

St Austell Town Council



To: All Members of the Planning and Regeneration Committee

(Councillors: Brown, Bull, Gray, Hamilton, Kimber, Lanxon, Lingham, Marshall, Preece, Stephens, Thompson and Whitehouse).

Dear Councillor

You are summoned to attend the **Planning and Regeneration Meeting of St Austell Town Council** to be held in **Chi Austel, White River Place, St Austell, Cornwall, PL25 5AZ** on **Monday 5th January 2026 at 6pm**.

David Pooley
Town Clerk

29th December 2025

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AGENDA

1. Apologies for absence

(Purpose: To receive apologies for absence).

2. Declarations of Interest

(Purpose: To receive declarations of disclosable pecuniary and other non-registerable interests in respect of items on the agenda).

3. Dispensations

(Purpose: To receive requests for dispensations under the Code of Conduct).

4. Minutes from Meeting dated 1st December 2025

**Pages
1 - 8**

(Purpose: To agree that the minutes of the above meeting be signed as a correct record).

5. Matters to Note

A verbal update from the Town Clerk on the actions taken since the last meeting.

6. Public Participation

(Purpose: To invite members of the public to speak in relation to the business to be carried out at the meeting).

Each person addressing the Council will be allocated a maximum of 2 minutes or longer at the discretion of the Chair.

7. Planning Applications

The Town Council has been consulted on the planning applications listed below. The Committee is asked to consider the applications and agree a response to the Planning Authority (Cornwall Council).

The applications and their plans can be viewed on the Online Planning Register at www.cornwall.gov.uk

- i. **PA25/08295:** 50 Alexandra Road St Austell Cornwall PL25 4QN. Loft conversion, new replacement roof finish, raised ridge to allow warm roof construction new dormer to the west elevation and cabrio window in east elevation. **Ward: Central & Gover.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T55Q6KFGIE100>

- ii. **PA25/08544:** Carlyon House 20 Carlyon Road St Austell Cornwall. Alteration and extension of existing building to provide a health hub (Use Class E(e)) with associated external works. **Ward: Poltair & Mount Charles.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T5LRNHFGL8R00>

iii. **PA25/08669:** 47 Manor Close St Austell Cornwall PL25 4HH. Additional storey above garage to side of dwelling and rear single storey extension replacing existing. **Ward: Bethel & Holmbush.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T5VIGAFGJWI00>

iv. **PA25/08799:** Pondhu House Penwinnick Road St Austell Cornwall. Change of use and conversion of Pondhu House and its associated stables to form 8 residential units. **Ward: Central & Gover.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T62G13FGGTH00>

v. **PA25/08800:** Pondhu House Penwinnick Road St Austell Cornwall. Listed Building Consent for change of use and conversion of Pondhu House and its associated stables to form 8 residential units. **Ward: Central & Gover.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T62G15FGGTI00>

vi. **PA25/09083:** 1A Dennison Avenue St Austell Cornwall PL25 3HD. To replace the existing conservatory. Extend a single story extension to the rear of the property to extend our living space and create an extra downstairs bedroom in the current living room. **Ward: Bethel & Holmbush.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T6MT69FGKU200>

vii. **PA25/09371:** Old Orchard Bownder Vean St Austell Cornwall. Demolition of the existing single-storey rear extension and construction of a new two-storey rear extension to provide two first-floor bedrooms and a ground-floor annex with associated works. **Ward: Bethel & Holmbush.**

Link: <https://planning.cornwall.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=T749JWFGGYI00>

8. Premises Licence Applications

None.

9. Planning Decisions

**Pages
9 - 12**

(Purpose: To note receipt of decisions by the Planning Authority. The decision notices, which explain the full reasons and conditions, are available for inspection in the same way as the planning applications). (Report enclosed).

10. Cornwall Council – Urgent Delegated Planning Decisions

(Purpose: To receive an update on the Cornwall Council urgent delegated planning decisions). (Verbal update).

11. St Austell Town Centre Revitalisation Partnership

(Purpose: To receive an update on the work of the St Austell Town Centre Revitalisation Partnership). (Verbal update).

12. Local Plan

(Purpose: To receive an update on the "Call for Larger Sites" exercise). (Verbal update).

