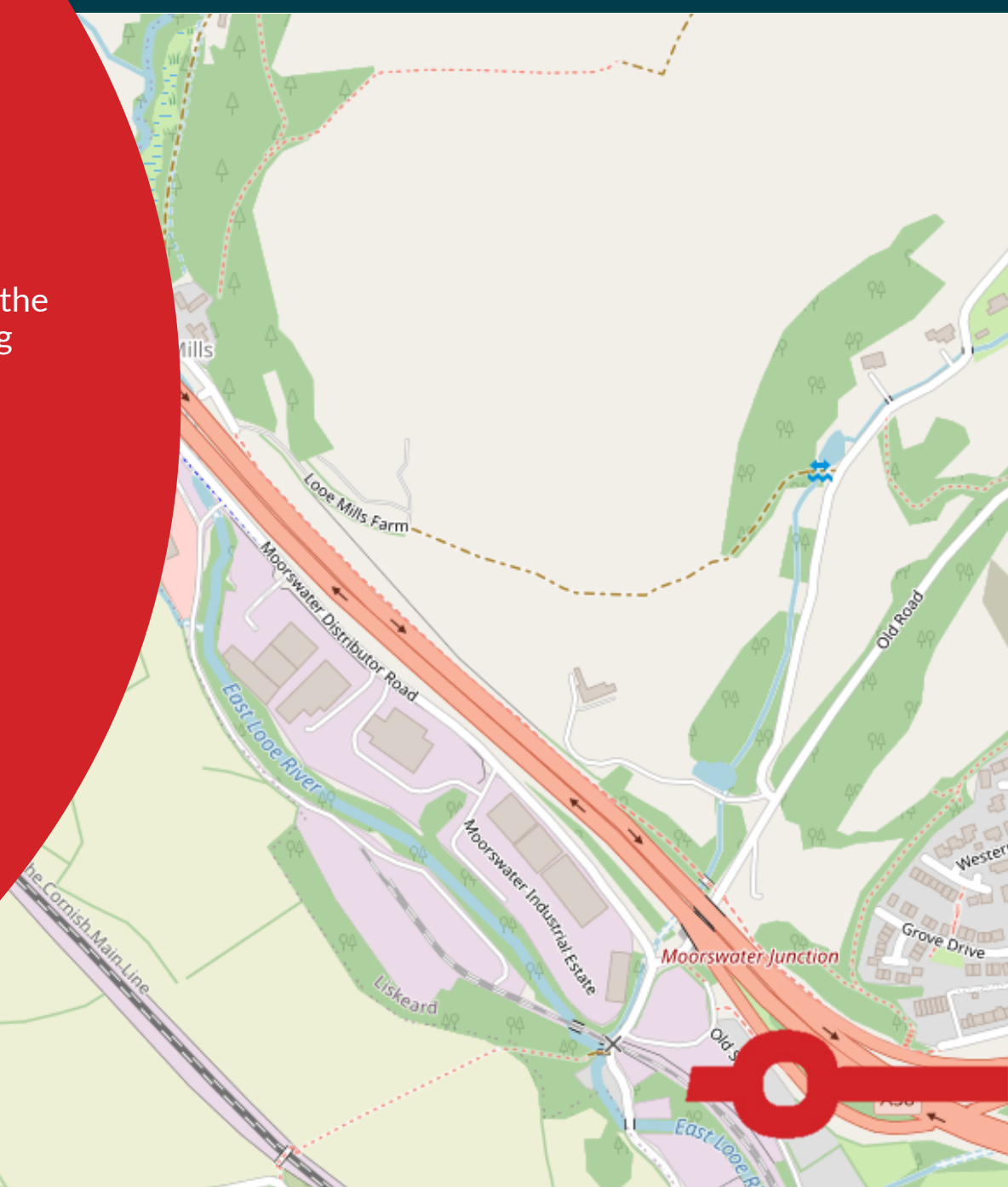
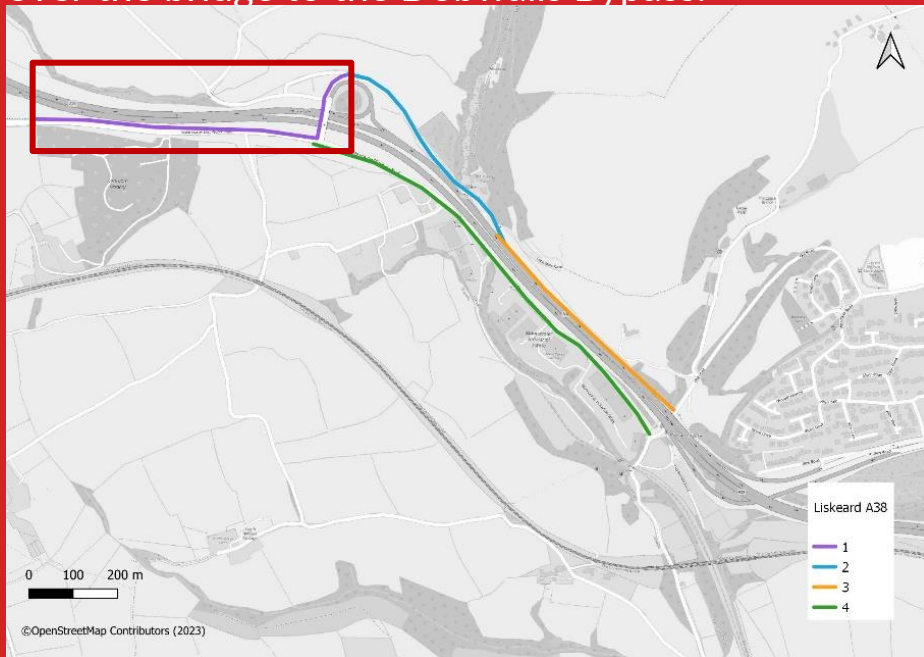


Poor lighting, steep gradients and narrow paths in parts. Lack of ramps and dropped kerbs throughout, and limited wheeled access to links 3 and 4.
Underpass is useful to cross A38, some sections of the route have a good gradient and surface for wheelers, and are wide enough to work well as shared use paths.



Link 1

This section of the report provides user feedback on Link 1 which covers the shared use path adjacent to A38, passing by Lantoom Quarry and crossing over the bridge to the Dobwalls Bypass.





“Remove barriers and instead provide safe priority for cycles emerging from path onto the Moorswater Lane. Barriers superfluous anyway as can bypass them.” (Interactive Map)



“Highlighting the safer cycling routes off the A38 from Dobwalls through to Trerulefoot would be of benefit.” (Walker, Interactive Map)



Challenges – user experiences

Challenges, identified by users who took part in this research, included:



Walkers

- Lack of lighting along the path is a safety concern when undertaking journeys in the dark.
- Overgrown greenery along the path create challenges for walkers (see picture).



Wheelers

- Overgrown greenery along the path cause punctures (see picture).

*“It’s pitch black there, all the way, there’s no lights at all.”
(Walker and Wheeler, Accompanied Journey)*



“This part has a lot of gorse and brambles which protrude and cause punctures.” (Walker and Wheeler, Interactive Map)

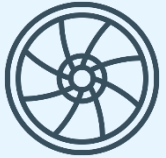
Successes – user experiences

Successes, identified by users who took part in this research, included:



Walkers

- The path at the top of the Dobwalls Bypass is wide enough for walkers to pass other users, without needing to step to the side to let wheelers through (see picture).



Wheelers

- The path at the top of the Dobwalls Bypass is wide enough for wheelers to pass other users, without needing to slow down or dismount (see picture).

*“Up the top half, they cleared the pavement and there’s enough room now to get three abreast people. A couple can now walk together and you can cycle or walk past them.”
(Walker and Wheeler, Accompanied Journey)*



Suggested improvements from user experiences

Suggestions for improvement, identified by users who took part in this research, included:



Walkers

- Provide lighting along the link, though there was acknowledgement that this may not be a priority due to the low activity along the link.



