

**Notice of a public meeting of  
Cabinet**

- To:** Councillors Alexander (Chair), Crisp, Cunningham-Cross, Levene, Looker, Merrett, Simpson-Laing (Vice-Chair) and Williams
- Date:** Tuesday, 6 May 2014
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

**AGENDA**

**Notice to Members - Calling In:**

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democracy Support Group by **4:00 pm on Thursday 8 May 2014.**

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Committee.

**1. Declarations of Interest**

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

## **2. Exclusion of Press and Public**

To consider the exclusion of the press and public from the meeting during consideration of the following:

Annex A to Agenda Item 13 (New Social Housing Down Sizing Opportunity) on the grounds that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information). This information is classed as exempt under paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).

## **3. Minutes**

(Pages 1 - 10)

To approve and sign the minutes of the Cabinet meeting held on 1 April 2014.

## **4. Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 2 May 2014**. Members of the public can speak on agenda items or matters within the remit of the committee.

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

### **Filming, Recording or Webcasting Meetings**

*“Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.*

*Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.*

*The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at [http://www.york.gov.uk/downloads/download/3130/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings](http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings)*

- 5. Forward Plan** (Pages 11 - 12)  
To receive details of those items that are listed on the Forward Plan for the next two Cabinet meetings.
- 6. Lendal Bridge Trial Evaluation Report** (Pages 13 - 280)  
This report provides an evaluation of the Lendal Bridge traffic restriction implemented using an Experimental Traffic Regulation Order, in place between 27<sup>th</sup> August 2013 and 12<sup>th</sup> April 2014. Information is provided from the evaluation of the 6 month period up to 26 February 2014 and the subsequent period up to the decision to revoke the experimental order on 8 April.
- 7. Final Report of the Corporate and Scrutiny Management Committee on the Night Time Economy Scrutiny Review** (Pages 281 - 422)  
This cover report presents the final report from the Corporate Scrutiny Review of York's Night Time Economy and asks Cabinet to approve the recommendations arising from the review.

The Chair of the Corporate and Scrutiny Management Committee, Councillor Galvin, will attend the meeting to present the report and answer any questions.
- 8. School Meals Scrutiny Review Final Report** (Pages 423 - 486)  
This cover report presents the final report from the School Meals Scrutiny Review and asks Cabinet to approve the recommendations arising from the review.

The Chair of the Task Group, Councillor Fitzpatrick and Cllr Reid as Chair of the Learning and Culture Overview and Scrutiny Committee, will attend the meeting to present the report and answer any questions.

**9. Personalisation Scrutiny Review Final Report** (Pages 487 - 558)

This report presents the Final Report and recommendations of the Health Overview and Scrutiny Committee arising from their Personalisation Scrutiny Review.

The Chair of the Task Group, Councillor Funnell, will attend the meeting to present the report and answer any questions.

**10. Construction Skills Scrutiny Review Final Report** (Pages 559 - 590)

This report presents the final report of the Construction Skills Scrutiny Review at Appendix 1, and asks Cabinet to approve the review recommendations.

The Chair of the Task Group, Councillor Watt, will attend the meeting to present the report and answer any questions.

**11. Additional £2m Capital Funding for Improving the Condition of the Unclassified Carriageway and Footway Network** (Pages 591 - 600)

This report details the proposed programme of works and seeks approval for implementation within the 2014/15 financial year of the additional £2m allocated by the Council to the highway maintenance budget to improve the unclassified carriageway and footway network condition

**12. Economic Infrastructure Fund - May 2014 Funding Decisions** (Pages 601 - 628)

This report sets out proposals for funding the following projects from the Economic Infrastructure Fund:

- Public realm investment at Hungate
- Biovale

**13. New Social Housing Down Sizing Opportunity** (Pages 629 - 640)

This report sets out details of an opportunity identified by the Housing Revenue Account business plan for a £20m investment fund for new affordable housing. This relates to the possible acquisition of 14 new apartments proposed to be built on the site of the former Pack of Cards Public House, Acomb for a council housing down-sizing scheme.

- 14. Draft Revised Financial Regulations** (Pages 641 - 696)  
This report presents Cabinet with the draft revised Financial Regulations for discussion, comment and approval and submission to the Audit and Governance Committee.
- 15. Reoccupation Relief Rate Scheme** (Pages 697 - 702)  
This report sets out the proposed new reoccupation rate relief scheme for Cabinet approval.
- 16. Urgent Business**  
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Jill Pickering

Contact details:

- Telephone – (01904) 552061
- E-mail – jill.pickering@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

**我們也用您們的語言提供這個信息 (Cantonese)**

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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## City of York Council

## Committee Minutes

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Meeting	Cabinet
Date	1 April 2014
Present	Councillors Simpson-Laing (Vice-Chair, in the Chair), Crisp, Cunningham-Cross, Levene, Looker, Merrett and Williams
Apologies	Councillor Alexander

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**117. Declarations of Interest**

Members were asked to declare, at this point in the meeting, any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

Councillor Merrett declared a personal interest in relation to Agenda item 7 (Improving York's City Centre – Reinvigorate York Public Realm Improvement Projects) as an honorary member of the Cycle Touring Club and as a York Cycle Campaign member.

**118. Exclusion of Press and Public**

Resolved: That it was agreed to exclude the press and public from the meeting during consideration of Annexes 1 to 4 to agenda item 8 - Minute 124 refers (Formation of a Yorkshire Purchasing Organisation Limited Company) on the grounds that they contain information relating to the financial or business affairs of particular persons (including the authority holding that information). Such information is considered exempt under paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).

**119. Minutes**

Resolved: That the minutes of the last Cabinet meeting held on 4 March 2014 be approved and signed by the Chair as a correct record.

**120. Public Participation**

It was reported that two registrations had been received to speak at the meeting under the Council's Public Participation Scheme.

Gwen Swinburn spoke in relation to agenda item 6 - Bid to join the UNESCO Creative Cities Network as a City of Media Arts (minute 122 refers). She expressed concern that this report did not include a cost benefit analysis, risk implications, financial information in relation to travel or background papers. She also spoke in relation to the authorities governance arrangements and engagement with residents.

Paul Hepworth, spoke in relation to agenda item 9 - Improving York's City Centre - Reinvigorate York Public Realm Improvement Projects (minute 123 refers). He referred to the further deliberations mentioned in the report proposed for various elements of the Fossgate scheme, which included provisions for cyclists. He referred to Department for Transport guidance for cyclists in vehicle restricted areas and asked for full and fair discussion of the guidance, prior to the making of any recommendations in respect of cyclists access to the area.

**121. Forward Plan**

Members received and noted details of those items on the Forward Plan for the next two Cabinet meetings, at the time the agenda was published.

**122. Bid to join the United Nations Educational, Scientific and Cultural Organisation Creative Cities Network as a City of Media Arts**

Consideration was given to a report which asked for Cabinet's endorsement of the bid to join the United Nations Educational, Scientific and Cultural Organisations Creative Cities Network



(UNESCO) as a City of Media Arts, in order to raise public awareness of the opportunities for the city.

It was reported that in 2010 Council had agreed to make an application to be a Creative City of the Media Arts however, following the withdrawal of funding for UNESCO in November 2011, the admission of further cities had been put on hold. Since that time the media arts sector had continued to grow and following recent encouragement York had resumed its bid through a partnership of organisations steered by York@Large, on behalf of the city.

The Cabinet Member confirmed that York would receive notification as to the success of its bid on 20 November 2014. In the meantime she encouraged all to vote online for the city and expressed her thanks to York@Large for all their work.

Chris Bailey, spoke as an interested resident who had been involved in work on the bid. He highlighted the importance of the Council's endorsement of the bid which could lead to international recognition of the city. He referred to the economic power of creative arts which attracted businesses from other sectors all of which were important for young people in the city.

Members also expressed their strong support for the bid which would help secure the cities future and add further scope for employment

Resolved: That Cabinet agree to endorse the bid to join the UNESCO Creative Cities Network as a City of Media Arts and to raise public awareness of the opportunity presented. <sup>1</sup>.

Reason: To demonstrate the ongoing support of the council for York's bid.

Action Required

1. Continue with development plan in respect of the UNESCO bid.

SH

**123. Improving York's City Centre - Reinvigorate York Public Realm Improvement Projects: outcome of consultation and proposals for Fossgate**

Members considered a report which provided an overview of the consultation undertaken on the following three of six priority Reinvigorate York public realm improvement projects, including detailed feedback in respect of the Fossgate scheme:

- Exhibition Square and Theatre Interchange scheme, part of the Better Bus Area Fund programme
- Duncombe Place/Blake Street junction
- Fossgate (Annex 1 of the report) and proposed junction improvement plans (Annex 2)

It was reported that the aim of the Fossgate proposals had been to encourage the regeneration of the street, changing its character from a vehicular dominated through road to a quieter more pedestrian friendly area. Following extensive consultation it was noted that strong views had been expressed that investment should be concentrated on improving the northern end of Fossgate and that proposals for the southern end should not be carried out at the present time. Officers had subsequently reviewed their entry treatment proposals for the street and put forward a further option shown at Annex 2 which had now been endorsed by the Fossgate Users Group.

The Cabinet Member referred to the strong views put forward by residents and businesses in the area which had resulted in revisions to the scheme whilst maintaining the character of Fossgate.

Consideration was then given to the following three options:

Option 1

Key proposals included:

- i) Localising physical improvements to the northern end of Fossgate from the junction with Pavement to the junction with Lady Pecketts Yard.
- ii) Raising the surface of the road to footpath level to provide a shared surface between No. 5 (Terrace PH) to No. 14 (Masons Bar & Bistro) with a ramp at either end.

- iii) Reducing the roadway in width and gently sweeping the alignment of the road. This will allow widening of footpaths, whilst keeping the lines of paving simple, and will help to reduce vehicle speeds.
- iv) Amend the status of a short length of the existing overnight parking bays in Fossgate to create 2 parking bays exclusively for use by blue badge holders. These bays would be longer than normal (8m rather than 6m) to allow easier access to the rear of the vehicles by people with wheelchairs. It should also be noted that additional dedicated disabled parking bays have already been provided in near by Piccadilly car park where the Shopmobility scheme operates from.
- v) Relocating the existing parking spaces at the southern end of Fossgate to the other side of the road. This will help to control vehicle speeds.
- vi) Surfacing the roadway in dark grey granite setts (to provide a durable and robust surface for delivery vehicles) and edging with new granite kerbs. The footway will be paved in yorkstone flags. This will maintain a clear visual distinction between the road and footpath. Visually the new granite kerbs will appear 'flush' with the road but will be laid with a slight upstand (this will help blind and visually impaired people to navigate the street).
- vii) Locating new bollards to protect cellars and overhangings from properties and direct traffic whilst still allowing deliveries to businesses.
- viii) Keeping the existing wide granite kerbs, which are unique to Fossgate and are a heritage asset. The existing stone setts and paving to the bridge will also be kept.
- ix) Providing new seating in locations subject to consultation with businesses and residents.

Option 2

Key proposals included:

- i) Raising the surface of the road to footpath level to provide a small length of raised 'table top' between No. 5 (Terrace PH) and No. 8 (Connolly's Homestyle) with a ramp at either end.
- ii) Resurfacing the carriageway between the finish of the new table top up to the start of the existing stone setts and paving to the Bridge.
- iii) Removing the existing traffic island at the junction of Fossgate with Merchantgate and building out the footpath between No. 2 (Alms Houses) and No. 6 (Quantum Sales & Lettings) to enable provision of cycle parking and seating as required.

Other key proposals as for Option 1 above.

Option 3

Key proposals included:

- i) Providing a granite sett ramp at the northern entrance into Fossgate from Pavement and widening the footpath between No. 5 (Terrace PH) and No. 8 (Connollys Homestyle).
- ii) Retaining the existing road levels and resurfacing the carriageway between the new ramp to the start of the existing stone setts and paving to the Bridge.

Other key proposals as for Option 1 above.

Following further discussion it was

Resolved: i) That Cabinet approve Option 1 as the preferred design for the Fossgate scheme and a proposed budget of £310k. The work to be funded out of the £3m Capital budget already agreed for the Reinvigorate York programme (£305.5k) and supplemented from the Capital Maintenance budget 2014/15 (£4.5k) for carriageway patching, leaving a

balance of £1,604.5k unallocated across the Reinvigorate York programme.<sup>1</sup>.

- ii) That Cabinet note that the preferred design and proposed budget for the Exhibition Square/Theatre Interchange and Duncombe Place/Blake Street junction projects will follow later.

Reason: i) To ensure delivery of the Fossgate project within the overall Reinvigorate York project programme.

- ii) To keep Cabinet updated on the Reinvigorate projects.

Action Required

1. Implement preferred Option 1 improvement scheme for Fossgate.

SH, AB

**124. Formation of a Yorkshire Purchasing Organisation Limited Company**

Consideration was given to a report which sought approval for the formation of a trading company for the Yorkshire Purchasing Organisation (YPO), owned by the 13 founder members of the Organisation. It was reported that a limited company would protect the current level of business with schools and academies and allow YPO to explore opportunities not available to a Joint Committee.

It was noted that the holding company would be set up as a company limited by shares which would allow private sector trading for profit, mainly with schools and academies in relation to energy procurement, allowing YPO to offer the energy buying service to non-public sector organisations.

Alternative methods of protecting existing YPO activity had been considered however, this had been found to be the only option available to Local Authorities for trading on a commercial basis with non-public bodies.

Supporting information in relation to the business case for the creation of the new limited company, the Memorandum and Articles of Association and Shareholder and Management

Services Agreements were set out in exempt Annexes 1 to 4 of the report.

Officers referred to the changes that had taken place since the establishment of the Organisation in 1974 and to the need to retain existing YPO business whilst expanding the offer to private sector organisations and limiting any risks.

Members referred to the importance of strong membership and governance arrangements, the details of which would be finalised at a later date.

Consideration was then given to the following options:

Option 1:- To form YPO Procurement Holdings Limited.

Option 2:- Not to form a company.

Resolved: That Cabinet agrees to:

- i) Note the preparation of the Business Case by Yorkshire Purchasing Organisation Officers in support of the proposed exercise of the power to trade and approve the final Business Case set out at annex 1 (exempt) of the report.
- ii) The formation of the trading company limited by shares wholly owned by the Founder Members of YPO (to be known as YPO Procurement Holdings Limited) to act as a holding company for a range of special purpose vehicles in order to protect the business of the YPO joint committee.
- iii) The Council becoming a shareholder of the company limited by shares under the name of YPO Procurement Holdings Limited which may trade in

accordance with section 95 of the Local Government Act 2003 and the Local Government (Best Value Authorities) (Power to Trade) (England) Order 2009 and or Section 4 of the Localism Act 2011.

- iv) Recommends Council to make appointments as its director and alternate director on the Company Board.
- v) Note that the Chairman of the Board of the company will be as set out in the Shareholder agreement.
- vi) Authorise the Director of Customer and Business Support Services to exercise the Council's powers of shareholder at general meetings in the company.
- vii) The governance and funding arrangements for the company as set out in the report.
- viii) Delegate authority to the Director of Customer and Business Support Services, in consultation with the Assistant Director of Governance and ICT, to finalise the detailed arrangements for the formation of the company including relevant financial matters and, governance issues, such as matters to be reserved to the Council as shareholder and to delegate authority to the Assistant Director of Governance and ICT or authorised representatives to enter into all necessary legal agreements or documentation and ancillary to the

implementation of the above recommendations in accordance with the following documents substantially in the form set out in the;

- The Memorandum and Articles of Association of the company – annex 2 of the report (exempt)
- The Shareholder Agreement - annex 3 of the report (exempt)
- The Management Services Agreement – annex 4 of the report (exempt) <sup>1</sup>.

Reason: The business case (as set out at Annex 1) of the report (exempt) is based upon protecting the current business which could be lost if outsourced to private bodies, access to new business to enable continued growth and protection against financial risk, resulting from structural changes in the customer base.

Action Required

1. Delegated authority to finalise the detailed arrangements for formation of YPO Procurement Holdings Ltd.

IF, AD

Cllr T Simpson-Laing, Chair

[The Meeting started at 5.30 pm and finished at 6.15 pm].



## Cabinet Meeting: 6 May 2014

### FORWARD PLAN

***Table 1: Items scheduled on the Forward Plan for the Cabinet Meeting on 3 June 2014***

Title & Description	Author	Portfolio Holder
<p><b>Annual Report from Financial Inclusion Strategy Group for 2013/14</b> Purpose of Report: To update progress on financial inclusion activities with particular emphasis on the York Financial Assistance Scheme.</p> <p>Members are asked to receive the report for information as per Cabinet decision 7 December 2013.</p>	Ian Floyd	Cabinet Member for Finance and , Performance

***Table 2: Items scheduled on the Forward Plan for the Cabinet Meeting on 1 July 2014***

Title & Description	Author	Portfolio Holder
<p><b>Review of the Housing Revenue Account Business Plan</b> Purpose of Report: To review the Housing Revenue Account Business Plan.</p> <p>Members are asked to approve the changes to the Business Plan.</p>	Tom Brittain	Cabinet Member for Homes and Safer Communities

***Table 3: Items slipped on the Forward Plan***

<b>Title &amp; Description</b>	<b>Author</b>	<b>Portfolio Holder</b>	<b>Original Date</b>	<b>Revised Date</b>	<b>Reason for Slippage</b>
<p><b>Review of the Housing Revenue Account Business Plan</b> Purpose of Report: To review the Housing Revenue Account Business Plan.</p> <p>Members are asked to approve the changes to the Business Plan.</p> <p>This item was deferred to April to allow officers more time to produce the report</p>	Tom Brittain	Cabinet Member for Homes and Safer Communities	March 14	July 14	This item has been deferred to July 2014 to allow time for further consultation including undertaking a peer review with Darlington Borough Council.



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**Cabinet**

**6 May 2014**

Report of the Director for City & Environmental Services

## **Lendal Bridge Traffic Restriction Trial – Final Evaluation Report**

### **Summary**

1. The Lendal Bridge traffic restriction was implemented using an Experimental Traffic Regulation Order (TRO) and was in place between 27<sup>th</sup> August 2013 and 12<sup>th</sup> April 2014. The Order restricted most vehicles from using Lendal Bridge between 1030hours and 1700hours seven days per week.
2. This report provides information from the evaluation of the 6 month period up to 26 February 2014 and the subsequent period up to the decision to revoke the experimental order on 8 April. The report includes sections and annexes relating to:
  - Strategic Context
  - Trial Chronology
  - Evaluation Summary
  - Penalty Charge Notices
  - Overall Conclusions
3. Analysis of the data recorded during the trial suggests that in transport terms the trial achieved many of the original objectives to improve the environment for pedestrians and cyclists and reduce public transport journey times. However there was considerable concern from residents and businesses about the implementation of the trial.
4. The Traffic Penalty Tribunal on 1 April questioned the legality of the enforcement of the restriction using cameras. Legal advice suggests that their decision is incorrect and a request for the decision to be reviewed by the Chief Adjudicator has been submitted.

5. Following a presentation of the preliminary findings of the trial on 8 April 2014 the Leader exercised his powers to make a decision of the Executive, in consultation with the Chair of the Corporate and Scrutiny Management Committee, to remove the restriction from the bridge in order to swiftly address any potential confusion as to the status of the restrictions. The presentation is available on line at <http://www.york.gov.uk/downloads/file/12355/lendalbridgeapril2014>
6. The signs and lines associated with the restriction were removed on Friday 10 April. Following on from the removal of the bridge restriction it is proposed to set up an independent commission to review how traffic congestion should be addressed in the city. It is also proposed to undertake a review of the delivery of the Lendal Bridge Trial to understand any lessons which can be learnt for the implementation of future traffic schemes in the city. In particular the following will be reviewed: marketing/communication, signage, warning letters and enforcement levels.

## **Background**

### **Strategic Context**

7. The three main objectives of the trial were to: reduce congestion in the city centre and on the route between the Station and Gillygate/Clarence Street in particular; create a bus corridor that provides improvements in bus reliability and journey times, thus encouraging greater use of public transport and improve the public realm at the north end of the city centre by reducing the impact of traffic. Longer term the objective was to support the economy by creating a more attractive environment for pedestrians and cyclists and increase footfall in the city centre. These objectives were directly linked to the transport and economic strategies for the city and its ambition for growth.
8. The City has significant growth aspirations being taken through the Local Plan process in aiming to deliver, on average, 1000 jobs and 1090 dwellings per annum. The transport implications of these growth aspirations have been tested in a 'reference case'<sup>1</sup>. The reference case included 'priority route measures on the inner

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<sup>1</sup> *Transport Implications of the City of York Local Plan paper that supported the Local Plan Preferred Options*

ring road' (measures such as vehicle restrictions on Lendal Bridge). Modelling of the reference case predicted 41% increase in traffic across the city's transport network overall from 2010 to 2031. Other measures over-and-above the reference case are currently being investigated as there is a clear need to reduce traffic growth whilst maintaining economic growth for the city.

9. The Transport Implications of the City of York Local Plan paper suggested that significant investment in Smarter Choices (Behavioural Change, Sustainable Travel promotion, bus subsidy etc.) could bring the delay multiplier down from 2.0 by between 26% and 46% (in 2031). Improvements to sustainable travel infrastructure, incentives and planning have the potential to reduce delays in the long term but will be insufficient on their own.
10. A number of other demand management options were considered before progressing with the Lendal Bridge trial, including; congestion charging, which was considered by the Traffic Congestion Scrutiny Committee prior to the production of the current Local Transport Plan, but was ruled out in 2010 and again at the start of the current administration. A one-way system on the inner ring road was also considered, however it was considered to be more difficult to deliver, did not secure public realm improvements to enable bus or sustainable transport priority to be provided and may not encourage mode shift.
11. The project was part of the wider transformation of the economic, cultural and recreational offer in the city centre. A number of key city centre improvements will be completed over the next two or three years which, taken together, will help to improve the city's public realm and public transport system. In the longer term removal of traffic has the potential to open up opportunities for the York Central development and a bus interchange at the rail station, linked to options over Queen Street Bridge.
12. This is being taken much further with planned area improvements to King's Square, to be completed this year; to Exhibition Square and Duncombe Place/ St. Leonard's Place junction; and Fossgate, over the next year.

## **Trial Chronology**

13. Approval to proceed with a six month trial to restrict traffic on Lendal Bridge was agreed at Cabinet on 7<sup>th</sup> May 2013. The trial commenced on 27<sup>th</sup> August 2013 with the restriction operating between 10:30 and 5:00pm seven days a week. Buses, taxis, cyclists, pedestrians and emergency vehicles were permitted to cross the bridge during this period as well as a limited number of other vehicles specifically exempted within the Traffic Order.
14. Advance warning and information was provided in the form of Press (York Press and Yorkshire Post) and radio adverts, business information sessions, three city centre consultation events, creation of new pages on the Council website, information released to accommodation providers through Visit York and a citywide leaflet drop to all residents.
15. The restriction was enforced by Automatic Number Plate Recognition (ANPR) cameras situated at the Rougier St/Lendal Bridge junction.
16. There are a number of standard Department for Transport (DfT) approved regulatory signs in place immediately adjacent to the restriction that makes the trial enforceable. Advance direction signs are also in place indicating a camera enforced restriction ahead and AA information signs are in place across the city.
17. An online and paper feedback form (in all libraries and West Offices) was available for residents and visitors to provide feedback. A separate online form was set up for businesses.
18. A grace period on the enforcement of the trial was agreed until 4<sup>th</sup> September 2013 consistent with a similar approach taken at Coppergate . A number of alterations were also made as the trial progressed, signing was reviewed and improved and a number of steps were taken to try and raise awareness of the restriction and its location.
19. The regulatory signs on the bridge were increased in size and placed on yellow backing boards to make them more obvious and visible. A second change was made later to indicate 'Lendal Bridge' at the top of the sign as an additional help to motorists unfamiliar with the city and the bridge.

20. Additional yellow directional lane signs were placed at a number of locations including at the Gillygate/Bootham junction and the approach from the station.
21. A variable messaging sign was placed at the junction of Station Rise/Station Avenue advising:  
  
Lendal Bridge, ← closed, 10:30am – 5pm
22. Network Operators monitor the CCTV camera network in relation to traffic flow and queues. Alterations to the traffic signals plans at Bootham/Gillygate, Lord Mayor's Walk/Gillygate, Lendal Arch Gyratory and Micklegate Bar were made to take into account lower flows and reduce delays for all vehicles at these junctions. Alterations at Clifton Green, Walmgate Bar, Layerthorpe Bridge and Water End / Salisbury Road were made to take into account increases in traffic flows and minimise the impact of the additional traffic on these routes. Alterations to Hospital Fields Road and Broadway were made to address some (pre existing) issues of queuing outbound during the PM peak.
23. To increase awareness larger advanced direction signs were proposed, however it was decided to delay the installation until a decision on the trial had been reached due to the size of the signs and foundations.
24. To avoid confusion and allow time for analysis of results, restrictions remained in place during the interim period between the end of the trial on the 26th February and the removal of the restriction on the 12th April, enforcement was undertaken on a 'part time' basis (approx. 70% reduction), whilst still maintaining compliance levels at a similar level to full enforcement.
25. Following a presentation of the preliminary findings of the trial on 8 April 2014 the Leader took the decision to remove the restriction from the bridge with effect from 12<sup>th</sup> April 2014, to give sufficient time to remove the enforcing signing and lining, again in order to avoid confusion. The presentation is available on line at <http://www.york.gov.uk/downloads/file/12355/lendalbridgeapril2014>
26. On 27<sup>th</sup> March 2014 Councillor Reid brought a motion to Council in relation to Lendal Bridge. Councillor Reid's motion in respect of Lendal Bridge was referred to Cabinet, as the data on the trial was

still being collated and analysed. The motion is included as Annex H.

27. The Leader made the decision, follow approval from the Scrutiny Management Committee Chair, under delegated powers within the Councils Constitution which provides authority to the Leader to exercise all Cabinet functions.

### Summary of Results

28. A monitoring and evaluation plan was put in place at the start of the trial covering all of the objectives for the restriction and to enable the impact to be assessed.
29. Data was collected from automatic traffic counters, traffic master, Bus Location system, speed recorders etc. Opinions of the trial were obtained from on-line surveys for residents/visitors and businesses and on-street pedestrian surveys on the bridge.
30. The table below provides a high level summary of the results - full details are included in the Annexes.

Item	Summary Review – Comparison with previous year
<b>Note: Summaries should be read with detailed results provided in Annexes</b>	
<b>Accommodation Occupancy Levels in City</b>	Increase
<b>Footfall (Parliament Street)</b>	Increase
<b>Parking in City Centre Car Parks</b>	Static
<b>Citywide Traffic Counts</b>	Static
<b>Journey Times</b>	Increases/Decreases
<b>Bus Journey Times</b>	Increases/Decreases



<b>Bus Reliability</b>	Improvement
<b>Bus and Park &amp; Ride Patronage</b>	Increase
<b>Air Quality</b>	Improvement
<b>Consultation Responses – General</b>	Very Negative
<b>Consultation Response - Business</b>	Very Negative

31. It is noted that whilst the data shows that the trial achieved most of its aims in relation to the potential for improving public transport journey times, reductions in traffic at key locations, improvements to the environment for cyclists and pedestrians there was very strong public and business opposition to the trial in terms of the impacts experienced and the potential for future impacts on the City.

### **Penalty Charge Notices (PCN)**

32. The trial was enforced by Automatic Number Plate Recognition (ANPR) cameras. The cameras were located at the junction of Rougier Street and Lendal Bridge. An initial grace period was agreed and enforcement commenced on Wednesday 4th September 2013.
33. The PCN was issued for £60, reduced to £30 if paid within 14 days (or increased to £90 if not paid within 28 days). If an appeal was made within the 14 days the 'clock is stopped' and the charge remained at £30 until the appeal is resolved.
34. For most of the trial the number of PCNs being issued varied with a peak of approx. 4,000 per week in October falling to approx. 1,500 per week in the final months. The high number is considered to be mainly due to the number of visitors to the city unfamiliar with the layout of the city centre. Residents appeared to be aware of the trial and the split between YO postcodes and others is approximately 20/80. The receipt of a PCN generated a significant proportion of emails/complaints. The numbers issued began to reduce in January and February.

35. In the interim period between the 26<sup>th</sup> February and the removal of the restriction on 12<sup>th</sup> April, enforcement was undertaken on a 'part time' basis (approx. 70% reduction), whilst still maintaining compliance levels at a similar level to full enforcement.
36. The main reasons for drivers advising that they crossed the bridge are: they did not see any signs; they were following their SATNAV (SATNAV companies were asked to include the restriction but declined due to the trial status of the restrictions) or they were following the traffic in front of them and didn't realise the restriction was in place.
37. The original intention of the trial had been to issue warning letters for a first offence but CYC had been advised by the Driver and Vehicle Licensing Agency (DVLA) and subsequently by ICES (camera operating company) that it was not possible to do so. Subsequently, after the trial was underway, the advice was amended to inform CYC that the issuing of warning letters was possible so long as it was the intention to pursue it if further contraventions occurred. However, at this point the terms of the trial had already been set.

### **Adjudicator**

38. On 1 April the Council received a decision on a PCN appeal from the Traffic Penalty Tribunal Adjudicator. Whilst the appeal related to Coppergate the adjudicator widened his decision to cover issues at Lendal Bridge. In his opinion the enforcement of the bus lane restrictions at both locations using cameras was not legal. Legal advice has been taken, which refutes this, and an application for the decision to be reviewed by the Chief Adjudicator has been submitted. Pending the result of the legal process it is not advisable to make decisions on the receipts from the PCNs.

### **Finance**

39. 48,525 Penalty Charge Notices were issued during the period when the restriction was enforced. This has generated approximately £1,046k of income (net of processing costs).
40. A number of costs have been incurred as part of the delivery of the trial. Capital costs including cameras, signs, electric and fibre connections and surveys and monitoring are approximately £156k. This includes additional costs not included in the original

budget for items such as early receipt of TrafficMaster data, additional traffic surveys required to consider complaints and comments, additional signing (AA and replacement regulatory signs to increase conspicuity). Revenue costs are currently £189k including project management and advertising. This includes costs for additional items of advertising, bank costs for PCN payments and police support in the early stages of the trial, not originally included within the budget.

41. The additional funding required for these items is considered to be a legitimate use of the PCN income under section 36(a) of the Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005. Support for the trial is the first use of the income ahead of other schemes that could be developed.
42. There are a number of schemes/proposals for which the PCN income could be used for delivery. However, use of PCN funding will be brought forward in a separate report following the conclusion of the legal process relating to the Adjudicator.
43. It is recommended that no expenditure is incurred from PCN receipts without approval from the Council's Section 151 Officer.

### **Overall Conclusions**

44. In transport planning terms the restriction achieved most of the aims of the project and the network demonstrated that, generally, it was able to cope with the restriction. However there was clear opposition from the public and businesses.
45. Economic indicators of, parking, footfall and accommodation stays all remained static or showed increases which indicates that residents and visitors did not avoid the City centre during the restricted period. It is difficult to rationalise the data with some business consultation responses stating that footfall through the door and revenue had decreased as this is not reflected in the general data. There may be other explanations that do not relate directly to the Lendal Bridge restriction and that have therefore not been identified through the data collected.
46. The 85th percentile journey time is a good indicator of what drivers experience day to day. Results varied by route but across the day increases in 85<sup>th</sup> percentile journey times were generally modest,

however peak times, particularly 5:00-6:00pm did see more significant journey time increases on some routes.

47. As part of the trial it was not possible to alter the bus timetables to take account of any journey time savings or reliability improvements. This may account for some of the mixed response from the consultation about public transport improvements. However, that data demonstrated that journey time savings would be possible and reliability did improve considerably. These factors combined with a service review and reduced fares produced a 7% in patronage.
48. Air quality has improved across the City, even at locations where traffic flows increased, although the improvements cannot be attributed to the Bridge restriction as the improvements fall within normal tolerances and are likely to be due to weather conditions.
49. The majority of negative consultation responses were from car drivers, who experienced more negative impact than other users. Cyclists were generally supportive with pedestrians providing a mixed response. Visitors to the City reported that the pleasant environment was the main reason for visiting (97%) and non car based visitors considered improvements to the pedestrian environment more important than improving vehicle speeds. Consultation responses were predominantly negative. In particular the business responses stated negative economic impacts.
50. Whilst the trial was able to demonstrate success in relation in a number of transport areas the Council has an obligation to consider the consultation responses and it was considered to be significant enough to outweigh the benefits flowing from the trial and this was directly responsible for the decision to lift the restriction.
51. It is anticipated that removing the restriction will mean that traffic flows will return to pre-trial levels with the consequential loss of the bus journey time reductions and environmental benefits achieved with the restriction in place. The delays and traffic flow increases experienced in some areas would return to pre-trial levels. In the long term delay levels are expected to increase.
52. The Reinvigorate York schemes proposed for Exhibition Square and Duncombe Place had been designed to be compatible with

continued use of the bridge as a traffic route, although it may reduce the ability to attract additional footfall to the city centre. Other transport aspirations could also be curtailed, in particular options for, and the operation of, a public transport interchange at the station and the ability to provide journey time and reliability improvements for public transport.

### **Traffic Congestion Commission**

53. Traffic congestion is recognised as a significant impediment to the economic prosperity of the city. However a consensus on measures to resolve the issues are much less easy to agree. It is therefore proposed to set up a cross-party traffic congestion commission to review options for tackling traffic levels in the city and develop a consensus on measures to resolve. It is also proposed that the commission is independently led. The Leader has written to all Group Leaders to invite them to take part in order to build this consensus moving forward.
54. The scope of the traffic congestion commission could include: an overall assessment of the current transport agenda and approach adopted by the Council; the scope of the transport portfolio of planned future schemes; implications of the city congestion management strategies; the political position in York and how this positively influences outcomes or conflicts with operational delivery, and lessons learned from delivery of major schemes and projects and how this can be fed into influencing future performance. A separate report will be prepared to fully scope and agree the parameters for the commission.

### **Council Plan**

55. Delivery of the proposals will help to achieve a number of the themes of the Council Plan, including :-

**Get York Moving** – the establishment of an independently chaired, cross-party congestion commission will allow the building of a consensus on how to address the city's traffic problems.

**Build strong communities** – demonstrating that the Council had listened and responded to public opinion.

## Implications

56. Implications are set out below

- **Financial** The net surplus from the Lendal Bridge trial totals c£700k at 31<sup>st</sup> March 2014. The ongoing legal process however means that the council will need to be prudent in the use of these resources prior to the resolution. The Director of CBSS in consultation with the council auditors will need to consider the treatment of this income in the final accounts and therefore it is prudent that no expenditure funded from the net receipts is committed at this time.
- **Human Resources (HR)** There are no implications
- **Equalities** There are no implications
- **Legal** The appropriate legal process is being pursued in relation to the Adjudicator.
- **Crime and Disorder** There are no implications
- **Information Technology (IT)** There are no implications
- **Property** There are no implications
- There are no other implications

## Risk Management

57. The immediate risk is one of reputation and is considered to be low as the decision reflects public opinion. There may be future risk associated with the pending legal process and will require ongoing monitoring.

## Recommendations

Members are asked to consider the following recommendations:

- 1) To note the Leaders decision made on 8<sup>th</sup> April 2014 to end the trial from 12<sup>th</sup> April 2014.

Reason: As a result of significant public interest that emerged on the issue and the need for urgent clarification

- 2) That no expenditure is committed from the net receipts at this time prior to the resolution of the legal process. This will be subject to a future cabinet report.

Reason: This is the most prudent approach to treating the income at this time

- 3) That Councillor Reid's motion is referred back to Council in July 2014 together with details of any discussion on the issues raised.

Reason: In accordance with the Council's Constitution

- 4) To note the Leaders decision to establish an independently chaired, cross party congestion commission and to request that the scope of the commission be brought to a future meeting.

Reason: To consider how the impacts of future congestion can be mitigated.

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<b>Wards Affected:</b> All			√
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**Background Papers:**

ITS Final Evaluation Report

**Annexes**

Annex A – Data Evaluation Summary

Annex B – Traffic and Public Transport Data

Annex C – Traffic Speed Data (Lendal Bridge)

Annex D – Casualty Accident Data

Annex E – Air Quality Data

Annex F – Consultation results

Annex G – ITS Evaluation Reports

Annex H – Council motion



## **Annex A - Data Evaluation**

1. This Annex summarises the evaluation of the data collected during the trial period. In summary it includes the following elements.

### Data Evaluation

- City Centre Economy
- Parking
- Traffic – Flows
- Public Transport
- Cycling/Walking
- Speed and Accident Data
- Air Quality

### Consultation

- emails
- On Line Surveys
- Resident/Visitor
- Business
- Pedestrian Surveys

2. Overall evaluation of the data for the trial was undertaken by the Institute of Transport Studies (ITS) at Leeds University, providing a sound methodology and academic independence to the assessment of the data.
3. Evaluating the impact of public realm changes in relation to Lendal Bridge is difficult and has been undertaken via perception surveys conducted by ITS. The results of the perception surveys are included with the other consultation responses.
4. Summaries of the main findings are set out below. More detail can be found in annexes B to G

### **City Centre Economy**

5. Since 2010 there has been a downward trend in footfall in the city centre, approximately 11% reduction in the annual total 2010-2013 (as measured in Parliament St). Nationally, moving averages for footfall in city centres is also down, although not by as much as in York. Provisionally, while there may be an effect from the perception that York city-centre is more challenging to access easily, there are certainly other longer-term forces at work. It is being influenced by reduced consumer spending, competition

from online shopping, out of town shopping destinations with free car parking (all national issues and not specific to York). Car parking costs in the city centre are a little higher than shopping centres around the region. York has lower levels of unemployment than other areas and has been less affected by real earnings change too, but, it could be the surrounding areas, those within the visitor/retail catchment area that have been much more affected may not be visiting York as much as day visitors.

