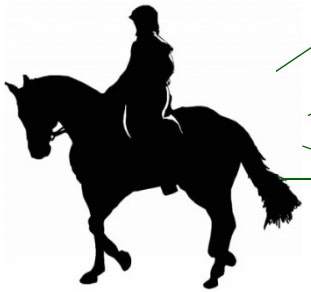
Educating the different user groups to be considerate of others



Anxious when bike is speeding towards them

Dog poo left on paths or bags on the trees

Dog mess in the wheels

Horses are frightened by the sudden movement, and may bolt

May not be able to get out the way of bikes quick enough

Badly trained dogs can run in front of a horse and cause an accident

Cyclists should slow down when coming across other users, particularly elderly/disabled users and horses-riders. Especially dangerous on corners

"Cyclists don't mix that well with children and dogs, as they want to go fast" (Walker)

Cyclists need to announce their presence when coming up behind horse riders, so as not to scare the horse

"I have had a terrible situation with mountain bikers, they sped past and scared all the ponies who bolted, I don't ever want that to happen again" (Horse rider)

Dog mess was mentioned by all groups as an issue. Owners need to be responsible and clean up the mess

Walkers should give horse riders right of way on a bridal path. Horse riders need to be aware that some people may not be comfortable around horses

Dog owners to be responsible, and make sure that their dogs are well-trained. If not they may scare the other walkers and get in the way of the cyclists/ horse riders

4insight

Video clip – Maps

Map of all the paths with grading (Online and brochure)

378 points

All groups spontaneously mentioned the need for a map with all the coastal and countryside paths on it, perception that there are a lot of unknown 'secret' paths

"I would like a great online map where I could see all the little paths, and networks, quite a lot of secret paths" (Walker)

The horse riders felt that it was important for them as it isn't often clear which paths they are allowed on, particularly for newcomers to the island. It would be helpful for them to find the best route with the most connecting paths

Suggestion from the cyclist group that the map would be designed similar to a piste map, it would depict the level of difficulty of the path (then people would know which ones are suitable for taking beginners and young children)

Path map for Walkers, graded for difficulty

Suggestion that the map could be introduced as an app to allow ease of access

- Steep paths
- Hill paths with steps
- Flat paths with some incline
- Suitable for disabled users

4insight

More land / opening up of existing paths

321 points

- Points mainly came from cyclists and horse riders
- One suggestion from the walkers was to provide facilities where the horse riders and cyclists could ‘let their hair down’, which may reduce anti-social behaviour on the paths
- Horse-riders were dissatisfied with the amount of paths currently available for them, initially there was a call for more paths but after discussions they felt that the issue would be better resolved by talking to landowners and re-opening those that have been closed to the public
- Most other people appreciated that we had enough paths, as they are very often empty. Any more paths being created would have a negative impact on the land
- Perceived that better networking and connectivity would benefit all the user groups, but particularly the horse-riders who felt that it was very difficult to find routes that linked together

4insight

Clear signage

220 points

Suggestion for signs indicating that the paths are multi user paths, so people know they may come across walkers, cyclists and horse riders. This may encourage people to be more considerate of others

Rather than having signs prohibiting use by certain user groups, have warnings informing users that certain paths are not suitable for their user type

"Some of the paths you wouldn't know you could go down them, there is no sign to let you know, you wouldn't go down it if you were new to the area" (Horse rider)

Disabled users recommended signs warning when there is a corner ahead, to encourage cyclists to slow down on corners

Signage was a particularly important issue for horse riders, as they felt it was very difficult to know where they were allowed to ride, and which routes were best