Wheelers

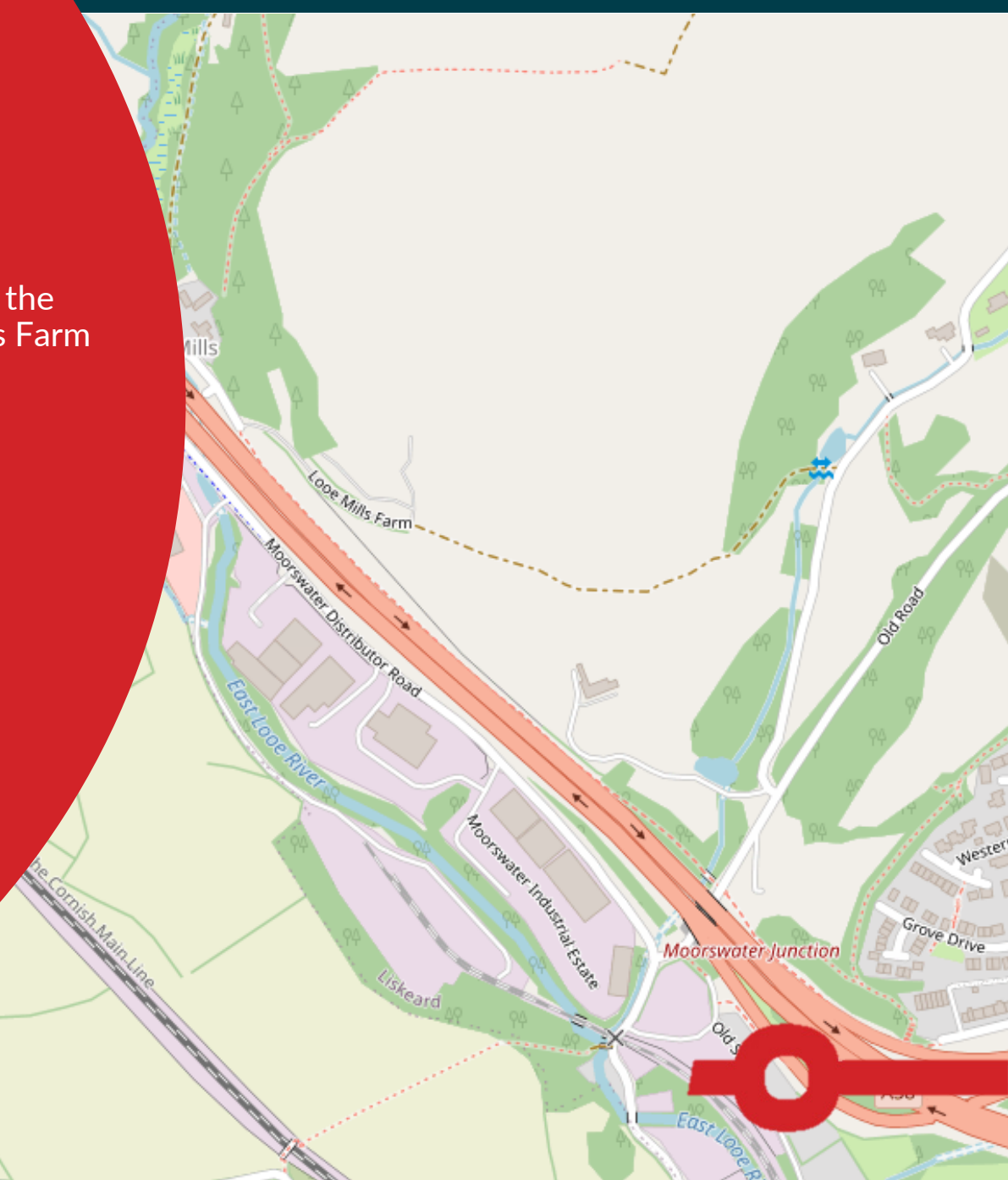
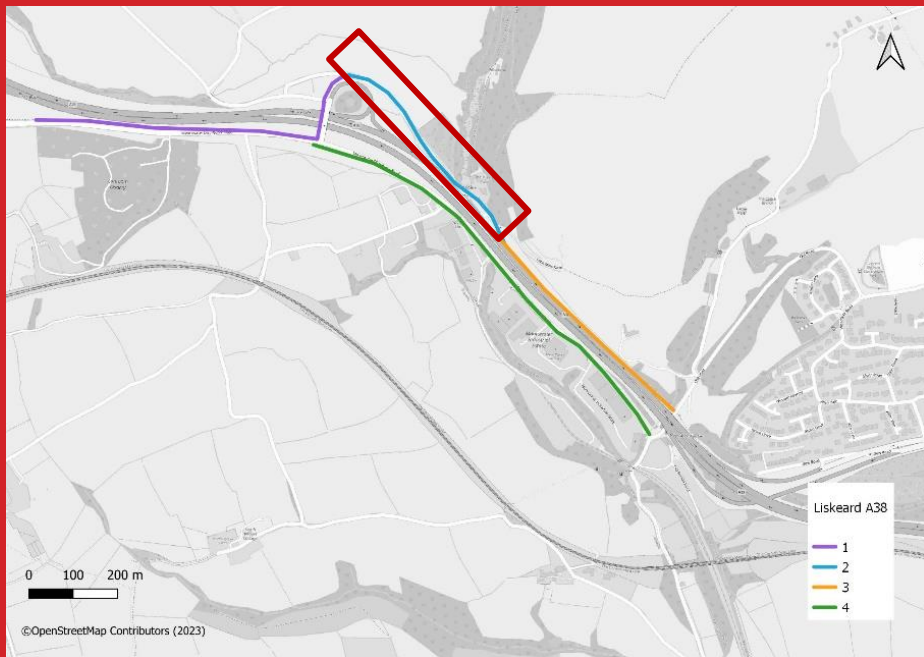
- Promote safer routes and paths for wheelers from the Dobwalls Bypass through to Trerulefoot.
- Remove the cycle gate at the Dobwalls Bypass, as any user can pass through this gate, and provide safe priority for wheelers emerging from the path onto Moorswater Lane instead.

“For the amount of people that use that, I don’t think it would be feasible really, it’s just an expense that we don’t really need [referring to adding lights along the link].” (Walker and Wheeler, Accompanied Journey)



Link 2

This section of the report provides user feedback on Link 2 which covers the continuation of the path down from Dobwalls Bypass, through Looe Mills Farm and onto the Caradon Trail.



“One thing for dog walkers, you got a bin this end [Old Road end of the path], but no bin the other end [Dobwalls Bypass end of the path].” (Walker and Wheeler, Accompanied Journey)



“It’s a lovely pleasant walk all the way down through here [referring to walking down from the Dobwalls Bypass].” (Walker and Wheeler, Accompanied Journey)



“It’s alright for myself [referring to the road surface along the link], but if you’re pushing a pram or something, it’s not any good [...] we often get people pushing their pushchairs down here.” (Walker and Wheeler, Accompanied Journey)



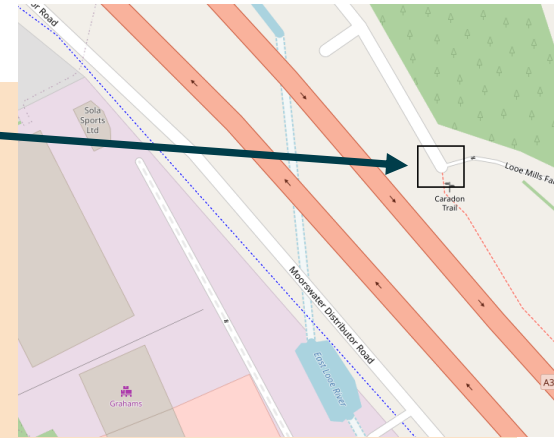
Challenges – user experiences

Challenges, identified by users who took part in this research, included:



Walkers

- Poor wheelchair access at the Dobwalls Bypass where Link 2 meets Link 3, due to the lack of dropped kerbs.
- Narrow paths to access the woodlands create conflict between walker and wheelers.
- Lack of lighting, though there was acknowledgement of the proximity to the traffic on the A38 and the danger that adding lights may pose to motorists.
- Lack of waste bins may be challenging for dog walkers.
- Surface quality may be fine for walkers, but challenging for walkers with prams.
- Lack of a shorter, more direct alternative route to reach the woodlands north of the Dobwalls Bypass from Liskeard town, due to landowners blocking access to bridleways and footpaths.