6. Footfall fluctuated in early 2013. Monitoring on Parliament Street showed reductions from May to September compared to 2012 but footfall since December has shown increases every month on the previous year. Footfall across the whole trial period is static compared to same period in the previous year but March figures of a 10% increase shows that the upward trend has been maintained. It is therefore difficult to determine whether the trial closure of Lendal Bridge has had any effect, or if it has, just how much. Recording of the trend data to May 2013 has also been affected by the demolition of the toilet block on Parliament Street which was completed in May 2012. Year on year comparisons from May 2012 are unaffected.
7. Visit York undertake a hotel room occupancy survey on behalf of the York Hoteliers Association. The survey reports on nine hotels with 530 rooms (19% of all hotel rooms in the City) in the 2 to 4 star range. The results of that survey show from January to June 2013 monthly occupancy rates were slightly down compared to 2012. From July 2013 to February 2014 occupancy rates are equal to or higher than comparable months in every year since 2007 when the survey started, indicating that the Bridge restriction has not adversely impacted on this sector of the economy. This does have to be considered alongside comments from visitors who have received a Penalty Charge Notice and advised that as a result they will not be returning to York. It is not possible to know at this stage whether that is true in the long term or any impact that may arise.
8. There was an issue with the data collection for the second half of the trial which means that evaluation can only be carried out on data for September, October and November 2013.
9. The number of parking transactions in Council run car parks which were open before and during the trial (ie. Peel Street and St. Leonards Place excluded) indicate that parking levels have

been close to stable (-0.3%) between 2012 and 2013 for September to November. There are significant differences between months between 2012 and 2013 so trends and causes are difficult to establish.

10. Although parking levels have been static overall there have been variations in parking levels at individual car parks which have been affected by flooding, gas works etc. as well as the Lendal Bridge restriction. There is some evidence to suggest that car parks in the north of the city are slightly less well used and this could be influenced by the trial which makes them less convenient for travellers from the opposite sides of the river.

### **Traffic**

11. There are some routes where there have been network changes ongoing during the trial period: signalling of the A64/A19 roundabouts by the Highways Agency, improvements to the Fishergate Bar junction and ongoing changes to the A59 corridor to accommodate the new P&R site. Ongoing improvement works at the A59/A1237 roundabout is causing some disruption to traffic on the A1237 with knock on effects on Water End and the A59 and A19 corridors.
12. During the trial a number of network management events took place that required road closures and therefore affected traffic flows. Major gasworks occurred for different periods of time between 3<sup>rd</sup> September and 6<sup>th</sup> November 2013 on Melrosegate, Pavement and High Ousegate. Additional gasworks were undertaken on Goodramgate between 6<sup>th</sup> January and 6<sup>th</sup> February 2014, followed by carriageway resurfacing for 10 days. Two burst watermains occurred in early November 2013 requiring closures for 6 days on Hull Road and Lead Mill Lane. None of these closures impacted the overall results of the trial but would have had localised effects.
13. Traffic count data shows that traffic flows across York during the restricted period 2013/14 were broadly the same as traffic flows for the same period in 2012/13. There were significant differences between areas of the City; in particular the Gillygate/Clarence Street/Station area saw a reduction, whilst Water End and Foss Islands Road both saw increases.

14. A potentially interesting radial trend is the evidence that Tadcaster Road (to the southwest of the centre) and to a lesser extent Boroughbridge Road and Shipton Road experienced opposite trends by direction. This could suggest that some traffic which was previously travelling on routes through the city centre, including Lendal Bridge, diverted to an outer orbital route using the A1237 and/or the A64. As Tadcaster Road has particularly good access to the high capacity A64, it is not surprising that this is where the trend was most visible.
  
15. TrafficMaster data provides the most reliable source of journey time data and is obtained from GPS tracked vehicles. The TrafficMaster data supports the modelling in that it is showing that there were significant improvements on Gillygate, Lord Mayor's Walk, Clarence Street, Blossom Street, Nunnery Lane and Queen St. Links showing a worsening in journey times were Foss Islands Road, Layerthorpe, Water End, Cemetery Road and Shipton Road. Some key routes were selected for analysis and the detailed outcome from the data is contained in Annex B. Average and 85<sup>th</sup> percentile travel times are provided. Average travel times can disguise additional delay experienced at peak times and the 85<sup>th</sup> percentile times in Annex B reflect some of the comments received through the consultation feedback. General traffic flows on the city's bridges was up approx +0.75% based on data from all river crossings (including A64). Nationally traffic flows were up +2.3% in quarter 3 (July to Sep 2013) and +1.3% in quarter 4, it might therefore be expected that there would be a slight worsening in the base level of delay observed in the network.
  
16. The 85th percentile tells us the upper time range by which 85% of journeys will be completed on the network. It is a good indicator of what drivers experience day to day and is a more accurate reflection of peak hour travel times than average journey times for the route. Drivers who used to use Lendal Bridge are comparing their journey times pre-trial over Lendal Bridge with a journey time via a different (longer) route e.g. In October/November 2013 Micklegate Bar to the hospital via Foss Islands road, 5:00–6:00pm, 85<sup>th</sup> percentile journey time was almost 37 minutes compared to an 85<sup>th</sup> percentile pre-trial time over Lendal Bridge of 25 minutes. Either side of the 5:00-6:00pm period the 85<sup>th</sup> percentile journey times using Foss Islands Road decrease significantly and by January/February 2014 traffic flows on Foss

Islands Road had decreased, reducing the 85<sup>th</sup> percentile journey times to pre-trial levels. However vehicles able to use Lendal Bridge were saving up to 5 minutes indicating that public transport journey times could have been significantly improved.

17. Where journey time increases were significant, mitigation measures would have been sought where possible. Some improvements would have been experienced once the works on the A59/A1237 complete in June 2014. This is particularly relevant for the Clifton Green junction.
18. Travel time for motorists in the Water End area increased in particular during the late afternoon (school run) by 5 or 6 minutes on average. The travel times observed in the new year (Jan and Feb 2014) were similar to before the new year (Oct and Nov 2013) although the travel times recorded in Jan and Feb 2013 were significantly higher than before the new year – some of this seems likely to be due to the comparison with traffic levels during the poor weather conditions at the start of 2013.
19. Foss Islands Road saw average increases in journey times of between 4 and 5 minutes at the start of the trial. With additional delay being picked up at Walmgate Bar and Layerthorpe Bridge. After the new year flows on Foss Island Road returned to near pre-trial levels and the travel times returned to near to pre trial levels. Some of this change is likely to be due to drivers that previously used Lendal Bridge changing their destinations in the city - for instance where they park. Drivers also seem to avoid using Foss Islands Road. This would suggest that traffic patterns were still subject to change at the end of the trial period.
20. Generally between 1600 hours and 1700 hours saw the greatest impact as traffic levels increased on the network and drivers avoided arriving at the bridge ahead of 1700 hours. Data from the ITS evaluation of the bridge count data suggests that some drivers avoided the bridge even during the unrestricted period.
21. Bridge count data is collected annually for one day each year on all six bridges in York. Key findings from this data show that flows reduced on Lendal bridge (as expected) and also on Ouse bridge both during and outside the restricted hours, whilst the other bridges all experienced increased flows above background growth. This suggests that vehicles avoid Lendal Bridge even

during the un-restricted period and that rerouting behaviour occurred across the network.

22. Whilst the traffic data is unable to demonstrate modal shift has occurred the survey data has captured behaviour changes (see consultation below)

### **Public Transport**

23. Bus travel times improved for routes using Lendal Bridge with the greatest savings observed on Clarence Street and Gillygate. In the early afternoon buses were regularly picking up 10 minutes of delay on this approach pre-trial this reduced to typically less than 1 minute during the trial.
24. Buses were not significantly affected elsewhere on the network as a result of displaced traffic (as evidenced by the P&R data in the ITS report).
25. Bus reliability (the percentage of buses running on time) improved: network wide by 7.5% and for services 1,2,5 and 6 by between 5.5% and 11.5%. Data from First Bus for intermediary timing points. Service 6 shows the biggest improvement with over 95% of services running to time during the trial.
26. Park & Ride journey times have been monitored as part of the trial (see annex B) primarily as a proxy for general traffic travel times ahead of receiving the Trafficmaster data. The overall headline figure to take from the timings is that the trial closure did not appear to have resulted in any significant increase in travel times on radial routes into and out of the city, with Grimston Bar and Monks Cross the only routes to have been affected (with small increases).
27. First Bus announced in December 2013 that patronage on its services had increased by an average of 7% and up to 10% on some routes as a result of improved reliability resulting from the Lendal Bridge trial as well as price reductions and network alterations. Park & Ride patronage also rose slightly during the trial by 1.4%
28. Annual bus user surveys are undertaken in November which provides some comparison data pre and during the trial. 79% of users are now satisfied with reliability, an increase of 27% whilst

87% are satisfied with the speed of their service, an increase of 21%.

29. The total number of people using York station either to enter/exit or interchange has continued to show year on year increases since 2004/2005.

### **Cycling and Walking**

43. The ITS report indicates that between 2012 & 2013 there was an increase in pedestrian traffic across Lendal Bridge of approximately 38% during the closure period and 22% during the peaks, meaning that Lendal Bridge carried almost one third extra pedestrian traffic over the full 12 hour surveyed day. These results may have affected by the opening of the new council offices at West Offices but are difficult to quantify exactly. Ouse Bridge also experiences a modest increase in pedestrian volumes, with the greatest increase occurring during the peaks.
30. This suggests that the closure attracted more pedestrians to use Lendal Bridge, but that reduced traffic volumes when the bridge was un-restricted also achieves that to some extent.
31. In relation to the cycle data ITS also reports a total increase in river crossings by bike of approximately 15% in 2013. The largest increases in cycle crossings, of approximately 23%, occur across Lendal and Ouse Bridges during the 10:30-17:00 period. Ouse Bridge also experiences an increase of approximately 20% during the peak periods, but for Lendal Bridge this is only 9%, suggesting a big difference in the attractiveness of the bridge to cyclists, dependent on whether it is open to all traffic.

### **Speed and Accident data**

32. An informal 20mph speed limit during trial hours was communicated to the bus and taxi companies (who should have been the main users of the bridge during the day). It would appear that speeds on the bridge increased slightly during the trial, although northbound site at Museum Gardens shows a larger increase, perhaps as vehicles accelerate towards/through the signals. The location of the monitoring equipment could be masking some of the increase as they are positioned towards

each end of the bridge. Alternatively recorded speeds may have increased only slightly as a result of traffic having to slow down to allow pedestrians to cross. Where they do not need to facilitate pedestrians crossing it is possible that higher speeds are occurring because of the reduced traffic. It is noteworthy that mean speeds during the daytime are generally lower than the morning peak mean and approximately the same as the evening peak. See annex C for speed data details.

33. It should be noted that there were no signs on the bridge indicating a 20mph speed limit and the number of vehicles crossing the bridge that should not have been using it could have been adversely affecting the speeds in comparison to the buses and taxis companies who were encouraged to travel at 20mph.

34. Accident data has been compared between September - December 2012 and the same period in 2013. Accident data for January and February 2014 is not yet available. Comparing figures for the restricted period only, 1030 hours to 1700 hours, the total number of reported casualties has declined slightly city wide (89 to 81), those occurring on Lendal Bridge down 4 pre trial to 2 during the trial and those on the Inner Ring Road (where traffic has been displaced to) also declined (24 down to 14). Larger reductions outside of the restricted hours have also been observed. Attribution of the reduction in casualty rates to the bridge trial is difficult but there is no evidence that the trial made the roads less safe. Further detail is provided in annex D.

### **Air Quality**

35. Data from the city centre Air Quality Management Area (diffusion tubes and real-time monitors) has been reviewed for the period September to December, over five years (starting Sept 2009). See Annex E

36. Air quality across the city improved during the trial period. It is difficult to attribute improvements in air quality to the Lendal Bridge restriction; however there has been a general downward trend (improvement) in monitored levels of nitrogen dioxide across the city, between 2012 and 2013. This is thought to be due to falling background concentrations between 2012 and 2013 (a consequence of local weather conditions). These changes are not, however, considered significant, and fall within the variation seen



in monitoring results over the last 5 years rather than being related to the Lendal Bridge traffic restriction trial.

37. What is clear is that where traffic was displaced on the network and traffic levels increased e.g. Water End, there has not been deterioration in air quality.
38. There was an improvement in air quality near Lendal Bridge (outside Museum Gardens, the closest monitor to the bridge) Levels of nitrogen dioxide monitored over the period September to December 2013 are, on average, 20% lower than levels monitored in corresponding periods in 2009, 2010, 2011 and 2012. However, it should be noted that the trend seen at this location over the last five years is typical of monitoring seen at other locations in the city centre.

### **Data Conclusions**

39. The data demonstrates that overall the traffic network responded well to the restriction. The traffic count data collected shows that the flows during September 2013 to February 2014 are broadly the same as for the same period 2012/13 and that more widely across the city the impact of the restriction was generally limited. Bus patronage increased by 7% and Park and Ride patronage was up by 1.4% throughout the trial compared to 2012. Footfall data continues to show lower levels than previous years (mirroring what is happening in the economy generally) but has shown increases on the previous year from November through to February and the accommodation survey suggests an increase in overnight stays. These indicators suggest that people did not avoid York during the trial period and that York remained very much open for business, although the impact of the economic downturn is still being felt.
40. Nationally traffic flows have increased and it might be expected that there would have been a slight increase in delay on the network as a whole. Journey times on some key routes improved whilst others increased, as expected.
41. There is some evidence of diversion to other crossing points and rerouting behaviour across the network. Traffic count data suggests that wider impacts of the Lendal Bridge trial on traffic levels across the city are generally very limited. It is recognised that there were locations on the network that were problematic,

notably Water End and potential mitigation measures would have been available should completion of the A59/A1237 roadworks not have reduced the delay.

42. The 85th percentile journey time is a good indicator of what drivers experience day to day. Results varied by route but across the day increases in 85<sup>th</sup> percentile journey times were generally modest, however peak times, particularly 5:00-6:00pm did see more significant journey time increases on some routes.
43. The public transport data suggests that some significant bus journey savings and reliability improvements were demonstrated however opportunities to amend bus timetables to capitalise on these benefits could not be undertaken unless the trial was made permanent.
44. Average traffic speeds on the bridge increased although remained at or under 20mph. Accidents reduced across the city and whilst this cannot be attributed to the trial, neither has there been any increase in accidents on corridors to which the traffic was displaced.
45. Air quality improved overall across the city and did not deteriorate in locations to which the traffic has been displaced.
46. The evidence from the data suggested that the trial delivered against most of the trial objectives. However, the data must be considered in conjunction with the consultation responses and these are set out below.

### **Consultation**

47. A number of consultation events for residents and businesses took place ahead of the trial. During the trial a feedback survey was made available for residents and visitors both online and in hard copy (at libraries and West Offices) and an online survey was provided for business. Feedback was also possible via a Lendal bridge email address. A summary and conclusion of the consultation results is provided below. The details of the results are provided in Annex F.

### **Email Responses**

48. In relation to the email responses, just under 1400 were received. The total number of emails received has been recorded, however

the majority of people have raised more than one comment or query. The key themes arising from the comments made have been identified and summarised below. It is noted that not all comments received fit into the below categories (some are comments/observations, neither negative nor positive, or suggestions). The percentages therefore do not add up to 100%.

49. It is noted that during the trial, the majority of email correspondence received relate to drivers receiving Penalty Charge Notices (PCNs). Drivers that have received a PCN may generally feel negative towards the PCN, rather than the restriction itself. On this basis a separate analysis of opinion has been undertaken that excludes PCN related emails.

<b>Key Themes</b>	<b>Month 1</b>	<b>Months 2 &amp; 3</b>	<b>Months 4 - 6</b>	<b>TOTAL Months 1-6</b>
Total email comments received (excluding PCN related emails)	153	148	242	543
Scheme Enquiries	58 (38%)	28 (19%)	38 (16%)	124 (23%)
Vehicle Exemption Requests	13 (9%)	8 (5%)	5 (2%)	26 (5%)
General support for scheme	19 (12%)	12 (8%)	48 (20%)	79 (15%)
Generally against the scheme	32 (21%)	38 (26%)	109 (45%)	179 (33%)
Concern regarding traffic congestion	14 (9%)	32 (22%)	74 (31%)	120 (22%)

50. 15% of emails received (excluding those from drivers who had received a PCN) were from people generally in support of the restriction. The key themes from these emails were that there was less traffic in the Lendal Bridge area creating a more pleasant environment. People commented that they have experienced bus service improvements and a safer, more pleasant environment for cycling. Despite supporting the restriction there were a number of comments raised regarding its implementation, specifically with regards to the information and signing for drivers. 33% of emails received (excluding those from drivers who had received a PCN) were from people generally against the restriction. The sentiments of drivers who had

received a PCN were echoed in emails from drivers who hadn't received a PCN but do not support the restriction

51. 60% of all emails received relate to drivers receiving PCNs. Of these, a high proportion wrote in to make an appeal or ask for a refund on the penalty paid. The key themes from drivers receiving PCNs are that the signing of the restriction is inadequate and often drivers were following their SatNavs which directed them over the bridge. A high number of those receiving PCNs stated that they were visitors to York and were unlikely to return as a result of the PCN.

### **On line surveys**

#### **Resident/visitor**

52. Feedback responses were collected 2,741 responses with a strong focus on York residents and car/van users. Analysis has identified a 10% mode shift away from car/van towards cycling and walking.
53. The car users taking part in this feedback survey have been strongly affected by the bridge restriction, with large numbers re-routing, resulting in longer journey times (91%) and travel distances (87%). They are strongly against the closure and do not agree that it is helping to attain the trial objectives, particularly, the creation of a more attractive and thriving city centre. Non car/van users are much more supportive of the Lendal Bridge closure, particularly cyclists, but still feel that improvements in the Lendal Bridge area have created some problems (more traffic, a less safe environment and higher levels of pollution) elsewhere in York.
54. Key comments from residents relating to the trial identified congestion elsewhere in the city, increases in journey times, impact on the city of tourists being 'fined' and concerns about the signage.

#### **Business**

55. 326 responses were collected to the on-line survey. Asked about the impact on their business 5% reported it was positive or very positive but 77% reported that it was negative or very negative. Responses to any 'changes in revenue' revealed that the number of business experiencing a negative change compared to the

previous year rose from 20% before the trial to 50% during the trial. It is recognised that 35% of the respondents attributed the down turn to factors other than the bridge e.g. parking costs, economic climate. There was also an increase in the number of business reporting a decrease in the number of customers/transactions. The footfall, parking and P&R data do not suggest that there have been fewer visitors to the City; but they may be spending less when they are here.

56. Difficulties receiving deliveries was also highlighted as a particular problem, with almost a third a respondents (51) advising that deliveries were arriving later than pre-trial.

### **ITS Pedestrian surveys**

57. Two street surveys were conducted in an effort to assess the experience of people in York city centre both before the Lendal Bridge trial restriction and during the restriction. The first survey took place between 15 August and 20 August, the week before the Lendal Bridge trial began and the second survey took place between 28 October and 1 November, during the trial. The key findings are presented here.
58. For visitors to York, access by non-car modes is the dominant form of access. Only 27% of tourists accessed the city centre by car (as either a driver or passenger) before the trial closure and this was even lower, 20%, for leisure purposes. The single most important reason for visiting York is the pleasant nature of its environment, with nearly 97% of people stating this was important to them and which going forward reflects the importance of being able to maintain and improve that within the city centre. Non-car based visitors to York see the improvement of the pedestrian environment and increase in bus speeds as more important to the strength of the city centre than improving car speeds.
59. One of the concerns from the scheme was that it would create a lot of additional diversion and traffic problems. This survey found no discernable changes in the perceptions of the overall journey experience to York for tourist and leisure travellers. The closure should have had a beneficial effect on off-peak bus reliability for those routes using the bridge. However, there is no statistically significant difference in reported satisfaction with bus journey times, which may reflect the fact that bus timetables have not yet

been adapted to allow the companies to run different service patterns to take advantage of this apparent improvement.

### **Consultation Conclusions**

60. The majority of negative consultation responses were from car drivers, who experienced more negative impact than other users. Cyclists were generally supportive with pedestrians providing a mixed response. Visitors to the City reported that the pleasant environment was the main reason for visiting (97%) and non car based visitors considered improvements to the pedestrian environment more important than improving vehicle speeds.
61. Even removing the 60% responses in relation to PCNs (which generally complained about receipt of the PCN rather than the restriction) consultation responses were predominantly negative. In particular the business responses identified negative economic impacts. However it is considered that not all of the negative impact was, or can be attributed to the bridge restriction.
62. It is noteworthy that the resident on-line survey managed to capture the 10% mode shift taking place as a result of the restriction being in place.

**Annex B**

B1 – Average travel times from GPS 'Traffic Master Ltd' dataset

B2 - Update of travel times from Traffic Master data set

B3 - Bus reliability and journey times

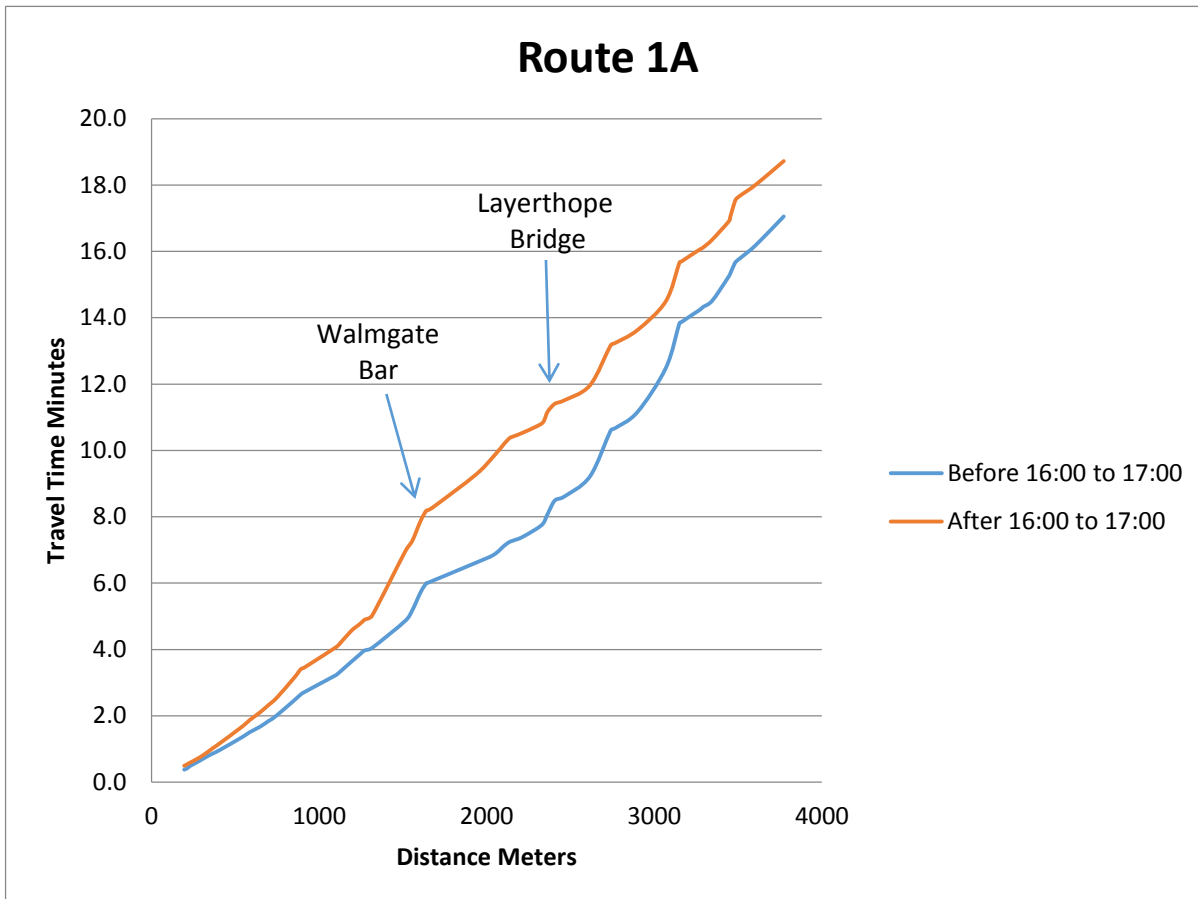
B4 – Park & Ride Travel Times

B5 – Automatic Traffic Count Data

**Annex B1: Average Travel times from GPS ‘Traffic Master Ltd’ dataset.**

Time v Distance plots showing average journey times over the route before the trial Oct and Nov 2012 compared to after (during) the trial Oct and Nov 2013. All data is from the ‘TrafficMaster Ltd’ data source for weekdays only. The divergence and convergence of the lines show where travel times are changing. The slope of the lines shows the average speed the steeper the slope the slower the average speed.

**Route1A** - Micklegate Bar traffic signals to the Hospital via Nunnery Lane, Skeldergate Bridge, Foss Islands Road and Lord Mayors Walk. Distance 3.7km/2.3miles.

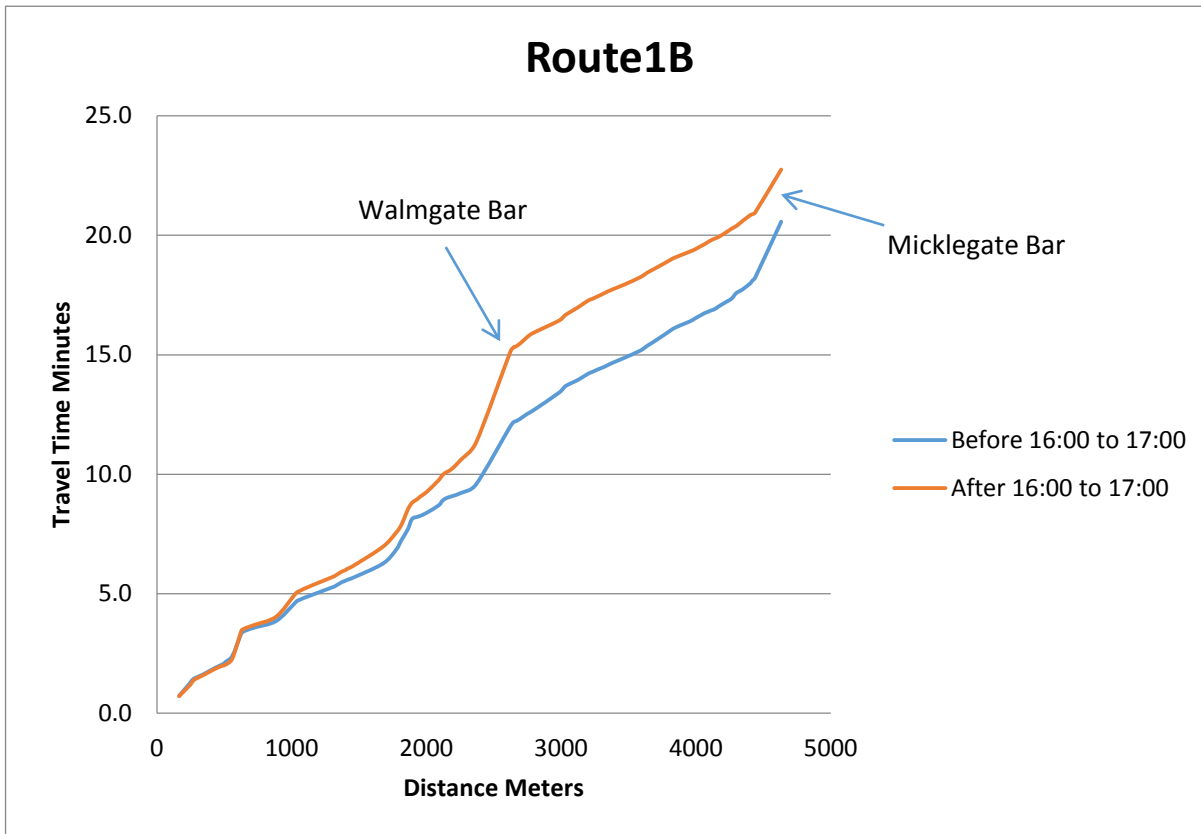


Route 1A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	10.2	14.2	13.1	13.3	14.5	13.5	14.3	14.7	16.5	17.1	15.8	12.2
After	11.3	16.9	14.9	15.1	14.2	14.0	15.1	15.4	16.4	18.7	21.3	14.2
Difference	1.1	2.6	1.8	1.8	-0.4	0.5	0.9	0.7	0.0	1.7	5.5	2.0

Additional delay is picked up at Walmgate Bar and Layerthorpe Bridge, with time recovered at the Lord Mayors Walk / Clarence Street traffic signals. Overall change in average travel time during closure period is less than 2 minutes. The 5.5 minute increase between 17:00 and 18:00 seems also to be attributable to the Lendal Bridge restriction.

**Route 1B:** Hospital to Micklegate Bar via Clarence Street, Monkgate, Foss Bank, Foss Islands Road, Skeldergate Bridge and Nunnery Lane. Distance 4.6km/2.9miles.

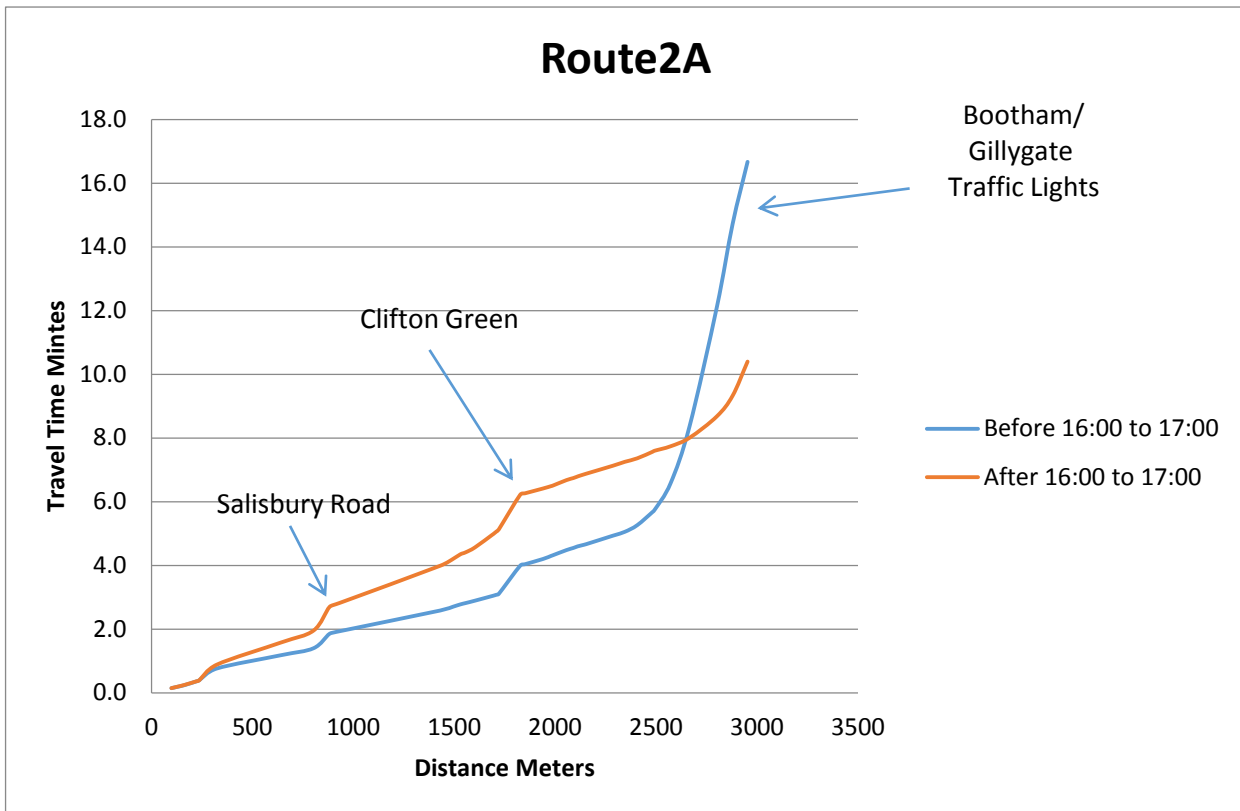




Route1B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	12.5	18.4	17.4	17.7	17.1	17.7	18.9	19.3	21.1	20.6	20.1	16.4
After	13.6	18.7	17.3	17.9	16.7	16.8	16.8	17.7	20.1	22.8	24.3	18.1
Difference	1.1	0.3	-0.1	0.1	-0.4	-0.9	-2.1	-1.7	-1.0	2.2	4.2	1.7

Additional delay is picked up at Layerthorpe Bridge and Walmgate Bar time is saved at Clarence Street and at Walmgate Bar. For much of the day the net change in travel time is improved although between 16:00 and 17:00 there is a worsening of 2.2 minutes. Again the 4.2minute increase between 17:00 and 18:00 seems also to be attributable to the trial.

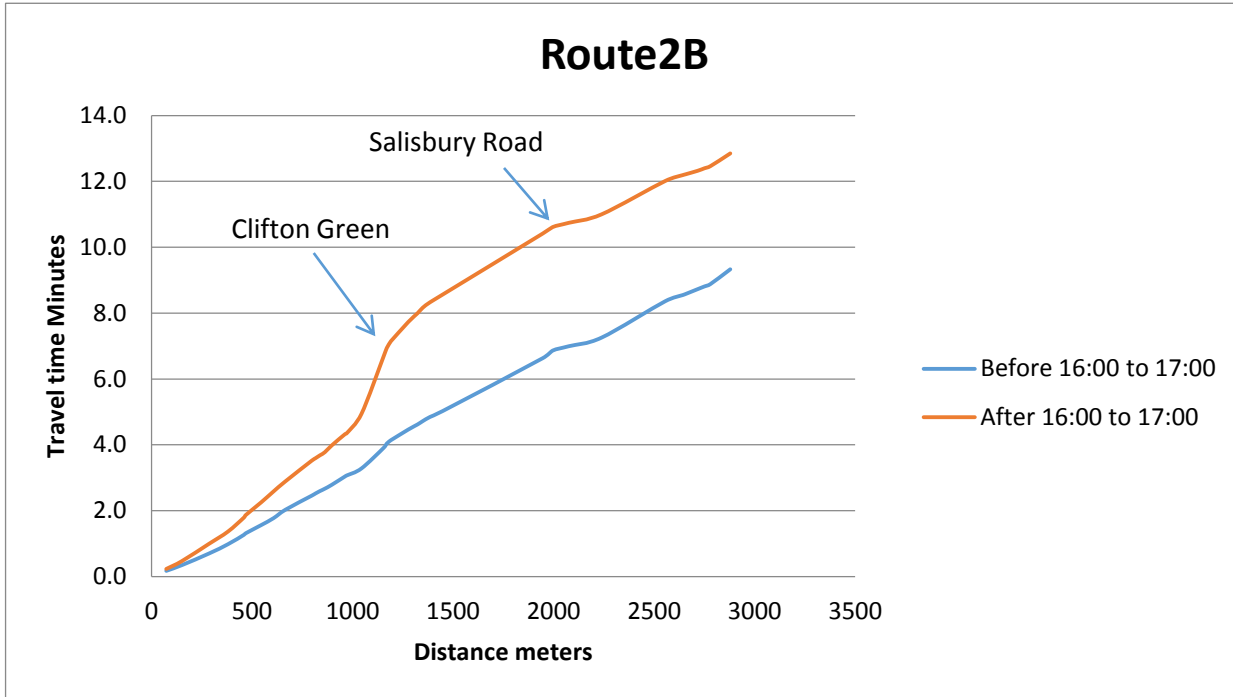
**Route 2A:** Boroughbridge Road to Bootham Bar via Water End. Distance 3km/1.9miles.



Route 2A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	10.1	16.3	10.4	9.5	11.1	12.4	12.1	11.9	14.8	16.7	19.0	12.0
After	10.1	19.3	13.3	9.9	9.8	8.5	9.1	10.5	10.5	10.4	18.7	15.1
Difference	0.1	3.1	2.9	0.3	-1.3	-3.9	-3.0	-1.4	-4.3	-6.3	-0.3	3.0

A small amount of extra delay is picked up at Water End Salisbury Road signals with a larger amount picked up at Clifton Green (2 minutes). For traffic heading down to Bootham Bar a significant saving is accrued (6.3 minutes) although for those vehicles not using Bootham the delay will remain at 2 mins.