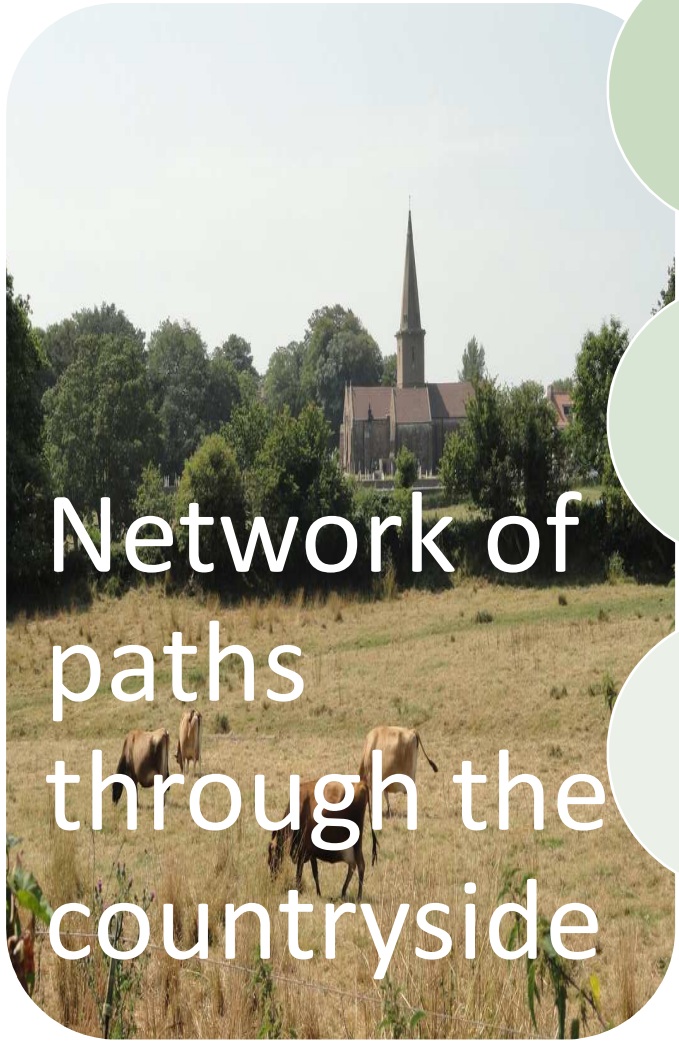
It was important that the signs were not too big or obvious, so the paths remain 'natural'. They felt this could be done by having visual signs with easy to recognise symbols eg. a tyre mark and boot to demonstrate it is a path that is suitable for walkers and cyclists

Suggestion that signs at the beginning of the paths could include time and distance (mention of the French system with different coloured lines for short and long routes)

4insight

"Another useful idea would be a network through the countryside fields, farmers incentivised to allow access, could create a network of paths throughout the island" (Horse rider)

208 points



Network of paths through the countryside

Perceived that there is a shortage of paths in the centre of the island, it is mainly coastal or the railway path. Suggestion to create a walk through the Parishes on unused farmland

Would allow families to go out for long walks, across the island, without having to use busy roads

Path would be large enough so that all users could use it, this would ease some pressure off the cliff paths

4insight

Other ideas – split by group type

Walkers

- Develop paths more appropriate to certain user groups*
- Better facilities*
- Communication of user groups*

Disabled/Elderly

- Develop paths more appropriate to certain user groups*
- Better facilities*
- Communication of user groups*
- Consultation (with disabled users)
- Surfaces
- Bus linkage
- Easy access for wheelchair from car park to path

Horse riders

- Time slots for different users*
- Connected paths*
- Maintenance*
- Legislation for animal welfare
- Develop experience
- Support for landowners
- Registering horses
- Horse box parking

*idea mentioned in more than one group

Cyclists

- Develop paths more appropriate to certain user groups*
- Management of budget
- Link up paths with the East
- Research other jurisdictions (e.g. Wales and France)
- EIA of maintenance
- Holistic department involvement (e.g. include Tourism)

Paths appropriate to certain users came up in most groups, however respondents did not allocate it many points

An 'Overarching strategy' was discussed in detail in two of the groups, as they felt it encompassed education, liaising with landowners and maintenance

Discussions in a few groups about how users didn't want to get bogged down in rules and regulations. ***All users were against licencing and policing the paths***

Mixed users

- Develop paths more appropriate to certain user groups*
- Connected paths*
- Communication of user groups*
- Time slots for different users*
- Maintenance*
- Overarching strategy
- Circularity
- Timings/distance/degree of difficulty displayed at beginning of paths
- Advertising
- Lead by example
- Clarity of legislation
- No over-regulation
- Share paths
- Tolerance and politeness

Concerns that a hub may concentrate users into one area with negative effects, more suitable for disabled/elderly users

Walkers liked the idea of circular walks, but were concerned that there is nowhere suitable in the island for it and if the users are concentrated into one area that it may have a negative affect on the environment

In general cyclists personally did not feel the need for a hub. Although they did comment that it could be nice for a family day out; it could have paths for beginners and bridal paths close by

Horse riders were really keen on the idea of circular routes, however felt a hub was not appropriate because they would need to access it from their stables and depending where the hub was it may take an hour before even getting there. Those who had a horse box wanted parking. Concern that the hub would get busy and crowded.