13. National Planning Policy Framework (NPPF)

**Pages
13 - 16**

(Purpose: To note the publication of a revised draft of the National Planning Policy Framework). (Report attached).

14. Cornwall Council – Cornwall Bus Travel Survey

**Pages
17 - 20**

(Purpose: To consider responding to Cornwall Council's Cornwall Bus Travel Survey). (Suggested response attached).

15. Dates of Meetings

(Purpose: To confirm the date of the forthcoming Planning and Regeneration Committee meeting: Monday 2nd February 2026).

MINUTES of a MEETING of ST AUSTELL TOWN COUNCIL PLANNING AND REGENERATION COMMITTEE held on MONDAY 1st DECEMBER 2025 in Chi Austel, White River Place, St Austell, Cornwall, PL25 5AZ at 6pm.

Present: Councillors: Brown (Chair), Hamilton, Lanxon, Marshall, Preece, Stephens, Thompson and Whitehouse.

In attendance: David Pooley (Town Clerk) and Sara Gwilliams (Deputy Town Clerk).

Councillor Lanxon arrived during the next item

P/25/88) Apologies for absence

Apologies for absence were received from Councillors: Bull, Gray, Kimber and Lingham.

P/25/89) Declarations of Interest

Councillor Marshall declared an interested in Agenda Item 8 (xvi) by virtue of being the applicant.

P/25/90) Dispensations

None.

P/25/91) Minutes from the Meeting dated 27th October 2025

It was **RESOLVED** that the minutes of the meeting dated 27th October 2025 be approved and signed as a correct record.

P/25/92) Matters to note

The Clerk advised that he had responded to Cornwall Council's consultation on the Penwinnick Road roundabout, the Holy Trinity Church piazza has been completed and Cornwall Council has been chased for an update on the future of the General Wolfe building. Cornwall Council has not made further contact with regard to the High Street Rental Auctions Legislation.

Councillor Brown advised that he had attended a CALC Larger Council's meeting where Councillor Sarah Preece and Adam Birchall from Cornwall Council were in attendance and provided a presentation on the Local Plan. Councillor Brown further advised that the Mayor, Clerk and himself had met with Adam Birchall on TEAMS that afternoon and had received a useful briefing on the work to date with regard to the production of the new local plan.

P/25/93) Public participation

There were no members of the public present.

Dominic O'Neil arrived to the meeting

P/25/94) Emma Rogers, Head of Land and Planning, Treveth Holdings LLP

The Chair welcomed Emma Rogers and Dominic O'Neil from Treveth Holdings LLP to the meeting.

Ms Rogers advised that the Planning Application for the former Council Officers at the Penwinnick Road site is live and is the same as presented to Members at the last update meeting.

Ms Rogers advised that the commercial units proposed for the site are flexible in size, can be split if necessary and will have apartments over the top. Due to viability issues, there is no affordable housing within the proposal at the present time, but there have been some very positive discussions with Homes England about additional funding to deliver affordable housing should planning permission be granted. Mr O'Neill confirmed that the site has been designed with affordable housing within it.

Ms Rogers advised that the statutory consultees are generally supportive of the proposal but the following organisations have lodged objections:

Environment Agency – concerns with regard to the flood mitigation measures proposed.

Historic Environment Planning – concerns with regard to the adverse impact on Pondhu House (Grade II listed building) and the loss of trees.

Ms Rogers advised that Pondhu House will be turned into 6 apartments and the Stable Block will be 2 Mews cottages which should alleviate the concerns of the Historic Environment Officer. Mr O'Neill confirmed that this would be the subject of a separate planning application.

P/25/95) Planning Applications

- ii. **PA25/06548: Land At Former Council Offices Site Penwinnick Road St Austell Cornwall.** A mixed-use development comprising the erection of 78 homes (Class C3), erection of 696 sqm (net usable GIA) of flexible (Class E) commercial units, means of access, open space, maintenance shed, and associated works.

The Clerk advised that the planning application is a much better proposal than the Cornwall Council planning brief presented to the Town Council a few years ago and Pentewan Valley Parish Council has made no objection to the proposal subject to the provision of a multi-use trail connecting the Wainhomes site at Trehiddle. Ms Rogers advised that this request will be included within the development.