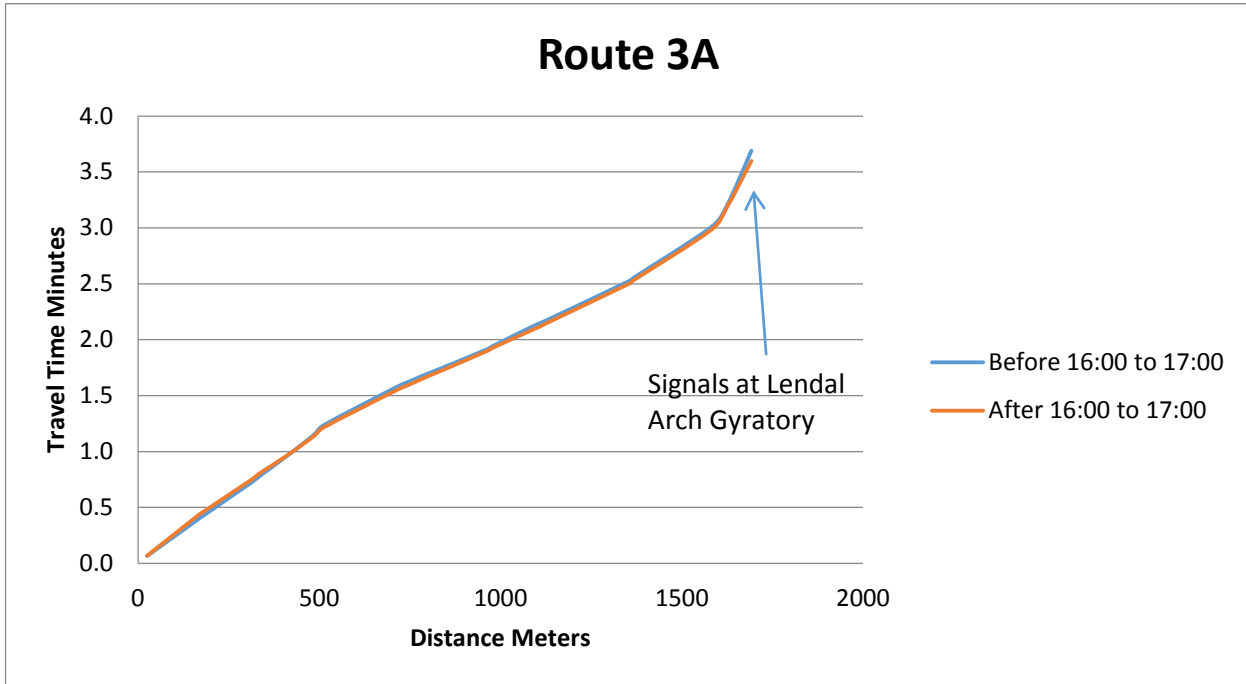
**Route 2A:** Bootham Bar to Boroughbridge Road via Clifton Green and Water End.  
Distance 2.9km/1.8miles.



Route 2B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	5.6	7.8	5.5	5.5	5.5	5.5	5.5	5.6	6.3	9.3	9.7	6.2
After	5.4	7.0	5.5	5.5	5.6	5.6	5.9	6.1	7.3	12.9	10.8	6.6
Difference	-0.2	-0.8	0.1	-0.1	0.1	0.1	0.5	0.4	1.0	3.5	1.0	0.3

For much of the day the travel times on this route are unaffected by the trial. Between 16:00 and 17:00 travel times increase by 3.5 minutes on average with 1 minute extra delay being picked up on Bootham outbound and 2.5 minutes on Water End between Clifton Green and Salisbury Road signals.

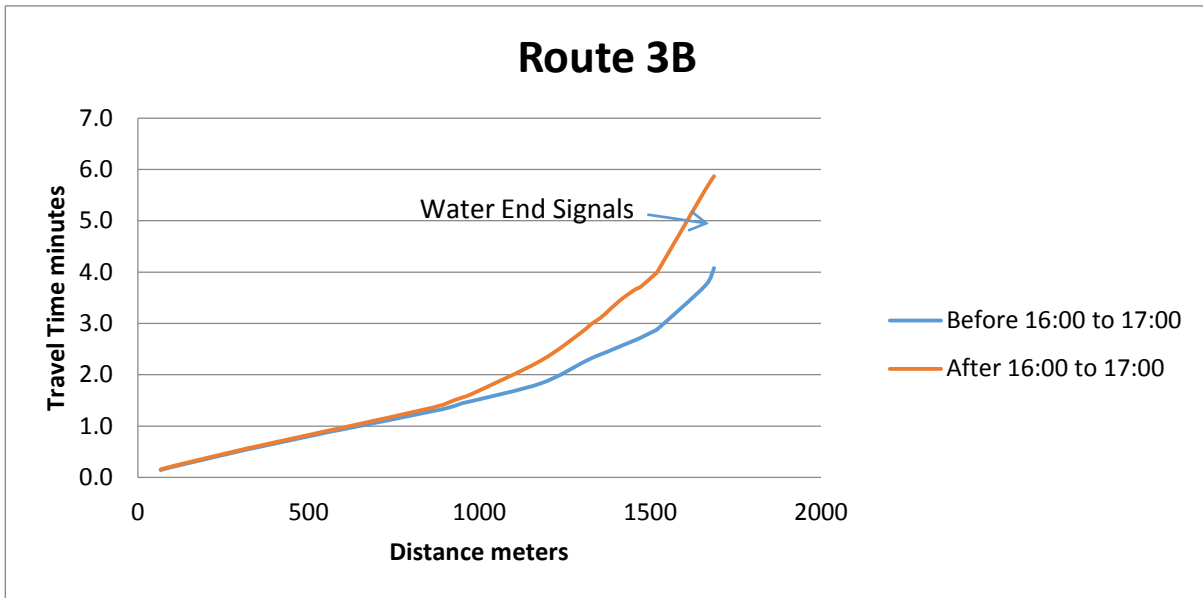
Route 3A: Leeman Road Inbound to city. Distance 1.7km/1.1miles



Route 3A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	3.9	7.0	5.3	3.7	3.5	3.6	3.6	3.9	4.1	3.7	4.0	3.5
After	3.6	4.3	3.8	3.5	3.3	3.5	4.2	3.5	3.5	3.6	3.8	4.0
Difference	-0.3	-2.7	-1.4	-0.3	-0.2	-0.2	0.6	-0.4	-0.6	-0.1	-0.3	0.5

Travel times are generally show slight improvements apart from 13:00 to 14:00 when they show a slight deterioration of just over half a minute.

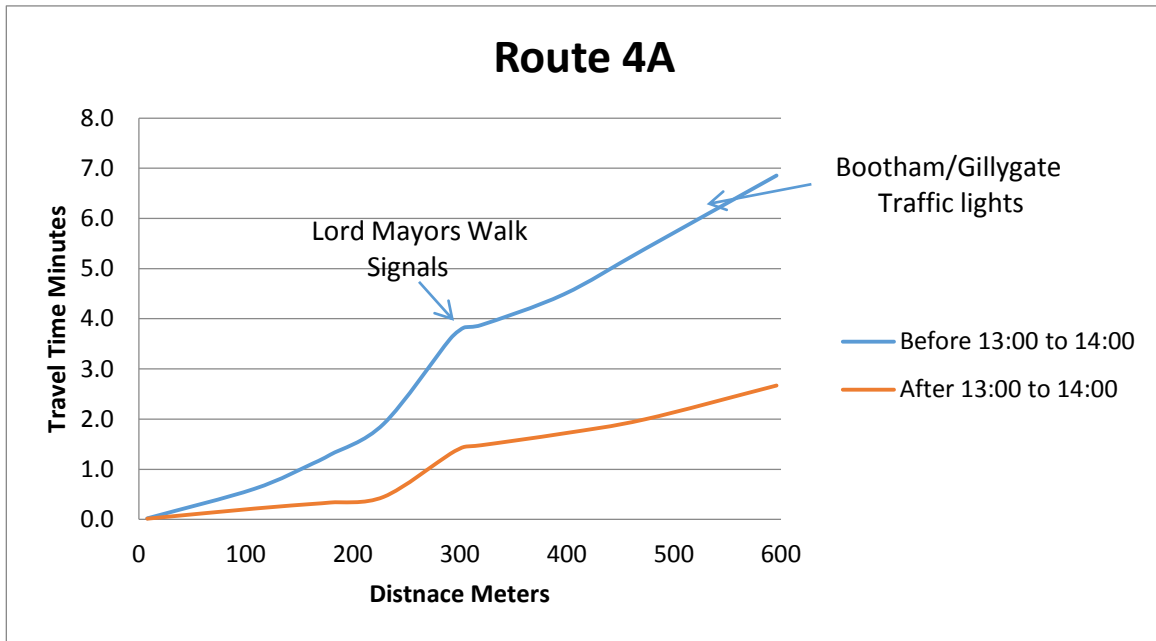
Route 3B: Leeman Road Outbound to Water End.



Route 3B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	3.3	3.8	3.4	3.4	3.4	3.7	3.7	3.6	3.9	4.1	3.8	3.7
After	3.2	4.5	3.6	3.8	3.7	3.8	3.6	3.9	4.3	5.9	4.8	4.0
Difference	-0.1	0.7	0.2	0.4	0.3	0.0	-0.1	0.3	0.4	1.8	0.9	0.4

Travel times are generally unaltered apart from between 16:00 to 18:00 when they show a slight deterioration with 1 to 2 minutes extra travel time. The signal timings at Water End / Salisbury Road had been altered in October 2013 in order to minimise the queuing on Water End. It should be noted that the signal timings were subsequently adjusted in December 2013, following reports and on-site observations of some additional queuing on the right turn out of Salisbury Road onto Water End. The new timings give more green time to Leeman Road exit. The recorded travel times above are from October and November 2013 and so do not take account of these changes.

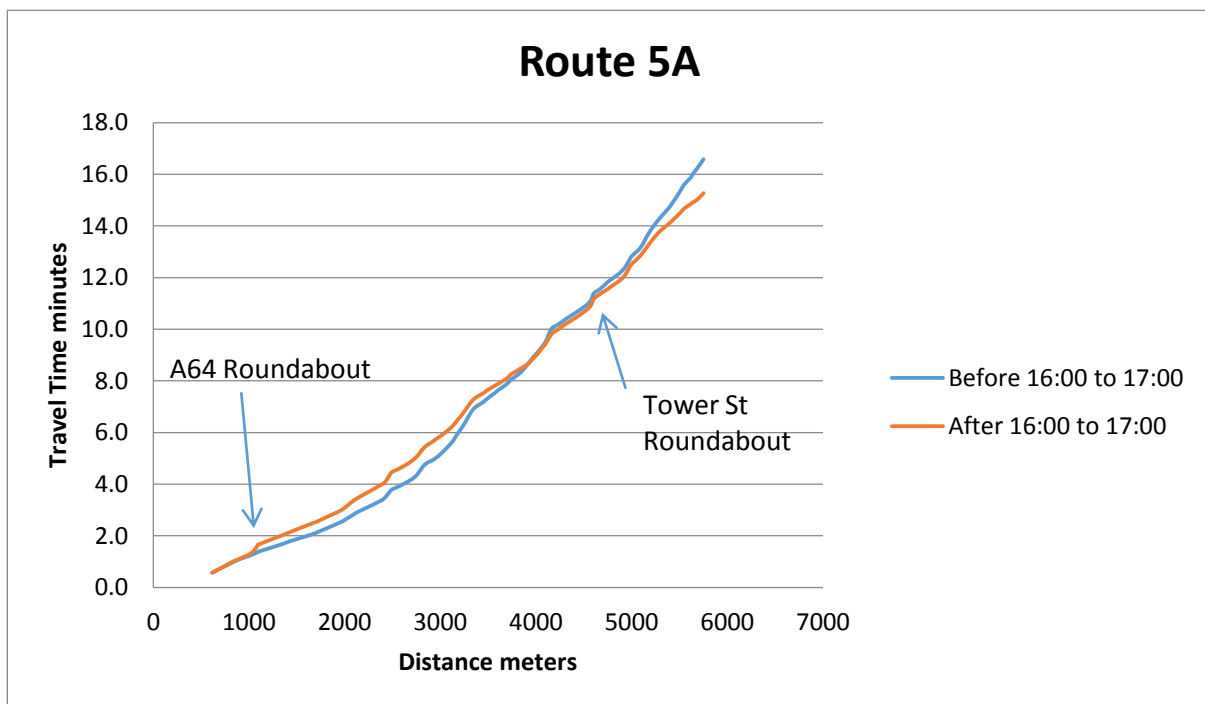
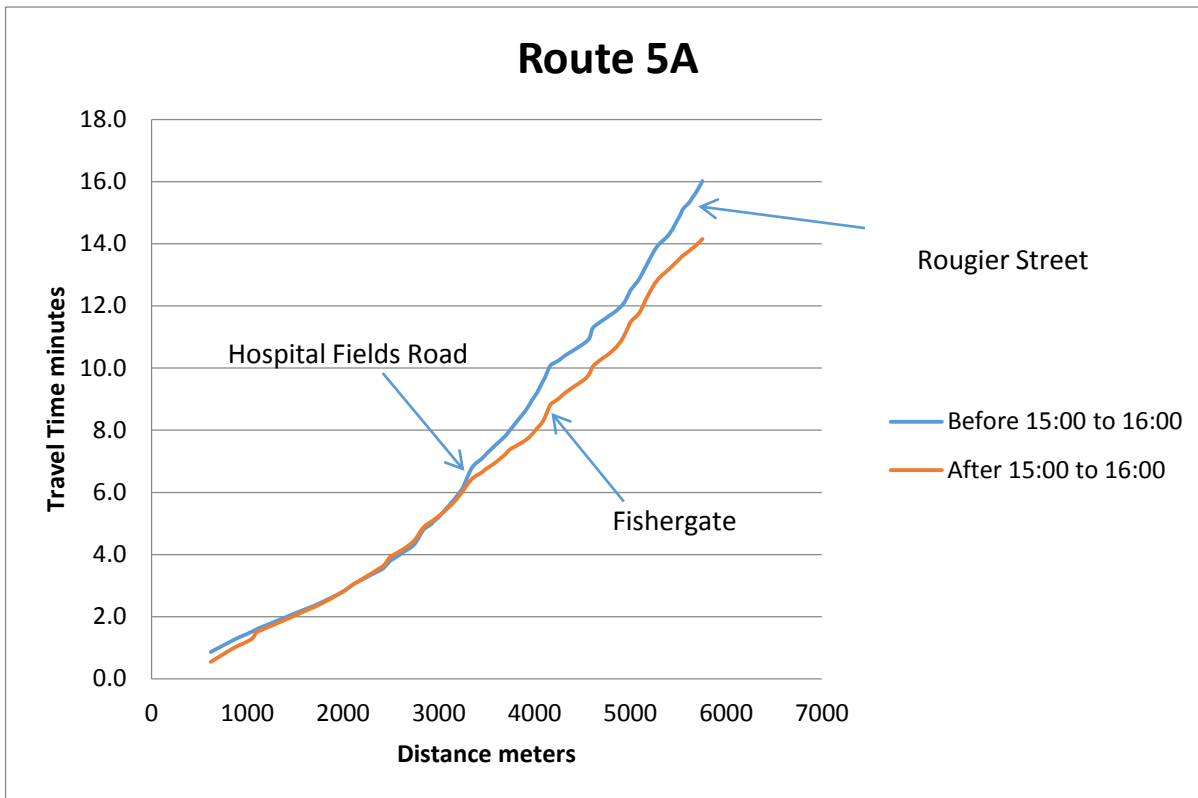
Route 4A Clarence Street to Bootham/Gillygate signals:



Route 4A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	2.7	4.9	5.8	6.8	5.3	5.4	6.9	5.4	4.4	4.6	4.7	4.1
After	3.0	5.0	4.8	4.5	2.6	2.4	2.7	2.8	3.3	4.4	5.5	5.2
Difference	0.2	0.1	-0.9	-2.3	-2.7	-2.9	-4.2	-2.5	-1.2	-0.2	0.8	1.1

Significant reductions in average travel times are observed throughout the day, apart from between 16:00 and 17:00 where the travel times are unaltered. It should be noted that this is an important bus corridor for routes from the north.

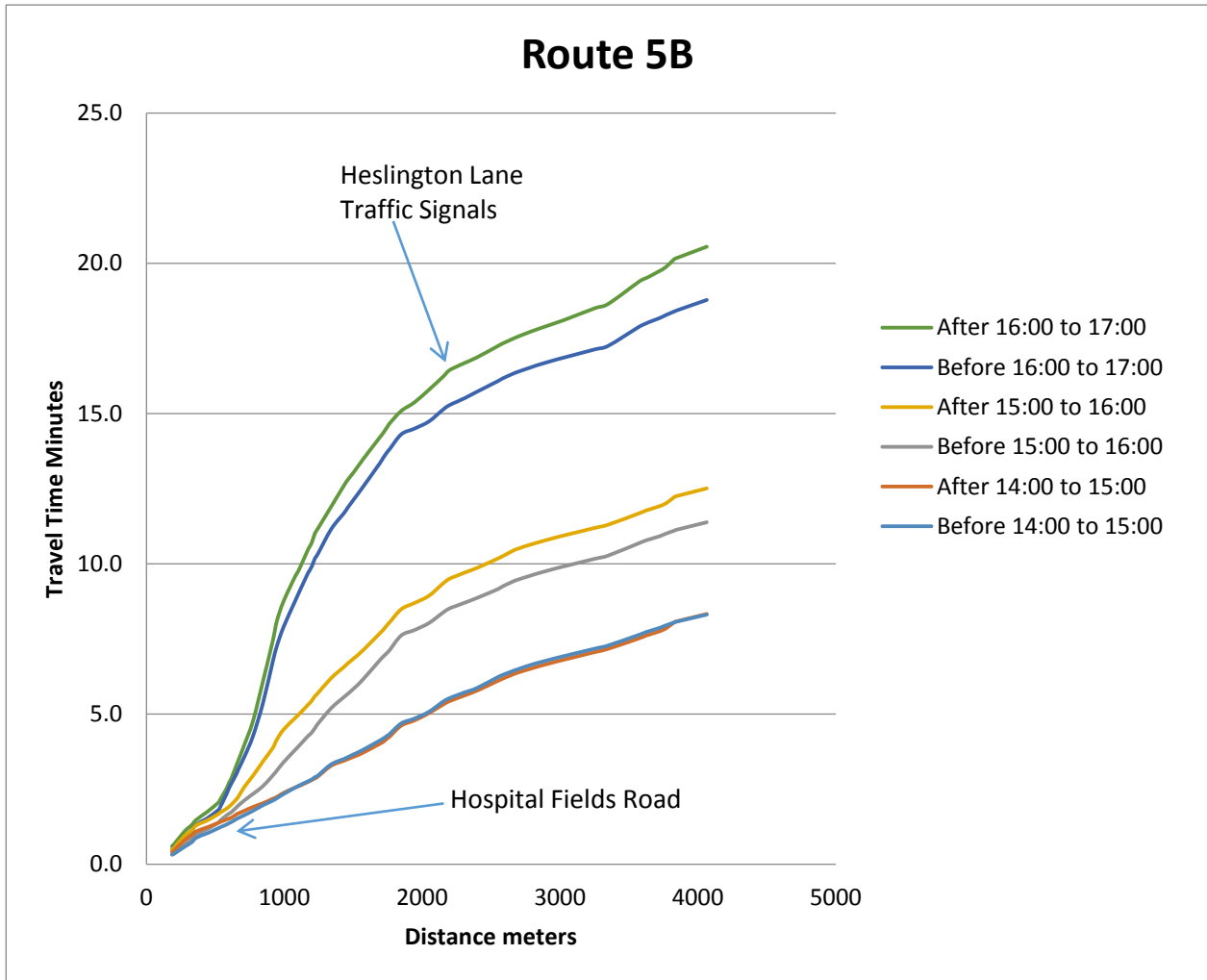
Route 5A Fulford Road Inbound cross city to Station via Tower Street, Ouse Bridge, Rougier Street. Distance 5.8km/3.6miles.



Route 5A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	12.6	20.3	15.3	13.5	13.5	13.5	13.7	13.4	16.0	16.6	19.6	16.2
After	14.0	22.6	15.2	13.3	13.2	15.2	13.5	12.5	14.2	15.3	18.0	14.5
Difference	1.5	2.3	-0.1	-0.1	-0.2	1.7	-0.3	-0.9	-1.9	-1.3	-1.6	-1.7

The inbound travel times are unchanged on Fulford Road down to Hospital Fields Road. There is some improvement particularly in the afternoon between Hospital Fields Road and the Station.

Route 5B Fulford Road outbound Tower Street round about to A64 junction.  
Distance 4.1km/2.5miles.



Route 5A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	6.8	8.3	7.3	7.1	7.3	7.7	7.9	8.3	11.4	18.8	21.1	10.5
After	6.9	8.4	7.5	7.7	7.7	7.9	8.3	8.3	12.5	20.5	21.4	10.2
Difference	0.1	0.1	0.2	0.6	0.4	0.1	0.4	0.0	1.1	1.8	0.3	-0.3

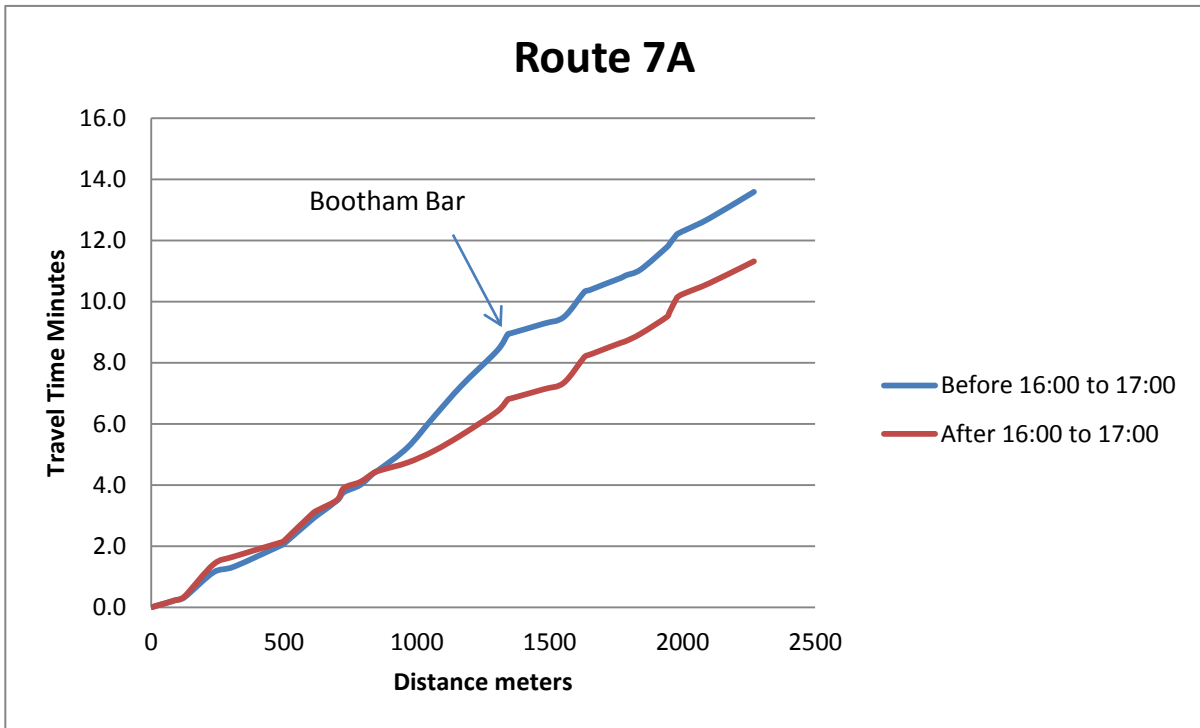
Through the day the level of delay on Fulford Road outbound is unaffected by Lendal Bridge trial.

There is an increase of between 1 and 2 minutes between 15:00 and 17:00

Three different time periods are shown here to illustrate the quite marked increase in delay that Fulford Road outbound experiences during the PM peak.



Route 7A The Mount to the Hospital via Lendal Bridge. Distance 2.3km/1.4miles.



Route 7A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	9.9	15.4	11.1	10.5	10.0	9.5	11.0	11.1	12.1	13.6	15.1	12.9
After	10.1	14.8	11.2	9.8	10.1	9.5	10.1	8.8	10.6	11.3	14.6	11.8
Difference	0.1	-0.5	0.1	-0.7	0.1	0.0	-0.9	-2.3	-1.5	-2.3	-0.6	-1.1

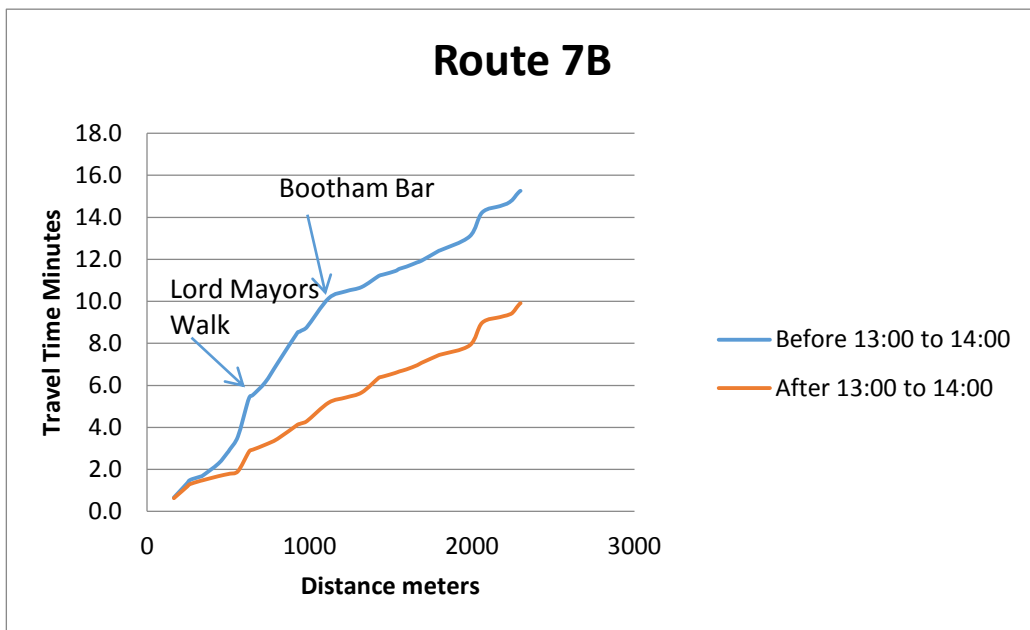
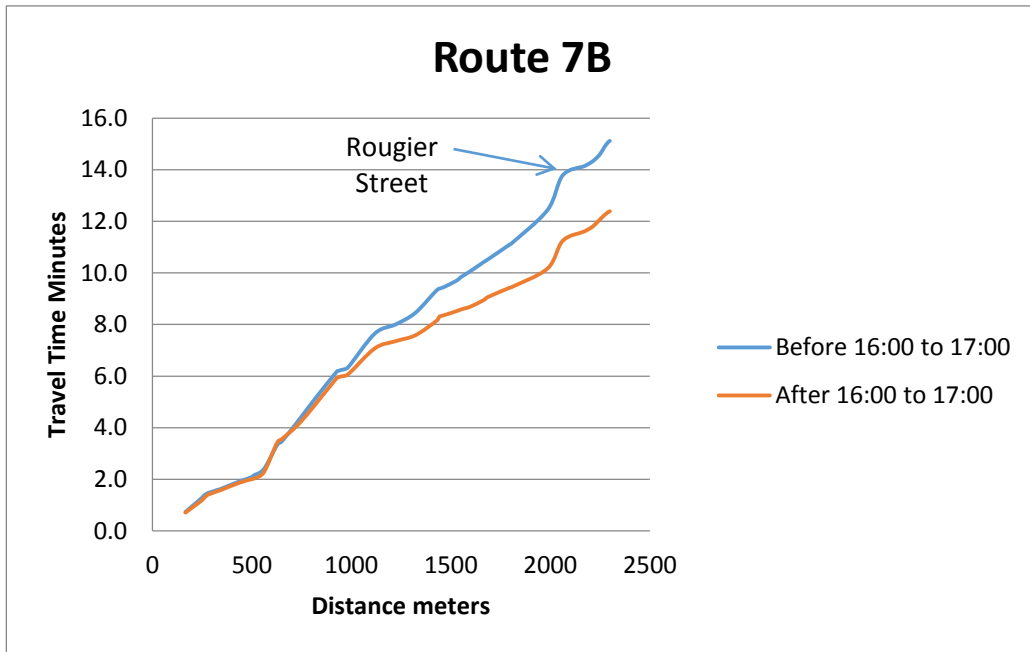
During the restricted period the saving will only be accrued by vehicles that are permitted to cross the bridge.

A comparison with Route 1A which is the same trip but via Foss Island's Road shows:

	07:0	08:0	09:0	10:0	11:0	12:0	13:0	14:0	15:0	16:0	17:0	18:0
	0	0	0	0	0	0	0	0	0	0	0	0
Before via Lendal	9.9	15.4	11.1	10.5	10.0	9.5	11.0	11.1	12.1	13.6	15.1	12.9
After via Foss Islands Rd	11.3	16.9	14.9	15.1	14.2	14.0	15.1	15.4	16.4	18.7	21.3	14.2
Difference	1.4	1.5	3.9	4.6	4.1	4.5	4.1	4.2	4.3	5.1	6.2	1.3

For drivers who are required to make this diversion, due to the bridge restriction, it adds an average of 4 to 6 minutes onto their journey time and 1.4km/0.9miles in distance.

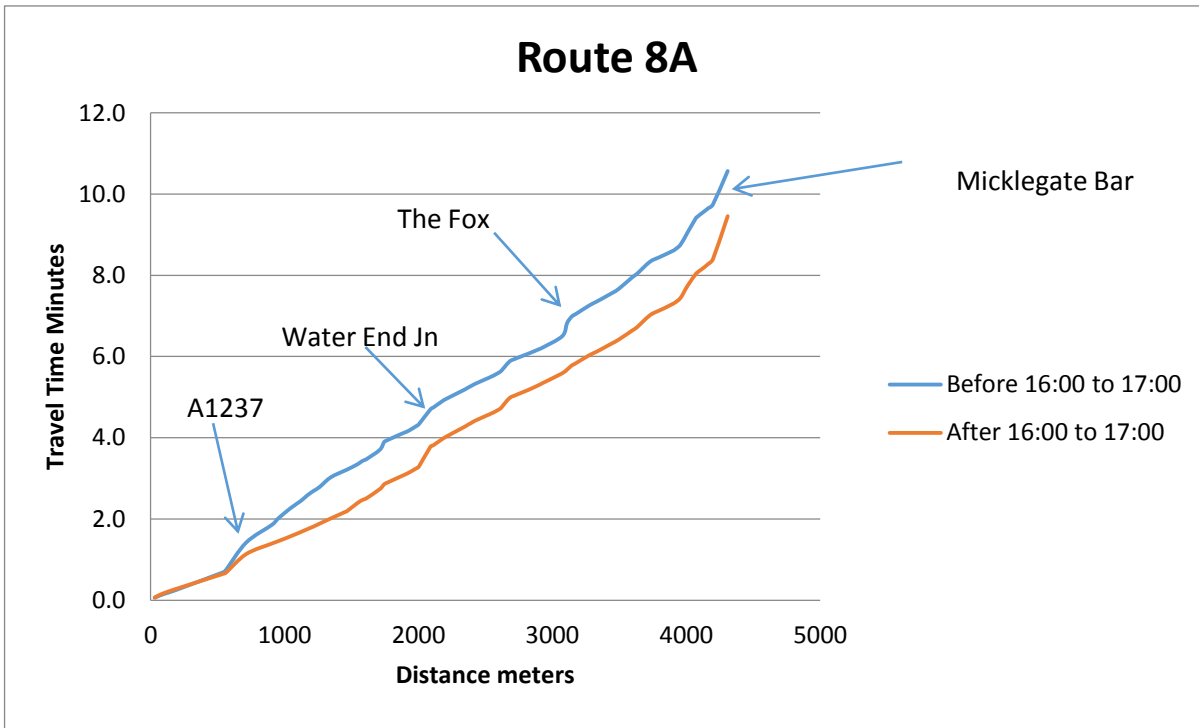
Route 7B The Hospital to the Mount via Lendal Bridge. Distance 2.3km/1.4miles.



Route 5A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	9.2	13.3	13.9	16.4	13.8	13.7	15.3	14.7	14.5	15.1	17.5	14.3
After	9.5	12.9	12.5	12.4	10.5	10.5	9.9	10.2	11.6	12.4	15.4	14.2
Difference	0.3	-0.4	-1.4	-4.1	-3.3	-3.3	-5.4	-4.5	-2.9	-2.7	-2.1	-0.1

A saving in travel time is recorded on Clarence Street, Gillygate and over Lendal Bridge to Rougier Street.

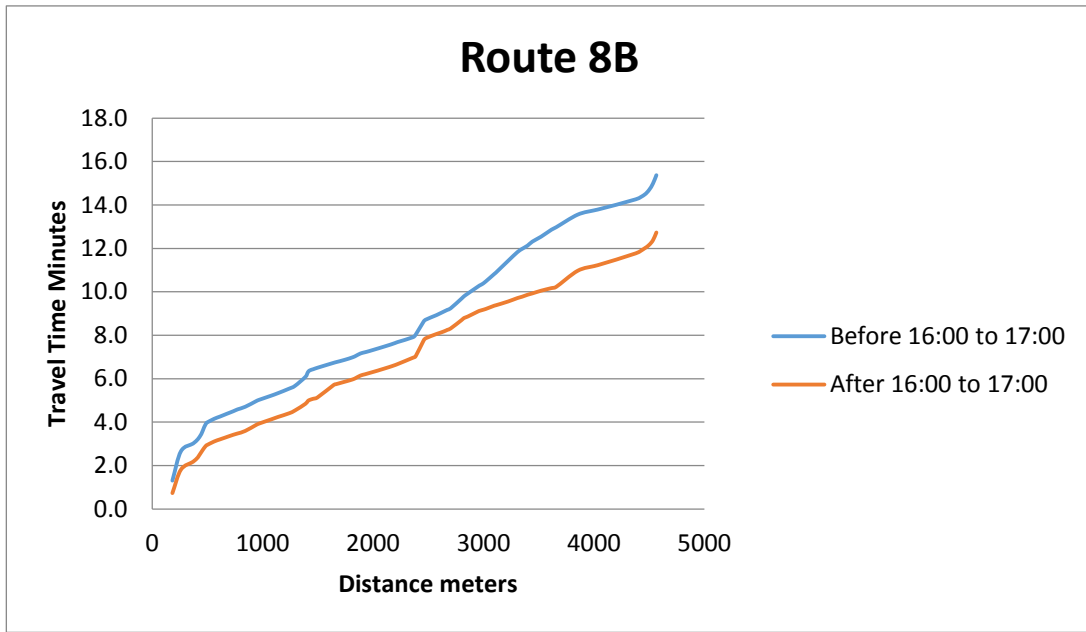
Route 8A A59 Boroughbridge Road inbound to Micklegate Bar



Route 9A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	10.9	18.4	12.4	10.3	10.1	10.6	10.5	10.2	11.3	10.6	11.5	11.0
After	10.3	16.8	10.9	9.3	9.0	9.0	9.4	9.1	9.5	9.5	9.9	9.4
Difference	-0.5	-1.6	-1.5	-0.9	-1.2	-1.5	-1.1	-1.1	-1.8	-1.1	-1.6	-1.6

Improvement in journey time is observed at all times of day with the time saving picked up between the A1237 roundabout and the Water End junction. Traffic flows are somewhat down on this route. It is difficult to attribute this change to the trial since the improvement works on the A59/A1237 roundabout are likely to be having an influence.

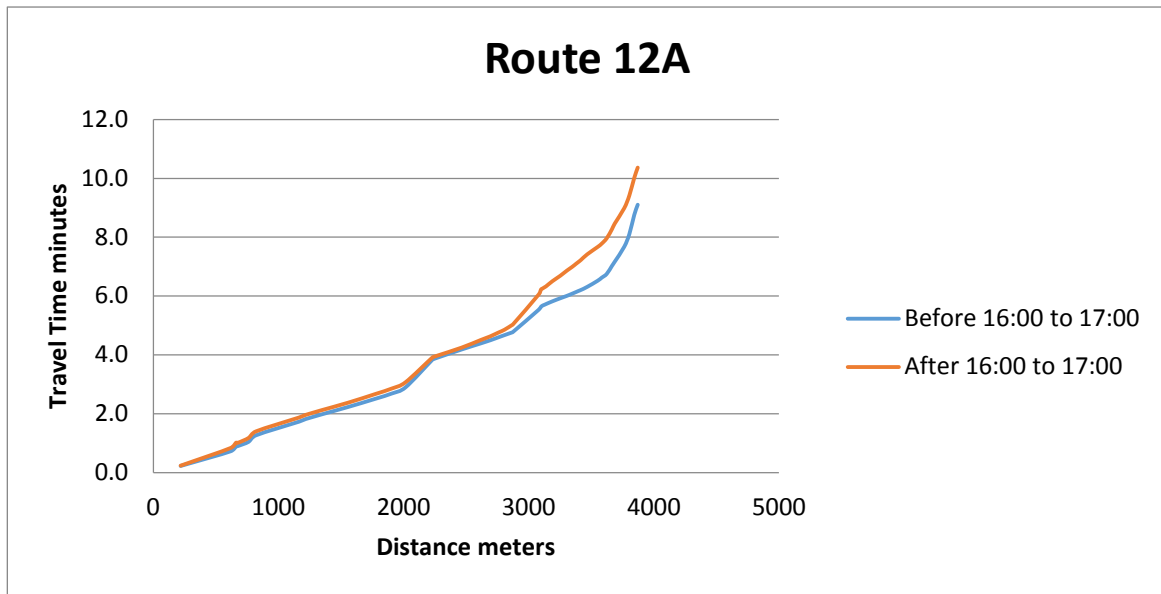
Route 8B: A59 outbound Micklegate Bar to A1237 Roundabout



Route 8B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	13.4	19.0	13.1	11.6	11.7	11.4	11.7	12.2	14.2	15.4	16.1	13.2
After	12.6	19.6	11.1	11.3	11.1	11.4	11.3	11.3	13.4	12.7	12.7	11.7
Difference	-0.8	0.6	-2.0	-0.3	-0.5	0.0	-0.4	-0.9	-0.8	-2.6	-3.4	-1.4

Journey time savings at all times of day – although not necessarily attributable to the bridge trial.

