

Community Mobility Hub Accreditation

Setting quality standards

December 2022



Introduction

The mobility hub is a relatively new concept which is being used to create space designed specifically to house public, shared and active travel modes alongside other facilities. Mobility hubs are taking different forms, from large city centre hubs to suburban mini stations, from those tailored to rural contexts to those centred on tourism.

CoMoUK, a charity supporting the development of shared transport, has collaborated with partners to create a set of standards for assessing the quality of mobility hubs.

Community organisations across the UK are undertaking urgent and vital work to mitigate greenhouse gas emissions produced by the private car by offering shared transport solutions such as bikeshare, ebikeshare and EV car clubs, in a community context. CoMoUK supports these efforts in principle and in practice, including through its work programme with Transport Scotland. It is vital that sustainable transport options are not confined only to larger settlements in Scotland and that decarbonisation is an inclusive, equitable process. Community action and engagement will be vital parts of Scotland's success in curbing greenhouse gas emissions.

It is in this context that we have produced this new community mobility hub accreditation. This sits alongside our general mobility hub accreditation.

Community mobility hubs are a natural extension to the ongoing CoMoUK mobility hub accreditation process, being ones that are tailored to potential or extant community hubs sometimes supported by volunteers and often challenged by limited funding and transport options.

The criteria to meet accreditation is reduced (as examples: WC facilities, the nearness and nature of public transport) in recognition of these challenges.



CoMoUK is the national organisation for shared transport, a charity for promoting its social, economic and environmental benefits. We work collaboratively with national, regional, transport and local authorities as well as the private sector to further these public benefits.



Possible locations for a community mobility hub

Possible locations for a community mobility hub include:

- Community centre
- Village hall
- Community café

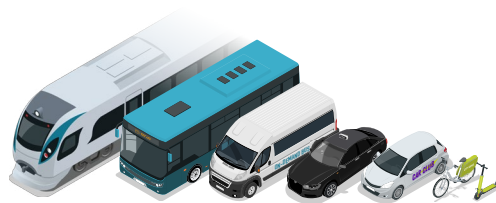
These locations are ideal as they are an existing base and focal point in the community to build upon. They may, for example, provide somewhere for storage of bikes, an electric charge point for a shared car or staff to promote and look after a new scheme. This list is not exhaustive. We are happy to discuss potential locations that are not listed above.

Accreditation standard factors

The accreditation standard incorporates six factors:



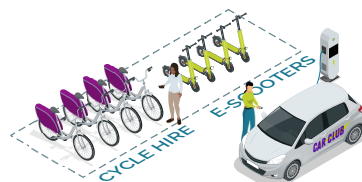
1. Visibility and accessibility



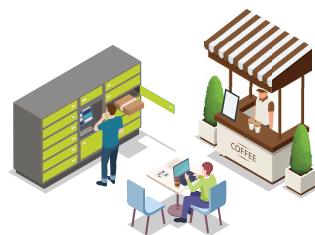
2. Choice of sustainable modes



3. Safety



4. Ease of switching modes



5. Practical facilities



6. Social and community appeal

Who could create a hub?

Organisations that could deliver a mobility hub in their community might include:

- Community organisations such as:
 - Trusts including Development Trusts
 - Voluntary or Unincorporated Associations
 - Company Limited by Guarantee in a community context
- SCIO registered charitable organisations
- Community Interest Companies (CIC)
- Co-operative, industrial, and provident societies or friendly societies

Use of quality standards

The standards can be used in three ways:

1

In the planning process

Accreditation can be used as a thinking aid to shape thinking on what options should be considered for the mobility hub.

2

To put forward hubs for accreditation

Accreditation is a standard against which hub proposers and then CoMoUK can assess the existing and/or proposed facilities including the design and community consultation process leading to the facilities.

Community hubs are a reaction to the sustainable travel needs of a community and this accreditation process also requires community involvement including a robust community consultation process.

3

Assessing and maintaining hub quality

After the hub is up and running, accreditation can be used as a benchmark to assess the ongoing viability of the hub's offering.