Wheelers

- Cycling up the link towards the Dobwalls Bypass is challenging due to the steep gradient.
- Poor access for wheelers at the Dobwalls Bypass where Link 2 meets Link 3, due to the lack of dropped kerbs, which requires wheelers to dismount in order to get back on the path.
- Narrow paths to access the woodlands create conflict between wheelers and walkers.
- Lack of lighting, though there was acknowledgement of the proximity to the traffic on the A38 and the danger that adding lights may pose to motorists.

“When you get to the top, at the other end [referring to where Link 3 joins Link 2], the kerb isn’t down anywhere, so you have to jump your bike off the kerb.” (Walker and Wheeler, Accompanied Journey)



“Well, there’s no lights at all cause of the motorists, there can’t be any because it would be too dangerous.” (Walker and Wheeler, Accompanied Journey)

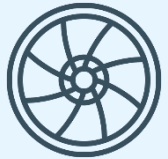
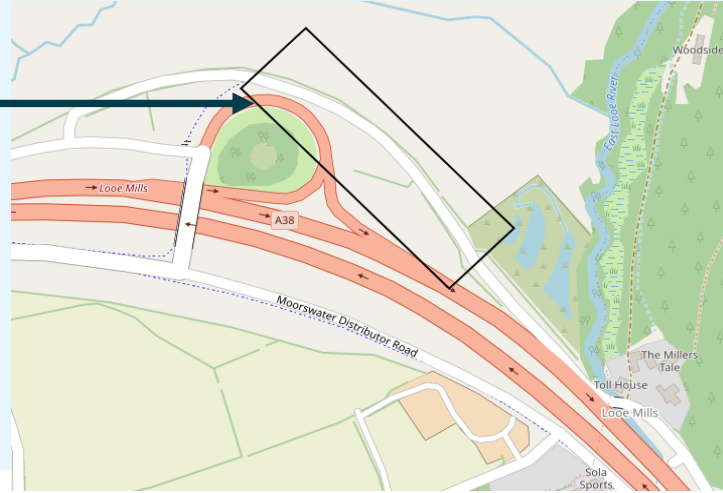
Successes – user experiences

Successes, identified by users who took part in this research, included:



Walkers

- The existing infrastructure for walkers along the link works well as it is.
- Lower noise and pollution levels on Link 2, compared to Link 3, moving up towards the Dobwalls Bypass, where the path is separated from the traffic on the A38 (see picture).
- No issues with vehicles passing by on the parts of the route where there is no pavement for walkers.



Wheelers

- The existing infrastructure for wheelers along the link works well as it is.
- Lower noise levels on Link 2, compared to Link 3, moving up towards the Dobwalls Bypass (see picture).

“Along this way, it’s perfectly alright, I find it alright [referring to Link 2 up to Dobwalls Bypass].” (Walker and Wheeler, Accompanied Journey)



“It gets quieter the further you go in [referring to walking towards the Dobwalls Bypass].” (Walker and Wheeler, Accompanied Journey)

Suggested improvements from user experiences

Suggestions for improvement, identified by users who took part in this research, included:



Walkers

- Extend the current path past the Dobwalls Bypass to provide a direct route to Trago Mills, as many walkers already travel in that direction, indicating that there is demand for this.
- Provide dropped kerbs on the paths towards Dobwalls Bypass to improve access for wheelchair users.
- Provide higher fencing along the path accessing Highwoods to improve the experience of walkers and reduce noise pollution.



Wheelers

- Provide dropped kerbs on the paths towards Dobwalls Bypass to improve access for wheelers.

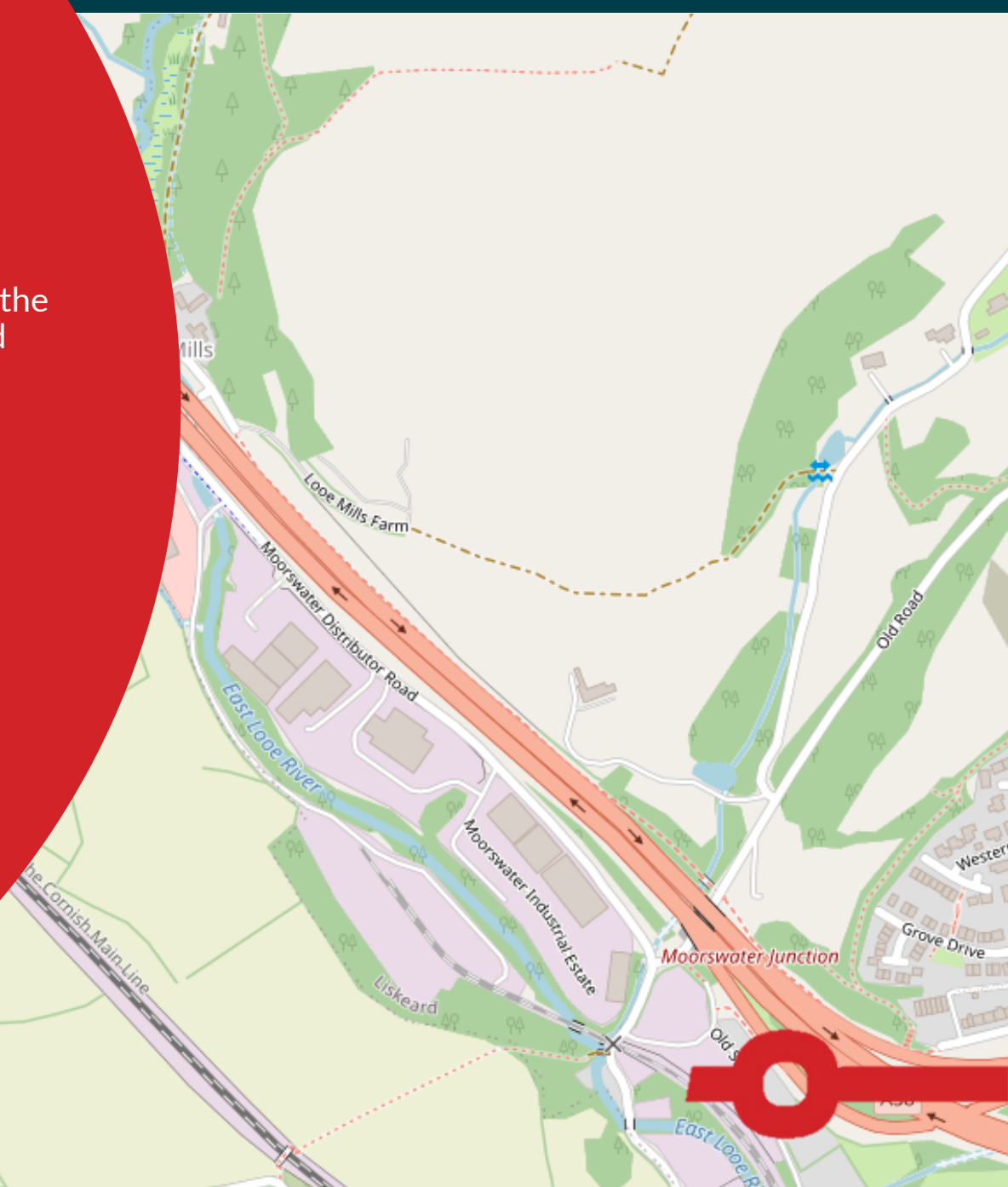
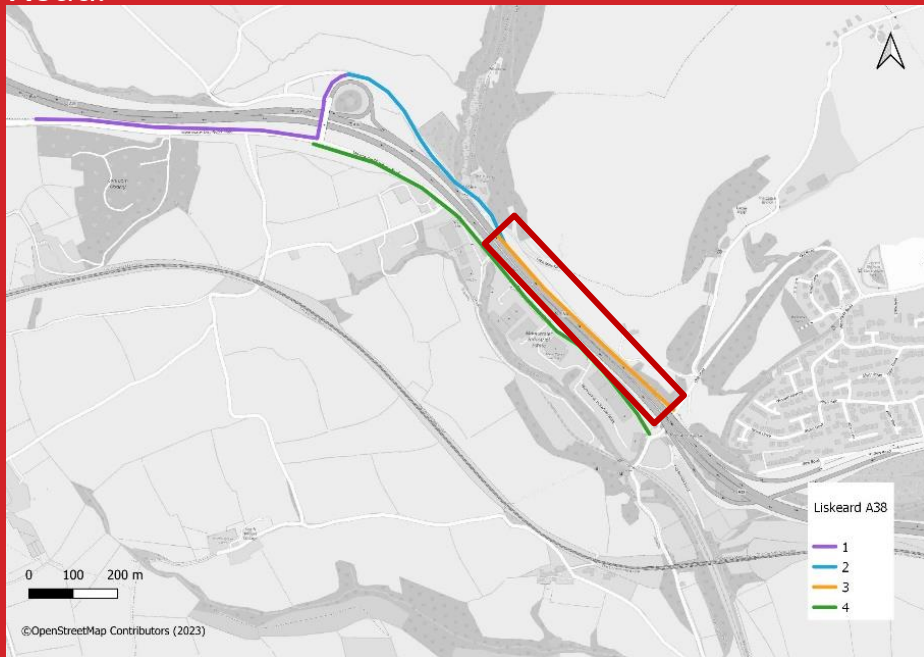
“The walkers would benefit from a better experience if there was a taller fence [...] providing more security for dogs and children, as well as, reduce noise.” (Walker, Interactive Map)