Ms Rogers advised that the contaminated land issue identified will be rectified in the usual way and that the traffic movement study has concluded that there will be no difference between the traffic movements previously seen to those proposed and should not impact on the air quality.

During discussion, Members raised the following:

- The lack of affordable housing within the development

- The historic environment officer's concerns
- The flooding issues in the area and the impact this could have on the development
- The concerns raised by the Open Spaces Officer
- The concerns raised by the Devon and Cornwall Police Architectural Liaison Officer

Following discussion, Members expressed a general view that the application should be supported as long as the concerns raised by the statutory consultees are satisfactorily resolved.

It was **RESOLVED** to make no objection to this application subject to the applicant satisfying the statutory consultee concerns.

- PA25/06336: Market House Market Hill St Austell Cornwall PL25 5QB. Listed Building Consent to replace 2no. existing highway streetlighting units on front of Market House with new.

It was **RESOLVED** to make no objection to this application.

- PA25/06848: Aldwick House Trevarrick Road St Austell Cornwall PL25 5JR. Works to Tree(s) subject to a preservation order (TPO) T1 & Chestnut T2/3 Oaks - Reduce canopies by approx 3m.

It was **RESOLVED** to make no objection to this application subject to the Tree Officer being satisfied with the proposal.

- PA25/07001: 9 Wedgwood Road St Austell Cornwall PL25 3HY. Conversion of attached garage into a bedroom and construction of rear extension to replace conservatory.

It was **RESOLVED** to support this application.

- PA25/07075: Niles Bakery Ltd Morven Road St Austell Cornwall. 7no. general industrial (B2) units.

It was **RESOLVED** to support this application subject to the applicant satisfying the concerns of the statutory consultees.

- PA25/07603: 70 Slades Road St Austell Cornwall PL25 4HF. Proposed rear extension & associated works.

It was **RESOLVED** to make no objection to this application.

- PA25/07697: 80 Porthpean Road St Austell Cornwall PL25 4PN. Proposed conversion of loft, new roof dormer to the rear elevation and associated works.

It was **RESOLVED** to make no objection to this application.

- PA25/07726: 43 Prince Charles Road St Austell Cornwall PL25 4JJ. Part retrospective change of use from single dwelling to two residential flats.

It was **RESOLVED** to make no objection to this application.

ix. **PA25/07795:** 65 Penwinnick Road St Austell Cornwall PL25 5DS. Change use from residential C3 to holiday let C4.

It was **RESOLVED** to note that planning permission is not required.

x. **PA25/08010:** Cornwall College John Keay House Tregonissey Road St Austell Cornwall PL25 4DJ. Non Material Amendment to Decision Notice PA23/05158 dated 8th December 2023 for a revised design for the approved ground-mounted PV array.

It was **RESOLVED** to note that this application has been determined.

xi. **PA25/08236:** Betfred 4 - 6 Fore Street St Austell Cornwall. Change of use of betting office to Use Class E (including beauty salon) at ground floor and residential flat (Use Class C3) at first floor and associated works.

It was **RESOLVED** to make no objection to this application subject to the Heritage Officer being satisfied with the proposals.

xii. **PA25/08295:** 50 Alexandra Road St Austell Cornwall PL25 4QN. Loft conversion, new replacement roof finish, raised ridge to allow warm roof construction new dormer to the west elevation and cabrio window in east elevation.

It was **RESOLVED** to make no objection to this application.

xiii. **PA25/08306:** 1 Orchard Grove St Austell Cornwall PL25 5TW. Works to Tree covered by a Tree Preservation Order (TPO) - S1 - Sycamore - Pollarded to height of 4-5m.

It was **RESOLVED** to make no objection to this application subject to the Tree Officer being satisfied with the proposal. However, if the Tree Officer determines that the tree needs to be felled, Members would like to see a replacement tree planted.

xiv. **PA25/08425:** 6 Trevone Crescent St Austell Cornwall PL25 5ED. Extension and associated alterations to 6 Trevone Crescent.