Contact us to find out more about measuring impacts.



Accessibility and inclusion

The Equalities Act 2010 states that everyone should have equal access to facilities in their community and beyond.

CoMoUK believe that shared transport should be an inclusive experience for all regardless of age, ability, or background. Hub providers should promote inclusion as a central tenet of the hub's offering.

Accessibility involves designing places and services to optimise access whereas being inclusive is about giving equal access and opportunities to all users of the hub regardless of age, ability, or background.

Inclusive shared transport modes should be within the hub's offering to the community. The following information should be considered and implemented where possible to maximise the inclusivity of the hub through a process of community consultation and engagement with local accessibility and disability groups.

Some of the guidance in the table is general in nature but has specific accessibility and inclusion advice included.



Guidance	Description
BS 8300 - 1:2018 - Design of an Accessible and Inclusive Built Environment Part 1: External Environment Code of Practice BS 8300-2018 - Design of an accessible and inclusive built environment Part 2 Buildings Code of Practice	BS 8300 Part 1 & Part 2 are statutory guidance documents to achieve compliance with the Equalities Act 2010 and should always be referenced by designers, organisations and operators when establishing and running an offering to the public in the external environment (Part 1) and the built environment (Part 2) to ensure accessibility and inclusivity for all.
Department for Transport: Cycle infrastructure design (LTN 1/20)	Guidance for local authorities on designing high-quality, safe cycle infrastructure
Department for Transport: Gear Change a Bold Vision for Cycling and Walking	The UK government's central policy document on active travel with guidance
Changing Places facilities	Changing places toilets are enhanced, fully accessible toilets designed to enable use by people with complex needs who cannot use standard accessible WCs.
Department for Transport: Inclusive mobility: making transport accessible for passengers and pedestrians	Guidance on designing and improving the accessibility and inclusivity of public transport and pedestrian infrastructure.
RNIB Seeing Streets Differently	Recommendations for Local Authorities and Department for Transport on how to make streets inclusive for blind or partially sighted persons.
Wheels for Wellbeing - Guide to Inclusive Cycling	An accessible guide on the basic principles of inclusive cycling.
Transport for All	Guidance on inclusivity in transport.
Cycling for All	Guidance on inclusivity in cycling.
Guide Dogs: Street design guidance for local authorities	Guidance and recommendations to designing streets that remain accessible for people with sight loss.

We will continue to add suitable and relevant guidance to this page. If you know of guidance or best practice that you wish to share with us for inclusion in this document, then please do get in touch.

Accreditation standard for community mobility hubs

The six elements of the quality standards are illustrated below. Each of these are explored in more detail in the next section.

Visibility and accessibility

Hubs need to be part of the clearly identifiable transport network with services which are easily accessible by all

Choice of sustainable modes

These should include public and shared modes as well as consideration of pedestrians

Ease of switching between modes

This applies in both physical and digital terms, linking the use of different modes