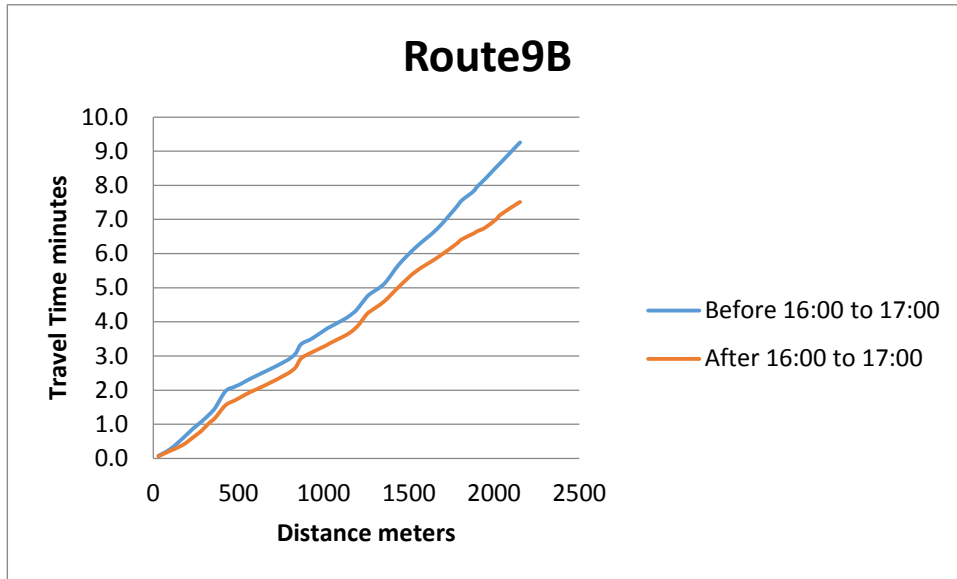
Route 9A: Station to A19 (south) via Rougier Street, Ouse Bridge, Tower Street, Fishergate. Distance 2.2km/1.4miles.



Route 9A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	6.6	8.3	7.4	7.5	7.7	7.2	7.5	7.4	8.9	13.2	14.3	8.5
After	6.3	8.2	8.1	7.3	7.7	7.3	8.0	7.7	9.8	14.2	14.9	8.0
Difference	-0.3	-0.1	0.7	-0.2	0.0	0.1	0.4	0.3	0.9	1.0	0.5	-0.5

Unchanged for much of the day with some worsening (1 minute) evident 15:00 and 17:00 between Fishergate Bar and Cemetery Road.

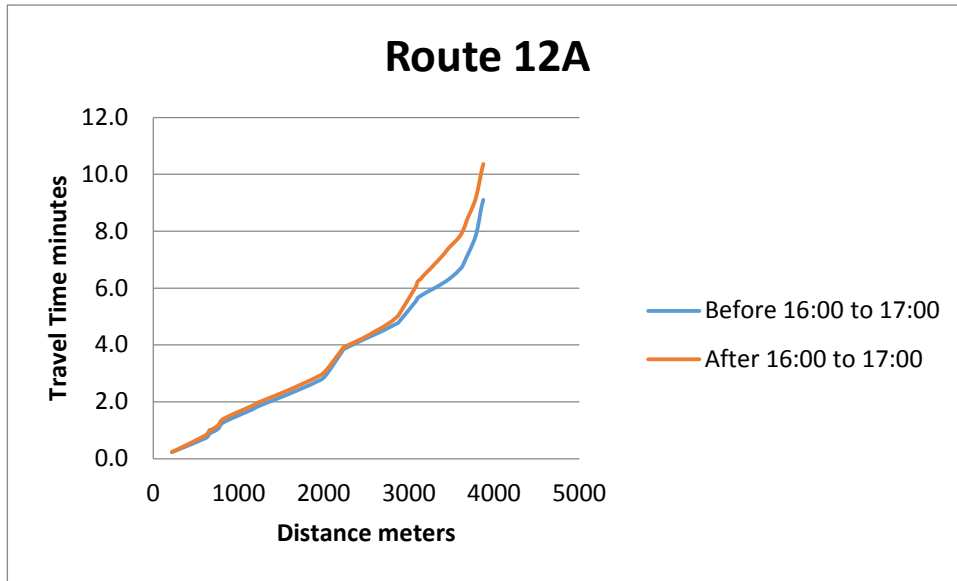
Route 9B: Cross city route – A19 Fulford Road at Cemetery Road to Station via Tower Street Ouse Bridge and Rougier Street. Distance 2.2km/1.4miles.



Route 9B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	5.5	7.3	7.3	7.2	7.1	7.0	7.3	7.2	8.7	9.3	11.4	8.6
After	5.7	6.3	6.4	6.5	6.5	7.5	6.3	6.4	7.2	7.5	9.6	7.6
Difference	0.3	-1.0	-0.9	-0.7	-0.6	0.5	-1.0	-0.8	-1.5	-1.7	-1.8	-1.0

Slight improvement in travel time particularly between 15:00 and 17:00. Savings accrued at Fishergate and at Rougier Street.

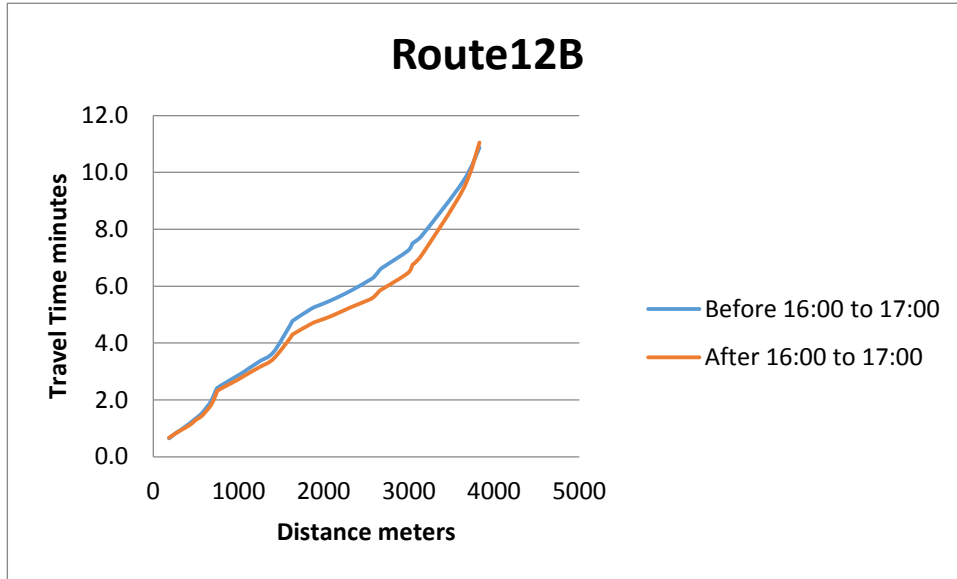
Route 12A: Hull Road Inbound Grimston Bar to Walmgate Bar. Distance 3.9km/2.4miles.



Route12A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	7.0	11.0	10.3	8.9	8.7	8.2	8.1	8.3	8.6	9.1	10.7	9.3
After	7.7	10.7	9.1	8.9	10.1	9.5	9.5	8.9	9.4	10.4	12.1	9.6
Difference	0.6	-0.2	-1.2	0.1	1.4	1.3	1.4	0.6	0.8	1.3	1.4	0.3

An additional minute of extra travel time between Melrosegate and Walmgate Bar.

Route 12B: Hull Road outbound Walmgate to Grimston Bar. Distance 3.9km/2.4 miles.

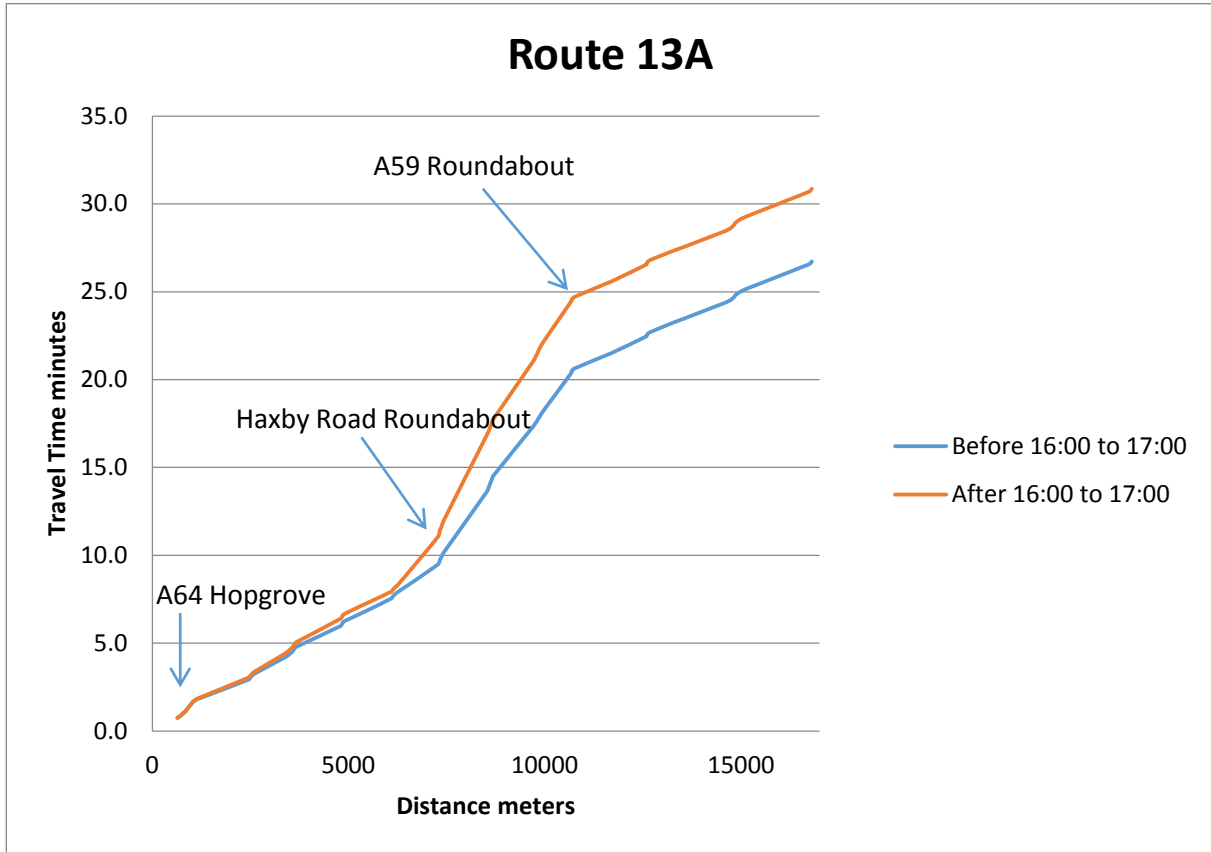


Route 12B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	6.1	7.0	6.6	6.5	6.6	6.6	6.8	7.0	8.4	10.9	12.2	7.7
After	6.7	7.3	6.8	6.5	7.0	6.8	6.8	7.4	8.6	11.1	12.3	7.8
Difference	0.6	0.3	0.2	0.0	0.3	0.2	0.0	0.4	0.2	0.2	0.0	0.1

Overall the travel time is unchanged.



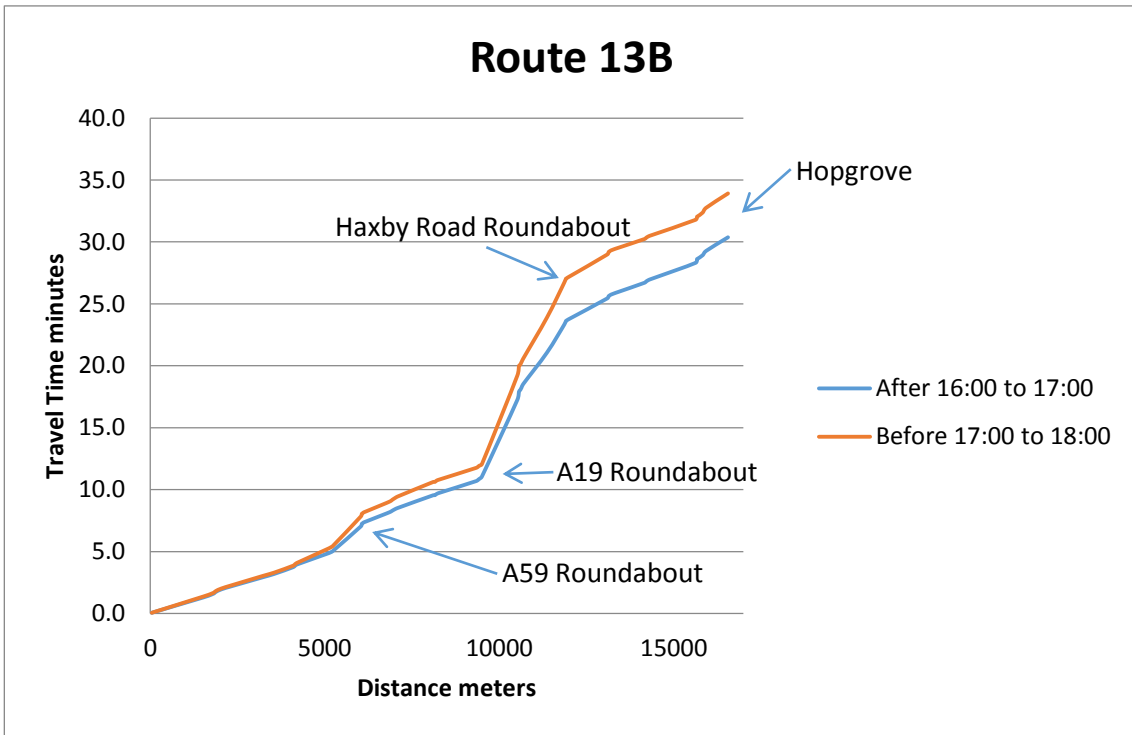
Route 13A Outer Ring Road A1237 anticlockwise Hopgrove to Askam Bryan.



Route 13A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	19.1	26.4	18.5	18.3	19.2	18.9	19.4	19.9	22.0	26.7	31.5	20.5
After	20.9	25.9	19.4	20.1	21.6	21.7	22.3	23.9	25.3	30.9	37.0	21.7
Difference	1.8	-0.5	0.9	1.8	2.4	2.7	2.9	3.9	3.2	4.1	5.5	1.2

Additional delay being picked up on the approach to the A59 roundabout in the afternoon. The flows are similar on the A1237 so it would seem that this additional delay is due to the improvement works that are currently taking place at this roundabout rather than due to the bridge trial.

Route 13B Outer Ring Road A1237 clockwise Askam Bryan to Hopgrove.



Route 13B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	22.3	29.1	20.7	18.9	18.8	19.3	18.9	20.0	24.6	27.7	33.9	21.8
After	23.9	28.7	21.3	19.9	20.7	21.1	21.1	21.8	25.4	30.4	33.9	24.4
Difference	1.5	-0.4	0.6	0.9	1.9	1.8	2.2	1.8	0.8	2.7	-0.1	2.6

Some additional delay (2 minutes) is being picked up at the Haxby Road Roundabout. This might be attributable to the Lendal Bridge trial since although it could also be due in part to changes in traffic patterns due to the works at the A59.

Route 14A: A64 Askam Bryan A1237 to Hopgrove. Distance: 15.7km/9.8miles.

Route 14A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	10.1	10.2	10.3	9.7	9.7	9.6	9.7	9.6	9.7	10.7	10.9	10.3
After	10.1	10.8	9.8	9.8	10.3	10.1	10.0	9.9	10.3	11.0	11.0	10.1
Difference	0.0	0.5	-0.5	0.1	0.5	0.5	0.3	0.2	0.6	0.2	0.0	-0.1

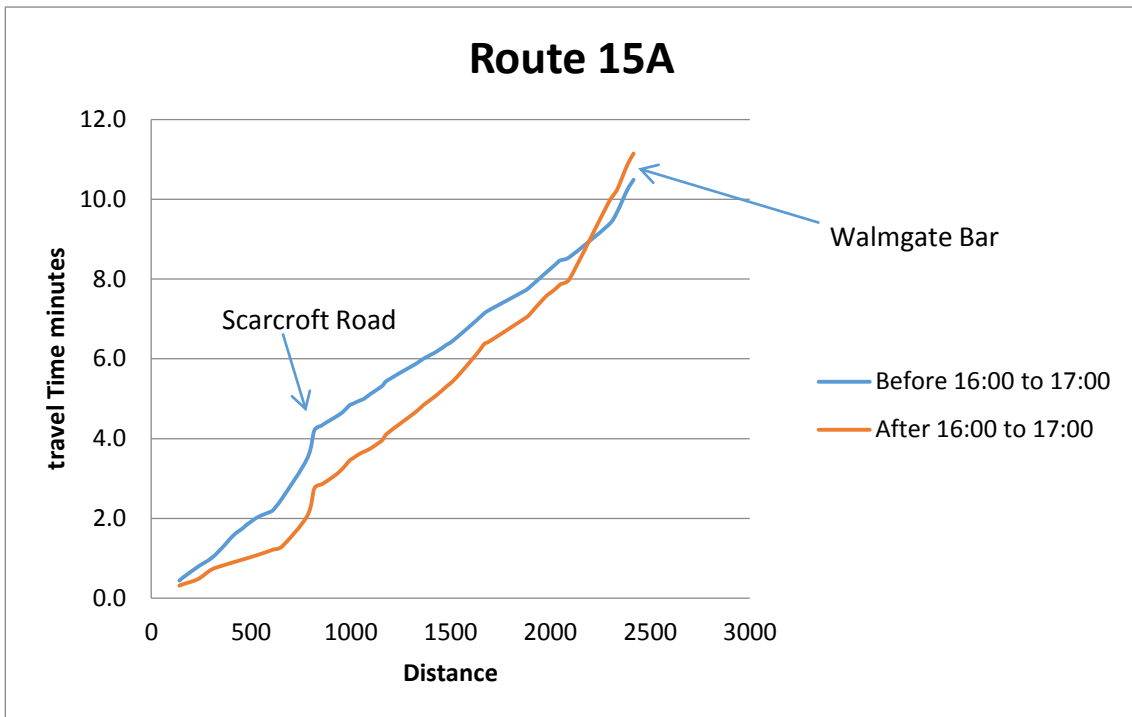
Travel times show a slight average increase on the approach to the Hopgrove Roundabout. Possibly partially attributable to the trial.

Route 14B: A63 Hopgrove to Askam Bryan A1237. Distance:15.9km/9.9miles.

Route 14B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	10.4	10.2	10.0	10.0	10.0	10.0	9.9	10.0	10.1	10.6	10.5	10.3
After	9.9	9.9	9.9	10.0	9.9	9.9	10.0	10.4	10.3	10.4	10.7	10.0
Difference	-0.5	-0.3	-0.1	-0.1	-0.1	0.0	0.1	0.3	0.2	-0.2	0.2	-0.2

Travel times unchanged.

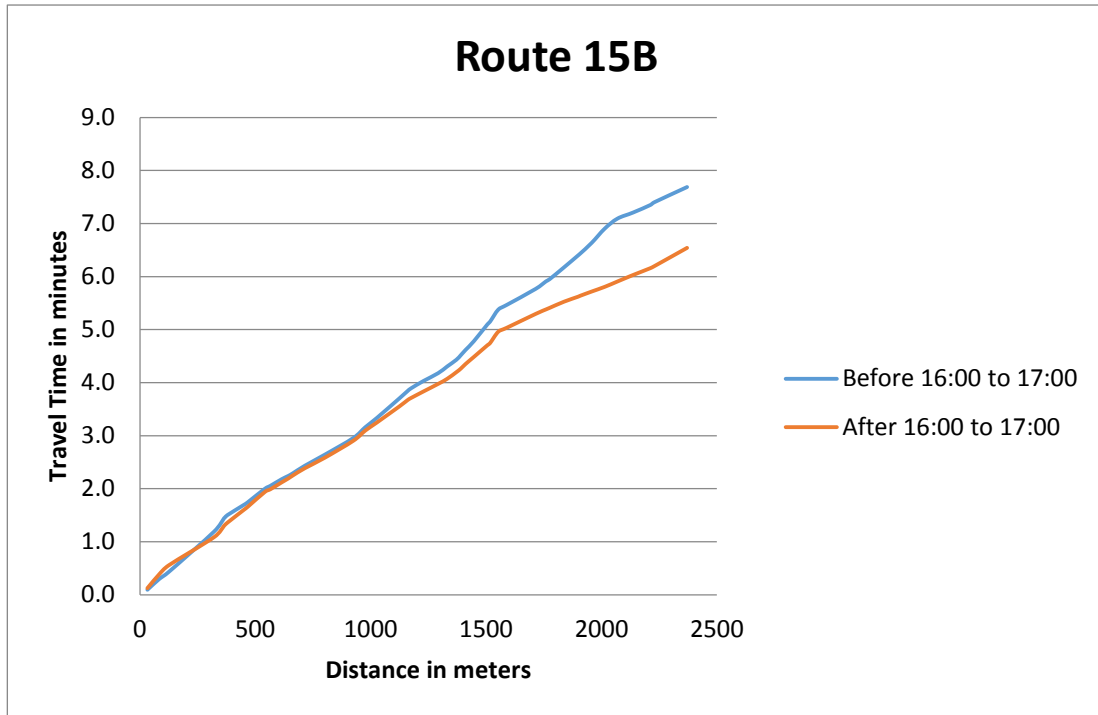
Route 15A: Bishopthorpe Road to Walmgate Bar via Castle Mills Bridge. Distance 2.4km/1.5miles.



Route 14B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	7.5	12.3	9.8	8.9	8.2	8.4	8.4	8.7	10.6	10.5	9.7	7.6
After	7.1	12.7	9.7	10.7	9.4	9.3	9.4	9.5	10.7	11.1	11.4	7.4
Difference	-0.5	0.5	-0.1	1.7	1.2	1.0	1.0	0.8	0.2	0.7	1.7	-0.2

A saving on the approach to the signals at Scarcroft Road this is gradually eroded and then turns into a net loss on the approach to Walmgate Bar signals.

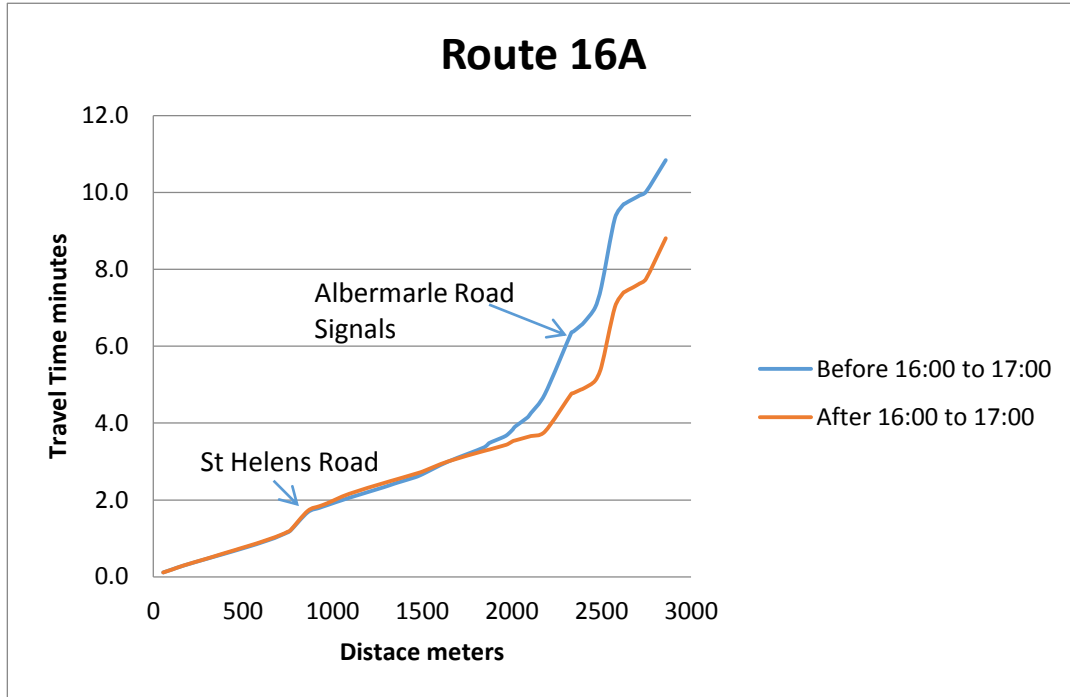
Route 15B: Walmgate Bar to Knavesmire Road via Skeldergate Bridge and Bishopthorpe Road. Distance 2.4km/1.5miles.



Route 15B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	5.2	7.1	6.3	6.0	6.3	6.3	6.3	6.6	7.0	7.7	8.2	7.2
After	4.6	5.7	5.2	5.3	5.1	5.5	5.2	5.2	5.7	6.5	7.2	5.8
Difference	-0.5	-1.4	-1.2	-0.7	-1.2	-0.8	-1.1	-1.4	-1.3	-1.1	-1.0	-1.4

A saving of over a minute is accrued between Prices Lane and the Scarcroft Road signals. This may not necessarily be due to the trial – as it occurs in the AM peak as well.

Route 16A: Tadcaster Road Tesco Roundabout to Micklegate Bar. Distance 2.9km/1.8miles.



Route 16A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	9.9	17.7	11.9	9.4	8.5	8.4	7.9	9.9	12.0	10.8	10.9	10.6
After	8.7	17.0	10.1	8.3	8.1	8.0	7.8	8.6	9.5	8.8	9.8	10.0
Difference	-1.3	-0.8	-1.9	-1.1	-0.4	-0.4	-0.1	-1.3	-2.4	-2.0	-1.1	-0.6

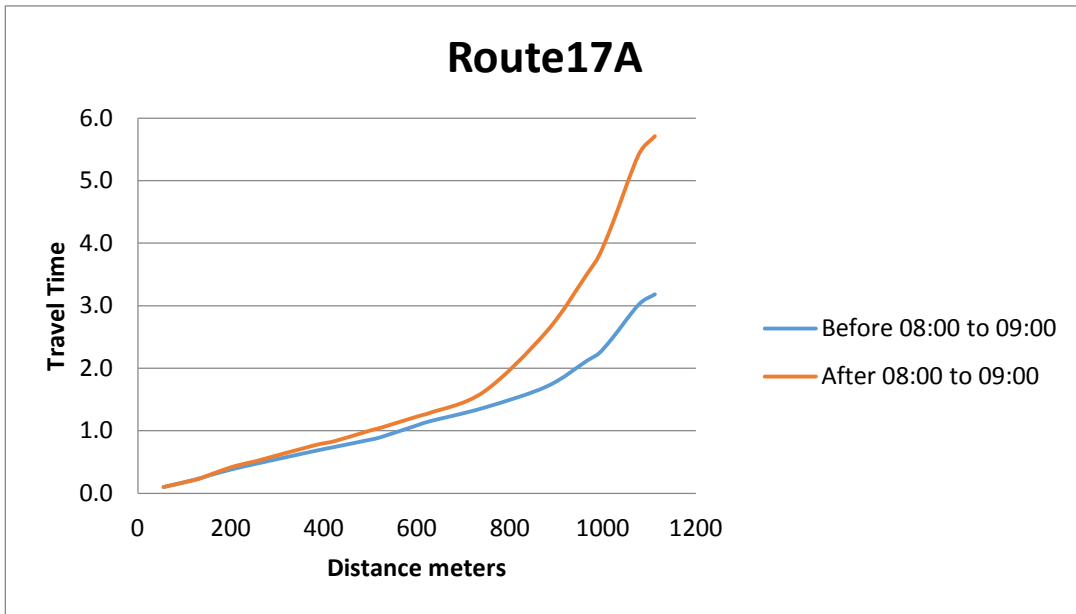
Significant savings in travel time accrued between Albermarle Road and Micklegate Bar traffic signals. These may not necessarily be due to the trial as they also occur in the AM peak.

Route 16B: Tadcaster Road outbound: Distance 2.9km/1.8miles.

Route 16B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	5.7	9.7	6.3	5.8	5.7	6.2	6.2	5.8	7.5	9.2	9.1	6.9
After	6.7	11.9	6.4	5.8	6.0	5.8	6.5	5.9	7.4	9.9	8.5	7.3
Difference	1.0	2.3	0.1	0.0	0.3	-0.4	0.4	0.1	-0.1	0.7	-0.6	0.5

Little change observed.

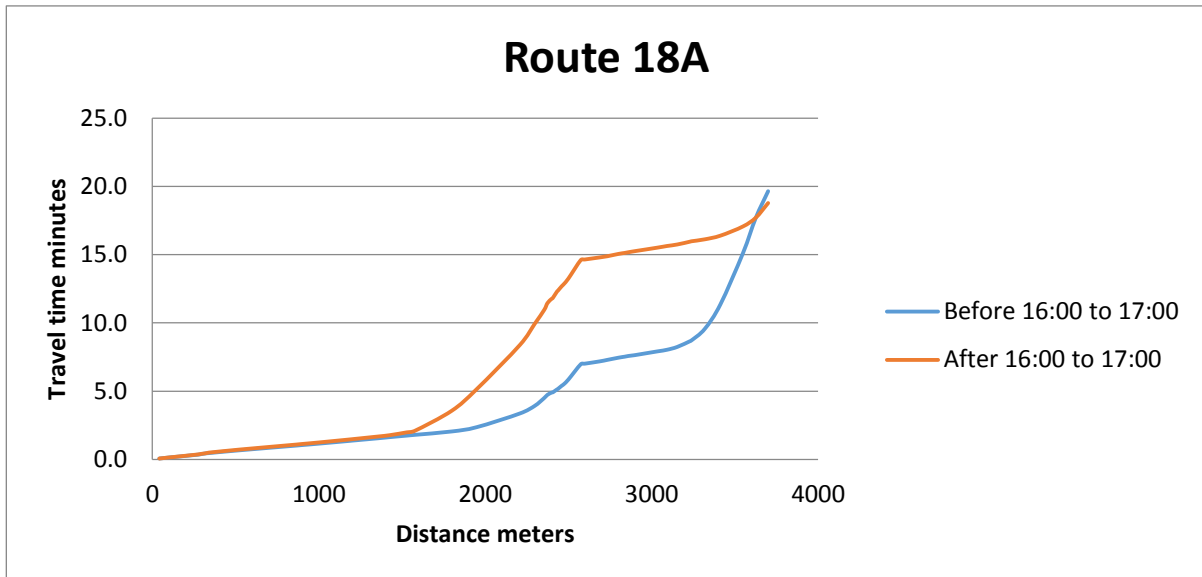
Route 17A: Acomb Road, Carr Lane to 'The Fox': Distance 1.1km/0.7miles.



Route 17A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	2.1	3.2	2.3	1.9	2.4	2.0	2.0	2.2	2.2	2.4	2.6	2.0
After	2.2	5.7	2.8	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3	2.1
Difference	0.1	2.5	0.5	0.3	-0.3	0.3	0.3	0.0	0.1	-0.1	-0.3	0.1

The travel time is unchanged during the bridge restriction period however as the plot above shows the travel time between 08:00 and 09:00 has increased markedly. The cause of this is being investigated however it seems highly likely to be due to the new signal phasing introduced at The Fox junction last year. If it is a timing issue this should be easy to rectify.

Route 18A Shipton Road in-bound to Bootham Bar. Distance 3.7km/2.3miles.



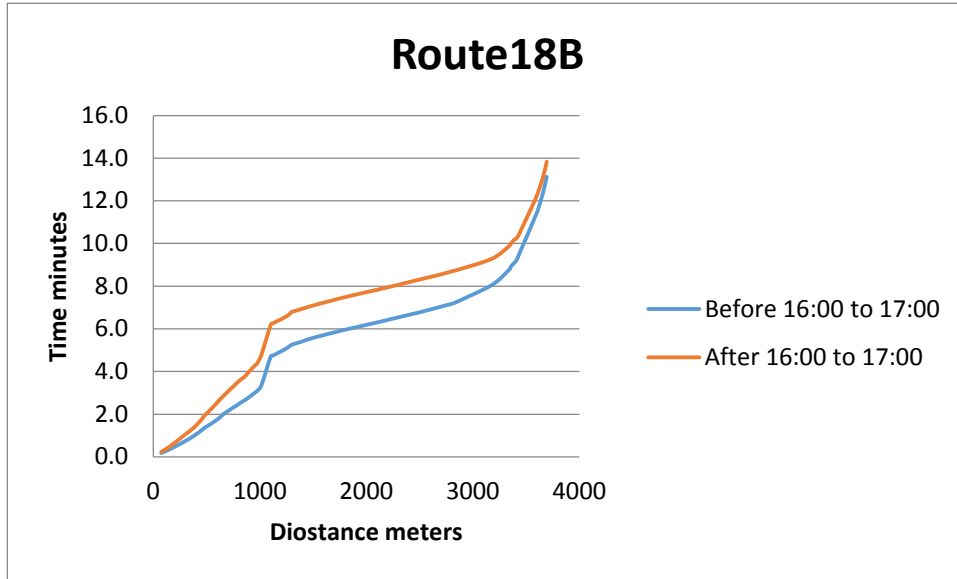
Route 18A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	9.4	15.4	11.1	9.7	11.1	12.4	12.2	12.0	16.3	19.6	22.0	12.9
After	9.7	16.5	13.1	10.2	9.6	8.2	9.0	9.7	12.0	18.8	23.3	16.5
Difference	0.3	1.1	2.1	0.5	-1.5	-4.2	-3.2	-2.3	-4.4	-0.9	1.2	3.5

An 8 minute increase in delay is measured on the approach to Clifton Green between 16:00 and 17:00 although for traffic heading all the way into the City along Bootham this time is recovered at the Bootham/Gillygate signals.

The cause of the problem is exit blocking of the right turn into Water End. The signals on Water End were further adjusted in November and again in December and this is occurring less since - further monitoring and action is necessary.



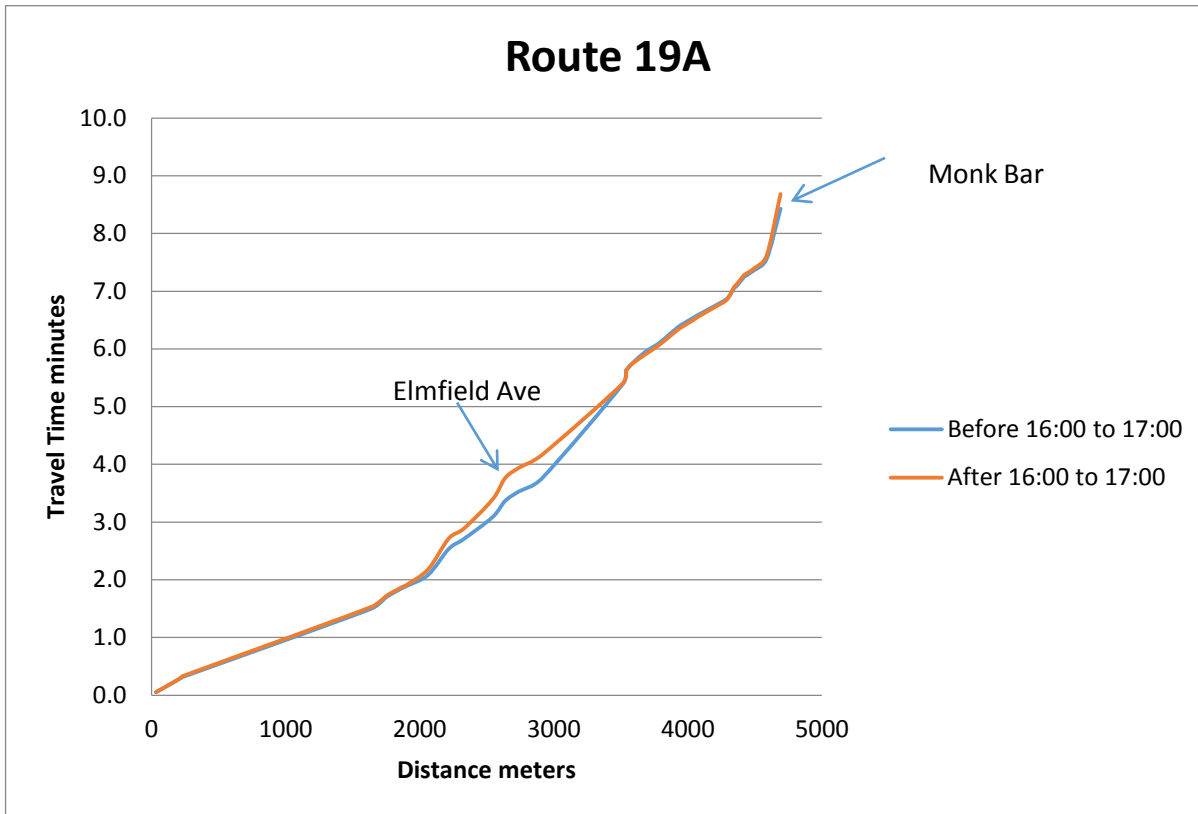
Route 18B: A19 outbound Bootham, Clifton Green, Shipton Road. Distance 3.7km/2.3miles.