It was **RESOLVED** to make no objection to this application.

xv. **PA25/08462:** 4 Sharaman Close St Austell Cornwall PL25 3DH. Proposed conversion of existing conservatory to a reception room.

It was **RESOLVED** to make no objection to this application.

Councillor Marshall reiterated his interest and left the meeting

xvi. **PA25/08542:** 1 Beech Road St Austell Cornwall PL25 4TS. Internal reconfiguration and loft conversion.

It was **RESOLVED** to make no objection to this application.

Councillor Marshall returned to the meeting

xvii. **PA25/08611:** The Carlyon Arms 30 Sandy Hill St Austell Cornwall. Construction of outdoor seating area.

It was **RESOLVED** to make no objection to this application.

Councillors Lanxon, Preece and Thompson abstained from voting on this application

xviii. **PA25/08698:** Wheal Eliza Hockey Pitch St Austell Cornwall. Works to Trees covered by a Tree Preservation Order (TPO) - T1 Oak – Repollard back to previous cuts. T2 Oak - Crownlift lowest limbs over boundary sympathetically and deadwood upper canopy.

It was **RESOLVED** to make no objection to this application subject to the Tree Officer being satisfied with the proposal.

xix. **PA25/08735:** The Home Farm Trust Limited Treloren 1 Blowing House Lane St Austell. Application for tree works within a Conservation Area: G001 – Sycamore and buddlia - Fell/dismantle.

It was **RESOLVED** to make no objection to this application.

P/25/96) Premises Licence Applications

None.

P/25/97) Planning Decisions

It was **RESOLVED** that the report and decisions be noted.

P/25/98) Cornwall Council – Urgent Delegated Planning Decisions

PA25/07228 – Boscoppa Road, St Austell

The Clerk advised that following receipt of a 5 day protocol, the Chair and Vice Chair of the committee have agreed to accept the Planning Officers recommendation for approval on the basis that a mining report will be a condition of the second Technical Details Consent (TDC) stage of the application process.

PA25/07547 – 9 Orchard Grove, St Austell

The Clerk advised that the Tree Officer approved the removal of the ash tree but did not recommend the replanting of a tree due to the natural regeneration that is likely to take place.

P/25/99) St Austell Town Centre Revitalisation Partnership

The church piazza was completed in time for Remembrance Sunday, and the five Town Centre Revitalisation Investment projects are progressing as follows:

- **Priory Car Park signage.** Complete
- **Old Fire Station Site refurbishment.** Due to start this week.
- **Baptist Church Railings/Planters.** Contract let.

- **Slope past Studio 4 to toilets in White River Place.** Contract let.
- **Holy Trinity Church – Phase 2.** Contract let.

The pump track at The Meadows is open and well used.

The Town Centre Revitalisation Partnership is next due to meet on Tuesday 27th January 2026.

Arising from a question, the Clerk confirmed that the Arts Centre feasibility study should be available for that meeting and that he will chase Cornwall Council officers nearer the time if it has not been received.

Referring to the recent Government budget, the Chair advised that apart from a Kernow Industrial Growth fund earmarked for Cornwall, there does not appear to be any further rounds of Shared Prosperity Funding.

The Clerk added that he had reviewed the business rates payable by the Town Council following the revaluation and reported that there will be little change for the Town Council. He did not know how the re-valuation would affect town centre retailers.

P/25/100) Local Plan

The Clerk circulated PowerPoint slides from a recent CALC meeting where Councillor Sarah Preece and Adam Birchall were in attendance to provide an update on the preparation of a new local plan for Cornwall. An e-mail has also been received from Michelle Pollard, Cornwall Council officer, outlining the work to date, links to an interactive mapping system of the sites identified so far and the need to identify larger sites – around 800 houses upwards. The Clerk advised that he would speak to other Clerks to see if there would be any benefit in providing a joint response. The deadline for a response is 30th January 2026.

Mr Birchall has agreed to send over a "Plan-Making Regulations Explainer" document published by the Government which attempts to help Local Authorities understand the new plan making system.