“It would be nice if you could get at least to Trago Mills, because after the roundabout, there is no footpath at all to Trago Mills, and you have to walk on the road, the main road.” (Walker, Accompanied Journey)

Link 3

This section of the report provides user feedback on Link 3 which covers the rest of the shared use path, running alongside the A38, and then onto Old Road.



“It’s very good, cause the pavement coming down from the woods is quite wide, and is permissive for both cyclists and walkers.” (Walker and Wheeler, Accompanied Journey)



“It’s a bit slippery [...], they do that [referring to maintaining part of the path that comes onto A38], but they don’t bother coming down here [referring to the part of the path by Old Road].” (Walker and Wheeler, Accompanied Journey)



“The section next to A38 is good for cycling - getting there more difficult.” (Wheeler, Interactive Map)

“Where they don’t maintain the left-hand side coming down, it gets narrower, so it gets very tight for people to pass.” (Walker and Wheeler, Accompanied Journey)



Challenges – user experiences

Challenges, identified by users who took part in this research, included:



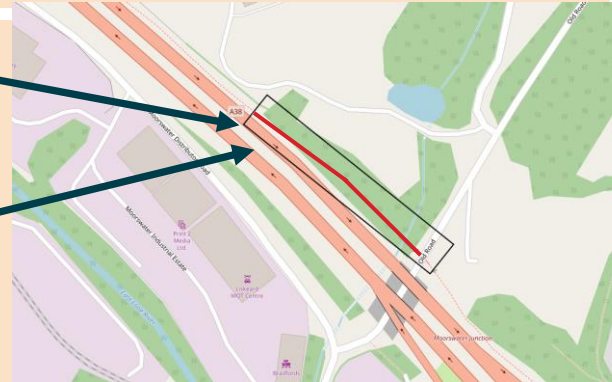
Riders

- Lack of access for riders to the link due to the steps at Old Road, which is a particular concern due to the steep gradient of the alternative route into town through Old Road (see picture of steps on the right).



Walkers

- Poor wheelchair access to the link via Old Road due to the steps and the lack of a ramp, and at the Dobwalls Bypass where Link 3 meets Link 2, due to the lack of dropped kerbs (see picture of steps on the right).
- Lack of wheelchair and ramp access to the link due to the steps at Old Road, which is a particular concern due to the steep gradient of the alternative route into town through Old Road (see picture of steps on the right).
- Slippery surface and visible cracks and dips on the steps at the end of the link that accesses Old Road (see picture of steps on the right).
- Narrow shared use path at the end of the link that accesses Old Road creates conflict with wheelers, with walkers having to move out the way of wheelers.
- Overgrown greenery.
- Noise pollution due to proximity to the traffic when the path comes up along the A38.
- Lack of lighting, though there was acknowledgement of the low activity on this path which may limit the feasibility of adding lights to this path.
- While not directly related to the link, concerns were raised over the lack of lighting on the footpath adjacent to the eastbound slip road onto New Road, which links up with Link 3 at Old Road, as well as the steep gradient and narrow width of the ramp, as this limits access to the path for walkers with a pram/buggy.



“It’s [referring to cycling on the site] alright, it’s just steep coming back and of course you have to get off your bike and come up [...], you have to carry it up the steps.” (Walker and Wheeler, Accompanied Journey)



“The stairs are a real barrier to people in wheelchairs, cyclists and people with pushchairs.” (Walker, Interactive Map)

Challenges – user experiences

Challenges, identified by users who took part in this research, included:



Wheelers

- Poor access for wheelers to the link via Old Road due to the steps and the lack of a ramp, and at the Dobwalls Bypass where Link 3 meets Link 2, due to the lack of dropped kerbs.
- Limited access for wheelers to the link due to the steps at Old Road, which is a particular concern due to the steep gradient of the alternative route into town through Old Road.
- Slippery surface on the end of the link that accesses Old Road.
- Narrow shared use path at the end of the link that accesses Old Road creates conflict with walkers (see picture).
- Overgrown greenery.
- Noise pollution due to proximity to the traffic when the path comes up along the A38.
- Narrow width of the paths to access the link via Old Road and Lodge Hill, which cause safety concerns for wheelers.
- While not directly related to the link, concerns were raised over the lack of lighting on the footpath adjacent to the eastbound slip road onto New Road, which links up with Link 3 at Old Road, as well as the steep gradient and narrow width of the ramp, as this limits access to the path for walkers with a pram/buggy.



“Street lights, but is it worth it, for the amount of people walking down here?” (Walker and Wheeler, Accompanied Journey)



“It’s horrendous sometimes [referring to level of noise pollution due to proximity to A38].” (Walker and Wheeler, Accompanied Journey)

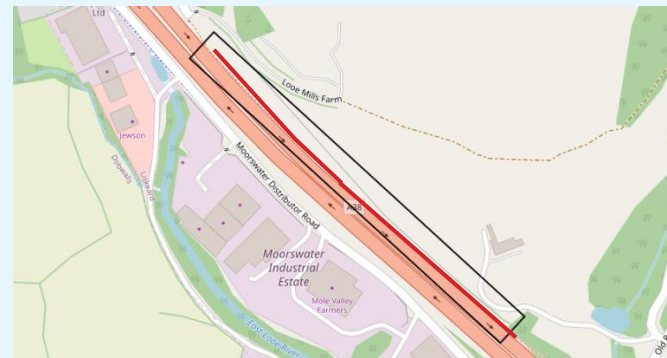
Successes – user experiences

Successes, identified by users who took part in this research, included:

- Waste bin on the end of the link that accesses Old Road is useful for dog walkers.
- The link is more pleasant to walk along, compared to the alternative route (Link 4).
- The path on the part of the link that runs directly adjacent to the A38 is wide and works well as a shared use path for walkers and wheelers (see picture).
- The path on the part of the link that runs directly adjacent to the A38 is flat, which makes walking journeys easier.
- Part of the link that runs directly adjacent to the A38 get maintained twice a year, though more maintenance would be useful.
- The underpass which joins Link 3 to Link 4 is useful to cross the A38.



Walkers



Path on the part of the link that runs directly adjacent to the A38

- The path on the part of the link that runs directly adjacent to the A38 is flat and has a good gradient and surface for wheelers, though there was acknowledgement of the limited access for wheelers to this part of the link as well (see picture).
- The path on the part of the link that runs directly adjacent to the A38 is wide and works well as a shared use path for walkers and wheelers.
- Part of the link that runs directly adjacent to the A38 get maintained twice a year, though more maintenance would be useful.
- The underpass which joins Link 3 to Link 4 is useful to cross the A38.