Route 18B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	6.9	10.2	6.3	6.1	6.1	6.4	6.2	7.1	8.8	13.1	12.5	7.3
After	7.0	9.0	6.0	6.4	6.5	7.0	7.3	8.0	10.1	13.8	12.6	8.2
Difference	0.1	-1.2	-0.2	0.3	0.4	0.6	1.1	0.9	1.3	0.7	0.0	0.9

Some additional delay outbound with delay accrued at Clifton Green traffic lights. Again the cause is slow moving traffic on Water End. Some of the extra travel time is being recovered at the A19 roundabout.

Route 19A Malton Road inbound Hopgrove to Monk Bar. Distance 4.7km/2.9miles.



Route 19A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	7.5	8.8	7.4	7.2	7.2	7.6	7.2	7.4	7.7	8.4	9.4	7.9
After	7.2	9.0	7.6	7.3	7.5	7.6	7.7	7.5	7.8	8.7	9.9	7.9
Difference	-0.3	0.2	0.1	0.1	0.3	0.0	0.5	0.2	0.1	0.3	0.5	0.1

Some evidence of a small amount of additional delay being experienced on the approach to Elmfield Avenue, this is recovered on the rest of the route. Unrelated to the Lendal Bridge trial – possibly detection problem at the signals – passed to Network Management for investigation.

## Route20A Wigginton Road, Crichton Ave, Burtonstone Lane.

Route 20A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	4.8	7.5	4.8	4.7	5.1	5.5	5.0	5.4	7.2	9.8	8.9	5.5
After	5.2	8.5	5.2	4.9	5.1	5.1	5.6	6.4	8.0	9.7	9.8	7.2
Difference	0.4	1.1	0.4	0.2	0.0	-0.4	0.6	0.9	0.8	-0.1	0.9	1.7

Some extra delay indicated on the approach to Crichton Avenue.

## Route20B Burtonstone Lane – Crichton Avenue – left to Wigginton Road

Route 20B	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	5.3	9.4	5.8	5.9	6.4	7.1	6.7	6.7	9.2	13.4	12.4	8.6
After	5.6	7.4	5.7	4.9	5.5	5.8	5.4	5.9	8.4	7.4	8.2	6.4
Difference	0.2	-2.1	-0.2	-1.0	-0.8	-1.4	-1.3	-0.9	-0.7	-6.0	-4.2	-2.2

Significant reductions in travel times are observed at all times of day especially PM peak. This seems unrelated to the trial since the traffic counter on Crichton Avenue is not showing any significant changes in traffic volumes - requires some further investigation.

## Route21A Hull Road - Tang Hall Lane - Heworth Road to Malton Road. Distance 2km/1.2miles

Route 21A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	4.4	5.9	5.2	4.5	4.7	5.0	4.9	4.6	4.8	5.2	5.9	5.2
After	4.6	6.6	4.8	4.6	4.4	4.5	4.4	4.4	4.8	4.9	5.5	4.7
Difference	0.2	0.7	-0.4	0.0	-0.3	-0.6	-0.5	-0.2	0.0	-0.2	-0.4	-0.5

Small improvement in average travel times accrued at the Malton Road / Heworth Road 'Magic Roundabout'.

## Route21B Malton Road – Heworth Road – Tang Hall Lane – Hull Road. Distance 2km/1.2miles

Route 21A	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Before	4.2	6.2	4.9	4.8	4.9	5.4	5.1	5.3	5.7	6.4	5.7	5.6
After	4.9	7.1	5.4	5.3	5.1	5.3	5.3	5.2	6.0	7.1	6.6	6.5
Difference	0.7	1.0	0.5	0.5	0.3	0.0	0.2	-0.1	0.3	0.7	0.9	1.0

Little change in overall average travel times.

Route 22A Layerthorpe inbound Heworth Road signals – East Parade – Layerthorpe – Layerthorpe Bridge. Distance 1.2km/0.75miles.

Route	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
22A												
Before	2.4	3.0	3.0	2.9	3.1	2.7	2.8	3.0	3.2	3.1	3.4	3.3
After	2.7	3.5	3.1	3.4	3.5	3.5	3.3	3.5	3.8	4.3	3.3	2.9
Difference	0.3	0.5	0.1	0.5	0.4	0.8	0.5	0.4	0.6	1.2	-0.1	-0.4

Some extra delay is being picked up at Layerthorpe Bridge traffic signals.

Route23A Huntington Road in-bound A1237 to Malton Road Roundabout. Distance 5km/3.1miles

Route	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
23A												
Before	7.6	9.4	8.3	8.1	8.2	8.1	8.2	8.3	8.6	9.0	9.0	8.4
After	8.3	10.3	8.6	8.1	8.4	8.4	8.1	8.3	9.0	8.7	9.1	8.5
Difference	0.7	0.9	0.3	0.1	0.2	0.3	-0.1	0.0	0.4	-0.3	0.1	0.0

No significant changes observed.

Route24A Haxby Road in-bound to Clarence Street/LMW. Distance 4.2km/2.6miles

Route	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
24A												
Before	7.6	10.9	10.5	10.4	8.6	9.6	10.5	10.1	9.6	9.2	9.6	8.9
After	8.1	11.0	9.6	9.1	8.6	8.3	8.6	9.0	9.0	9.6	12.0	10.0
Difference	0.5	0.1	-1.0	-1.3	0.0	-1.3	-2.0	-1.1	-0.6	0.4	2.3	1.1

Travel time unchanged down to Wigginton Road / Haxby Road traffic signals. Some significant improvements on Clarence Street (see route4A).

## **Annex B2: Update of travel times from Traffic Master data set.**

The following tables show the comparisons of travel times:

- 'Before' pre-study October 2012 and November 2012 compared to during the Lendal Bridge trial October and November 2013.
- 'Before' pre study January 2013 and February 2013 compared to during the Lendal Bridge Trial January 2014 and February 2014.

Weekday averages for the two months are presented along with 85percentile and 90percentile values. The 85%ile value means that on average 85% of measured journey times will have been completed within that journey time. The 95%ile means that 90% of trips will have been completed within that time period. It should be noted that the percentiles may not necessarily represent a single trip but are aggregates of the percentile ranks on each link of the highway network and as such are somewhat of a worst case. That being said they have a good correlation with what motorists will remember as a trip on a poor traffic day as opposed to what they experience on an average. The percentiles are also useful in that they give an indication of variability in journey times. All journey times in minutes.

Routes:

- 1a Micklegate Bar to Hospital via Foss Islands Road
- 1b Hospital to Micklegate Bar via Foss Islands Road
- 2a A59 - Water End - Clifton Green-Bootham Bar
- 2b Bootham-Clifton Green-Water End-A59
- 3a Leeman Road Inbound
- 3b Leeman Road Outbound
- 4a Clarence Street to Bootham
- 5a A19 Fulford Road Inbound
- 5b A19 Fulford Road Outbound
- 6a A1237 ORR Anti-clockwise Hopgrove to A64
- 6b A1237 ORR Anti-clockwise Hopgrove to A64
- 7a Micklegate Bar to Hospital via Lendal Bridge
- 7b Hospital to Micklegate Bar via Lendal Bridge

8a A59 Inbound to Micklegate Bar  
8b A59 Boroughbridge Rd Outbound from Micklegate Bar  
9a Station to Fulford Road via Ouse Bridge and Tower St  
9b Fulford Road to Station via Tower St and Ouse Bridge  
12a Hull Road Inbound  
12b Hull Road Outbound  
13a Outer Ring Road A1237 anticlockwise Hopgrove to Askam Bryan  
13b Outer Ring Road A1237 clockwise Askam Bryan to Hopgrove  
14a A64 eastbound Copmanthorpe to Hopgrove  
14b A64 West Hopgrove to Copmanthorpe  
15a Bishopthorpe Road inbound to Walmgate Bar  
15b Bishopthorpe Rd outbound from Walmgate Bar to Knavesmire Rd  
16a Tadcaster Road Inbound  
16b Tadcaster Road Outbound  
17a Acomb Road inbound to 'The Fox'  
18a A19 Shipton Road Inbound to Bootham Bar  
18b A19 Outbound Bootham Bar to ORR  
19a Malton Road Inbound to Monk Bar  
20a Burtonstone Lane from Chrichton Ave  
20b Burtonstone Lane to Chrichton Ave / Wigginton Rd  
21a Hull Road to Malton Road via Tang Hall Lane  
21b Malton Road to Hull Road via Tang Hall Lane  
22a Layerthorpe Inbound to Layerthorpe Br  
23a Huntington Road Inbound to Monkgate Roundabout  
24a Haxby Road Inbound to LMW junction  
29a Bishopthorpe Rd to Micklegate via Nunnery Ln

## Route1a: 3.8km

Route 1a	Micklegate Bar to Hospital via Foss Islands Road												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.2	14.2	13.1	13.3	14.5	13.5	14.3	14.7	16.5	17.1	15.8	12.2	14.9
Before Jan/Feb 2013	10.4	15.4	12.6	12.5	13.2	13.2	13.8	14.1	16.2	17.1	17.4	12.5	14.5
After Oct/Nov 2013	11.3	16.9	14.9	15.1	14.2	14.0	15.1	15.4	16.4	18.7	21.3	14.2	15.6
After Jan/Feb 2014	11.3	16.2	14.2	13.4	13.6	12.8	13.7	14.5	15.4	15.5	15.6	12.1	14.2

Route 1a	Micklegate Bar to Hospital via Foss Islands Road												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	15.7	23.6	20.7	21.3	22.8	22.1	22.8	23.5	27.3	28.9	26.0	19.3	24.3
Before Jan/Feb 2013	16.1	24.8	19.9	19.9	21.2	20.4	21.8	22.7	25.7	27.3	27.8	19.8	22.9
After Oct/Nov 2013	17.5	28.0	23.3	25.1	23.6	23.0	24.5	24.3	27.3	30.9	36.8	22.0	25.6
After Jan/Feb 2014	18.0	27.7	23.2	21.9	22.1	20.9	21.9	24.2	25.7	25.3	26.3	18.9	23.2

Route 1a	Micklegate Bar to Hospital via Foss Islands Road												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	18.2	27.5	25.6	25.4	28.6	25.9	27.2	27.8	34.1	33.5	33.8	22.6	29.2
Before Jan/Feb 2013	20.0	29.8	24.9	23.3	24.1	24.3	27.0	26.9	29.3	36.0	35.7	23.5	27.6
After Oct/Nov 2013	22.4	33.0	27.6	30.3	27.6	28.2	30.5	29.7	32.1	37.9	46.3	26.5	30.9
After Jan/Feb 2014	20.9	32.6	28.5	26.0	26.4	25.1	26.1	28.7	30.7	30.8	32.6	23.7	27.8

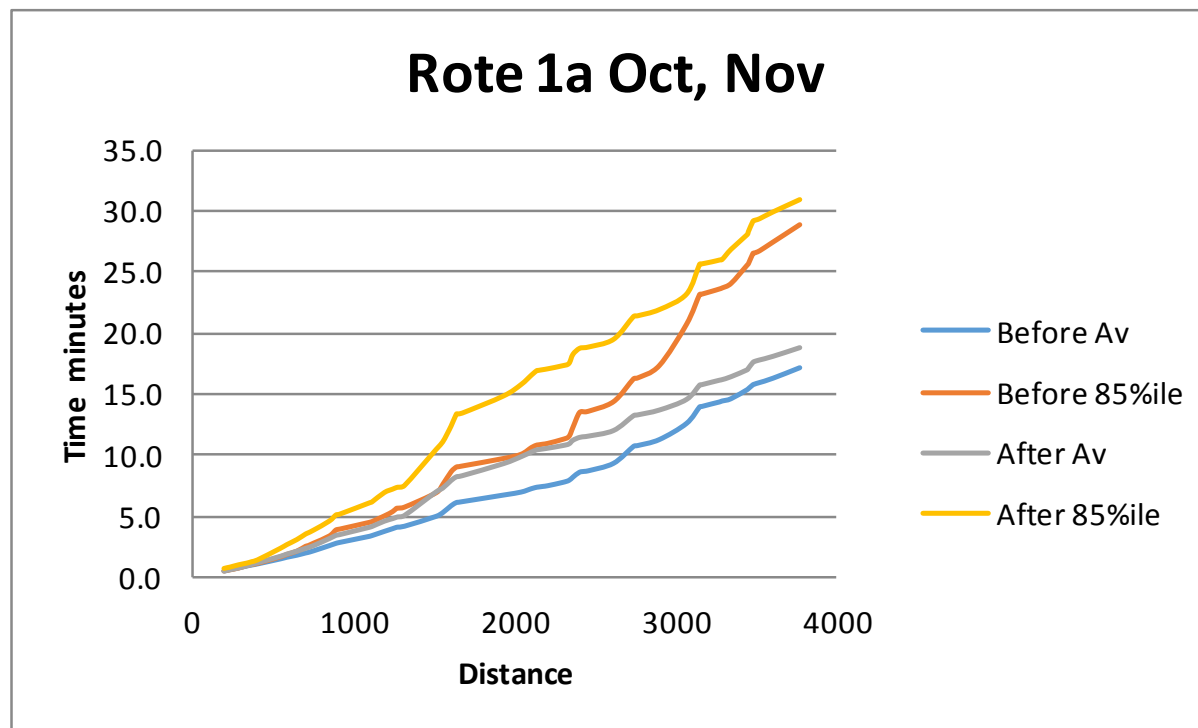
Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.1	2.6	1.8	1.8	-0.4	0.5	0.9	0.7	0.0	1.7	5.5	2.0	0.6
85%	1.8	4.4	2.6	3.8	0.8	0.9	1.7	0.7	0.0	2.1	10.8	2.6	1.2
90%	4.2	5.5	2.0	4.8	-1.0	2.3	3.3	2.0	-2.0	4.3	12.5	3.9	1.7
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.9	0.8	1.6	1.0	0.3	-0.4	-0.2	0.4	-0.8	-1.7	-1.8	-0.5	-0.3
85%	1.9	2.9	3.3	2.0	0.9	0.6	0.1	1.4	0.0	-2.0	-1.5	-0.8	0.3
90%	0.9	2.8	3.6	2.7	2.3	0.8	-0.9	1.7	1.4	-5.2	-3.2	0.2	0.2

### Commentary:

During the first part of the trial some significant increases in travel times (averages, 85<sup>th</sup> and 90<sup>th</sup> percentiles) on route 1a are observed for most hours of the week days. Additional delay is being picked up at Walmgate Bar and Layerthorpe Bridge. The increases are most pronounced during the late afternoon and PM peak. The delay corresponds to increases in observed traffic volume.

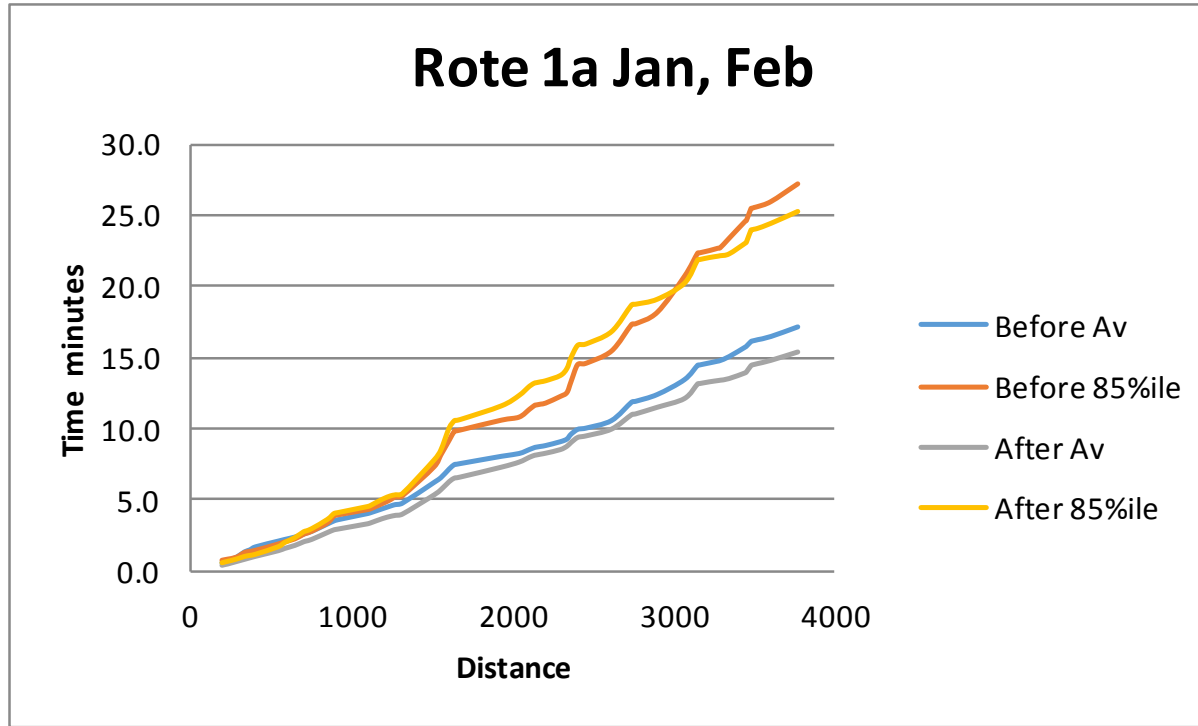
During the second part of the trial the travel times remain slightly higher during much of the day but reduce significantly in the evening peak. This is confirmed by the traffic flow data that shows that on Foss Islands Road traffic flows were at a similar level pre and during trial.

Time distance plot showing averages and 85<sup>th</sup>ile travel times:





Time distance plot showing averages and 85%ile travel times:



## Route1b: 4.6km

Route 1b	Hospital to Micklegate Bar via Foss Islands Road												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	12.5	18.4	17.4	17.7	17.1	17.7	18.9	19.3	21.1	20.6	20.1	16.4	19.0
Before Jan/Feb 2013	12.8	17.8	15.3	16.0	17.5	17.8	18.0	19.7	21.8	18.9	19.7	15.3	18.7
After Oct/Nov 2013	13.6	18.7	17.3	17.9	16.7	16.8	16.8	17.7	20.1	22.8	24.3	18.1	18.4
After Jan/Feb 2014	13.9	18.9	16.7	16.1	15.6	16.5	15.7	17.5	18.2	19.4	18.9	14.9	17.1

Route 1b	Hospital to Micklegate Bar via Foss Islands Road												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	20.3	27.5	25.9	28.7	25.8	26.6	31.6	28.6	31.8	32.0	31.5	23.5	29.3
Before Jan/Feb 2013	18.9	27.0	21.1	25.0	24.8	26.9	27.7	29.5	34.7	28.1	29.5	21.5	28.3
After Oct/Nov 2013	19.7	27.8	26.1	26.7	26.0	24.0	25.0	27.5	31.2	34.4	37.9	26.6	27.9
After Jan/Feb 2014	19.4	28.9	24.9	23.7	22.5	25.0	23.4	26.1	27.2	28.1	28.4	21.2	25.3

Route 1b	Hospital to Micklegate Bar via Foss Islands Road												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	23.6	34.9	33.1	33.9	30.7	34.0	37.7	37.4	39.0	39.3	41.8	30.2	36.2
Before Jan/Feb 2013	23.1	33.4	27.0	29.2	33.8	32.4	35.8	36.4	44.4	34.4	34.9	26.6	35.7
After Oct/Nov 2013	23.5	36.0	34.4	32.1	31.8	29.8	29.9	34.5	39.5	44.8	45.8	32.1	34.8
After Jan/Feb 2014	26.1	35.6	31.1	29.5	28.5	31.6	28.3	30.7	32.7	36.5	33.1	26.7	31.2

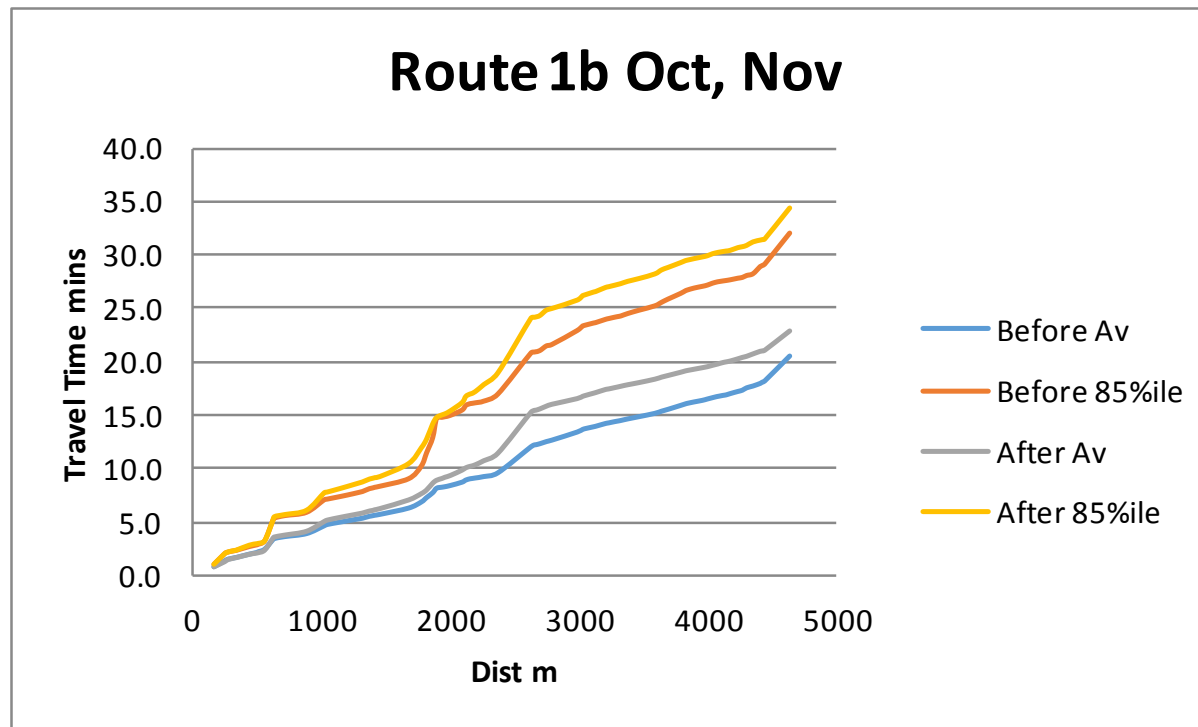
Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.1	0.3	-0.1	0.1	-0.4	-0.9	-2.1	-1.7	-1.0	2.2	4.2	1.7	-0.6
85%	-0.6	0.3	0.2	-2.0	0.2	-2.6	-6.6	-1.1	-0.5	2.4	6.4	3.2	-1.4
90%	0.0	1.2	1.3	-1.7	1.1	-4.2	-7.8	-2.9	0.5	5.5	4.0	1.9	-1.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.1	1.1	1.4	0.1	-1.9	-1.3	-2.3	-2.2	-3.6	0.6	-0.8	-0.4	-1.6
85%	0.4	1.9	3.8	-1.4	-2.2	-1.9	-4.2	-3.4	-7.5	0.0	-1.1	-0.3	-3.1
90%	3.0	2.1	4.1	0.3	-5.3	-0.8	-7.5	-5.7	-11.7	2.1	-1.8	0.1	-4.4

Commentary:

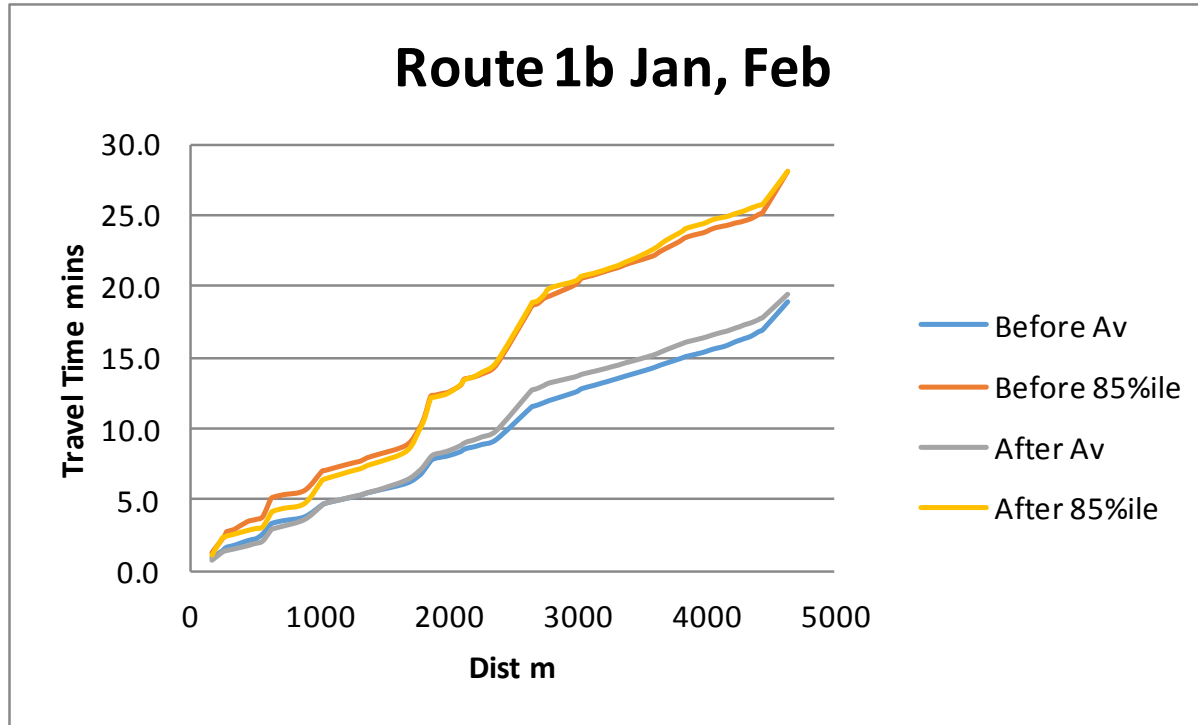
During the first part of the trial some significant increases in travel times (averages, 85<sup>th</sup> and 90<sup>th</sup> percentiles) on route 1b are observed for most hours of the week days. Again additional delay is being picked up at Walmgate Bar and Layerthorpe Bridge. The increases are most pronounced during the late afternoon and PM peak. The delay corresponds to increases in observed traffic volume.

During the second part of the trial the travel times are significantly less during most periods of the day but remain slightly up during the PM peak.

Time distance plot showing averages and 85%ile travel times:



Time distance plot showing averages and 85%ile travel times:



## Route 2a: 3.0km

Route 2a	A59 - Water End - Clifton Green-Bootham Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.1	16.3	10.4	9.5	11.1	12.4	12.1	11.9	14.8	16.7	19.0	12.0	12.9
Before Jan/Feb 2013	10.0	16.8	10.9	8.0	10.3	10.1	11.4	10.3	13.2	17.5	20.1	13.3	11.8
After Oct/Nov 2013	10.1	19.3	13.3	9.9	9.8	8.5	9.1	10.5	10.5	10.4	18.7	15.1	9.8
After Jan/Feb 2014	8.7	20.0	11.5	8.9	9.4	9.1	9.3	9.3	9.7	11.1	17.8	13.1	9.6

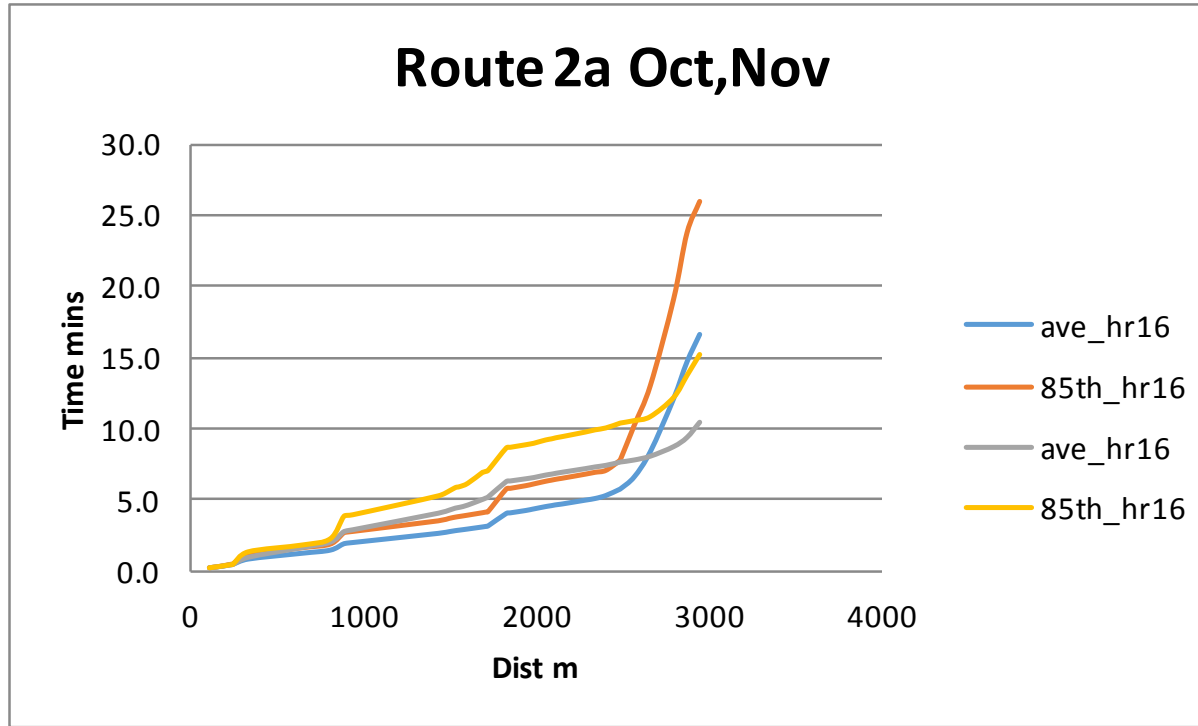
Route 2a	A59 - Water End - Clifton Green-Bootham Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	16.0	26.7	14.5	13.9	17.3	17.7	18.0	18.0	22.2	26.0	30.4	18.3	19.4
Before Jan/Feb 2013	17.3	27.1	16.5	11.5	15.8	15.1	18.7	15.4	20.0	24.8	32.5	19.9	17.8
After Oct/Nov 2013	17.1	32.2	19.9	14.4	14.9	12.5	13.0	15.3	15.6	15.2	31.1	22.8	14.4
After Jan/Feb 2014	12.7	33.4	17.2	13.5	13.9	13.4	14.2	13.3	14.0	16.0	29.4	19.1	14.1

Route 2a	A59 - Water End - Clifton Green-Bootham Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	18.3	31.3	17.5	15.3	19.1	23.1	20.0	19.3	31.0	29.2	38.5	20.3	23.0
Before Jan/Feb 2013	21.4	32.1	18.5	12.4	19.5	15.8	19.3	17.7	23.8	26.0	40.3	28.8	19.7
After Oct/Nov 2013	20.3	36.3	24.1	16.5	17.2	14.4	15.8	19.6	18.7	17.8	39.8	24.8	17.2
After Jan/Feb 2014	15.7	37.9	20.2	15.0	15.7	15.7	16.4	16.2	16.0	20.8	42.1	23.6	16.7

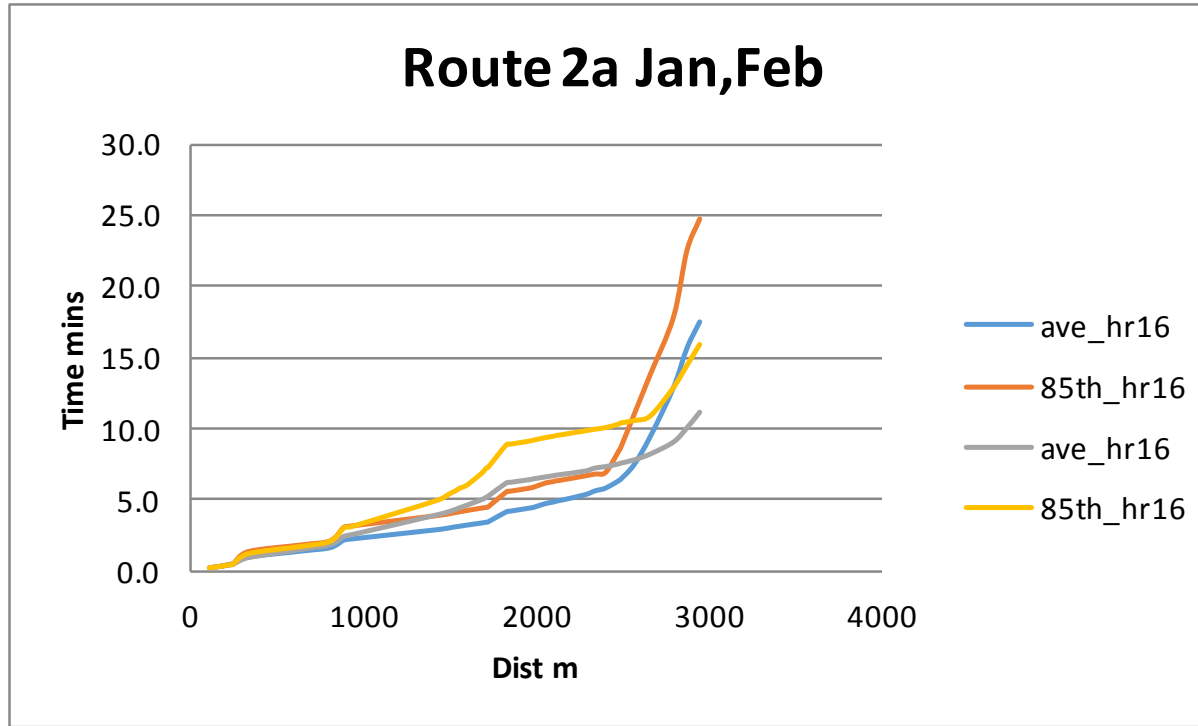
Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.1	3.1	2.9	0.3	-1.3	-3.9	-3.0	-1.4	-4.3	-6.3	-0.3	3.0	-3.1
85%	1.1	5.5	5.4	0.4	-2.4	-5.2	-5.1	-2.7	-6.6	-10.8	0.7	4.6	-5.0
90%	2.1	5.0	6.6	1.2	-1.8	-8.7	-4.2	0.2	-12.2	-11.4	1.3	4.5	-5.8
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-1.3	3.2	0.6	1.0	-1.0	-0.9	-2.0	-1.0	-3.5	-6.4	-2.4	-0.2	-2.2
85%	-4.6	6.3	0.7	2.0	-1.9	-1.7	-4.5	-2.1	-6.0	-8.8	-3.1	-0.8	-3.7
90%	-5.6	5.8	1.7	2.6	-3.8	0.0	-2.9	-1.5	-7.8	-5.1	1.8	-5.2	-3.1

Commentary: This route shows a significant saving in travel time due to the improvements that are seen on Bootham inbound. Savings of between 5 and 10 minutes are observed on this route.