Councillor Brown advised that Cornwall Council are at the very early stages of the development of the plan, but they will be under pressure to start in earnest after the Government guidance is issued. He further advised that he had met Adam Birchall that afternoon with the Mayor and Clerk and it was clear from the meeting that this area has been suggested for lots of development along with Falmouth, Camborne, Newquay, Bodmin and Truro. Cornwall Council is trying to identify a suitable process for Town and Parish Council and Community engagement which could be different in different areas. It is likely that there will be a Cornwall Councillor Working Group which will report to the Portfolio Holder and then to the Growth Board.

P/25/101) Taxi Licensing Consultation

The Clerk advised that Cornwall Council is consulting on the proposal to standardise taxi zones by having one single zone for Cornwall. The taxi zones are currently based on the old Borough and District boundaries which means that taxis are currently unable to operate outside of the zone that they are licenced for.

During discussion, a view was expressed that there might be an adverse impact on rural areas if a single zone is applied as taxi operators are likely to gravitate to busier areas such as Truro and Newquay.

It was **RESOLVED** to support the proposal for a single taxi zone for Cornwall by 4 votes in favour, no votes against and 3 abstentions.

P/25/102) Land off Menear Road, North of St Austell, PL25 3TD

Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009

It was **RESOLVED** to note the appeal.

P/25/103) Appeal Decision: PA25/00149 - Construction of dwelling and associated works - Land north of 36 Eliot Road, St Austell - Appeal Allowed

Members expressed their disappointment with the appeal decision.

It was **RESOLVED** to note the appeal decision.

P/25/104) Appeal Decision: PA24/02590 - Construction of dwelling and associated works - Land Adj 48 Eliot Road, St Austell - Appeal Allowed

Members expressed their disappointment with the appeal decision.

It was **RESOLVED** to note the appeal decision.

P/25/105) Dates of Meetings

It was noted that the dates of the next meetings of the Planning and Regeneration Committee are Monday 5th January 2026 and Monday 2nd February 2026.

The meeting closed at 7.45pm.

ST AUSTELL TOWN COUNCIL
PLANNING AND REGENERATION COMMITTEE
5th JANUARY 2026
LOCAL PLANNING AUTHORITY DECISIONS

1. PURPOSE OF REPORT

To note decisions of the Local Planning Authority notified since the last meeting.

2. LEGAL AND RISK MANAGEMENT ISSUES

None directly.

3. EQUALITIES ISSUES

The Council endeavours to highlight to Cornwall Council any equalities issues arising from consideration of the planning applications.

4. RESOURCE ISSUES

None outside of existing budgets.

5. ENVIRONMENTAL CONSIDERATIONS

The Town Council considers environmental issues when considering planning applications but is constrained by local and national planning policy.

6. RECOMMENDATIONS

It is recommended that Councillors note the decisions made.

Decisions Made

Councillors are asked to note the receipt of the following decisions by the Planning Authority (the decision notices which explain the full reasons and conditions are available for inspection in the same way as planning applications):

DAVID POOLEY - TOWN CLERK

PA25/07350

APPROVED

Applicant: Mr Jeff Aitken

Location: 40 Tregonissey Road St Austell Cornwall PL25 4DH

Proposal: Proposed extension and alterations

Town Council Response: No Objection.

PA25/06677

APPROVED

Applicant: Mr D Pryor

Location: 39 Chough Crescent St Austell Cornwall PL25 3AY

Proposal: Proposed single storey extension

Town Council Response: No Objection.

PA25/07001

APPROVED

Applicant: Mr Paul Hunkin

Location: 9 Wedgewood Road St Austell Cornwall PL25 3HY

Proposal: Conversion of attached garage into a bedroom and construction of rear extension to replace conservatory

Town Council Response: Support.

PA25/07726

APPROVED

Applicant: Mr Ollie Rudkins

Location: 43 Prince Charles Road St Austell Cornwall PL25 4JJ

Proposal: Part retrospective change of use from single dwelling to two residential flats

Town Council Response: No Objection.

PA25/07697

APPROVED

Applicant: Mr & Mrs T Chambers

Location: 80 Porthpean Road St Austell Cornwall PL25 4PN

Proposal: Proposed conversion of loft, new roof dormer to the rear elevation and associated works.

Town Council Response: No Objection.