Wheelers

“I go this way cause there’s a bin for waste at the end, and it’s a bit more pleasant than going through the estate.” (Walker and Wheeler, Accompanied Journey)



“About two months they’ve come and cleaned it all [...] that was quite helpful.” (Walker, Accompanied Journey)

Feedback from local businesses

Challenges and successes, identified by businesses who took part in this research, included:

Challenges

- In line with feedback provided by users, businesses raised challenges regarding the proximity of the shared use path to the A38, though these related to safety concerns, as opposed to noise pollution (see picture).

Successes

- Businesses felt that the existing route for wheelers is good, and that, unlike feedback provided by users, the lack of lighting is not an issue at night when using cycle lights.

“It still feels quite exposed. The cars are going fast aren’t they, so it does make you feel a little bit nervous.” (Walker and Wheeler, Business)”



Suggested improvements from users and businesses

Suggestions for improvement, identified by users who took part in this research, included:

- Provide more separation between the A38 and the shared use path next to it, such as with a more physical barrier, to improve user safety and reduce noise pollution (see picture).
- Improve access to the link for wheelchair users and walkers with prams, by adding a ramp to replace the steps at Old Road.
- Improve lighting provision along the link, though some acknowledge this may be dangerous due to proximity to the A38, and may not be a priority due to the low activity along the link.
- Maintenance of the steps to access the link via Old Road.
- Maintenance of the path surface at the end of the link that accesses Old Road.
- Increase maintenance of greenery.
- Provide seating facilities along parts of the link that are further away from the A38.
- Provide dropped kerbs on all pavements near the Dobwalls Bypass where Link 3 meets Link 2 to improve access for wheelchair users and walkers with prams.
- Provide lighting at the underpass which joins Link 3 to Link 4.
- Replace cycle gates at the Old Road end of the link with priority pedestrian crossing infrastructure.
- While not directly related to the link, the following improvements were suggested for the footpath adjacent to the A38 eastbound slip road onto New Road, which is a continuation of Link 3 past Old Road, and thus could improve access to and from the link:
 - Widen the footpath to accommodate for two-way user movement, and reduce the slope of the ramp providing access to this footpath;
 - Provide lighting; and
 - Provide dropped kerb at the entry point onto New Road, to improve access for walkers with prams.



Walkers



"I mean, there needs to be a slight ramp [referring to steps at Old Road]." (Walker and Wheeler, Accompanied Journey)

"If it's possible to get it more separated [referring to separating the path from the A38], it would be nice." (Walker and Wheeler, Business)

Suggested improvements from users and businesses

Suggestions for improvement, identified by users who took part in this research, included:

- Provide more separation between the A38 and the shared use path next to it, such as with a more physical barrier, to improve user safety and reduce noise pollution.
- Improve access for wheelers to the link by adding a ramp to replace the steps at Old Road.
- Improve lighting provision along the link though some acknowledge this may be dangerous due to proximity to the A38, and may not be a priority due to the low activity along the link.
- Maintenance of the steps to access the link via Old Road.
- Maintenance of the path surface at the end of the link that accesses Old Road.
- Increase maintenance of greenery.
- Provide dropped kerbs on all pavements near the Dobwalls Bypass where Link 3 meets Link 2 to improve access for wheelers.
- Provide lighting at the underpass which joins Link 3 to Link 4.
- Replace cycle gates at the Old Road end of the link with priority cycle crossing infrastructure (see picture).
- While not directly related to the link, the following improvements were suggested for the footpath adjacent to the A38 eastbound slip road onto New Road, which is a continuation of Link 3 past Old Road, and thus could improve access to and from the link:
 - Widen the footpath to accommodate for two-way user movement, and reduce the slope of the ramp providing access to this footpath;
 - Provide lighting; and
 - Provide dropped kerb at the entry point onto New Road, to improve access for wheelers.



Wheelers

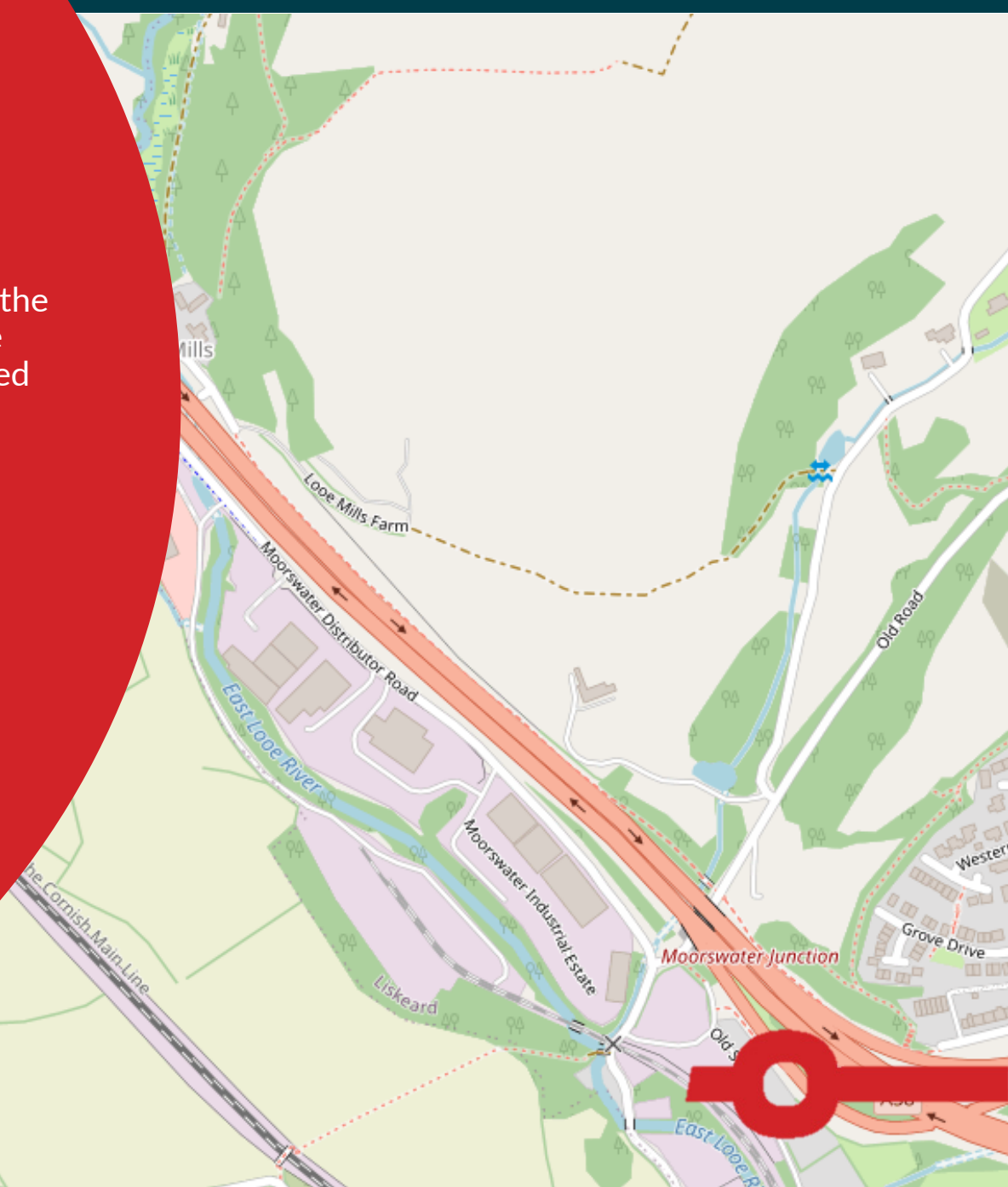
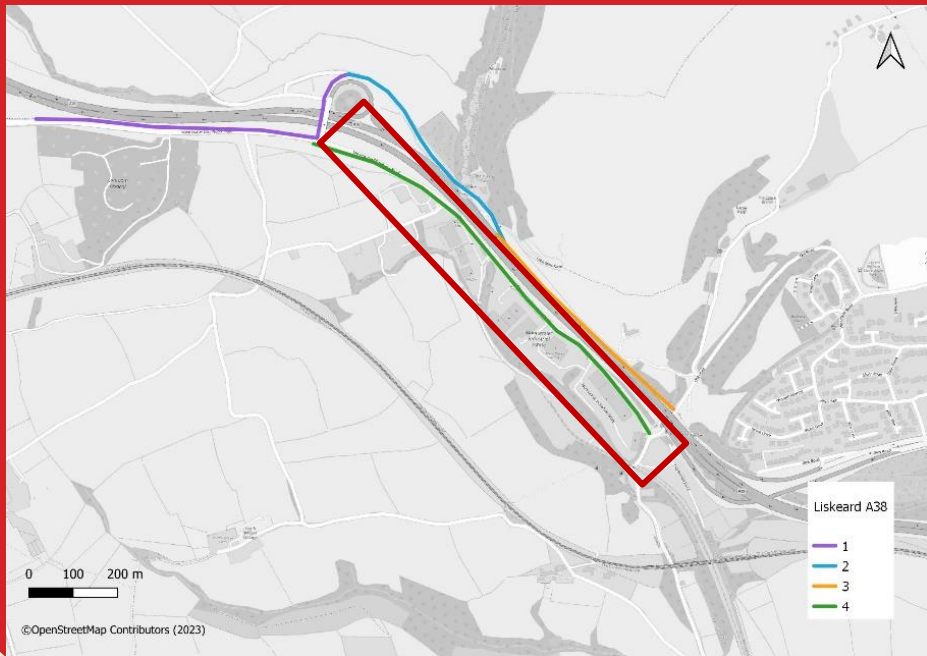
“This [referring to the path at Old Road] is part of a key route into town and replacing the stairs with a ramp should be a priority.” (Walker, Interactive Map)