Safety

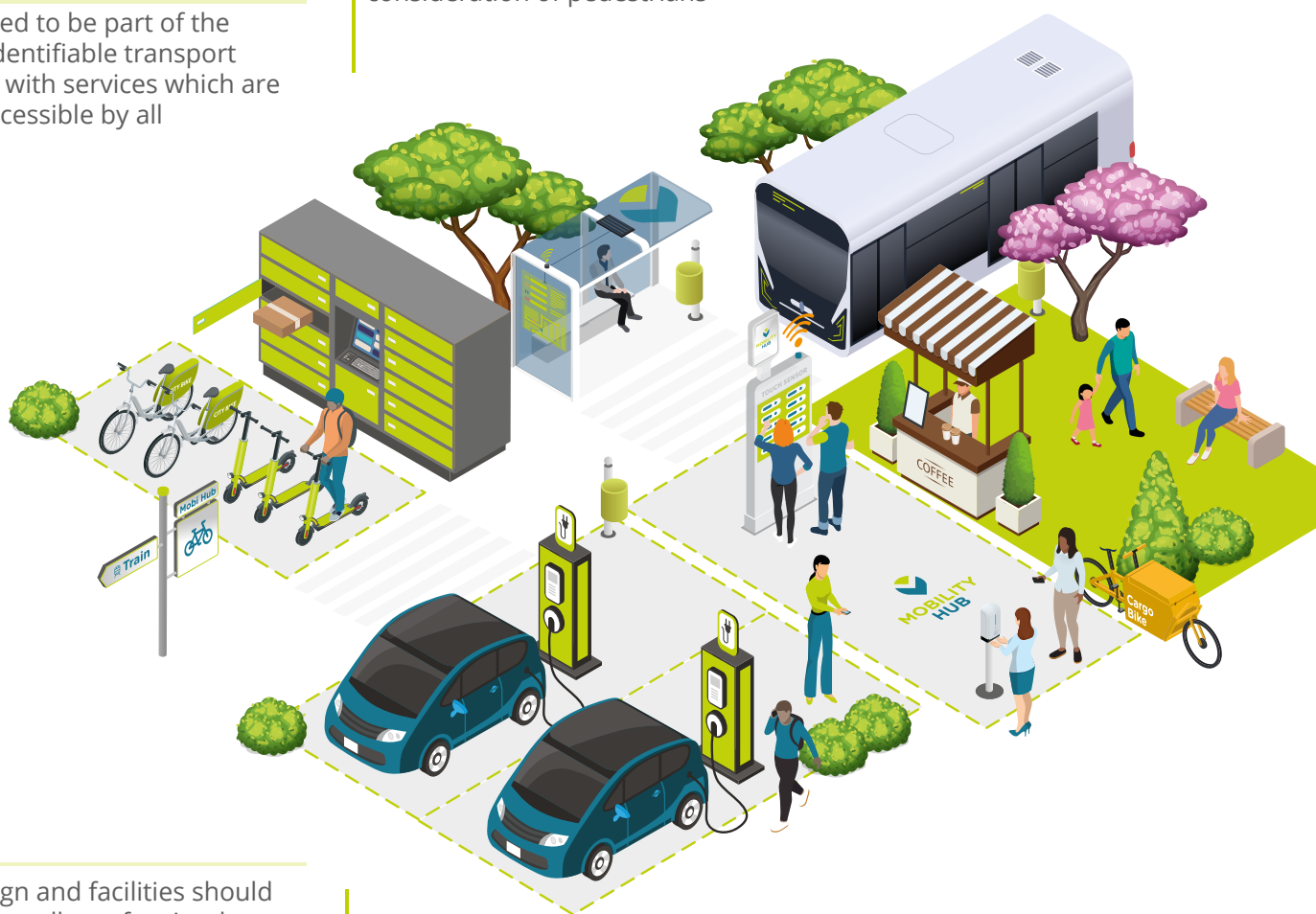
The design and facilities should ensure traveller safety is a key factor

Practical facilities

Clever design will consider what non transport practical additions can be included

Visual, social, and community appeal

A successful mobility hub will enhance the area visually and provide a contribution to the social and community fabric



CoMoUK community mobility hub accreditation

CoMoUK invites relevant organisations to contact CoMoUK about getting their community mobility hubs assessed through our accreditation process.

Whilst it is always easier to engage at the earliest design stage, we fully acknowledge that many communities have implemented share transport solutions around existing community facilities. We will assess your proposal to see if accreditation is achieved based on existing facilities or advise on any changes that might be necessary to achieve accreditation. If you are starting to plan a community facility with shared transport opportunities, it is possible to apply for accreditation before a hub is constructed and therefore gain provisional status.

In each instance, please fill in an accreditation form with the attendant evidence and submit to info@como.org.uk. We will be in touch to arrange a visit.

Community mobility hubs achieving accreditation will be featured on our website and promoted as examples of best practice in community shared transport.

A promotional pack (in a graphical format) indicating that the standard has been met will be issued upon accreditation. This material can be used in the marketing and promotion of the hub.

Accreditation is free to apply for and lasts for 24 months before re-assessment.



CoMoUK is a registered charity in England and Wales (no. 1093980) and Scotland (no. SC044682)



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