Suggestion that a hub of paths appropriate for disabled users could be created nearby Maison des Landes Hotel, enabling locals and visitors with disabilities to enjoy the paths. Other places suggested were St Ouens bay and Corbiére which are both relatively flat but lacking in disabled facilities. Could have a path for disabled users that goes the length of St Ouens.

"Cannot convert all the paths to be usable but needs some consideration in some locations to boost the accessibility for disabled users" (Disabled/Elderly)

4insight

Video clip – User group contribution

Where should the funds come from? - Users would rather volunteer than pay

Money

All groups felt that Tourism should be contributing to the budget as it benefits hugely from the paths

A membership fee/increased membership fee was not perceived to be an option, as they felt that it would put people off becoming club members

Some suggestions for funding from corporate sponsors (the sunset concert was mentioned as an example) or allowing people to sponsor a path

"Very keen to encourage people to go out and use the countryside – a toll hurts the poorest the most and discourages people" (Walkers)

"55,000 is just enough to employ 2 people to maintain the paths, let alone all the equipment that is needed" (Cyclist)

Those who did not know how much funding was available for the paths were shocked at how little it was

Manual help

Both horse-riders and cycle club members felt that it would be reasonable to expect each club that uses the paths to do a certain amount of volunteer maintenance on the paths a year

Other suggestions of where to find volunteers were schools getting their pupils to spend a day volunteering, people enrolled in the back to work schemes and the prison service/ community service

"We would be happy to help, rather that than a membership fee, get a lot more help from people picking up a shovel then opening their wallets"(Cyclist)

Club members felt that if they were able to 'sponsor' a section of path for a reasonable amount of time (5/10 years), then they would be happy to maintain it themselves. They currently spend a great deal of time working on land that at any point could be taken off them

Maintenance – Keep paths natural, push back on steps from all but the walkers

Low hanging branches are particularly problematic for the horse riders who felt that some of the bridal paths were not maintained to a good enough standard

All agreed it is good to have a variety of surfaces across the paths. For the horse riders it was important that the holes were filled in. Disabled users had trouble on loose surfaces with stones, as do cyclists

Dog mess came up in all groups as an issue. A need for more bins but only at the beginning and end of path

"There was an incident near the Dolmens. They were going to make a path with steps that would have been too small for us to ride through. Luckily I saw and told them while they were doing it, so they widened it. They need to consult the horse riders" (Horse rider)

Pushback on steps, the walkers are the only user group who perceive a need for them. Perception among the cyclists and horse-riders that the steps are intentionally put in to inhibit them riding in certain areas.
The cyclists feel the steps create a drainage issue and also encourage mountain bikers to go off the path.
All user groups were concerned about the nails sticking out of the steps

Maintenance issues came up spontaneously. Keeping the paths as natural as possible was felt to be a priority by all groups . They felt that it would benefit all if the user groups were consulted when changes are being made to the paths, as they have found some maintenance that has been done in the past was unsuitable for their activities, and potentially damaging to the paths

Landscape conservation considered more than wildlife conservation

Discussions were anthropogenic (human-centric) with very little spontaneous mention of the impact of the paths on the biodiversity. It seemed that most people had little knowledge about wildlife conservation, so this again could be an area where education will make a positive difference

The beauty of the paths and the views they offered were integral part of why users enjoyed using them so much. Users appreciated that single user paths could impact on this and it was one of the reasons why they were against that idea, also why they felt that there wasn't a need for more paths

Impact on biodiversity

"Overarching problem, haven't had problems from horse riders, get problems from mountain bikers and dog walkers, always get one who thinks its funny to chase sheep" (Shepherd)

Users considered what to do when animals habitats are being disturbed by users going off the path. It was felt that if people were educated more about the problems they were causing they would not do it. Perhaps putting a sign nearby with a picture of the animal and information about it may help (although then it could attract people to come and look at the animals disturbing them even more!)