“Remove barriers to foot cycle path and instead create speed table and narrowing to Old Road that prioritises cycle and foot crossing.”(Interactive Map)

Link 4

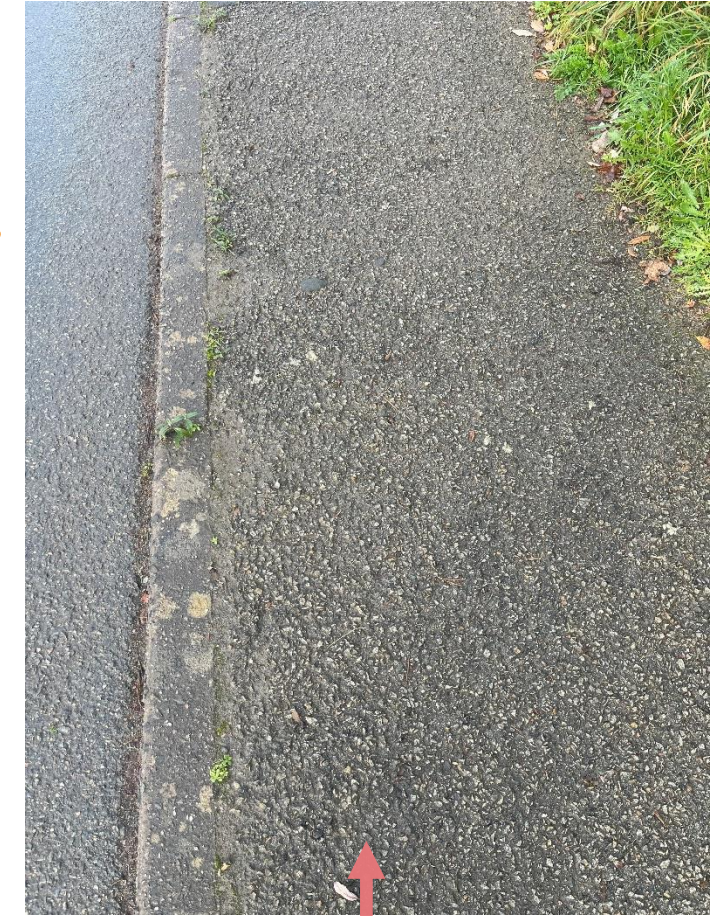
This section of the report provides user feedback on Link 4 which covers the shared use path running along the Moorswater Industrial Estate, opposite Links 2 and 3, finishing at the top of the Dobwalls Bypass where the shared use path crosses over the bridge





“If they had pathways on both sides of the road [referring to road along Moorswater Industrial Estate], that would be better, and if they were wider.” (Walker, Accompanied Journey)

“Look how bad this is, there’s always cars parked on there [referring to pavement along Moorswater Industrial Estate], so you always have to stop here and let people past.” (Walker, Accompanied Journey)



“It would be great if it was smoother and wider [referring to part of the path along Moorswater Industrial Estate].” (Walker, Business)

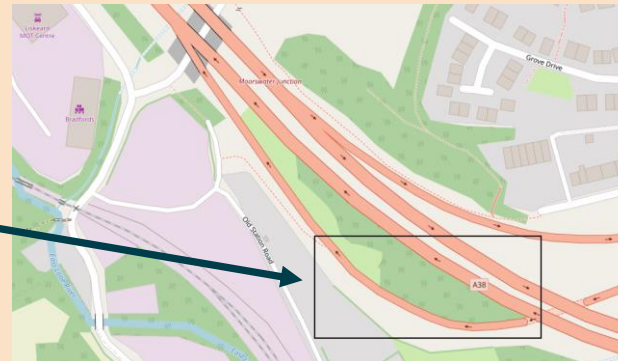
Challenges – user experiences

Challenges, identified by users who took part in this research, included:



Walkers

- Lack of continuous pavement on one side of the road for the part of the link along the Industrial Estate requires crossing the road to re-join the path on the other side (see picture).
- Unsafe crossing point along the Industrial Estate where the path on one side of the road ends abruptly. There is limited visibility of oncoming vehicles, causing safety concerns, particularly for elderly and disabled walkers trying to cross the road to re-join the shared use path.
- Parked vehicles on the pavement along the Industrial Estate create conflict between walkers and wheelers, particularly due to the narrow width of the pavement.
- Lack of lighting provision at the underpass where Link 4 loops around to join Link 3.
- While not directly related to the link, feedback raised safety concerns over the lack of a shared use path along the westbound A38 slip road off of New Road, as walkers need to travel alongside fast traffic. This limits access to the link and Moorswater Industrial Estate for walkers travelling through New Road.



Wheelers

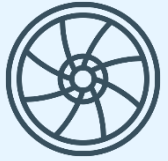
- Lack of continuous path for wheelers on one side of the road for the part of the link along Moorswater Industrial Estate requires crossing the road to re-join the path on the other side (see picture).
- Unsafe crossing point at Moorswater Industrial Estate where the path on one side of the road ends abruptly. There is limited visibility of oncoming vehicles, causing safety concerns for wheelers trying to cross the road to re-join the shared use path.
- Parked vehicles on the pavement nearby Moorswater Industrial Estate create conflict between wheelers and walkers, particularly due to the narrow width of the pavement.
- Lack of lighting provision at the underpass where Link 4 loops around to join Link 3.
- While not directly related to the link, feedback raised safety concerns over the lack of a shared use path along the westbound A38 slip road off of New Road, as wheelers need to travel alongside fast traffic. This limits access to the link and Moorswater Industrial Estate for wheelers travelling through New Road.

“The only place you have to cross here is where this path ends and that path finishes [...]. If the cars coming down this way, fast, and you’re crossing from here to there, you’re gonna see it at the last minute [...] if someone’s on a walking stick or... they aren’t gonna be getting out the way fast enough.” (Walker and Wheeler, Accompanied Journey)



Successes – user experiences

Successes, identified by users who took part in this research, included:



Wheelers

- The underpass which joins Link 3 to Link 4 is useful to cross the A38 and loop around, despite poor lighting provision.