PA25/06336

APPROVED

Applicant: Mrs Amy Looker

Location: Market House Market Hill St Austell Cornwall PL25 5QB

Proposal: Listed Building Consent to replace 2no. existing highway streetlighting units on front of Market House with new

Town Council Response: No Objection.

PA25/08735

Decided not to make a TPO (TCA apps)

Applicant: Mr Lewis McCarthy

Location: The Home Farm Trust Limited Trelowen 1 Blowing House Lane St Austell Cornwall PL25 5AT

Proposal: Application for tree works within a Conservation Area: G001 - Sycamore and buddleia -Fell/dismantle

Town Council Response: No Objection.

PA25/08306

WITHDRAWN

Applicant: Mr Gareth Netherton

Location: 1 Orchard Grove St Austell Cornwall PL25 5TW

Proposal: Works to Tree covered by a Tree Preservation Order (TPO) - S1 - Sycamore - Pollarded to height of 4-5m.

Town Council Response: No Objection.

ST AUSTELL TOWN COUNCIL
PLANNING AND REGENERATION COMMITTEE
5th JANUARY 2026
REVISED NATIONAL PLANNING POLICY FRAMEWORK

1. PURPOSE OF REPORT

To note the publication of a revised draft of the National Planning Policy Framework.

2. LEGAL AND RISK MANAGEMENT ISSUES

None directly.

3. EQUALITIES ISSUES

The increased levels of house construction are intended to improve access to housing.

4. RESOURCE ISSUES

None outside of existing budgets.

5. ENVIRONMENTAL CONSIDERATIONS

Environmental considerations still appear to be important but may be adversely affected by more building on green land and the relaxation of Biodiversity Net Gain targets for smaller developments.

6. RECOMMENDATIONS

It is recommended that Members note this update on the revised draft of the National Planning Policy Framework and monitor its progress through to approval in due course.

Background

On the 16th December 2025 the Housing Minister announced the publication of a revised draft National Planning Policy Framework (NPPF) and the launch of a consultation ending on the 10th March 2026 in relation to it.

A press release stated:

"The changes to the NPPF underline the Government's commitment to a plan-led system that supports sustainable and high-quality development, boosts housing supply, increases affordability, makes effective use of land and supports a modern economy."

The NPPF has been re-written and re-ordered to make it clearer so direct comparison with the previous draft is difficult. Key proposals which are detailed in the consultation document relate to:

- A permanent presumption in favour of suitably located development
- Establishing "in principle" support for suitable proposals that develop land around rail stations
- Driving urban and suburban densification
- Securing a diverse mix of homes
- Supporting small and medium sites, including policy easements for a new category of "medium development"
- Changes to increase upfront certainty on the contributions expected from development, which will reduce time-consuming negotiation at application stage
- Streamlining local standards
- Boosting local and regional economies
- Supporting critical and growth minerals
- Embedding a vision-led approach to transport
- Better addressing climate change
- Conserving and enhancing the natural environment
- Taking a more positive approach to the use of heritage assets

For reasons set out in the consultation document, it has been decided not to commence powers which would place national policies for decision-making on a statutory basis at this time.

The Government has announced that it will exempt smaller developments up to 0.2 hectares from Biodiversity Net Gain, and introduce a suite of other simplified requirements to improve the implementation of BNG on small and medium sites that are not exempted. Defra will also consult shortly on an additional targeted exemption for brownfield residential development, testing the definition of land to which it should apply and a range of site sizes up to 2.5 hectares.

The consultation seeks views on a wide range of technical issues which are better addressed by planning authorities and professionals. It is anticipated that Cornwall council officers will analyse the various papers published and issue a briefing paper for Parish and Town Councils in due course. It is important that Members monitor progress of the changes and attend any training sessions offered by either CALC or Cornwall Council. For the time being it is recommended that Members note this update.

DAVID POOLEY - TOWN CLERK

Cornwall Council - Cornwall Bus Travel Survey

Suggested response drafted by Councillor Brown

1. Have you used the bus in Cornwall in the last year?

The response reflects an amalgam of views of people who use buses in varying frequencies.

2. How would you describe the place where you live?

Urban.