Both cyclists and walkers felt the sheep to be a nuisance. There are issues with cyclists and dog walkers going off the path and through where the sheep graze

Coastal and countryside paths would be greatly improved if …

"…there was a larger network of off-road inter connecting paths with easily accessible route information and a well communicated Code of Conduct for users" – *(Walkers group)*

"…there were more of them, they linked together, their access was a little more clearly marked and maps were available clearly showing where they were" - *(Horse riders group)*

"…an adequate budget was made available with a panel formed by user groups (stake holders)" – *(Cyclist group)*

"...there was clarity of rights of access, respect for rights of users and the environment/ personal responsibilities. Consideration to improve disabled access for parts of the pathways in close collaboration with target group" – *(Disabled/Elderly group)*

"…there was an overall strategy which ensured good, regular maintenance, clarity of use, a code of practice, clear user maps, advertising, education to ensure maximum multi use" – *(Walker, Mixed group)*

"…there were more paths available for all users, and the users were made aware of these paths. An idea would be an app showing available paths for all types of users and people could add to it with new paths, distances, timings and difficulty etc."-*(Horse rider, Mixed group)*

Conclusions

"In all times I have been on the paths, 99.9% of my interactions have been positive as a walker and a mountain biker " (Cyclist)

- Multi-user paths were preferred by all user groups; there was an appreciation that some paths naturally restricted certain users e.g. cliff paths
- In general people felt that the different user groups co-exist in harmony, and that the majority of users are respectful and considerate. They had an appreciation that every now and then they will have a bad experience with another user, and unfortunately those bad experiences stay with them longer
- However, there was some anxiety between user groups revealed in the TAT exercise, which they felt can be addressed with education
- Education (Code of Conduct) was perceived to be key when addressing the needs of the different user groups, if all user types understood each others needs and concerns any potential conflicts can be avoided
- All the groups felt a map was important and suggestions were creating an activity focused online map with grading, e.g. similar to a ski piste map
- Other ideas; clear signage (including Code of Conduct, timings and difficulty), opening up more bridal paths for horse riders and a network of paths through the Parishes
- Across all groups, dog mess was perceived to be an issue that needed addressing

Conclusions

"Licencing just generates administration" (Horse rider)

- Policing and licencing were felt to be impractical and a potential drain on resources
- Users did not feel that they should be charged for using the paths, however they were willing to help by volunteering their time to maintain the paths. They suggested that each club would volunteer a certain amount of time a year
- Users felt that funding should be supplemented by Tourism, as the paths are a unique selling point for Jersey. Other means of potential funding could come from corporate sponsors or allowing people to sponsor a path
- Wildlife preservation was not spontaneously mentioned by many users, however when probed on the issue they said it was important. Users were more concerned with landscape conservation and 'keeping the paths natural'

"People don't understand the States do not budget and finance the cliff paths properly, even though it brings in tourists, should be putting in more money to the infrastructure and encouraging people to come over to use the paths" (Cyclist)

Recommendations

- Plan on multi user paths where possible with minimal impact maintenance strategy
- Consider an education campaign to improve understanding and show more consideration/tolerance
- Consider adding some clear signage, including Code of Conduct, distance, time, difficulty and which user groups the paths are appropriate for. Where possible make the signs as small and unobtrusive as possible (for example the red and white lines to indicate whether it is a short or long route, symbol to demonstrate which user groups the path is suitable for)
- Activity focused maps with all paths on, and level of difficulty (online, brochure and app)
- Perhaps create a working group with representatives from the different stakeholder groups. They could meet twice a year to review the paths' offering, and have an online community where they can post about new issues regularly. This would improve communication and commitment, maximising effort and enable you to tackle any issues
- Set up agreements with clubs whereby they will do a certain amount of maintenance on the paths annually
- Approach Tourism/EDD for funding contributions and maybe some joint marketing/awareness campaigns

Any ?s

4insight

Appendix

Coastal and countryside paths would be greatly improved if …

Walkers

- "…more people knew about them, routes were mapped, more paths were opened up, they were celebrated and user responsibility by all types of user; and protected from development by landowners."
- "…more paths could be opened up so that walkers and other users have more choice and if continual efforts are made to manage use where excessive, and preserve and enhance the natural environment."
- "…if there was more education for and to existing users, utilising a network of paths/fields across the island."
- "…there was a larger network of off-road inter connecting paths with easily accessible route information and a well communicated code of conduct for users"
- "…by a network of fieldwork large paths linking green lanes and giving more off road opportunities to users."
- "…the network was extended and connected across interior countryside and fields."
- "…we all take into account other users' needs and we produce an over reaching strategy encompassing education and code of practice"
- "…there was an overall strategy which ensured good, regular maintenance, clarity of use, a code of practice, clear user maps, advertising, education to ensure maximum multi use."
- "...access to them was encouraged, and they were used, respectfully by more people."
- "…there was a reasonable, detailed map of where all the paths are."
- "…more money was available, people were better educated and saw access as a privilege."
- "…it was possible to do circular walks, meeting groups of walkers, bikers, and horse riders who all understood and appreciated everyone's needs."