Time distance plot showing averages and 85%ile travel times:



Time distance plot showing averages and 85%ile travel times:



## Route 2b: 2.9km

Route 2b	Bootham-Clifton Green-Water End-A59												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.6	7.8	5.5	5.5	5.5	5.5	5.5	5.6	6.3	9.3	9.7	6.2	6.2
Before Jan/Feb 2013	5.9	9.1	6.1	5.5	5.6	6.1	5.8	5.9	7.3	12.6	12.0	8.5	7.1
After Oct/Nov 2013	5.4	7.0	5.5	5.5	5.6	5.6	5.9	6.1	7.3	12.9	10.8	6.6	7.1
After Jan/Feb 2014	5.9	7.8	5.5	5.4	5.4	5.5	5.6	5.9	7.2	12.5	11.5	6.5	6.9

Route 2b	Bootham-Clifton Green-Water End-A59												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.6	11.3	7.2	7.0	7.1	7.1	7.3	7.6	8.7	14.8	14.8	9.4	8.6
Before Jan/Feb 2013	7.9	13.8	7.3	7.0	7.3	7.2	7.2	7.5	9.3	21.4	16.2	11.0	9.8
After Oct/Nov 2013	6.9	10.1	7.3	7.1	7.3	7.5	7.6	8.5	11.0	20.8	16.5	9.2	10.2
After Jan/Feb 2014	8.1	11.3	6.9	6.8	7.0	7.0	7.5	8.1	11.4	20.7	18.2	9.5	10.0

Route 2b	Bootham-Clifton Green-Water End-A59												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	8.7	14.2	8.2	7.5	7.8	8.1	7.9	8.3	10.0	18.2	17.4	11.0	9.9
Before Jan/Feb 2013	9.4	18.7	8.2	7.5	7.9	8.4	8.1	8.3	12.2	25.5	23.7	15.2	11.4
After Oct/Nov 2013	7.8	11.8	8.1	8.0	8.2	8.7	8.6	9.5	12.8	24.1	21.0	10.9	11.7
After Jan/Feb 2014	9.2	13.4	7.7	7.6	7.7	8.0	8.4	9.4	12.9	23.8	20.6	11.5	11.4

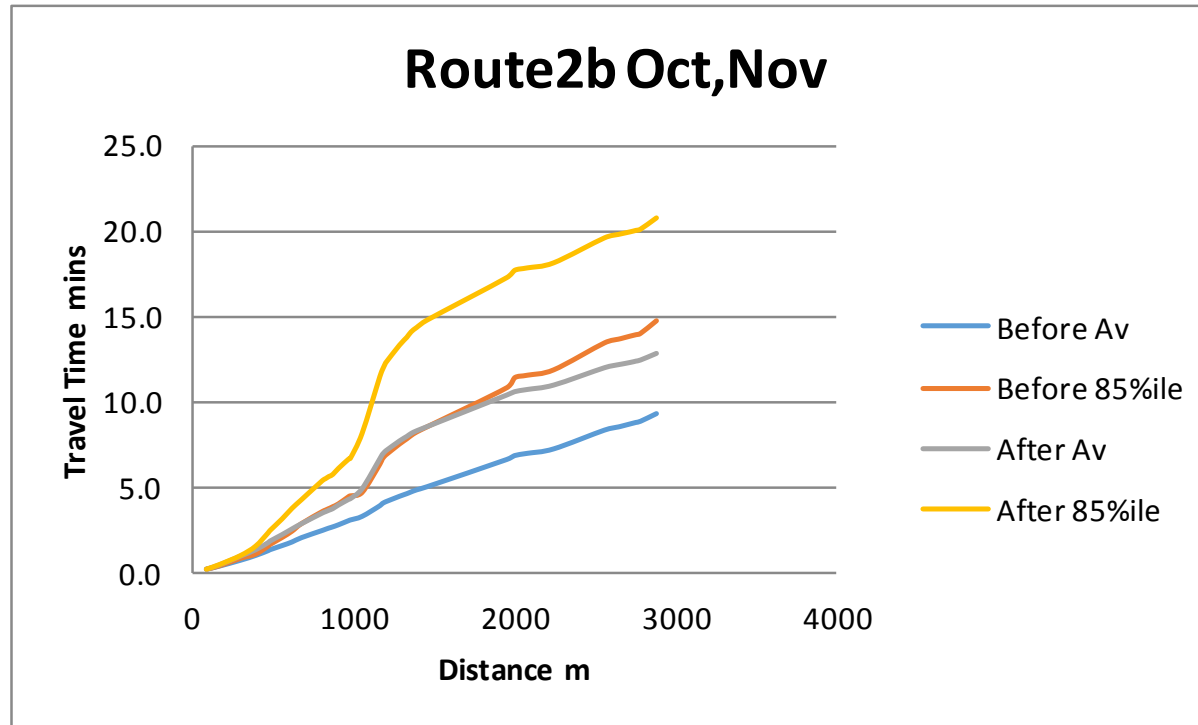
Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.2	-0.8	0.1	-0.1	0.1	0.1	0.5	0.4	1.0	3.5	1.0	0.3	0.9
85%	-0.7	-1.2	0.1	0.1	0.2	0.3	0.3	0.9	2.3	6.0	1.7	-0.2	1.6
90%	-0.9	-2.4	-0.1	0.5	0.5	0.6	0.7	1.2	2.8	5.9	3.6	0.0	1.8
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.0	-1.3	-0.6	-0.1	-0.2	-0.6	-0.2	-0.1	-0.1	0.0	-0.5	-2.0	-0.2
85%	0.2	-2.6	-0.5	-0.2	-0.2	-0.2	0.3	0.6	2.1	-0.7	2.0	-1.6	0.3
90%	-0.2	-5.3	-0.4	0.1	-0.2	-0.4	0.2	1.0	0.7	-1.7	-3.1	-3.7	0.0

Commentary: During the first part of the trial some significant increases in journey times are observed – with additional delay being picked up on the approach to Clifton Green and Salisbury Road traffic signals during the PM peak. Since the New

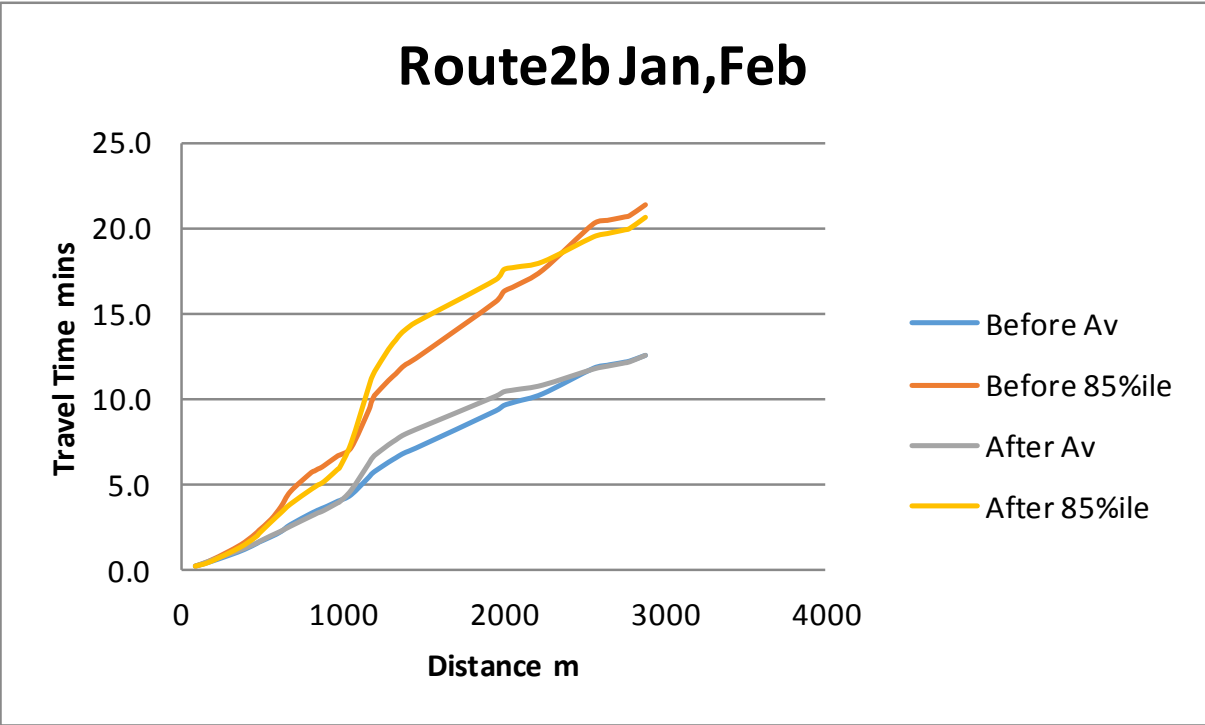


Year these increases have by and large disappeared. Changes to traffic signal settings and the interactions with the Outer Ring Road means that for the second part of the trial journey times are not worsened by the restriction on Lendal Bridge.

Time distance plot showing averages and 85%ile travel times:



Time distance plot showing averages and 85%ile travel times:



## Route 3a:

Route 3a	Leeman Road Inbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	3.9	7.0	5.3	3.7	3.5	3.6	3.6	3.9	4.1	3.7	4.0	3.5	3.7
BeforeJanFeb2013	3.7	6.4	4.6	3.5	3.3	3.3	3.5	3.9	4.4	4.5	4.3	3.4	3.8
AfterOctNov2013	3.6	4.3	3.8	3.5	3.3	3.5	4.2	3.5	3.5	3.6	3.8	4.0	3.6
AfterJanFeb2014	4.1	7.0	5.3	3.5	3.6	4.0	3.8	3.5	3.8	3.9	4.3	3.6	3.7

Route 3a	Leeman Road Inbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	4.7	12.2	9.3	4.2	4.3	4.3	4.2	4.4	5.7	4.4	5.0	4.2	4.5
BeforeJanFeb2013	4.9	11.5	5.4	4.2	3.9	4.0	4.2	4.8	5.7	4.9	6.7	4.3	4.6
AfterOctNov2013	4.7	6.1	4.9	4.1	4.0	4.0	4.2	4.1	4.2	4.5	4.7	4.7	4.2
AfterJanFeb2014	6.4	11.8	8.1	4.2	4.4	4.2	4.5	4.2	4.4	5.2	5.3	4.2	4.5

Route 3a	Leeman Road Inbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	6.2	16.0	11.0	4.5	5.5	5.0	4.4	5.3	6.8	5.1	5.8	4.3	5.3
BeforeJanFeb2013	6.1	12.2	7.3	4.5	4.3	4.4	4.6	5.3	8.1	7.6	8.1	4.5	5.6
AfterOctNov2013	5.1	7.1	5.7	4.7	4.3	4.6	4.6	4.5	4.9	5.1	5.9	5.5	4.7
AfterJanFeb2014	7.2	12.8	11.5	4.5	4.8	5.1	5.0	4.6	5.4	6.0	6.5	4.6	5.1

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.3	-2.7	-1.4	-0.3	-0.2	-0.2	0.6	-0.4	-0.6	-0.1	-0.3	0.5	-0.2
85%	0.1	-6.1	-4.3	-0.1	-0.3	-0.3	0.0	-0.3	-1.5	0.1	-0.3	0.6	-0.4
90%	-1.1	-8.9	-5.2	0.2	-1.2	-0.4	0.2	-0.8	-1.9	-0.1	0.0	1.2	-0.6
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.3	0.6	0.7	0.0	0.3	0.7	0.3	-0.5	-0.6	-0.6	0.0	0.2	-0.1
85%	1.5	0.3	2.7	0.0	0.4	0.2	0.2	-0.6	-1.3	0.2	-1.4	-0.1	-0.1
90%	1.2	0.7	4.2	0.0	0.5	0.7	0.3	-0.7	-2.7	-1.6	-1.6	0.1	-0.5

Commentary: Travel times remain consistent through the trial (during the restricted period) on this route and are unchanged 10:30 to 13:00 but show a reductions after 13:00.

## Route 3b

Route 3b	Leeman Road Outbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	3.3	3.8	3.4	3.4	3.4	3.7	3.7	3.6	3.9	4.1	3.8	3.7	3.7
BeforeJanFeb2013	3.5	4.0	3.4	3.4	3.8	3.3	3.3	3.5	3.9	4.0	4.5	3.9	3.6
AfterOctNov2013	3.2	4.5	3.6	3.8	3.7	3.8	3.6	3.9	4.3	5.9	4.8	4.0	4.2
AfterJanFeb2014	3.5	4.4	3.7	3.7	3.6	3.6	4.2	3.9	4.8	6.5	5.7	4.0	4.4

Route 3b	Leeman Road Outbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	4.2	4.9	4.5	4.4	4.1	4.1	4.5	4.5	4.9	5.2	5.2	4.9	4.5
BeforeJanFeb2013	4.0	4.9	4.5	4.1	4.3	4.3	4.4	4.4	4.6	5.3	5.5	5.2	4.5
AfterOctNov2013	4.2	6.1	4.5	4.4	5.0	4.7	4.6	5.2	5.7	8.7	5.7	4.4	5.6
AfterJanFeb2014	4.7	6.2	4.5	4.7	4.6	4.7	5.2	5.3	6.3	10.2	6.5	5.6	6.0

Route 3b	Leeman Road Outbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	4.4	5.5	4.7	5.1	4.9	4.6	5.1	5.2	5.6	6.1	5.6	5.4	5.2
BeforeJanFeb2013	4.5	5.5	5.0	4.5	5.1	5.0	4.6	5.0	5.8	6.6	7.2	6.3	5.3
AfterOctNov2013	4.6	7.3	5.2	4.8	5.3	5.4	5.3	6.3	6.4	12.1	7.4	4.9	6.7
AfterJanFeb2014	4.9	7.1	4.8	5.2	6.0	5.3	6.0	6.6	7.7	13.9	9.2	5.8	7.4

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.1	0.7	0.2	0.4	0.3	0.0	-0.1	0.3	0.4	1.8	0.9	0.4	0.4
85%	0.0	1.2	0.0	0.0	0.9	0.6	0.1	0.7	0.8	3.5	0.5	-0.5	1.0
90%	0.3	1.8	0.4	-0.3	0.4	0.8	0.2	1.1	0.8	6.0	1.8	-0.5	1.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.0	0.4	0.2	0.3	-0.2	0.3	0.8	0.4	1.0	2.4	1.1	0.1	0.7
85%	0.7	1.4	0.1	0.6	0.3	0.4	0.8	1.0	1.7	5.0	1.0	0.4	1.5
90%	0.4	1.6	-0.2	0.7	0.9	0.3	1.4	1.6	1.9	7.3	2.0	-0.4	2.1

Commentary: During much of the day travel times are unaltered. There is an increase between 16:00 and 17:00 that is particularly noticeable on the 90%iles. This seems due to occasions where exit blocking onto Water End occurs.

## Route 4a:

Route 4a	Clarence Street to Bootham												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	2.7	4.9	5.8	6.8	5.3	5.4	6.9	5.4	4.4	4.6	4.7	4.1	5.4
Before Jan/Feb 2013	3.3	5.0	5.0	5.3	4.8	4.3	5.3	4.9	4.7	4.3	5.0	3.7	4.8
After Oct/Nov 2013	3.0	5.0	4.8	4.5	2.6	2.4	2.7	2.8	3.3	4.4	5.5	5.2	3.1
After Jan/Feb 2014	3.3	4.7	4.5	4.1	2.6	2.5	2.7	2.8	3.1	3.6	4.5	4.1	3.0

Route 4a	Clarence Street to Bootham												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.0	7.2	8.4	11.8	7.8	8.2	13.5	8.0	7.6	6.9	7.5	6.6	8.9
Before Jan/Feb 2013	4.9	7.5	6.7	8.9	6.8	6.6	9.0	7.5	6.9	6.2	7.9	5.6	7.3
After Oct/Nov 2013	5.1	7.3	7.0	6.0	3.9	3.9	3.9	5.6	5.7	6.8	9.0	8.7	5.0
After Jan/Feb 2014	5.5	7.1	7.5	5.6	4.1	4.0	4.3	4.7	4.5	5.1	7.6	7.0	4.5

Route 4a	Clarence Street to Bootham												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.6	10.5	11.9	13.1	9.2	11.2	14.2	11.9	8.6	7.5	8.2	7.6	10.6
Before Jan/Feb 2013	5.2	8.6	8.1	9.0	9.6	8.0	11.9	9.7	9.8	7.0	8.9	6.5	9.3
After Oct/Nov 2013	5.7	9.4	9.1	12.4	4.9	4.6	4.7	5.7	7.0	7.5	10.6	9.6	6.2
After Jan/Feb 2014	7.0	8.5	8.8	7.2	4.9	4.4	5.5	4.8	5.5	6.0	8.2	7.3	5.3

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.2	0.1	-0.9	-2.3	-2.7	-2.9	-4.2	-2.5	-1.2	-0.2	0.8	1.1	-2.3
85%	0.1	0.1	-1.4	-5.8	-3.8	-4.3	-9.6	-2.4	-1.9	-0.2	1.6	2.1	-3.9
90%	0.0	-1.1	-2.8	-0.7	-4.3	-6.6	-9.5	-6.2	-1.6	0.0	2.4	2.0	-4.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.0	-0.3	-0.5	-1.3	-2.3	-1.8	-2.6	-2.1	-1.6	-0.8	-0.5	0.4	-1.8
85%	0.6	-0.3	0.8	-3.3	-2.7	-2.6	-4.8	-2.9	-2.4	-1.1	-0.3	1.4	-2.8
90%	1.9	0.0	0.7	-1.8	-4.8	-3.7	-6.4	-4.9	-4.3	-1.0	-0.7	0.8	-4.0

Commentary: Significant improvements are observed particularly around midday due to the decongestion of Gillygate.

## Route 5a: 5.1km

Route 5a	A19 Fulford Road Inbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	12.0	19.6	14.8	12.9	12.8	13.0	13.2	12.7	15.1	16.0	19.1	15.5	13.7
BeforeJanFeb2013	12.1	19.3	13.8	11.9	12.2	12.4	12.5	12.1	13.2	17.8	18.8	15.4	13.2
AfterOctNov2013	13.4	21.2	14.6	12.6	12.5	14.1	13.0	11.9	13.6	14.7	17.4	14.0	13.2
AfterJanFeb2014	13.8	20.3	13.5	11.9	11.7	12.0	12.3	12.1	12.5	13.3	16.9	12.3	12.3

Route 5a	A19 Fulford Road Inbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	17.2	32.0	22.7	18.1	18.2	18.2	19.3	18.2	23.0	23.5	28.1	21.0	19.9
BeforeJanFeb2013	17.3	30.6	21.2	16.1	16.0	16.9	17.4	16.1	18.0	24.8	28.1	21.7	18.0
AfterOctNov2013	20.0	34.9	22.8	17.4	17.9	19.1	18.9	16.3	19.1	21.0	27.4	18.8	18.6
AfterJanFeb2014	20.3	33.6	19.6	15.8	16.1	16.3	16.4	16.4	16.8	18.8	25.5	16.5	16.7

Route 5a	A19 Fulford Road Inbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	20.1	38.2	27.4	22.5	21.4	22.5	23.2	21.6	28.4	28.7	36.1	27.2	24.1
BeforeJanFeb2013	20.2	37.9	24.9	19.3	18.7	19.6	20.9	19.3	22.5	34.3	37.2	26.8	22.3
AfterOctNov2013	23.1	41.1	26.6	21.2	21.1	23.1	22.5	18.4	22.6	25.6	34.3	23.4	22.1
AfterJanFeb2014	24.7	39.3	24.4	18.1	18.6	19.4	19.3	19.2	20.2	23.3	34.1	20.7	19.8

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.4	1.6	-0.1	-0.2	-0.3	1.1	-0.3	-0.8	-1.5	-1.3	-1.6	-1.6	-0.5
85%	2.8	2.9	0.1	-0.7	-0.3	0.9	-0.4	-1.9	-3.9	-2.5	-0.7	-2.2	-1.3
90%	3.0	2.9	-0.8	-1.3	-0.3	0.5	-0.7	-3.1	-5.8	-3.0	-1.8	-3.8	-2.0
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.7	1.0	-0.3	0.0	-0.4	-0.4	-0.2	0.0	-0.7	-4.5	-1.9	-3.1	-1.0
85%	2.9	3.0	-1.6	-0.4	0.0	-0.5	-1.0	0.3	-1.2	-6.0	-2.5	-5.2	-1.3
90%	4.6	1.4	-0.5	-1.2	-0.1	-0.2	-1.6	-0.1	-2.3	-11.1	-3.1	-6.1	-2.5

Commentary: Some significant improvements during the PM peak are observed – this seem due to the alterations to the traffic signal timings that were made as part of the trial. It should be noted that although there have been measurable improvements there is still a significant level of delay experienced on this route due to the volume of traffic.

## Route 5b: 4.1km

Route 5b	A19 Fulford Road Outbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.8	8.3	7.3	7.1	7.3	7.7	7.9	8.3	11.4	18.8	21.1	10.5	10.0
Before Jan/Feb 2013	6.8	7.9	6.9	6.9	7.0	7.3	7.2	7.3	8.8	11.7	13.2	9.7	8.1
After Oct/Nov 2013	6.9	8.4	7.5	7.7	7.7	7.9	8.3	8.3	12.5	20.5	21.4	10.2	10.6
After Jan/Feb 2014	7.6	8.9	7.9	7.6	7.8	7.9	8.3	9.0	12.0	16.3	12.6	7.8	10.0

Route 5b	A19 Fulford Road Outbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	8.3	11.1	9.2	8.9	8.8	9.7	10.3	10.5	17.5	32.4	36.0	14.0	14.4
Before Jan/Feb 2013	8.4	10.6	8.6	8.5	8.5	9.3	9.2	9.1	11.7	18.7	19.4	11.0	10.9
After Oct/Nov 2013	8.7	11.2	9.5	9.9	9.8	10.4	10.8	10.9	18.4	32.2	34.9	14.4	15.0
After Jan/Feb 2014	9.7	11.0	9.5	9.5	9.4	9.8	9.9	10.3	17.2	25.9	19.7	9.6	13.4

Route 5b	A19 Fulford Road Outbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.4	13.1	10.5	9.9	10.1	11.6	12.0	12.1	21.6	36.9	42.6	19.9	16.8
Before Jan/Feb 2013	9.5	11.9	9.9	9.6	9.7	10.2	10.2	10.2	13.7	24.0	25.1	13.1	12.7
After Oct/Nov 2013	9.8	13.0	10.5	11.3	11.1	11.5	12.2	12.9	23.2	40.9	43.5	17.2	18.1
After Jan/Feb 2014	11.6	13.5	11.1	10.5	10.7	11.4	11.5	12.9	23.2	31.2	25.0	10.7	16.3

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.1	0.1	0.2	0.6	0.4	0.1	0.4	0.0	1.1	1.8	0.3	-0.3	0.6
85%	0.4	0.1	0.3	1.1	1.0	0.7	0.5	0.5	0.8	-0.2	-1.1	0.4	0.6
90%	0.4	-0.1	0.0	1.4	1.0	-0.1	0.3	0.8	1.7	4.0	0.9	-2.7	1.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.8	1.0	1.0	0.6	0.9	0.6	1.1	1.7	3.1	4.6	-0.6	-1.9	1.9
85%	1.3	0.4	0.9	1.0	0.9	0.5	0.7	1.3	5.5	7.2	0.3	-1.4	2.6
90%	2.2	1.6	1.1	0.9	1.0	1.2	1.3	2.7	9.5	7.2	0.0	-2.3	3.6

Commentary: Since the New Year the outbound route is picking up significant increases in delay PM compared to similar months pre-trial. Looking at the data this is because the before figures for the PM for Jan, Feb 2013 are surprisingly good one possibility for this is that it is weather dependant – with poor weather at the start of 2013.

## Route 6a: 16.9km

Route 6a	A1237 ORR Anti-clockwise Hopgrove to A64												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	19.2	26.5	18.6	18.4	19.3	19.0	19.5	20.0	22.1	26.8	31.7	20.6	20.9
Before Jan/Feb 2013	19.8	25.3	18.5	17.8	18.3	18.5	19.1	19.9	21.0	26.8	33.7	21.7	20.4
After Oct/Nov 2013	21.0	26.0	19.5	20.2	21.7	21.8	22.4	24.0	25.4	31.0	37.1	21.8	24.0
After Jan/Feb 2014	21.6	25.5	19.1	18.6	19.9	20.8	20.7	22.2	24.3	29.8	38.3	22.9	22.6

Route 6a	A1237 ORR Anti-clockwise Hopgrove to A64												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	23.0	35.1	22.1	21.5	21.7	22.6	23.9	24.7	28.8	35.8	44.4	25.9	25.9
Before Jan/Feb 2013	24.3	33.9	21.6	20.7	21.6	21.8	23.1	24.1	25.4	37.5	53.1	28.2	25.2
After Oct/Nov 2013	26.4	34.4	23.7	25.3	27.7	28.0	29.1	32.3	33.7	44.3	57.9	27.6	32.0
After Jan/Feb 2014	27.6	34.0	22.4	21.7	23.7	25.7	26.4	27.9	32.3	43.4	63.1	28.9	29.2

Route 6a	A1237 ORR Anti-clockwise Hopgrove to A64												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	25.4	39.9	24.3	22.9	23.5	24.6	26.5	27.0	33.3	40.0	50.1	28.5	28.7
Before Jan/Feb 2013	27.4	38.4	23.7	22.2	23.3	23.6	25.9	26.6	28.7	43.2	61.9	31.7	28.1
After Oct/Nov 2013	29.2	39.4	26.8	28.1	30.8	31.3	32.0	35.7	38.3	51.4	67.2	31.3	35.9
After Jan/Feb 2014	31.1	39.0	24.2	23.2	25.5	27.8	29.2	31.1	35.9	48.0	70.1	35.7	32.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.8	-0.5	0.9	1.8	2.4	2.7	2.9	3.9	3.2	4.1	5.5	1.2	3.1
85%	3.4	-0.7	1.7	3.8	6.0	5.4	5.2	7.6	4.9	8.5	13.5	1.7	6.1
90%	3.8	-0.5	2.5	5.1	7.4	6.6	5.5	8.7	5.0	11.4	17.1	2.7	7.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.8	0.1	0.5	0.8	1.6	2.3	1.6	2.3	3.4	3.0	4.6	1.2	2.2
85%	3.3	0.1	0.8	1.0	2.1	3.9	3.3	3.8	6.8	5.8	10.0	0.7	4.0
90%	3.7	0.7	0.5	1.1	2.2	4.2	3.3	4.5	7.2	4.8	8.1	4.0	4.1

Commentary: General worsening in travel times – due to ongoing improvement works on the A59 roundabout.



## Route 6b:

Route 6b	A1237 ORR Clockwise A64 to Hopgrove												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	22.3	29.1	20.7	18.9	18.8	19.3	18.9	20.0	24.6	27.7	33.9	21.8	21.3
BeforeJanFeb2013	23.0	27.4	18.7	17.4	18.0	18.2	18.4	18.8	21.8	25.1	28.0	20.1	19.8
AfterOctNov2013	23.9	28.7	21.3	19.9	20.7	21.1	21.1	21.8	25.4	30.4	33.9	24.4	23.1
AfterJanFeb2014	24.0	31.6	21.3	19.2	19.5	19.3	19.9	20.1	22.1	23.8	31.9	22.7	20.6

Route 6b	A1237 ORR Clockwise A64 to Hopgrove												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	29.2	38.7	26.1	22.3	23.2	23.9	24.0	25.1	32.0	37.3	46.8	28.0	27.2
BeforeJanFeb2013	30.4	37.8	22.7	20.0	21.0	21.5	22.2	22.3	27.9	34.3	39.0	25.4	24.5
AfterOctNov2013	32.0	38.9	27.6	25.4	25.8	26.8	27.0	28.7	33.9	40.4	46.1	32.7	30.0
AfterJanFeb2014	31.8	46.0	27.4	23.5	23.2	24.1	25.4	25.6	29.5	32.3	43.6	30.0	26.4

Route 6b	A1237 ORR Clockwise A64 to Hopgrove												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	32.3	44.6	29.0	24.5	26.0	26.1	26.2	27.8	35.6	44.2	56.2	33.4	30.5
BeforeJanFeb2013	32.7	42.0	25.5	21.5	22.9	23.4	24.1	24.2	30.3	36.7	42.8	29.6	26.5
AfterOctNov2013	36.8	43.3	30.1	28.1	29.4	30.3	30.3	31.6	38.6	48.9	52.4	37.2	34.3
AfterJanFeb2014	35.1	51.3	30.3	25.1	25.3	26.6	28.4	28.1	32.2	36.7	48.6	32.9	29.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.5	-0.4	0.6	0.9	1.9	1.8	2.2	1.8	0.8	2.7	-0.1	2.6	1.8
85%	2.8	0.1	1.4	3.1	2.6	2.8	3.0	3.6	1.9	3.1	-0.7	4.7	2.9
90%	4.5	-1.3	1.1	3.6	3.3	4.2	4.0	3.9	3.0	4.7	-3.8	3.7	3.8
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.0	4.2	2.6	1.9	1.5	1.0	1.4	1.3	0.2	-1.3	3.9	2.6	0.8
85%	1.4	8.2	4.7	3.4	2.2	2.6	3.1	3.3	1.6	-2.1	4.6	4.6	1.9
90%	2.4	9.2	4.8	3.6	2.4	3.2	4.3	3.8	1.9	0.0	5.8	3.3	2.7

Commentary: General worsening in travel times – due to ongoing improvement works on the A59 roundabout.

## Route 7a: 2.3km

Route 7a	Micklegate Bar to Hospital via Lendal Bridge												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.9	15.4	11.1	10.5	10.0	9.5	11.0	11.1	12.1	13.6	15.1	12.9	11.2
Before Jan/Feb 2013	10.2	14.1	10.6	9.6	9.9	10.3	9.9	10.4	11.4	12.0	13.1	13.1	10.6
After Oct/Nov 2013	10.1	14.8	11.2	9.8	10.1	9.5	10.1	8.8	10.6	11.3	14.6	11.8	10.1
After Jan/Feb 2014	9.2	14.7	10.5	9.5	9.0	9.4	9.2	8.8	9.1	9.7	12.9	11.0	9.2

Route 7a	Micklegate Bar to Hospital via Lendal Bridge												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	16.9	26.6	17.6	16.8	16.7	16.0	18.2	17.9	20.4	22.8	25.3	22.7	18.5
Before Jan/Feb 2013	18.1	24.0	17.2	15.3	16.3	16.4	15.3	16.8	18.7	20.7	21.2	23.2	17.2
After Oct/Nov 2013	17.1	25.1	19.1	15.6	15.3	15.2	16.6	11.7	15.5	17.2	23.6	18.9	15.3
After Jan/Feb 2014	16.3	24.2	17.3	15.4	14.2	13.8	14.3	14.4	13.4	16.8	20.6	20.1	14.6

Route 7a	Micklegate Bar to Hospital via Lendal Bridge												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	20.3	30.1	20.5	19.1	19.6	18.3	20.5	21.6	23.5	27.0	31.3	25.7	21.6
Before Jan/Feb 2013	21.6	27.8	21.0	17.6	18.5	18.8	19.3	19.3	22.5	24.4	25.5	29.6	20.2
After Oct/Nov 2013	20.6	28.5	21.6	17.8	20.3	17.0	20.2	14.0	20.0	23.7	29.6	21.0	19.1
After Jan/Feb 2014	19.9	28.0	19.3	16.9	15.9	15.4	16.6	15.4	16.5	18.7	24.9	23.1	16.4

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.1	-0.5	0.1	-0.7	0.1	0.0	-0.9	-2.3	-1.5	-2.3	-0.6	-1.1	-1.1
85%	0.2	-1.5	1.5	-1.2	-1.4	-0.8	-1.6	-6.1	-4.9	-5.6	-1.7	-3.7	-3.2
90%	0.3	-1.7	1.1	-1.3	0.7	-1.3	-0.4	-7.6	-3.5	-3.3	-1.8	-4.7	-2.5
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.9	0.6	-0.1	-0.1	-0.9	-0.9	-0.8	-1.6	-2.4	-2.3	-0.2	-2.1	-1.4
85%	-1.8	0.3	0.1	0.1	-2.0	-2.6	-1.0	-2.4	-5.2	-3.8	-0.6	-3.0	-2.6
90%	-1.6	0.2	-1.7	-0.6	-2.6	-3.4	-2.7	-4.0	-6.0	-5.8	-0.7	-6.6	-3.8

Commentary: Significant improvement in journey times for those vehicles that are allowed to use this route. This is a good measure of the potential savings in travel times that buses using the bridge could achieve with timetable changes,.

## Route7b: 2.3km

Route 7b	Hospital to Micklegate Bar via Lendal Bridge												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	9.2	13.3	13.9	16.4	13.8	13.7	15.3	14.7	14.5	15.1	17.5	14.3	14.7
BeforeJanFeb2013	9.7	14.0	12.7	14.3	13.3	12.4	13.7	14.4	15.3	16.0	18.4	15.1	14.2
AfterOctNov2013	9.5	12.9	12.5	12.4	10.5	10.5	9.9	10.2	11.6	12.4	15.4	14.2	11.0
AfterJanFeb2014	9.8	12.8	12.0	11.1	9.2	9.0	8.8	9.3	10.2	11.3	14.7	14.2	9.8

Route 7b	Hospital to Micklegate Bar via Lendal Bridge												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	14.8	20.1	22.2	26.4	22.0	21.3	26.5	21.9	23.5	23.6	29.4	24.7	23.4
BeforeJanFeb2013	15.2	22.7	18.5	21.6	19.2	19.2	22.2	22.1	23.0	26.2	31.0	26.1	22.0
AfterOctNov2013	15.2	19.5	19.2	18.2	16.8	16.4	14.8	17.7	20.4	19.8	24.7	23.0	17.7
AfterJanFeb2014	16.0	20.5	19.0	16.4	14.2	14.2	13.6	14.4	14.3	17.7	24.2	25.1	14.8

Route 7b	Hospital to Micklegate Bar via Lendal Bridge												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	17.4	25.4	27.4	30.2	24.8	26.9	29.8	28.7	28.3	28.7	34.9	29.9	28.1
BeforeJanFeb2013	16.9	25.8	23.6	25.2	24.5	22.7	26.6	26.3	28.9	31.5	35.2	31.0	26.6
AfterOctNov2013	16.9	24.6	24.3	26.6	19.5	19.1	18.0	19.8	23.4	23.6	29.0	26.4	21.0
AfterJanFeb2014	19.2	22.7	22.5	19.4	17.2	15.8	17.0	16.6	17.3	20.1	28.1	28.9	17.5

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.3	-0.4	-1.4	-4.1	-3.3	-3.3	-5.4	-4.5	-2.9	-2.7	-2.1	-0.1	-3.7
85%	0.3	-0.6	-3.0	-8.2	-5.2	-5.0	-11.7	-4.3	-3.1	-3.7	-4.6	-1.8	-5.7
90%	-0.5	-0.8	-3.2	-3.5	-5.3	-7.8	-11.8	-9.0	-5.0	-5.1	-5.9	-3.4	-7.0
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.1	-1.1	-0.7	-3.1	-4.1	-3.4	-4.9	-5.1	-5.0	-4.7	-3.7	-0.9	-4.4
85%	0.8	-2.2	0.5	-5.3	-5.0	-5.0	-8.7	-7.8	-8.7	-8.5	-6.9	-1.0	-7.1
90%	2.3	-3.1	-1.1	-5.8	-7.2	-6.8	-9.6	-9.7	-11.6	-11.3	-7.1	-2.1	-9.1

Commentary: Again significant improvement in journey times for those vehicles that are allowed to use this route. This is a good measure of the potential savings in travel times that buses using the bridge could achieve with timetable changes.

## Route 8a: 4.3km

Route 8a	A59 Inbound to Micklegate Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.9	18.4	12.4	10.3	10.1	10.6	10.5	10.2	11.3	10.6	11.5	11.0	10.5
Before Jan/Feb 2013	11.6	19.4	11.8	10.0	10.0	10.4	9.7	9.5	10.1	9.7	10.8	9.5	9.9
After Oct/Nov 2013	10.3	16.8	10.9	9.3	9.0	9.0	9.4	9.1	9.5	9.5	9.9	9.4	9.2
After Jan/Feb 2014	10.9	21.9	11.3	9.1	8.9	9.0	9.0	8.4	9.4	9.2	10.2	8.9	9.0

Route 8a	A59 Inbound to Micklegate Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	15.1	29.3	18.3	14.6	13.5	15.7	15.1	14.3	15.9	14.7	17.2	15.7	14.8
Before Jan/Feb 2013	16.0	33.6	17.0	13.4	14.1	14.8	14.4	13.9	14.9	14.0	15.0	13.2	14.3
After Oct/Nov 2013	14.3	27.3	15.3	12.3	12.6	13.1	13.2	12.2	13.0	13.1	14.2	13.2	12.8
After Jan/Feb 2014	16.7	40.4	16.7	12.4	12.2	12.3	12.1	11.2	13.4	12.8	13.5	12.5	12.3

Route 8a	A59 Inbound to Micklegate Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	18.3	42.2	22.9	16.9	16.9	18.4	19.1	17.5	20.2	19.0	21.7	19.7	18.4
Before Jan/Feb 2013	20.9	42.7	22.1	16.1	17.2	16.7	16.2	16.7	16.9	16.6	19.5	16.1	16.7
After Oct/Nov 2013	17.1	37.3	19.1	14.6	14.4	14.7	15.8	13.8	15.3	16.1	17.0	15.1	15.0
After Jan/Feb 2014	20.4	51.0	20.1	14.0	14.2	13.7	13.9	12.5	15.7	15.3	15.9	14.2	14.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.5	-1.6	-1.5	-0.9	-1.2	-1.5	-1.1	-1.1	-1.8	-1.1	-1.6	-1.6	-1.3
85%	-0.8	-2.0	-3.0	-2.3	-0.9	-2.6	-1.8	-2.1	-2.9	-1.6	-3.0	-2.5	-2.0
90%	-1.1	-4.9	-3.9	-2.4	-2.5	-3.7	-3.4	-3.6	-5.0	-2.9	-4.7	-4.6	-3.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.7	2.6	-0.5	-0.9	-1.1	-1.4	-0.8	-1.1	-0.8	-0.6	-0.7	-0.6	-0.9
85%	0.7	6.8	-0.3	-1.0	-1.9	-2.6	-2.2	-2.6	-1.5	-1.2	-1.5	-0.7	-1.9
90%	-0.5	8.2	-2.0	-2.0	-3.0	-3.0	-2.3	-4.3	-1.1	-1.3	-3.5	-1.9	-2.5

Commentary: Some significant improvements observed at the Micklegate Bar traffic signals.