*“You got [the path] on both sides of the road [A38], so I can come back on this side and go that way [referring to the underpass].”
(Walker and Wheeler, Accompanied Journey)*



Feedback from local businesses

Challenges and **successes**, identified by businesses who took part in this research, included:

Challenges

- In line with the feedback provided by users, businesses highlighted the lack of a continuous route for walkers and wheelers at the part of the link along Moorswater Industrial Estate.

Successes

- Some employees use the path along Moorswater Industrial Estate for cycling and walking to and from work, as part of the business' Cycle to Work scheme (see picture).
- In contrast with the feedback provided by users, businesses did not report issues with lighting provision, mentioning that undertaking cycling journeys in the dark is fine when using cycle lights.

"The lady [referring to an employee within their business], she rides to and from everyday, so I think she's quite happy with it, otherwise she wouldn't be doing it." (Non-user, Business)"



"It's alright, I need to get some new [cycle] lights, but that's my issue, not the roads, yea, it's fine [referring to cycling in the dark]." (Wheeler, Business)"

Suggested improvements from users and businesses

Suggestions for improvement, identified by users who took part in this research, included:



Walkers

- Provide continuous shared use paths on both sides of the road by Moorswater Industrial Estate (see picture).
- Provide a safe crossing point on the road along the Moorswater Industrial Estate for all users.
- Provide segregation between walkers and wheelers on the shared use paths.
- While not directly related to the link, users suggested that a segregated footpath or shared use path should be added along the westbound A38 slip road, to provide safe access to the footpath by Old Station Road and Moorswater Industrial Estate, joining up with the paths on the link, and improving safety for all users, as currently users have to travel next to vehicles travelling at high speeds.



“Unnecessary second lane [referring to westbound A38 passing under the bridge] could be converted to a good safe footway connecting to footpath by Old Railway Cottage to Old Station Road.” (Interactive Map)



“We really need a protected trail under the bridge as it is currently dangerous for pedestrians, wheelers and cyclists” (Wheeler, Business)

Suggested improvements from users and businesses

Suggestions for improvement, identified by users who took part in this research, included:

- Provide continuous shared use paths on both sides of the road by Moorswater Industrial Estate (see picture).
 - Provide a safe crossing point on the road along the Moorswater Industrial Estate for all users.
 - Widen pavement along the Moorswater Industrial Estate, with smoother surface, particularly for wheelers.
 - Provide segregation between wheelers and walkers on the shared use paths.
 - Provide a continuous cycle lane on the road alongside the Moorswater Industrial Estate, if a continuous shared use path on both sides of the road is not feasible.
- Wheelers**
- While not directly related to the link, the following improvements were suggested near the A38 westbound slip road coming off of New Road:

- Provide a segregated shared use path along the westbound A38 slip road, to provide safe access to the footpath by Old Station Road and Moorswater Industrial Estate, join up with the paths on the link, and improve safety for all users, as currently users have to travel next to vehicles travelling at high speeds; and
- Allow access for wheelers onto footpath coming off of the westbound A38 slip road, joining into Old Station Road, by removing the steps on this path and widening the slope down from the slip road, to make this a shared use path connecting New Road to Moorswater.

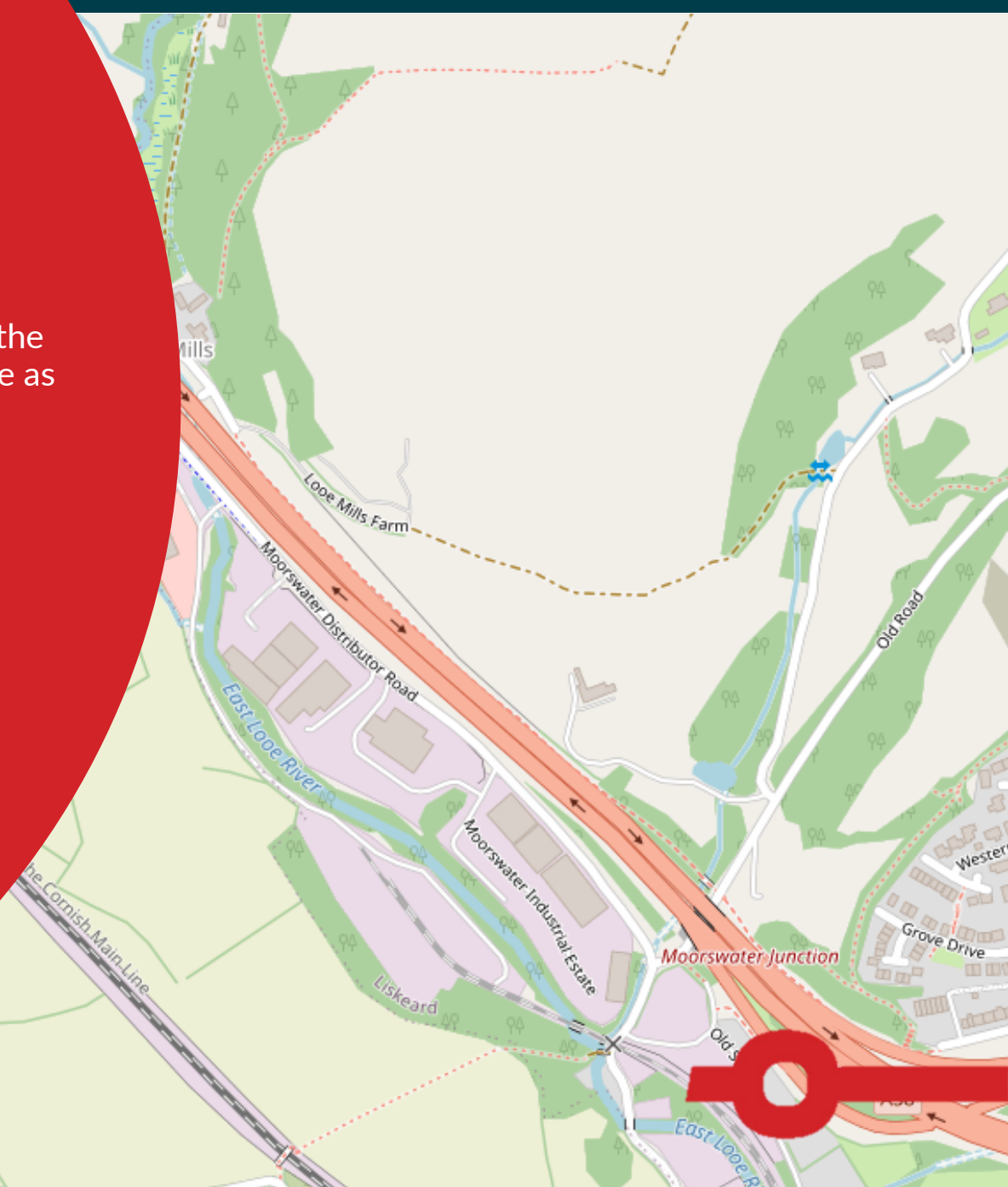
“If these steps [referring to the steps on the footpath joining Old Road from A38] were removed cyclist could get off the slip road and access moor water safely if travelling west.” (Walker, Interactive Map)



“It would be nice if the route came all the way down the pavement, cause obviously it sort of stops kind of just past Jewson, so that would be nice so I wouldn’t have to go on the road at all.” (Wheeler, Business)

General site experience

In addition to feedback being collected on specific parts of the site, some users also provided feedback for the site more generally. This section of the report outlines this feedback and suggestions for improvement for the site as a whole.



General feedback for site

General **challenges** and **successes**, identified by users who took part in this research, included:

Challenges

- Lack of segregation between walkers and wheelers on shared use paths.
- Poor road surface quality on New Road.
- Safety concern for wheelers coming off of the eastbound A38 slip road onto New Road, particularly at the junction with Gypsy Lane, due to speeding traffic and parked vehicles.
- Paths can be difficult to run on due to poor maintenance.
- Safety concerns for walkers with children using the paths, particularly due to issues with traffic and needing to share road space with other users (i.e. vehicles, wheelers etc.).
- Having to walk beside the road in some areas causes safety concerns, particularly paths from Dobwalls to Liskeard (see picture).
- Poor lighting throughout the site.