Emphasis on education and code of conduct to improve user group relations. Need for a clear map and perhaps a network of paths across the centre of the island

Coastal and countryside paths would be greatly improved if …

Cyclists

- "…more education for all users and people who maintain the paths, plus the environment groups who pay for them"
- "…with correct education and awareness of different groups. Generally I feel that groups get on well with each other and hopefully this consultation can improve the needs of all parties"
- "…what we have discussed today was taken on board and acted upon sensibly, logically and with respect to all user groups and nature"
- "…the path furniture (i.e. steps) were removed and sufficient drainage added for safety and longevity. PERMINANT FACILITIES PLEASE!"
- "…they are left untouched and not manicured with steps, handrails, signs etc. These paths should be available to all users"
- "…an adequate budget was made available with a panel formed by user groups (stake holders)"
- "…users were educated and contradictions from all groups were considered. Communication and discussion are at the heart of the future of our paths. I do not believe enough is being communicated"
- "…all stakeholder users' work together to be able to enjoy their chosen passions. With agreement and close working everyone will see an improvement to the paths."
- "all users could enjoy these paths (the paths need nothing doing to them, they are an amazing natural resource already!)"
- "…all user groups can be considered and provided for fairly, in the most sustainable manner which is sympathetic to our small, delicate environment"
- "…if all users got on and did not have issues around their use. Or they were left as they were"

Key take-away is that it is important to continue efforts to communicate both between the different user groups, and with the Natural Environment Team

Coastal and countryside paths would be greatly improved if …

Horse riders

- "…there were more of them in all Parishes, easily signposted and kept clear of low trees and mapped out and put on the website"
- " … they were clearly marked, they were mapped out, they were well maintained, open to all users within the limits discussed today"
- "… we knew which paths we could access and there were more of them and they were well maintained for appropriate users."
- "…they opened and maintained all the paths with clear direction as to who can use them."
- "…everyone respected each other's right to use the paths and old paths were brought back into use and the government were committed to supporting outdoor spaces for all"
- "…people looked out for one another and understood the needs of others"
- "…there were more of them, they linked together, their access was a little more clearly marked and maps were available clearly showing where they were"
- "… everyone used them with respect to the environment i.e. cleared their own rubbish, dog poo etc."
- "…greater connectivity and the lifting of restrictions with better communications"
- "…open up and make our existing paths and tracks accessible to horses. Any new paths would be very welcome, but please stop closing our paths"
- "…as horse riders we could share the paths which are all around our area, but now blocked off to us. We all need to share and help maintain the paths so we can all equally enjoy our beautiful island!"
- "…more access was available to my specific user group, as a horse rider on walking paths, and as a walker on bridal paths"
- "…there were more paths available for all users and the users were made aware of these paths. An idea would be an app showing available paths for all types of users and people could add to it with new paths, distances, timings and difficulty etc."
- "…they were left well alone!!! (Apart from cutting them back etc.)

Key take-away for the horse riders was that there needs to be more paths accessible to their particular user-group, with clearer signage and a map showing where the paths are

Coastal and countryside paths would be greatly improved if …

Disabled/Elderly

- "...some of the many motorists left their vehicles and used pedestrian access. Walking to hubs, where vehicles transported many people onwards"
- "…all departments responsible got together, and discussed issues and acted as a whole with the good of all the users in mind and as a way to move forward in the future"
- "…all user groups were consulted and a strategic plan (10yr?) was formulated and trialled with clear objectives shared in the island."
- "...there was clarity of rights of access, respect for rights of users and the environment/ personal responsibilities. Consideration to improve disabled access for parts of the pathways in close collaboration with target group"
- "… better management, overseeing body to orchestrate and maintain, basically someone to contact"
- "…there was an overarching strategy to control and develop them, backed up by a sensible code of practice, supported by elements defined above. They should be there for all to enjoy irrespective of peoples interest and where possible there should be accessibility for all"

Important to integrate departments and create a strategic plan

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