## Route 8b

Route 8b	A59 Boroughbridge Rd Outbound from Micklegate Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	13.4	19.0	13.1	11.6	11.7	11.4	11.7	12.2	14.2	15.4	16.1	13.2	12.7
Before Jan/Feb 2013	12.3	17.7	10.6	10.6	10.8	10.9	10.8	11.4	12.9	13.5	14.6	12.4	11.6
After Oct/Nov 2013	12.6	19.6	11.1	11.3	11.1	11.4	11.3	11.3	13.4	12.7	12.7	11.7	11.8
After Jan/Feb 2014	14.6	18.0	10.5	9.5	9.6	10.6	10.4	10.8	12.0	11.8	13.1	11.1	10.8

Route 8b	A59 Boroughbridge Rd Outbound from Micklegate Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	19.7	30.3	19.1	15.6	16.7	16.5	16.7	16.8	20.8	22.5	23.0	18.4	18.1
Before Jan/Feb 2013	19.2	30.7	14.9	14.2	14.6	14.7	14.9	16.2	18.4	19.7	20.7	19.3	16.2
After Oct/Nov 2013	19.5	34.6	15.8	18.2	18.0	17.0	18.0	16.5	22.1	18.9	18.7	17.8	18.4
After Jan/Feb 2014	21.3	29.7	14.5	13.1	13.6	14.2	14.9	15.1	18.4	16.9	19.6	16.6	15.3

Route 8b	A59 Boroughbridge Rd Outbound from Micklegate Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	24.8	40.0	23.1	18.6	19.6	19.6	20.5	20.2	26.6	27.8	28.4	22.6	22.1
Before Jan/Feb 2013	24.9	39.4	18.6	16.6	16.7	17.8	16.9	18.6	21.8	23.2	25.6	22.1	19.0
After Oct/Nov 2013	24.4	42.5	18.9	21.1	20.9	20.5	20.8	20.1	26.3	21.8	21.8	20.1	21.7
After Jan/Feb 2014	30.2	36.2	17.9	15.5	16.2	16.8	19.6	18.3	22.5	20.5	22.1	18.9	18.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.8	0.6	-2.0	-0.3	-0.5	0.0	-0.4	-0.9	-0.8	-2.6	-3.4	-1.4	-0.8
85%	-0.3	4.3	-3.2	2.7	1.3	0.5	1.3	-0.4	1.3	-3.6	-4.4	-0.6	0.3
90%	-0.4	2.5	-4.2	2.4	1.2	0.9	0.3	-0.1	-0.3	-6.1	-6.6	-2.5	-0.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	2.3	0.3	-0.1	-1.1	-1.1	-0.3	-0.4	-0.6	-0.8	-1.7	-1.5	-1.3	-0.9
85%	2.1	-1.0	-0.4	-1.1	-1.0	-0.5	0.0	-1.0	0.0	-2.8	-1.1	-2.6	-0.9
90%	5.4	-3.2	-0.7	-1.1	-0.5	-1.0	2.7	-0.4	0.6	-2.6	-3.4	-3.2	-0.3

Commentary: Some slight worsening AM with a slight improvement PM.

## Route 9a:

Route 9a	Station to Fulford Road via Ouse Bridge and Tower St												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.6	8.3	7.4	7.5	7.7	7.2	7.5	7.4	8.9	13.2	14.3	8.5	8.6
Before Jan/Feb 2013	6.6	8.4	7.6	7.0	7.1	7.1	6.7	6.8	8.3	9.8	9.7	8.6	7.6
After Oct/Nov 2013	6.3	8.2	8.1	7.3	7.7	7.3	8.0	7.7	9.8	14.2	14.9	8.0	9.0
After Jan/Feb 2014	6.5	9.1	7.9	7.1	7.5	7.6	7.6	7.6	8.8	10.6	8.8	7.1	8.2

Route 9a	Station to Fulford Road via Ouse Bridge and Tower St												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.7	12.8	10.5	10.9	12.2	10.0	11.2	10.3	14.0	24.3	24.7	12.4	13.5
Before Jan/Feb 2013	10.2	14.0	11.1	10.1	10.5	9.9	9.8	10.0	13.3	16.3	14.8	11.9	11.5
After Oct/Nov 2013	9.0	12.3	13.2	10.5	11.0	10.9	11.5	10.8	13.7	22.4	24.1	11.9	13.2
After Jan/Feb 2014	10.1	14.7	11.4	10.3	11.2	10.8	10.6	10.8	13.2	17.1	13.1	11.1	12.1

Route 9a	Station to Fulford Road via Ouse Bridge and Tower St												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	12.0	14.4	13.3	13.4	13.8	11.7	12.6	12.1	17.3	28.2	28.5	15.9	15.8
Before Jan/Feb 2013	11.4	15.6	14.7	12.4	11.9	11.9	11.4	11.7	15.3	20.3	19.3	14.8	13.7
After Oct/Nov 2013	10.8	14.4	14.8	12.4	13.2	12.1	14.4	12.4	18.5	28.4	30.0	13.9	16.2
After Jan/Feb 2014	11.6	16.9	13.4	12.2	13.1	13.0	13.7	13.0	17.2	20.8	16.3	13.0	14.9

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.3	-0.1	0.7	-0.2	0.0	0.1	0.4	0.3	0.9	1.0	0.5	-0.5	0.4
85%	-0.8	-0.5	2.7	-0.4	-1.3	0.9	0.3	0.5	-0.3	-1.9	-0.5	-0.5	-0.3
90%	-1.2	0.0	1.5	-1.0	-0.6	0.4	1.7	0.4	1.2	0.2	1.5	-2.0	0.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.1	0.7	0.3	0.0	0.4	0.5	0.9	0.8	0.5	0.9	-0.9	-1.5	0.6
85%	0.0	0.8	0.3	0.2	0.6	0.9	0.8	0.7	0.0	0.9	-1.8	-0.7	0.6
90%	0.2	1.3	-1.3	-0.2	1.2	1.1	2.3	1.3	1.9	0.5	-2.9	-1.8	1.3

Commentary: Travel times show a slight worsening (up to 1 minute) – more pronounced in the January and February comparisons.

## Route 9b:

Route 9b	Fulford Road to Station via Tower St and Ouse Bridge												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.5	7.3	7.3	7.2	7.1	7.0	7.3	7.2	8.7	9.3	11.4	8.6	7.7
Before Jan/Feb 2013	5.3	7.1	6.4	6.5	7.1	6.6	6.8	7.3	8.0	11.9	12.4	10.4	7.8
After Oct/Nov 2013	5.7	6.3	6.4	6.5	6.5	7.5	6.3	6.4	7.2	7.5	9.6	7.6	6.9
After Jan/Feb 2014	5.4	6.6	6.2	6.2	5.9	6.2	6.2	6.2	6.6	7.5	10.3	7.2	6.4

Route 9b	Fulford Road to Station via Tower St and Ouse Bridge												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.7	11.5	10.7	10.4	10.8	10.3	11.0	10.9	13.8	14.5	18.9	13.3	11.8
Before Jan/Feb 2013	7.4	10.4	9.7	9.1	9.5	9.2	9.4	10.4	11.4	17.3	20.9	16.3	11.0
After Oct/Nov 2013	8.4	9.3	9.5	9.2	9.7	9.7	8.9	9.0	10.5	11.0	15.4	9.9	9.8
After Jan/Feb 2014	7.5	9.9	8.8	8.8	8.8	8.5	8.6	8.9	9.0	10.7	16.5	10.7	9.1

Route 9b	Fulford Road to Station via Tower St and Ouse Bridge												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	8.7	13.5	12.7	13.5	12.8	12.9	13.4	12.9	16.8	17.8	24.2	17.5	14.4
Before Jan/Feb 2013	8.8	12.8	11.2	11.0	11.4	10.6	11.4	13.0	14.5	25.2	28.4	20.8	14.1
After Oct/Nov 2013	9.2	11.3	12.1	11.2	10.9	11.6	10.2	10.0	12.8	13.2	20.1	12.8	11.4
After Jan/Feb 2014	8.9	11.6	10.8	10.0	10.1	10.4	10.0	10.5	11.1	14.1	22.4	13.5	11.0

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.3	-1.0	-0.9	-0.7	-0.6	0.5	-1.0	-0.8	-1.5	-1.7	-1.8	-1.0	-0.8
85%	0.7	-2.2	-1.2	-1.3	-1.1	-0.7	-2.1	-1.9	-3.2	-3.5	-3.5	-3.4	-2.0
90%	0.5	-2.3	-0.6	-2.2	-1.9	-1.3	-3.3	-2.9	-4.0	-4.6	-4.1	-4.7	-2.9
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.1	-0.5	-0.2	-0.4	-1.1	-0.5	-0.5	-1.1	-1.4	-4.4	-2.2	-3.3	-1.4
85%	0.0	-0.5	-0.9	-0.3	-0.7	-0.7	-0.8	-1.4	-2.4	-6.6	-4.4	-5.6	-2.0
90%	0.1	-1.3	-0.4	-1.0	-1.3	-0.2	-1.4	-2.5	-3.5	-11.1	-6.0	-7.3	-3.1

Commentary: Travel times show a significant improvement, particularly in the afternoon. Much of the saving is accrued on the Rougier Street approach to Lendal Arch Gyatory.

## Route 12a:

Route 12a	Hull Road Inbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	7.0	11.0	10.3	8.9	8.7	8.2	8.1	8.3	8.6	9.1	10.7	9.3	8.5
BeforeJanFeb2013	7.2	11.9	9.8	7.6	8.1	8.2	8.0	7.8	8.2	9.4	10.1	8.6	8.2
AfterOctNov2013	7.7	10.7	9.1	8.9	10.1	9.5	9.5	8.9	9.4	10.4	12.1	9.6	9.6
AfterJanFeb2014	7.3	11.1	8.9	7.9	8.6	8.6	9.6	9.0	8.9	9.6	9.7	8.0	9.0

Route 12a	Hull Road Inbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	10.0	17.1	16.5	12.2	12.1	11.8	11.7	12.3	12.8	14.1	15.4	12.4	12.5
BeforeJanFeb2013	10.4	20.6	14.9	10.9	11.8	10.9	11.5	12.1	12.1	14.0	14.2	11.5	12.0
AfterOctNov2013	10.4	16.1	13.5	12.4	15.4	13.6	14.3	12.8	14.6	16.1	20.0	13.8	14.3
AfterJanFeb2014	9.8	18.1	12.7	10.9	12.4	13.3	14.5	13.9	14.1	14.9	15.2	11.4	13.6

Route 12a	Hull Road Inbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	11.1	21.3	20.3	14.5	15.8	14.2	14.1	14.2	16.0	17.4	19.6	15.5	15.2
BeforeJanFeb2013	12.0	24.3	18.7	12.5	13.5	13.2	13.9	13.5	14.6	18.2	17.9	14.0	14.4
AfterOctNov2013	12.7	20.0	17.3	15.0	20.2	16.7	18.2	16.1	17.4	21.6	26.5	17.0	18.1
AfterJanFeb2014	12.0	23.3	15.4	13.0	14.3	15.7	18.1	17.1	16.5	17.5	18.6	13.0	16.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.6	-0.2	-1.2	0.1	1.4	1.3	1.4	0.6	0.8	1.3	1.4	0.3	1.1
85%	0.4	-0.9	-2.9	0.2	3.3	1.8	2.6	0.5	1.7	1.9	4.7	1.5	1.8
90%	1.6	-1.3	-3.0	0.5	4.4	2.5	4.0	1.9	1.4	4.2	6.9	1.5	2.9
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.0	-0.8	-0.9	0.3	0.5	0.5	1.6	1.1	0.7	0.2	-0.4	-0.6	0.7
85%	-0.7	-2.5	-2.2	0.0	0.6	2.4	3.0	1.8	2.0	0.9	1.0	0.0	1.7
90%	0.0	-1.0	-3.3	0.5	0.8	2.4	4.2	3.5	1.8	-0.7	0.7	-1.0	1.9

### Commentary:

Travel times show a worsening this is less pronounced during the January, February period. Additional delay is picked up on the approach to Walmgate Bar.



## Route 12b: 3.8km

Route 12b	Hull Road Outbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	6.1	7.0	6.6	6.5	6.6	6.6	6.8	7.0	8.4	10.9	12.2	7.7	7.6
BeforeJanFeb2013	6.3	6.9	6.5	6.5	6.5	6.7	6.8	6.8	7.8	9.3	10.3	7.3	7.3
AfterOctNov2013	6.7	7.3	6.8	6.5	7.0	6.8	6.8	7.4	8.6	11.1	12.3	7.8	7.8
AfterJanFeb2014	6.4	7.4	6.8	6.8	7.2	7.4	7.5	8.2	9.7	12.4	12.3	8.7	8.6

Route 12b	Hull Road Outbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	7.9	9.8	8.5	8.5	8.7	8.6	8.9	9.7	11.8	15.7	17.0	10.3	10.4
BeforeJanFeb2013	8.6	9.6	8.8	8.8	8.4	8.7	8.9	8.6	11.0	12.2	14.3	9.6	9.6
AfterOctNov2013	8.9	10.1	8.8	8.6	8.8	8.8	9.0	9.5	11.3	16.2	17.9	10.3	10.4
AfterJanFeb2014	8.3	9.8	9.0	8.9	9.3	10.1	10.0	11.4	14.5	19.2	17.6	12.8	12.1

Route 12b	Hull Road Outbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	8.9	11.1	9.5	9.8	10.2	9.7	10.2	10.9	13.7	18.8	21.7	12.5	12.1
BeforeJanFeb2013	10.1	10.8	10.0	10.0	9.7	9.7	10.3	10.2	12.7	15.2	16.9	11.1	11.2
AfterOctNov2013	10.1	11.9	10.5	10.0	9.9	10.0	10.3	11.1	14.6	19.7	22.0	12.0	12.4
AfterJanFeb2014	9.4	11.5	10.0	9.9	10.8	11.8	11.7	13.9	17.9	22.2	19.7	16.6	14.4

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.6	0.3	0.2	0.0	0.3	0.2	0.0	0.4	0.2	0.2	0.0	0.1	0.2
85%	1.1	0.3	0.3	0.2	0.2	0.1	0.1	-0.2	-0.6	0.5	0.9	0.0	0.0
90%	1.2	0.8	0.9	0.3	-0.3	0.3	0.2	0.2	1.0	0.8	0.3	-0.6	0.4
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.0	0.4	0.3	0.3	0.7	0.7	0.6	1.4	1.9	3.1	2.0	1.4	1.3
85%	-0.3	0.3	0.2	0.1	0.9	1.4	1.1	2.8	3.5	7.0	3.3	3.2	2.6
90%	-0.7	0.6	0.0	-0.1	1.1	2.1	1.5	3.8	5.2	7.0	2.8	5.6	3.2

### Commentary:

The travel times for October and November show little change. A general worsening is observed during the early PM.

## Route 13a:

Route 13a	Outer Ring Road A1237 anticlockwise Hopgrove to Askam Bryan												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	19.1	26.4	18.5	18.3	19.2	18.9	19.4	19.9	22.0	26.7	31.5	20.5	20.8
Before Jan/Feb 2013	19.7	25.2	18.4	17.7	18.2	18.4	19.0	19.8	20.9	26.7	33.6	21.6	20.3
After Oct/Nov 2013	20.9	25.9	19.4	20.1	21.6	21.7	22.3	23.9	25.3	30.9	37.0	21.7	23.9
After Jan/Feb 2014	21.5	25.4	18.9	18.5	19.8	20.6	20.6	22.1	24.2	29.7	38.2	22.8	22.5

Route 13a	Outer Ring Road A1237 anticlockwise Hopgrove to Askam Bryan												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	22.8	35.0	22.0	21.4	21.6	22.5	23.7	24.6	28.7	35.7	44.3	25.8	25.8
Before Jan/Feb 2013	24.2	33.8	21.5	20.6	21.4	21.6	23.0	23.9	25.3	37.4	53.0	28.0	25.1
After Oct/Nov 2013	26.3	34.3	23.6	25.2	27.6	27.9	28.9	32.2	33.6	44.2	57.7	27.5	31.8
After Jan/Feb 2014	27.4	33.9	22.3	21.6	23.5	25.5	26.3	27.7	32.1	43.2	63.0	28.8	29.1

Route 13a	Outer Ring Road A1237 anticlockwise Hopgrove to Askam Bryan												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	25.3	39.8	24.1	22.8	23.3	24.5	26.3	26.9	33.1	39.9	50.0	28.4	28.5
Before Jan/Feb 2013	27.3	38.2	23.5	22.0	23.2	23.5	25.7	26.5	28.5	43.0	61.8	31.6	27.9
After Oct/Nov 2013	29.0	39.3	26.6	27.9	30.7	31.1	31.9	35.6	38.1	51.3	67.1	31.1	35.8
After Jan/Feb 2014	31.0	38.9	24.0	23.1	25.4	27.7	29.1	31.0	35.8	47.8	69.9	35.6	32.0

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.8	-0.5	0.9	1.8	2.4	2.7	2.9	3.9	3.2	4.1	5.5	1.2	3.1
85%	3.5	-0.7	1.6	3.8	6.0	5.4	5.2	7.6	4.9	8.5	13.5	1.7	6.1
90%	3.8	-0.5	2.5	5.1	7.4	6.6	5.5	8.7	5.0	11.4	17.1	2.8	7.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.8	0.1	0.5	0.8	1.6	2.3	1.6	2.3	3.4	3.0	4.6	1.2	2.2
85%	3.3	0.1	0.8	1.0	2.1	3.9	3.3	3.8	6.8	5.8	10.0	0.8	4.0
90%	3.7	0.7	0.5	1.0	2.2	4.2	3.3	4.5	7.2	4.8	8.1	4.0	4.1

Commentary: General worsening – due to the ongoing improvement works at the A59 roundabout.

## Route 13b:

Route 13b	Outer Ring Road A1237 clockwise Askam Bryan to Hopgrove.												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	22.3	29.1	20.7	18.9	18.8	19.3	18.9	20.0	24.6	27.7	33.9	21.8	21.3
Before Jan/Feb 2013	23.0	27.4	18.7	17.4	18.0	18.2	18.4	18.8	21.8	25.1	28.0	20.1	19.8
After Oct/Nov 2013	23.9	28.7	21.3	19.9	20.7	21.1	21.1	21.8	25.4	30.4	33.9	24.4	23.1
After Jan/Feb 2014	24.0	31.6	21.3	19.2	19.5	19.3	19.9	20.1	22.1	23.8	31.9	22.7	20.6

Route 13b	Outer Ring Road A1237 clockwise Askam Bryan to Hopgrove.												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	29.2	38.7	26.1	22.3	23.2	23.9	24.0	25.1	32.0	37.3	46.8	28.0	27.2
Before Jan/Feb 2013	30.4	37.8	22.7	20.0	21.0	21.5	22.2	22.3	27.9	34.3	39.0	25.4	24.5
After Oct/Nov 2013	32.0	38.9	27.6	25.4	25.8	26.8	27.0	28.7	33.9	40.4	46.1	32.7	30.0
After Jan/Feb 2014	31.8	46.0	27.4	23.5	23.2	24.1	25.4	25.6	29.5	32.3	43.6	30.0	26.4

Route 13b	Outer Ring Road A1237 clockwise Askam Bryan to Hopgrove.												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	32.3	44.6	29.0	24.5	26.0	26.1	26.2	27.8	35.6	44.2	56.2	33.4	30.5
Before Jan/Feb 2013	32.7	42.0	25.5	21.5	22.9	23.4	24.1	24.2	30.3	36.7	42.8	29.6	26.5
After Oct/Nov 2013	36.8	43.3	30.1	28.1	29.4	30.3	30.3	31.6	38.6	48.9	52.4	37.2	34.3
After Jan/Feb 2014	35.1	51.3	30.3	25.1	25.3	26.6	28.4	28.1	32.2	36.7	48.6	32.9	29.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.5	-0.4	0.6	0.9	1.9	1.8	2.2	1.8	0.8	2.7	-0.1	2.6	1.8
85%	2.8	0.1	1.4	3.1	2.6	2.8	3.0	3.6	1.9	3.1	-0.7	4.7	2.9
90%	4.5	-1.3	1.1	3.6	3.3	4.2	4.0	3.9	3.0	4.7	-3.8	3.7	3.8
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.0	4.2	2.6	1.9	1.5	1.0	1.4	1.3	0.2	-1.3	3.9	2.6	0.8
85%	1.4	8.2	4.7	3.4	2.2	2.6	3.1	3.3	1.6	-2.1	4.6	4.6	1.9
90%	2.4	9.2	4.8	3.6	2.4	3.2	4.3	3.8	1.9	0.0	5.8	3.3	2.7

Commentary: General worsening due to ongoing improvement works on the A59 roundabout.

## Route 14a:

Route 14a	A64 eastbound Copmanthorpe to Hopgrove												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	10.1	10.2	10.3	9.7	9.7	9.6	9.7	9.6	9.7	10.7	10.9	10.3	9.8
BeforeJanFeb2013	10.1	10.1	9.7	9.6	9.5	9.6	9.5	9.5	9.5	9.7	10.0	9.5	9.6
AfterOctNov2013	10.1	10.8	9.8	9.8	10.3	10.1	10.0	9.9	10.3	11.0	11.0	10.1	10.2
AfterJanFeb2014	10.4	13.1	10.2	10.0	10.1	9.7	10.0	9.9	9.8	9.8	10.0	9.7	9.9

Route 14a	A64 eastbound Copmanthorpe to Hopgrove												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	11.4	11.3	11.3	11.0	11.0	10.9	11.1	10.8	10.8	11.4	11.6	11.0	11.0
BeforeJanFeb2013	11.5	11.3	11.1	11.1	10.9	11.1	11.0	11.2	11.0	11.2	11.4	11.0	11.1
AfterOctNov2013	11.5	12.7	11.3	11.3	11.3	11.4	11.5	11.4	11.5	11.9	11.7	11.0	11.5
AfterJanFeb2014	11.8	16.6	11.4	11.4	11.4	11.4	11.6	11.6	11.1	11.3	11.5	11.0	11.4

Route 14a	A64 eastbound Copmanthorpe to Hopgrove												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	11.7	11.9	11.8	11.5	11.5	11.4	11.7	11.3	11.3	14.1	15.7	13.2	11.8
BeforeJanFeb2013	11.9	11.8	11.5	11.6	11.4	11.6	11.4	11.7	11.5	11.8	12.0	11.5	11.6
AfterOctNov2013	11.9	14.0	11.6	11.6	12.3	11.8	12.0	11.8	12.0	15.4	12.3	11.5	12.5
AfterJanFeb2014	12.4	21.0	11.9	11.8	11.8	11.7	12.1	12.1	11.7	11.8	12.0	11.5	11.9

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.0	0.5	-0.5	0.1	0.5	0.5	0.3	0.2	0.6	0.2	0.0	-0.1	0.4
85%	0.1	1.4	0.0	0.3	0.3	0.5	0.4	0.6	0.7	0.5	0.2	0.0	0.5
90%	0.2	2.1	-0.2	0.1	0.8	0.4	0.3	0.5	0.8	1.2	-3.4	-1.7	0.6
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.3	3.0	0.5	0.4	0.6	0.0	0.6	0.4	0.3	0.1	0.0	0.2	0.3
85%	0.3	5.3	0.3	0.3	0.5	0.3	0.6	0.4	0.1	0.1	0.1	0.0	0.3
90%	0.5	9.2	0.3	0.2	0.4	0.1	0.7	0.5	0.1	0.1	0.0	0.0	0.3

Commentary: Little change – the big increase in travel times in Jan, Feb at 08:00 are likely to be due to incidents.

## Route 14b:

Route 14b	A64 West Hopgrove to Copmanthorpe												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.4	10.2	10.0	10.0	10.0	10.0	9.9	10.0	10.1	10.6	10.5	10.3	10.1
Before Jan/Feb 2013	9.7	9.7	9.5	10.0	9.9	9.7	9.8	10.1	9.9	10.0	10.3	9.8	9.9
After Oct/Nov 2013	9.9	9.9	9.9	10.0	9.9	9.9	10.0	10.4	10.3	10.4	10.7	10.0	10.1
After Jan/Feb 2014	10.0	9.8	9.9	9.8	9.8	10.2	9.9	9.9	9.9	10.1	10.3	9.8	10.0

Route 14b	A64 West Hopgrove to Copmanthorpe												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	11.4	11.5	11.6	11.8	11.7	11.6	11.7	11.7	11.6	12.0	12.1	11.8	11.7
Before Jan/Feb 2013	11.1	11.0	10.9	11.3	11.4	10.8	11.3	11.3	11.2	11.3	11.7	11.2	11.2
After Oct/Nov 2013	10.9	11.4	11.4	11.5	11.2	11.3	11.3	11.3	11.3	11.6	11.9	11.5	11.3
After Jan/Feb 2014	11.1	11.3	11.3	11.4	11.4	11.4	11.5	11.4	11.4	11.3	11.7	11.2	11.4

Route 14b	A64 West Hopgrove to Copmanthorpe												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	11.8	11.9	12.1	12.3	12.2	12.1	12.1	12.1	12.1	12.7	12.6	12.2	12.2
Before Jan/Feb 2013	11.5	11.4	11.4	11.7	11.7	11.3	11.6	11.6	11.6	11.7	12.2	11.6	11.6
After Oct/Nov 2013	11.5	11.9	11.7	11.8	11.5	11.7	11.6	11.6	11.7	12.1	12.5	11.8	11.7
After Jan/Feb 2014	11.5	11.7	11.6	11.7	11.8	11.8	11.7	11.7	11.7	11.8	12.2	11.6	11.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.5	-0.3	-0.1	-0.1	-0.1	0.0	0.1	0.3	0.2	-0.2	0.2	-0.2	0.0
85%	-0.5	0.0	-0.2	-0.4	-0.5	-0.3	-0.4	-0.4	-0.2	-0.4	-0.2	-0.3	-0.4
90%	-0.3	-0.1	-0.4	-0.4	-0.7	-0.4	-0.6	-0.5	-0.3	-0.6	-0.1	-0.4	-0.5
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.3	0.1	0.4	-0.2	0.0	0.5	0.1	-0.2	0.1	0.1	0.0	0.0	0.1
85%	0.0	0.3	0.3	0.1	0.1	0.5	0.2	0.1	0.1	0.0	0.0	0.0	0.2
90%	0.0	0.3	0.2	-0.1	0.0	0.5	0.1	0.1	0.1	0.0	0.0	0.0	0.1

Commentary: No significant change.

## Route 15a:

Route 15a	Bishopthorpe Road inbound to Walmgate Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	7.5	12.3	9.8	8.9	8.2	8.4	8.4	8.7	10.6	10.5	9.7	7.6	9.1
BeforeJanFeb2013	7.3	10.6	8.3	7.8	7.6	7.7	7.6	8.1	9.5	10.4	10.3	7.7	8.4
AfterOctNov2013	7.1	12.7	9.7	10.7	9.4	9.3	9.4	9.5	10.7	11.1	11.4	7.4	10.0
AfterJanFeb2014	8.7	13.4	10.9	8.2	8.6	7.9	7.7	8.0	9.7	9.1	7.9	6.6	8.5

Route 15a	Bishopthorpe Road inbound to Walmgate Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	11.7	22.3	14.9	13.7	12.1	13.5	12.8	12.6	16.9	15.7	13.5	11.1	13.9
BeforeJanFeb2013	12.2	16.7	13.2	12.6	12.6	12.3	12.2	13.3	15.7	15.5	14.5	11.3	13.5
AfterOctNov2013	10.6	20.5	14.9	16.9	15.6	15.1	14.8	14.5	17.4	18.0	18.2	10.7	16.0
AfterJanFeb2014	12.4	23.3	17.7	12.7	13.2	13.3	11.5	12.6	15.9	15.4	13.4	9.8	13.6

Route 15a	Bishopthorpe Road inbound to Walmgate Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	14.3	29.8	20.5	16.8	16.0	17.1	15.2	17.7	22.4	21.6	18.8	13.7	18.2
BeforeJanFeb2013	14.1	20.1	16.1	14.6	14.3	14.8	14.8	15.3	18.6	18.7	18.6	12.7	16.0
AfterOctNov2013	13.5	25.6	19.9	22.0	18.8	18.9	19.7	17.7	20.9	22.6	23.3	13.1	19.9
AfterJanFeb2014	22.3	27.6	23.7	15.4	16.3	15.4	13.4	15.1	18.5	17.9	15.9	11.2	16.0

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.5	0.5	-0.1	1.7	1.2	1.0	1.0	0.8	0.2	0.7	1.7	-0.2	0.9
85%	-1.1	-1.8	0.0	3.2	3.5	1.6	2.0	1.9	0.6	2.3	4.7	-0.4	2.1
90%	-0.8	-4.2	-0.6	5.2	2.7	1.8	4.5	0.0	-1.4	1.0	4.5	-0.7	1.7
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.4	2.7	2.6	0.4	1.0	0.2	0.1	0.0	0.2	-1.3	-2.4	-1.1	0.1
85%	0.2	6.6	4.5	0.1	0.6	1.0	-0.8	-0.7	0.2	-0.1	-1.2	-1.5	0.1
90%	8.2	7.5	7.6	0.8	2.0	0.6	-1.4	-0.2	-0.1	-0.8	-2.7	-1.6	0.1

Commentary: Quite variable – with a slight worsening mid-morning and a slight overall improvement in the afternoon.

## Route 15b:

Route 15b	Bishopthorpe Rd outbound from Walmgate Bar to Knavesmire Rd												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.2	7.1	6.3	6.0	6.3	6.3	6.3	6.6	7.0	7.7	8.2	7.2	6.7
Before Jan/Feb 2013	5.8	7.0	5.7	5.9	6.7	6.5	5.9	6.3	6.1	7.0	8.1	6.9	6.4
After Oct/Nov 2013	4.6	5.7	5.2	5.3	5.1	5.5	5.2	5.2	5.7	6.5	7.2	5.8	5.5
After Jan/Feb 2014	4.8	5.5	5.1	4.9	5.1	5.3	5.1	5.2	5.3	5.9	6.5	5.4	5.3

Route 15b	Bishopthorpe Rd outbound from Walmgate Bar to Knavesmire Rd												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.4	9.3	9.7	8.1	8.4	8.5	8.7	9.2	9.4	10.6	12.0	9.6	9.1
Before Jan/Feb 2013	8.2	10.7	8.8	8.0	9.7	9.5	8.6	9.4	8.6	9.6	12.4	10.0	9.1
After Oct/Nov 2013	6.3	7.4	6.7	6.7	6.8	6.9	6.7	6.6	7.4	9.1	10.5	7.3	7.2
After Jan/Feb 2014	6.3	7.5	6.5	6.6	6.3	6.8	6.6	6.8	7.0	8.6	9.3	7.0	7.0

Route 15b	Bishopthorpe Rd outbound from Walmgate Bar to Knavesmire Rd												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.1	12.6	11.4	9.9	10.3	10.9	10.8	11.5	13.4	14.8	15.5	13.1	11.8
Before Jan/Feb 2013	10.6	14.1	9.8	10.2	12.4	11.4	10.3	11.2	10.7	13.3	14.7	12.9	11.4
After Oct/Nov 2013	7.5	9.0	7.8	7.7	7.8	8.4	8.5	8.1	9.2	12.1	13.1	9.0	8.9
After Jan/Feb 2014	7.4	9.0	7.8	7.4	7.4	7.9	7.7	8.0	8.3	10.0	10.7	8.4	8.2

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.5	-1.4	-1.2	-0.7	-1.2	-0.8	-1.1	-1.4	-1.3	-1.1	-1.0	-1.4	-1.1
85%	-1.1	-1.9	-3.0	-1.4	-1.5	-1.7	-2.0	-2.6	-2.0	-1.5	-1.5	-2.3	-1.9
90%	-1.6	-3.5	-3.6	-2.2	-2.5	-2.5	-2.3	-3.4	-4.2	-2.8	-2.5	-4.1	-2.9
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.9	-1.5	-0.7	-1.0	-1.6	-1.2	-0.8	-1.0	-0.8	-1.1	-1.6	-1.5	-1.1
85%	-1.9	-3.2	-2.3	-1.4	-3.4	-2.6	-2.0	-2.5	-1.6	-1.0	-3.1	-3.0	-2.1
90%	-3.2	-5.1	-2.0	-2.7	-4.9	-3.5	-2.5	-3.2	-2.3	-3.3	-3.9	-4.5	-3.3

Commentary: Overall significant improvement at all times of day – so not necessarily related to the trial.

## Route 16a:

Route 16a	Tadcaster Road Inbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.9	17.7	11.9	9.4	8.5	8.4	7.9	9.9	12.0	10.8	10.9	10.6	9.6
Before Jan/Feb 2013	8.6	14.2	9.9	7.6	8.3	8.0	7.6	9.0	9.8	8.8	8.7	9.2	8.5
After Oct/Nov 2013	8.7	17.0	10.1	8.3	8.1	8.0	7.8	8.6	9.5	8.8	9.8	10.0	8.5
After Jan/Feb 2014	8.9	19.0	10.9	7.4	7.3	6.9	7.5	8.3	9.2	8.2	9.0	8.9	7.9

Route 16a	Tadcaster Road Inbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	14.2	30.6	18.6	12.4	12.5	12.0	11.0	15.1	20.0	17.5	17.0	16.2	14.5
Before Jan/Feb 2013	12.8	22.9	14.7	10.5	10.5	11.2	9.6	13.2	14.9	12.2	13.5	13.5	11.8
After Oct/Nov 2013	12.8	28.5	15.4	11.7	10.2	10.8	10.2	12.0	14.4	13.5	13.6	16.7	11.8
After Jan/Feb 2014	13.1	32.4	16.5	10.0	10.0	9.5	10.4	12.5	13.2	10.1	13.1	13.3	10.9

Route 16a	Tadcaster Road Inbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	18.1	37.5	22.2	16.3	13.9	16.0	12.7	18.7	25.1	20.3	22.1	18.4	17.7
Before Jan/Feb 2013	14.6	26.5	19.4	12.2	13.5	12.5	10.7	15.6	18.6	14.1	16.3	17.4	14.0
After Oct/Nov 2013	15.2	36.4	18.5	13.5	12.1	12.8	11.2	13.1	17.3	15.0	19.3	19.8	13.6
After Jan/Feb 2014	17.2	40.0	20.1	11.7	11.4	10.4	11.4	13.4	15.5	12.9	14.6	14.4	12.5

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-1.3	-0.8	-1.9	-1.1	-0.4	-0.4	-0.1	-1.3	-2.4	-2.0	-1.1	-0.6	-1.1
85%	-1.4	-2.1	-3.2	-0.8	-2.2	-1.2	-0.8	-3.1	-5.6	-4.1	-3.4	0.6	-2.7
90%	-3.0	-1.2	-3.6	-2.9	-1.8	-3.2	-1.5	-5.6	-7.8	-5.4	-2.9	1.4	-4.1
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.3	4.8	1.0	-0.2	-0.9	-1.0	-0.1	-0.7	-0.6	-0.6	0.3	-0.3	-0.6
85%	0.3	9.5	1.8	-0.5	-0.5	-1.8	0.8	-0.7	-1.7	-2.1	-0.4	-0.2	-0.9
90%	2.6	13.6	0.7	-0.4	-2.1	-2.0	0.7	-2.3	-3.1	-1.2	-1.7	-3.0	-1.6

Commentary: Significant improvement during the closure times with savings accrued on the approach to Micklegate Bar.



## Route 16b:

Route 16b	Tadcaster Road Outbound												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	5.7	9.7	6.3	5.8	5.7	6.2	6.2	5.8	7.5	9.2	9.1	6.9	6.7
BeforeJanFeb2013	5.6	9.9	5.9	5.3	5.3	5.7	5.4	5.3	6.5	7.5	7.1	6.0	5.9
AfterOctNov2013	6.7	11.9	6.4	5.8	6.0	5.8	6.5	5.9	7.4	9.9	8.5	7.3	6.8
AfterJanFeb2014	6.4	9.7	5.9	5.4	5.5	5.6	5.7	5.2	7.0	7.4	7.2	5.8	6.0

Route 16b	Tadcaster Road Outbound												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	7.9	14.9	9.1	8.0	7.9	8.8	8.7	7.7	10.5	14.3	13.3	9.4	9.5
BeforeJanFeb2013	8.2	18.1	9.0	7.0	7.1	7.8	8.0	7.2	9.3	10.1	10.6	8.7	8.2
AfterOctNov2013	9.0	22.8	8.8	8.0	8.2	8.0	9.5	8.1	11.0	16.3	12.1	10.2	10.0
AfterJanFeb2014	9.2	16.6	8.4	7.1	7.8	7.8	8.2	7.0	11.0	10.8	10.4	8.0	8.6

Route 16b	Tadcaster Road Outbound												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	9.9	20.4	11.1	9.0	9.8	11.0	11.3	9.4	14.6	20.5	16.9	11.5	12.5
BeforeJanFeb2013	9.6	23.2	10.7	9.0	8.3	9.9	9.5	8.6	11.7	12.8	13.0	10.0	10.0
AfterOctNov2013	10.8	26.9	12.0	9.9	10.2	10.0	11.3	9.8	13.7	22.0	16.4	12.2	12.6
AfterJanFeb2014	11.1	19.8	10.0	8.7	9.3	9.4	9.7	8.7	13.5	14.8	12.6	9.5	10.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	1.0	2.3	0.1	0.0	0.3	-0.4	0.4	0.1	-0.1	0.7	-0.6	0.5	0.2
85%	1.0	8.0	-0.4	0.0	0.3	-0.9	0.8	0.5	0.5	2.0	-1.2	0.8	0.5
90%	1.0	6.4	0.9	0.8	0.4	-1.0	0.0	0.3	-0.9	1.5	-0.5	0.8	0.1
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.7	-0.2	0.0	0.1	0.2	-0.1	0.2	0.0	0.5	0.0	0.2	-0.2	0.1
85%	1.0	-1.5	-0.6	0.1	0.7	0.0	0.2	-0.2	1.7	0.7	-0.1	-0.7	0.5
90%	1.5	-3.5	-0.7	-0.3	1.0	-0.5	0.2	0.1	1.9	2.0	-0.4	-0.5	0.7

Commentary: Travel times are generally unchanged.