3. Please specify the place here

St Austell

4. What types of journeys do you make by bus in Cornwall?

Probably all the categories listed but the most important are

- Journeys within a town
- Journeys from one town or city to another
- Journeys on a park and ride
- Other bus journeys-journeys from a town to a village

5. How often do you use a bus in Cornwall?

Frequently will vary greatly between individuals but we believe a significant proportion of residents use a bus 2 to 4 days a week which demonstrates their importance for them.

6. What do you use the bus for?

Probably all the categories listed but we would highlight

- Work
- Education
- Shopping
- Health Appointments
- Social/Leisure

7. To what extent do you agree with the following statements about the bus services that you use in Cornwall?

- There is usually a bus at the right time for when we want to travel - Agree

- There are enough journeys during the day - Disagree
- The first journey is early enough in the morning - Disagree Strongly
- The last journey is late enough in the evening - Disagree
- Buses usually arrive on time - Agree. When that doesn't happen, it's generally because the bus breaks down or is down to factors beyond the bus company's control like major road works.
- Buses usually get us to where we need to be on time - Agree
- Buses are safe and comfortable - Agree

8. How would you rate the quality of bus stops that you use in Cornwall?

High and improving at some stops but this varies greatly

9. Which of the following features are most important to you at a bus stop?

- Paper information and timetables
- Live bus time displays
- Seating preferably under cover to give shelter and protection in wet weather

10. What are the main reasons for choosing to travel by bus?

- The bus is people's only option
- Users don't want to drive or don't have a licence
- It's convenient

Being cheaper than other types of transport is important but we reflect that many users have concessionary cards which means they don't pay directly to travel

11. What would most improve your bus journeys?

- Better information such as live bus time displays at bus stops and on an app
- More frequent services
- Faster journey times through additional services with fewer stops between the main towns

This question poses many options. These look the three most important in practice but it is clearly necessary that there is better access to bus services and that buses take users where they want to go. Lower fares will always be important and it is necessary for these to be permanent not just occasional temporary schemes

12. What are the most important features of a high quality bus network for you?

- Reliability and Punctuality
- Waiting facilities
- Coverage and Connectivity

13. What two factors are most important for Reliability and Punctuality?

- Buses that usually run on time
- Buses that always turn up (even if a bit late)

14. What two factors are most important for Network and Connectivity?

- Services that run all day from early morning to late evening
- Direct bus routes to get places faster

It's also highly desirable for buses to connect with other services for onward journeys

15. What three factors are most important for Information?

- Printed information displayed at bus stops
- Live time displays at bus stops
- Ability to track live bus locations on an app

Printed timetable booklets being available is also important for many users. There is always big demand when a new timetable comes into force but, because fewer are now produced, they are harder to obtain

16. What two factors about Fares and Tickets are most important?

- Value for money fares
- One ticket usable on any bus service

17. What two factors about Waiting Facilities are most important?

- Shelter at Bus Stops
- Seating at Bus Stops

18. What two factors about Buses are most important?

- Wheelchair/Accessible Spaces On Buses and Spaces For Prams
- Next Stop Displays/Announcements On Buses - especially important for visitors

19. What two factors are most important for Safety and Security?

- CCTV At Bus Stations
- Lighting At Bus Stops

Staffing of bus services for longer hours would be highly desirable but we acknowledge that's difficult. There may, however, be some opportunities especially where bus stations are coterminous with railway stations.

20. Do you have any other suggestions about how to improve bus services in Cornwall?

The timing of this consultation follows the announcement by First that they are withdrawing from Cornwall. We read that Cornwall Council are talking to Go Cornwall about replacement services. First operates core services along the spine of Cornwall and we consider it crucial that they are retained to the highest standard possible.

If there are additional resources for investment, we would like to see programmes continue to improve bus stops with more seating, better shelter and more real situation information about where buses actually are.

However, the top priority must be to try to increase the frequency of service on routes where this has been reduced in recent years.

In the St Austell area we see two particularly important issues. First to restore the 26 service to being hourly. This route is really important for people going to work, college or Bodmin Hospital.

Second to provide an earlier journey on the 30 Town Service. That would really help making journeys to work, school or college and to make connections especially to Truro, Treliske and Truro College. Additional services running a bit into the evening would also be appreciated