Successes

- Helpful that shared use paths are provided on both sides of the A38, so that users can loop around.
- Using the route for wheelers is normally a good experience, as it provides a safe route from Liskeard to Dobwalls.
- Good quality footpaths up to the steps at Old Road.

*“The cycle path generally provides a safe route from Liskeard to Dobwalls and then on back roads to Looe.”
(Wheeler, Interactive Map)*



*“Have to walk beside the road in some areas leading onto Liskeard from Dobwalls, like the entrance leading to hillfort primary.”
(Walker)*

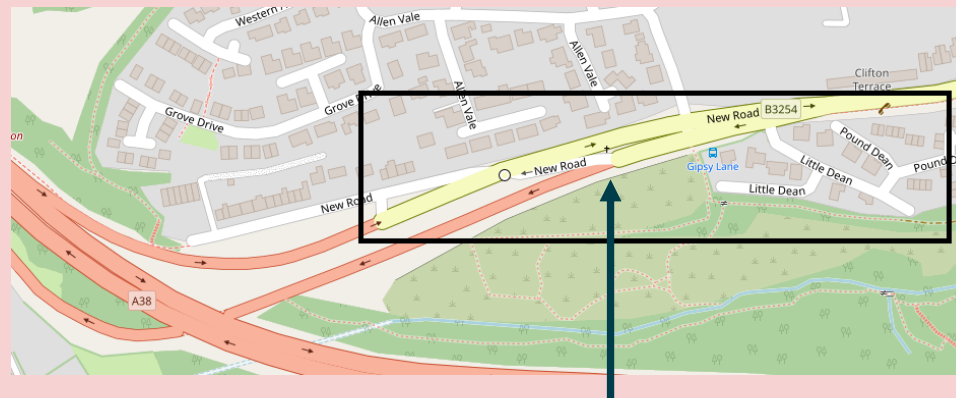
Suggested improvements from users

General **suggestions for improvement**, identified by users who took part in this research, included:

- Provide segregation between walkers and wheelers on all shared use paths.
- Educate landowners to stop closing bridleways and footpaths as it limits access to the woodlands.
- Use quiet tarmac on the roads to reduce traffic noise from the A38.
- Improve road surface quality on New Road.
- Designate the footpath on Old Station Road down to Coombe as a shared trail or byway, and improving the surface quality of the trail and drainage to provide a safe route from Moorswater to Coombe.
- Implement traffic calming measures on the part of New Road that joins into B3254, to improve safety of wheelers.
- Provide an alternative route to Old Road for accessing Liskeard Town from Moorswater.
- Provide higher barriers to improve security for dogs and children, and reduce noise pollution for paths next to the A38 (see picture).



Location of the footpath on Old Station Road to Coombe



Part of New Road that joins into B3254

“I would like it if they were to put some of that quiet tarmac down here, so that I don’t hear the noise go past.” (Walker, Accompanied Journey)



“There is a footpath down to Coombe from this point. The status of the path is unclear, but it would make a safer walking route from Moorswater to Coombe.” (Walker, Interactive Map)

5

**Summary of
findings**



Research objectives and approach

SYSTRA, commissioned by Transport Focus, conducted research on the experiences of riders, walkers, and wheelers along the A38 Liskeard in South West England. The research aimed to understand the experiences of these users when they make journeys along the A38, and to provide practical recommendations to National Highways for improving user experience.

The research approach involved online stakeholder interviews, systematic site audits, face-to-face accompanied journeys and interviews, and business interviews at the case study site, in addition to a digital ethnography task using an online interactive map. Stakeholders and systematic site audits provided an objective overview of the riding, walking and wheeling infrastructure available at the site, whilst user research identified how this translates to lived site experiences.

Summary of the site

Overall, findings from stakeholder engagement and site audits identified limited provisions for **riders** at the site, as no horse paths were identified on, adjacent to or across the A38 Liskeard. Existing bridleways around the site were mentioned, although these were limited by the steep gradient throughout the site and the narrowness of the roads which create conflict between riders and road traffic.

Current provisions for **walkers** were perceived to be in relatively good condition and with appropriate surfaces for all types of weather. However, challenges were identified regarding the lack of lighting and noise pollution throughout the site, the lack of segregation between walkers and wheelers on shared use paths, and the steep gradients along sections of the path towards Old Road Junction.

Similar findings were observed regarding current provisions for **wheelers**, relating to the lack of lighting and noise pollution, the lack of segregated shared use paths and the steep gradients along sections of the path towards Old Road Junction. In addition, there was no dedicated infrastructure for wheelers identified as being in place at the site, and findings highlighted limited access to parts of the site for wheelers, such as access to Moorswater Industrial Estate, due to the lack of paths for wheelers from Liskeard Town to the site.

Summary of user experiences

Findings from the user research highlighted the challenges experienced with walking and wheeling on the site, and aligned with the concerns identified during the site audit and stakeholder engagement. Common challenges throughout the four links included:

- Poor lighting along the paths and associated safety concerns;
- Poor maintenance of overgrown greenery and of path surfaces;
- Poor access for walkers with prams, wheelchair users and wheelers, due to the lack of ramp access and dropped kerbs throughout the site; and
- Narrow paths in some sections along Links 2, 3, and 4 which create conflict between walkers and wheelers.

Other challenges, not previously identified during the stakeholder engagement and site visits, referred to the difficulty accessing the links, particularly for wheelchair users and wheelers, due to the lack of ramps and the steps on the paths coming off of the westbound A38 slip road and the paths connecting to New Road. Limited access to Link 3 was also highlighted as a challenge for riders.

In turn, users mentioned that it is useful having a shared-use path along both sides of the A38, with the underpass between Links 3 and 4 allowing users to loop back around and cross the A38. This success was not reflected in the stakeholder engagement and site visit outcomes. Users also referred to areas where the width of the shared use path works well to allow walkers and wheelers to pass each other, such as the path at the top of the Dobwalls Bypass on Link 1 and the path alongside the A38 on Link 3, as identified in the site visit. The path on Link 3 was highlighted in particular as a good path for wheelers due to its smooth surface and flat gradient.

A large, bold, red number '6' is centered within a white circle.

Recommendations



Recommendations for Improvements

Recommendations for improvements to the A38 Liskeard (Old Road Junction – Lantoom Quarry) site, arising from the research, are provided below.

- Improve **access** for mobility impaired walkers, walkers with prams, and wheelers, by:
 - Improving gradients along Links 3 and 4;
 - Replacing the steps at Old Road with a ramp;
 - Widening the existing paths to create more passing space, particularly along Link 2 and the part of Link 3 that accesses Old Road;
 - Providing dropped kerbs on pavements to allow users to re-join the shared use paths along Links 2 and 3; and
 - Improving maintenance of riding, walking and wheeling infrastructure by regularly maintaining greenery and adding bins for litter.
- Address **safety and security concerns**, by:
 - Providing lighting along the site, and considering low level guidance lighting for paths near the A38;
 - Introducing safe crossing points, particularly on the road along Moorswater Industrial Estate; and
 - Improving the separation between the A38 and the shared use path, such as with a more physical barrier.
- Introduce **dedicated infrastructure**, in particular:
 - Providing segregated routes for wheelers;
 - Introducing priority cycle crossing infrastructure at junctions; and
 - Providing a continuous shared use path on both sides of the main road along Link 4.
- Improve **user access** to and from the links, by:
 - Widening footpaths and providing dropped kerbs at entry points to main roads, such as New Road, to improve access for walkers with prams and wheelers; and
 - Providing segregated footpaths, cycleways or shared use paths along the westbound A38 slip road which joins onto Old Station Road and connects to Link 4.
- Improve **connectivity** of the site for riders, such as by introducing a bridleway within the underpass to connect Looe Mills and minor roads, providing access to East Looe River¹, implementing slow traffic areas (i.e. 10mph zone) and safe equestrian crossing points.

¹ The byway near East Looe River is intended to be part of the extensive Looe Valley Trail scheme which seeks to connect existing multi-use trails between Looe, Liskeard, Bodmin and Cremyll. See: <https://letstalk.cornwall.gov.uk/looe-valley-trails>

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