## Route 17a:

Route 17a	Acomb Road inbound to 'The Fox'												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	2.1	3.2	2.3	1.9	2.4	2.0	2.0	2.2	2.2	2.4	2.6	2.0	2.2
Before Jan/Feb 2013	2.1	3.7	2.8	2.0	2.3	2.1	2.2	2.1	2.3	2.3	2.5	2.1	2.2
After Oct/Nov 2013	2.2	5.7	2.8	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3	2.1	2.3
After Jan/Feb 2014	2.7	6.5	3.0	2.2	2.3	2.2	2.4	2.3	2.4	2.3	2.5	2.3	2.3

Route 17a	Acomb Road inbound to 'The Fox'												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	2.8	5.3	3.5	2.6	3.2	2.7	3.1	3.1	2.9	2.9	3.8	2.3	2.9
Before Jan/Feb 2013	2.8	5.9	3.6	2.5	2.7	2.8	2.7	2.7	3.5	3.7	3.0	3.0	3.0
After Oct/Nov 2013	2.5	9.2	3.4	3.1	3.3	3.0	3.3	3.4	3.0	3.0	3.1	2.5	3.2
After Jan/Feb 2014	4.0	11.6	3.9	2.6	3.3	3.4	3.4	3.4	3.1	3.4	3.6	2.7	3.3

Route 17a	Acomb Road inbound to 'The Fox'												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	3.5	6.3	4.4	2.8	3.6	3.3	3.3	3.7	3.5	3.7	4.2	2.6	3.5
Before Jan/Feb 2013	3.3	8.4	6.0	2.8	3.8	3.3	3.2	3.4	3.9	4.0	3.9	3.2	3.5
After Oct/Nov 2013	3.0	14.7	4.1	3.3	3.7	3.4	3.8	3.7	3.5	3.7	3.8	3.0	3.6
After Jan/Feb 2014	5.0	17.9	6.2	2.9	3.7	3.7	3.7	4.0	3.6	4.2	4.0	3.4	3.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.1	2.5	0.5	0.3	-0.3	0.3	0.3	0.0	0.1	-0.1	-0.3	0.1	0.1
85%	-0.2	3.9	-0.1	0.5	0.1	0.3	0.2	0.3	0.1	0.1	-0.7	0.2	0.2
90%	-0.5	8.4	-0.3	0.5	0.1	0.2	0.5	0.0	0.0	0.0	-0.5	0.4	0.1
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.6	2.8	0.2	0.1	0.0	0.1	0.2	0.2	0.0	0.0	0.0	0.1	0.1
85%	1.2	5.7	0.3	0.0	0.6	0.6	0.6	0.7	-0.4	-0.3	0.6	-0.3	0.3
90%	1.8	9.5	0.2	0.1	0.0	0.4	0.5	0.6	-0.2	0.1	0.1	0.2	0.2

Commentary: Travel times are unchanged. The significant worsening indicated at 8:00 seems to be due to the new signal arrangement at the Fox – this is being investigated.

## Route 18a:

Route 18a	A19 Shipton Road Inbound to Bootham Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.4	15.4	11.1	9.7	11.1	12.4	12.2	12.0	16.3	19.6	22.0	12.9	13.6
Before Jan/Feb 2013	9.5	16.6	11.7	8.0	10.3	9.7	11.3	10.6	13.8	21.3	24.3	16.7	12.5
After Oct/Nov 2013	9.7	16.5	13.1	10.2	9.6	8.2	9.0	9.7	12.0	18.8	23.3	16.5	11.1
After Jan/Feb 2014	8.7	17.3	10.8	9.3	8.9	8.6	8.7	8.2	11.0	15.7	21.8	15.6	10.1

Route 18a	A19 Shipton Road Inbound to Bootham Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	14.9	25.2	16.9	14.2	17.1	17.7	18.5	17.9	24.4	31.9	37.2	18.8	20.7
Before Jan/Feb 2013	15.7	26.7	20.6	11.4	15.6	14.4	18.2	15.2	20.2	32.9	38.6	23.3	18.8
After Oct/Nov 2013	15.4	28.3	19.2	14.3	15.2	11.3	12.5	13.6	19.5	34.8	39.0	24.6	17.6
After Jan/Feb 2014	13.3	29.8	15.9	13.4	13.0	12.4	13.1	11.4	14.5	28.5	40.9	25.8	15.3

Route 18a	A19 Shipton Road Inbound to Bootham Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	18.1	29.2	20.7	15.7	18.6	23.8	20.2	19.3	35.4	39.1	46.9	20.8	25.3
Before Jan/Feb 2013	18.5	30.6	22.9	12.4	19.1	15.2	19.2	17.4	24.8	37.4	51.6	38.6	21.4
After Oct/Nov 2013	18.8	32.3	23.9	17.9	17.7	13.8	14.7	15.9	24.3	46.0	52.0	29.2	21.7
After Jan/Feb 2014	15.4	33.6	17.8	16.8	14.5	14.2	15.3	13.5	19.8	37.4	54.1	37.2	18.9

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.3	1.1	2.1	0.5	-1.5	-4.2	-3.2	-2.3	-4.4	-0.9	1.2	3.5	-2.5
85%	0.5	3.1	2.3	0.2	-1.9	-6.4	-6.0	-4.2	-4.9	2.9	1.8	5.8	-3.1
90%	0.7	3.1	3.2	2.2	-0.9	-10.0	-5.5	-3.4	-11.1	6.9	5.1	8.5	-3.5
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.9	0.7	-0.9	1.3	-1.4	-1.2	-2.6	-2.3	-2.8	-5.6	-2.5	-1.1	-2.4
85%	-2.4	3.2	-4.8	2.0	-2.6	-2.0	-5.1	-3.7	-5.7	-4.4	2.2	2.6	-3.5
90%	-3.2	3.1	-5.0	4.3	-4.6	-1.0	-3.9	-3.9	-5.0	-0.1	2.5	-1.4	-2.5

Commentary: A significant improvement is observed during the restriction time period.

## Route 18b:

Route 18b	A19 Outbound Bootham Bar to ORR												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	6.9	10.2	6.3	6.1	6.1	6.4	6.2	7.1	8.8	13.1	12.5	7.3	7.8
BeforeJanFeb2013	7.5	10.4	5.9	5.9	5.8	6.3	6.6	6.5	8.1	12.6	15.4	11.0	7.5
AfterOctNov2013	7.0	9.0	6.0	6.4	6.5	7.0	7.3	8.0	10.1	13.8	12.6	8.2	8.6
AfterJanFeb2014	8.0	9.1	6.0	6.1	6.1	6.5	6.7	6.6	8.2	13.4	12.2	8.3	7.8

Route 18b	A19 Outbound Bootham Bar to ORR												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	8.4	16.0	7.7	7.5	7.5	7.9	7.8	8.4	13.7	20.0	19.9	8.9	10.6
BeforeJanFeb2013	10.4	16.0	7.5	7.5	7.3	7.9	7.9	8.4	10.7	19.7	25.2	15.7	10.1
AfterOctNov2013	9.6	13.5	7.8	8.0	8.2	9.0	9.4	10.8	16.6	21.9	19.9	9.4	12.3
AfterJanFeb2014	10.8	13.8	7.5	7.7	7.5	7.9	8.3	8.8	11.9	20.6	19.8	12.2	10.6

Route 18b	A19 Outbound Bootham Bar to ORR												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
BeforeOctNov2012	10.6	20.8	8.3	8.4	8.3	9.2	9.3	11.0	16.7	24.9	24.1	10.5	12.9
BeforeJanFeb2013	12.1	20.5	8.2	8.1	8.0	9.0	9.3	9.4	14.4	24.3	30.5	20.4	12.1
AfterOctNov2013	11.0	17.0	8.5	9.3	9.3	10.2	11.6	12.8	19.1	26.4	24.8	14.3	14.4
AfterJanFeb2014	14.3	16.9	8.2	8.3	8.3	9.1	9.9	10.2	14.8	26.5	22.5	13.5	12.8

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.1	-1.2	-0.2	0.3	0.4	0.6	1.1	0.9	1.3	0.7	0.0	0.9	0.8
85%	1.2	-2.5	0.1	0.5	0.7	1.1	1.6	2.4	3.0	1.9	0.0	0.5	1.7
90%	0.4	-3.8	0.2	0.9	1.0	1.0	2.3	1.8	2.4	1.5	0.7	3.8	1.6
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.6	-1.3	0.1	0.3	0.2	0.2	0.0	0.1	0.1	0.8	-3.2	-2.8	0.2
85%	0.5	-2.2	-0.1	0.2	0.2	0.0	0.4	0.4	1.2	0.9	-5.4	-3.5	0.5
90%	2.1	-3.6	0.0	0.2	0.3	0.1	0.6	0.8	0.4	2.3	-7.9	-6.9	0.7

Commentary: A slight worsening is indicated with additional delay being picked up on the approach to Clifton Green. Signal timing changes on Water End that were made during December 2013 seem to have been effective in reducing the level of delay both during the trial period and the PM peak – after 17:00.

## Route 19a:

Route 19a	Malton Road Inbound to Monk Bar												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.5	8.8	7.4	7.2	7.2	7.6	7.2	7.4	7.7	8.4	9.4	7.9	7.6
Before Jan/Feb 2013	7.2	8.9	7.2	7.1	7.5	7.1	7.8	7.1	7.6	8.5	8.8	7.3	7.5
After Oct/Nov 2013	7.2	9.0	7.6	7.3	7.5	7.6	7.7	7.5	7.8	8.7	9.9	7.9	7.8
After Jan/Feb 2014	7.4	9.6	7.8	7.3	7.4	7.4	7.6	7.5	8.0	8.2	9.2	7.9	7.7

Route 19a	Malton Road Inbound to Monk Bar												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.1	11.7	9.7	9.0	9.1	9.3	9.4	9.5	10.1	11.1	13.3	10.2	9.7
Before Jan/Feb 2013	9.2	13.2	9.4	9.1	9.2	9.1	9.7	9.4	9.7	11.4	12.1	9.4	9.7
After Oct/Nov 2013	9.1	12.3	9.5	9.4	9.8	9.9	10.4	9.8	10.5	11.8	14.1	10.3	10.3
After Jan/Feb 2014	9.1	12.7	10.0	9.6	9.5	9.9	9.5	9.8	10.5	11.2	13.7	10.3	10.0

Route 19a	Malton Road Inbound to Monk Bar												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.9	13.3	10.6	9.9	10.2	10.0	10.2	10.4	11.2	13.5	15.3	11.3	10.8
Before Jan/Feb 2013	10.0	14.5	10.1	9.8	10.2	9.9	10.9	10.6	11.3	12.9	13.6	10.4	10.9
After Oct/Nov 2013	9.8	13.8	10.6	10.6	10.7	11.5	11.1	10.9	11.8	13.7	15.6	11.5	11.5
After Jan/Feb 2014	10.4	15.4	10.9	10.2	10.4	10.7	10.4	11.2	11.6	12.1	14.7	11.4	11.0

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.3	0.2	0.1	0.1	0.3	0.0	0.5	0.2	0.1	0.3	0.5	0.1	0.2
85%	0.0	0.6	-0.2	0.4	0.7	0.5	1.0	0.4	0.4	0.7	0.8	0.2	0.6
90%	-0.1	0.5	0.0	0.7	0.5	1.5	0.9	0.5	0.6	0.2	0.3	0.2	0.7
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.2	0.7	0.6	0.2	0.0	0.3	-0.2	0.4	0.4	-0.3	0.4	0.5	0.1
85%	0.0	-0.5	0.6	0.5	0.4	0.8	-0.2	0.4	0.7	-0.2	1.6	0.9	0.3
90%	0.4	0.9	0.8	0.4	0.2	0.8	-0.6	0.6	0.3	-0.8	1.1	1.0	0.1

Commentary: Unchanged.

## Route 19b:

Route 20a	Burtonstone Lane from Chrichton Ave												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	4.8	7.5	4.8	4.7	5.1	5.5	5.0	5.4	7.2	9.8	8.9	5.5	6.2
Before Jan/Feb 2013	5.3	7.2	5.2	4.5	4.7	4.9	4.8	5.2	5.9	8.2	8.5	6.1	5.5
After Oct/Nov 2013	5.2	8.5	5.2	4.9	5.1	5.1	5.6	6.4	8.0	9.7	9.8	7.2	6.5
After Jan/Feb 2014	4.9	8.1	4.7	4.7	5.4	4.8	5.1	5.7	6.7	8.2	8.8	7.4	5.9

Route 20a	Burtonstone Lane from Chrichton Ave												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.0	11.0	5.8	5.8	6.5	6.8	6.4	7.1	10.4	16.7	15.3	6.7	8.7
Before Jan/Feb 2013	7.9	10.3	6.4	5.5	6.0	5.9	5.9	6.6	8.2	13.2	10.8	7.5	7.5
After Oct/Nov 2013	6.5	13.3	6.7	5.8	6.6	6.1	7.2	10.4	13.7	17.1	16.5	12.4	9.9
After Jan/Feb 2014	6.7	12.6	5.6	6.0	6.4	6.0	6.2	6.8	9.9	14.0	13.4	12.5	8.1

Route 20a	Burtonstone Lane from Chrichton Ave												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.2	12.3	6.8	6.5	7.7	7.9	7.8	8.2	12.5	18.0	17.3	8.9	10.0
Before Jan/Feb 2013	8.4	12.8	7.7	6.5	7.0	6.8	6.3	8.3	9.5	15.5	12.2	8.4	8.7
After Oct/Nov 2013	7.3	14.5	8.3	6.6	7.0	6.9	10.0	12.3	14.8	19.0	18.2	14.2	11.3
After Jan/Feb 2014	7.5	14.5	6.3	6.7	7.3	6.6	7.4	8.3	10.3	15.7	14.7	14.5	9.1

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.4	1.1	0.4	0.2	0.0	-0.4	0.6	0.9	0.8	-0.1	0.9	1.7	0.3
85%	0.5	2.4	0.9	0.0	0.1	-0.7	0.8	3.4	3.3	0.4	1.2	5.6	1.1
90%	0.1	2.2	1.5	0.0	-0.7	-0.9	2.2	4.1	2.4	1.0	0.9	5.3	1.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.4	1.0	-0.5	0.2	0.8	0.0	0.3	0.5	0.8	0.0	0.3	1.3	0.4
85%	-1.2	2.3	-0.9	0.5	0.4	0.1	0.3	0.2	1.7	0.8	2.6	5.0	0.6
90%	-0.8	1.7	-1.3	0.2	0.3	-0.2	1.1	0.1	0.8	0.2	2.5	6.1	0.4

Commentary: A slight worsening during the afternoon – overall volumes of traffic are similar but more traffic turning right towards Clifton Green and a more free flowing Bootham seems the likely cause.

## Route 20b:

Route 20b	Burtonstone Lane to Chrichton Ave / Wigginton Rd												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.3	9.4	5.8	5.9	6.4	7.1	6.7	6.7	9.2	13.4	12.4	8.6	8.1
Before Jan/Feb 2013	5.6	7.8	5.7	5.3	5.4	5.4	5.5	7.5	9.3	12.0	8.8	9.7	7.3
After Oct/Nov 2013	5.6	7.4	5.7	4.9	5.5	5.8	5.4	5.9	8.4	7.4	8.2	6.4	6.3
After Jan/Feb 2014	5.3	7.8	5.5	5.1	5.2	5.0	5.2	5.2	6.0	7.8	6.7	5.6	5.7

Route 20b	Burtonstone Lane to Chrichton Ave / Wigginton Rd												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.3	12.6	7.7	7.5	9.4	11.0	8.2	9.3	13.4	21.9	19.5	14.3	11.8
Before Jan/Feb 2013	7.7	9.9	6.8	6.5	6.8	6.9	7.5	8.1	14.0	16.3	11.5	10.5	9.7
After Oct/Nov 2013	7.1	9.0	7.6	6.0	7.3	8.8	7.2	7.9	12.9	10.8	10.8	8.5	8.9
After Jan/Feb 2014	5.7	10.6	7.6	6.6	6.3	6.2	6.5	6.8	8.3	10.9	9.9	7.3	7.4

Route 20b	Burtonstone Lane to Chrichton Ave / Wigginton Rd												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.1	15.2	9.4	8.7	12.5	13.8	9.4	11.2	14.6	24.0	22.9	15.7	13.8
Before Jan/Feb 2013	7.8	15.0	7.6	7.0	7.1	7.3	8.5	19.1	22.1	22.5	22.1	24.3	13.9
After Oct/Nov 2013	8.9	11.9	8.3	6.8	8.1	10.7	7.9	8.8	19.6	11.9	13.9	9.8	10.8
After Jan/Feb 2014	6.0	13.7	8.6	6.9	7.2	6.6	7.0	7.4	9.5	11.4	10.6	9.4	8.1

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.2	-2.1	-0.2	-1.0	-0.8	-1.4	-1.3	-0.9	-0.7	-6.0	-4.2	-2.2	-1.8
85%	0.8	-3.6	-0.2	-1.4	-2.1	-2.2	-1.0	-1.4	-0.5	-11.1	-8.7	-5.7	-2.9
90%	1.8	-3.2	-1.1	-1.9	-4.4	-3.1	-1.5	-2.4	5.0	-12.1	-8.9	-5.9	-3.0
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.4	0.0	-0.2	-0.1	-0.2	-0.4	-0.3	-2.2	-3.3	-4.2	-2.1	-4.2	-1.6
85%	-2.0	0.7	0.8	0.1	-0.5	-0.7	-1.0	-1.2	-5.7	-5.4	-1.6	-3.2	-2.2
90%	-1.8	-1.4	1.1	-0.1	0.2	-0.7	-1.6	-11.7	-12.6	-11.1	-11.5	-14.9	-5.8

## Commentary:

A significant improvement during the PM.

## Route 21a:

Route 21a	Hull Road to Malton Road via Tang Hall Lane												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	4.4	5.9	5.2	4.5	4.7	5.0	4.9	4.6	4.8	5.2	5.9	5.2	4.8
Before Jan/Feb 2013	4.5	5.5	4.5	4.2	4.2	4.2	4.4	4.3	4.8	5.0	5.4	4.9	4.5
After Oct/Nov 2013	4.6	6.6	4.8	4.6	4.4	4.5	4.4	4.4	4.8	4.9	5.5	4.7	4.6
After Jan/Feb 2014	4.7	6.0	4.4	4.2	4.2	4.3	4.2	4.4	4.8	4.9	5.2	4.5	4.4

Route 21a	Hull Road to Malton Road via Tang Hall Lane												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.8	8.7	7.5	5.8	6.0	6.5	6.5	5.9	6.6	7.2	8.3	6.3	6.4
Before Jan/Feb 2013	6.3	8.0	6.3	5.5	5.7	5.5	5.7	5.7	6.6	7.2	7.4	6.1	6.0
After Oct/Nov 2013	7.1	9.3	6.4	6.2	6.0	5.9	6.3	5.8	6.8	7.0	7.3	6.5	6.3
After Jan/Feb 2014	7.2	9.0	6.0	5.5	5.5	5.9	5.5	5.9	6.3	7.0	7.4	5.9	6.0

Route 21a	Hull Road to Malton Road via Tang Hall Lane												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.9	9.5	8.0	6.9	6.8	7.7	7.5	7.1	7.7	8.4	10.2	6.7	7.5
Before Jan/Feb 2013	7.5	9.2	6.9	6.3	6.2	6.5	6.3	6.6	7.3	8.0	8.1	7.3	6.8
After Oct/Nov 2013	7.9	10.1	7.7	7.2	6.7	6.9	7.0	6.5	8.1	7.8	8.6	7.1	7.2
After Jan/Feb 2014	7.9	10.0	6.7	6.3	6.2	6.5	6.1	6.4	7.4	7.9	8.2	6.3	6.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.2	0.7	-0.4	0.0	-0.3	-0.6	-0.5	-0.2	0.0	-0.2	-0.4	-0.5	-0.3
85%	1.3	0.6	-1.1	0.4	0.0	-0.6	-0.2	-0.2	0.1	-0.2	-0.9	0.2	-0.1
90%	1.0	0.6	-0.3	0.3	-0.1	-0.9	-0.5	-0.6	0.4	-0.6	-1.6	0.3	-0.3
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.2	0.5	-0.1	0.0	-0.1	0.0	-0.1	0.2	0.0	-0.1	-0.2	-0.4	0.0
85%	0.9	1.0	-0.4	0.1	-0.1	0.4	-0.2	0.2	-0.3	-0.3	0.0	-0.3	0.0
90%	0.4	0.8	-0.2	-0.1	-0.1	0.0	-0.2	-0.2	0.1	-0.1	0.1	-1.0	-0.1

Commentary:

Unchanged.



## Route 21b:

Route 21b	Malton Road to Hull Road via Tang Hall Lane												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	4.2	6.2	4.9	4.8	4.9	5.4	5.1	5.3	5.7	6.4	5.7	5.6	5.4
Before Jan/Feb 2013	4.5	6.1	5.0	4.6	4.8	5.2	5.0	5.1	5.7	6.2	6.6	5.6	5.3
After Oct/Nov 2013	4.9	7.1	5.4	5.3	5.1	5.3	5.3	5.2	6.0	7.1	6.6	6.5	5.6
After Jan/Feb 2014	5.2	8.2	5.0	5.1	5.1	5.1	5.0	5.0	6.2	5.7	5.6	5.3	5.3

Route 21b	Malton Road to Hull Road via Tang Hall Lane												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	5.8	8.7	6.4	6.3	6.4	6.6	6.6	6.7	7.7	8.5	7.5	7.4	7.0
Before Jan/Feb 2013	6.9	8.6	6.5	5.9	6.5	6.3	6.5	6.8	7.2	8.3	9.1	7.1	6.9
After Oct/Nov 2013	7.0	10.6	7.3	7.0	6.8	6.8	6.6	6.9	8.1	10.8	8.4	9.7	7.6
After Jan/Feb 2014	6.5	10.2	6.8	6.5	6.7	7.0	6.5	6.2	8.4	8.2	7.4	7.6	7.1

Route 21b	Malton Road to Hull Road via Tang Hall Lane												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.3	9.2	7.0	6.8	7.2	7.0	7.4	7.1	8.5	9.1	9.0	8.1	7.7
Before Jan/Feb 2013	7.3	9.2	8.4	6.2	7.1	6.8	6.9	7.1	8.3	10.3	10.7	8.0	7.6
After Oct/Nov 2013	7.9	11.1	7.7	8.5	7.2	7.5	7.5	7.2	8.8	11.1	10.7	10.5	8.2
After Jan/Feb 2014	6.9	15.2	7.9	8.0	7.2	7.2	6.7	6.8	9.1	8.8	8.8	8.1	7.7

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.7	1.0	0.5	0.5	0.3	0.0	0.2	-0.1	0.3	0.7	0.9	1.0	0.3
85%	1.2	1.9	0.9	0.7	0.4	0.2	0.0	0.2	0.4	2.3	1.0	2.3	0.6
90%	1.6	2.0	0.8	1.7	0.0	0.4	0.1	0.1	0.3	2.0	1.7	2.4	0.6
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.7	2.1	0.0	0.6	0.2	-0.1	0.0	-0.1	0.5	-0.5	-1.0	-0.3	0.0
85%	-0.4	1.6	0.3	0.6	0.2	0.7	-0.1	-0.6	1.2	-0.1	-1.7	0.6	0.3
90%	-0.4	6.0	-0.5	1.8	0.1	0.4	-0.1	-0.3	0.8	-1.6	-2.0	0.1	0.0

## Commentary:

A slight worsening Oct, Nov with a slight improvement Jan, Feb.

## Route 22a:

Route 22a	Layerthorpe Inbound to Layerthorpe Br												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	2.4	3.0	3.0	2.9	3.1	2.7	2.8	3.0	3.2	3.1	3.4	3.3	3.0
Before Jan/Feb 2013	2.8	2.8	2.8	2.8	2.9	3.1	2.8	2.7	2.9	3.1	3.1	3.2	2.9
After Oct/Nov 2013	2.7	3.5	3.1	3.4	3.5	3.5	3.3	3.5	3.8	4.3	3.3	2.9	3.6
After Jan/Feb 2014	2.5	3.0	2.9	3.0	3.0	3.1	2.9	3.0	3.2	3.0	3.1	3.1	3.0

Route 22a	Layerthorpe Inbound to Layerthorpe Br												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	3.3	4.2	4.1	3.9	4.1	3.8	3.8	3.9	4.2	4.0	5.1	4.3	4.0
Before Jan/Feb 2013	3.9	3.7	4.1	3.9	4.0	4.1	3.6	3.8	4.0	4.5	4.3	4.7	4.0
After Oct/Nov 2013	3.8	4.6	4.2	4.8	5.0	4.5	4.3	5.4	5.6	4.9	4.8	3.8	5.0
After Jan/Feb 2014	3.8	4.0	3.8	4.0	4.0	4.1	4.1	4.6	4.4	4.1	4.4	4.2	4.2

Route 22a	Layerthorpe Inbound to Layerthorpe Br												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	3.6	4.4	4.3	4.3	4.6	4.4	4.3	4.2	4.3	4.7	5.4	5.1	4.4
Before Jan/Feb 2013	4.0	4.0	4.4	4.2	4.5	4.6	4.4	4.3	4.3	4.6	4.9	4.7	4.4
After Oct/Nov 2013	4.0	5.1	4.5	5.3	5.8	5.1	5.1	5.8	7.1	6.9	5.1	4.3	5.9
After Jan/Feb 2014	4.1	4.7	4.3	4.5	4.5	4.4	4.3	4.8	4.6	4.4	4.7	4.6	4.5

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.3	0.5	0.1	0.5	0.4	0.8	0.5	0.4	0.6	1.2	-0.1	-0.4	0.6
85%	0.5	0.4	0.1	0.9	0.9	0.7	0.6	1.5	1.5	0.9	-0.3	-0.4	1.0
90%	0.4	0.6	0.2	1.0	1.3	0.7	0.9	1.6	2.8	2.2	-0.4	-0.8	1.5
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	-0.3	0.2	0.0	0.2	0.1	0.0	0.1	0.3	0.3	-0.1	0.0	-0.2	0.1
85%	-0.1	0.3	-0.2	0.1	0.0	-0.1	0.4	0.8	0.4	-0.4	0.1	-0.5	0.2
90%	0.2	0.7	-0.2	0.3	0.1	-0.3	-0.1	0.5	0.3	-0.2	-0.1	-0.1	0.1

Commentary: The general worsening in travel times observed during October and November is no longer apparent during January and February.

## Route 23a:

Route 23a	Huntington Road Inbound to Monkgate Roundabout												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.6	9.4	8.3	8.1	8.2	8.1	8.2	8.3	8.6	9.0	9.0	8.4	8.4
Before Jan/Feb 2013	7.7	9.6	8.6	8.1	8.2	8.4	8.0	8.4	8.6	9.1	9.2	8.4	8.4
After Oct/Nov 2013	8.3	10.3	8.6	8.1	8.4	8.4	8.1	8.3	9.0	8.7	9.1	8.5	8.5
After Jan/Feb 2014	8.3	12.2	8.6	8.5	8.2	8.7	8.4	8.9	9.1	9.1	9.5	8.4	8.7

Route 23a	Huntington Road Inbound to Monkgate Roundabout												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.3	11.9	9.6	9.6	9.8	9.7	9.6	10.0	10.8	10.3	11.2	10.3	10.0
Before Jan/Feb 2013	9.2	12.1	10.5	9.5	9.8	9.9	9.8	10.1	10.6	11.1	11.3	9.8	10.2
After Oct/Nov 2013	9.8	13.8	10.4	9.8	10.1	10.2	9.8	10.1	11.2	10.9	11.7	10.3	10.3
After Jan/Feb 2014	9.8	15.2	10.2	9.8	9.8	10.6	10.1	10.5	11.3	11.0	12.0	10.3	10.5

Route 23a	Huntington Road Inbound to Monkgate Roundabout												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.0	13.8	10.7	10.5	10.8	10.6	10.6	11.2	12.2	11.1	12.3	11.2	11.0
Before Jan/Feb 2013	10.2	14.0	11.4	10.4	10.7	10.7	10.6	11.6	12.1	12.4	12.9	10.7	11.3
After Oct/Nov 2013	10.4	15.8	11.5	10.6	11.1	11.5	10.8	11.2	13.1	12.2	13.3	11.5	11.6
After Jan/Feb 2014	10.4	19.6	11.7	10.7	10.8	11.9	11.5	12.1	12.8	13.2	13.4	11.9	12.0

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.7	0.9	0.3	0.1	0.2	0.3	-0.1	0.0	0.4	-0.3	0.1	0.0	0.1
85%	0.5	1.9	0.7	0.2	0.3	0.5	0.2	0.1	0.4	0.7	0.5	0.0	0.3
90%	0.4	2.0	0.8	0.1	0.4	0.9	0.2	0.0	0.9	1.1	1.0	0.3	0.5
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	0.6	2.5	0.0	0.3	0.1	0.3	0.4	0.5	0.5	0.0	0.3	0.0	0.3
85%	0.5	3.1	-0.4	0.3	0.0	0.7	0.3	0.5	0.7	-0.1	0.7	0.6	0.3
90%	0.2	5.6	0.3	0.3	0.1	1.3	0.9	0.5	0.7	0.8	0.5	1.2	0.7

## Commentary:

Little change during the period of the restriction.

## Route 24a:

Route 24a	Haxby Road Inbound to LMW junction												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.4	10.7	10.3	10.2	8.4	9.4	10.3	9.9	9.3	9.0	9.4	8.7	9.5
Before Jan/Feb 2013	7.8	10.0	9.2	9.0	8.7	8.7	9.2	9.5	9.6	8.6	9.9	8.2	9.1
After Oct/Nov 2013	7.9	10.8	9.4	8.9	8.3	8.1	8.4	8.8	8.8	9.4	11.7	9.8	8.6
After Jan/Feb 2014	9.2	13.0	10.3	9.5	8.4	8.9	8.8	8.9	9.4	10.4	11.8	9.6	9.2

Route 24a	Haxby Road Inbound to LMW junction												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	9.6	14.5	14.2	15.9	11.8	12.7	17.2	13.7	13.0	12.9	12.8	11.3	13.8
Before Jan/Feb 2013	9.0	13.7	12.6	13.7	11.0	11.5	13.8	12.7	13.5	11.1	13.2	11.8	12.4
After Oct/Nov 2013	10.3	13.9	12.0	11.7	11.4	11.8	10.9	13.1	11.1	12.3	17.3	14.6	11.8
After Jan/Feb 2014	13.1	21.4	14.8	13.0	11.3	12.3	12.3	12.2	12.7	15.8	18.3	14.4	12.8

Route 24a	Haxby Road Inbound to LMW junction												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	10.9	19.3	17.5	17.6	13.3	16.9	19.1	17.5	14.5	14.4	14.5	13.4	16.1
Before Jan/Feb 2013	9.8	16.6	14.0	14.2	14.6	13.6	17.3	15.8	16.6	13.0	16.0	13.0	15.1
After Oct/Nov 2013	12.1	17.4	14.7	13.6	12.9	12.9	12.5	14.5	12.8	15.1	20.7	16.4	13.5
After Jan/Feb 2014	15.5	26.9	16.9	16.5	14.2	14.2	15.3	14.5	15.1	19.3	21.8	18.2	15.5

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	0.5	0.1	-0.9	-1.3	-0.1	-1.3	-2.0	-1.1	-0.6	0.4	2.3	1.1	-0.8
85%	0.7	-0.6	-2.2	-4.2	-0.4	-0.9	-6.4	-0.6	-1.9	-0.6	4.4	3.3	-2.0
90%	1.2	-1.8	-2.7	-4.0	-0.4	-4.0	-6.6	-3.0	-1.6	0.7	6.2	3.0	-2.6
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.5	3.0	1.2	0.5	-0.3	0.2	-0.5	-0.6	-0.2	1.8	1.9	1.4	0.1
85%	4.1	7.7	2.3	-0.7	0.3	0.8	-1.4	-0.5	-0.8	4.7	5.1	2.6	0.4
90%	5.7	10.4	2.9	2.3	-0.4	0.6	-2.0	-1.3	-1.5	6.2	5.8	5.2	0.4

## Commentary:

Significant improvement in journey times somewhat less pronounced during the January/February part of the trial.

## Route 29a:

Route 29a	Bishopthorpe Rd to Micklegate via Nunnery Ln												
Average	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	4.1	7.3	5.8	4.7	4.9	4.1	4.2	5.1	6.3	6.5	6.1	4.6	5.1
Before Jan/Feb 2013	3.8	6.9	4.5	4.7	5.6	5.3	5.2	5.7	7.7	5.5	5.4	4.3	5.7
After Oct/Nov 2013	3.9	8.1	5.3	5.8	5.5	4.9	4.5	5.1	6.0	5.4	6.7	4.1	5.3
After Jan/Feb 2014	5.1	8.5	5.5	3.9	4.5	4.3	3.4	4.6	5.6	4.8	4.8	3.8	4.5

Route 29a	Bishopthorpe Rd to Micklegate via Nunnery Ln												
85%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	6.4	13.7	8.8	8.1	7.9	6.3	6.3	7.6	10.1	9.8	8.9	7.6	8.0
Before Jan/Feb 2013	6.2	11.5	6.3	7.7	8.5	7.9	7.3	8.4	14.0	7.5	6.9	6.3	8.8
After Oct/Nov 2013	5.0	13.9	8.2	8.3	8.7	5.9	5.9	7.2	9.3	8.1	9.7	5.5	7.6
After Jan/Feb 2014	6.6	15.8	9.3	5.6	6.5	6.6	4.8	6.1	8.7	7.4	7.8	5.5	6.6

Route 29a	Bishopthorpe Rd to Micklegate via Nunnery Ln												
90%ile	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before Oct/Nov 2012	7.9	15.8	10.0	8.5	8.9	7.4	7.3	8.5	11.8	13.2	13.1	8.9	9.4
Before Jan/Feb 2013	7.3	14.5	8.1	8.0	11.4	8.8	8.7	9.1	16.9	8.6	8.6	6.9	10.4
After Oct/Nov 2013	6.6	17.8	12.3	11.3	10.7	8.3	8.4	9.5	13.1	11.6	12.1	7.0	10.3
After Jan/Feb 2014	15.4	18.8	12.5	6.8	8.1	7.4	5.5	8.4	9.8	8.4	8.8	6.4	7.9

Differences:	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	10:30 to 17:00
Before trial Oct, Nov 2012 compared to during trial Oct, Nov 2013													
Average	-0.2	0.7	-0.4	1.0	0.6	0.7	0.3	0.0	-0.3	-1.1	0.6	-0.5	0.1
85%	-1.4	0.1	-0.6	0.1	0.8	-0.4	-0.4	-0.3	-0.9	-1.6	0.8	-2.1	-0.4
90%	-1.3	2.0	2.2	2.7	1.8	0.9	1.1	1.0	1.3	-1.6	-1.0	-1.8	0.9
Before trial Jan, Feb 2013 compared to during trial Jan, Feb 2014													
Average	1.3	1.6	1.0	-0.7	-1.2	-1.0	-1.7	-1.1	-2.1	-0.8	-0.6	-0.4	-1.3
85%	0.3	4.4	2.9	-2.1	-2.0	-1.3	-2.5	-2.3	-5.3	-0.1	0.9	-0.9	-2.2
90%	8.0	4.3	4.4	-1.2	-3.3	-1.4	-3.2	-0.8	-7.0	-0.2	0.2	-0.5	-2.5

Commentary: Journey time improvements observed on Nunnery Lane approach to Micklegate Bar – far more pronounced during the January / February period of monitoring.

**Annex B3: Bus reliability and journey times:**

Reliability data from First Group:

	Service	Starting on time	On time at intermediary stops
2013/14	1	92.9%	83.4%
	2	94.1%	72.9%
	5	95.6%	90.5%
	6	95.3%	88.1%
	Network	93.6%	83.8%
		Starting on time	On time at intermediary stops
2012/13	1	89.5%	78%
	2	92.9%	63.9%
	5	92.1%	78.4%
	6	90.2%	76.7%
	Network	90.1%	76.3%
		Starting on time	On time at intermediary stops
YOY change	1	3.4%	5.4%
	2	1.2%	9.0%
	5	3.5%	12.1%
	6	5.1%	11.4%
	Network	3.5%	7.5%

**Bus Journey Time Data from Operator Reports:**

Service 1	Chapelfields Shops (32900321)	Rail Station Stop A (32900140)	Station Avenue (32900130)	Theatre Royal C (32900121)	New Earswick Shops (32900645)	J. Rowntree School (32900640)	Wigginton Mill Lane (32900545)
Before	0.00	18.98	20.72	26.56	37.06	39.49	51.80
During	0.00	19.12	20.87	26.23	37.15	39.72	52.19
Difference	0.00	0.15	0.16	-0.33	0.09	0.23	0.39

Service 1	Wigginton Mill Lane (32900545)	Rowan Avenue (32900642)	Theatre Royal B (32900123)	Station Road Stop A (32900126)	Rail Station Stop F (32900133)	Acomb Shops (32900028)	Chapelfields Shops (32900321)
Before	0.00	16.29	34.47	36.45	39.20	50.95	54.79
During	0.00	16.60	33.12	35.46	37.89	49.40	53.55
Difference	0.00	0.30	-1.35	-0.99	-1.31	-1.55	-1.24

Service 6	Heslington East B (32903608)	Redbarn Drive (32901016)	Alcuin Avenue West (32900293)	Rougier St Stop F (32900095)	Burton Green West (32901621)	Clifton Moor (32900411)
Before	0.00	2.63	9.65	29.13	45.92	56.71
During	0.00	2.63	11.23	31.50	48.16	59.36
Difference	0.00	0.00	1.58	2.38	2.24	2.66

Service 6	Clifton Moor (32900411)	Burton Green West (32900401)	York Hospital (32900082)	Rougier St Stop A (32900093)	Alcuin Avenue East (32900744)	Galligap Lane (32900307)	Heslington East B (32903608)
Before	0.00	12.00	21.51	35.71	52.19	55.99	64.98
During	0.00	12.11	20.57	35.28	53.09	57.16	62.00
Difference	0.00	0.10	-0.94	-0.43	0.90	1.17	-2.98

\*Note service 6 had route changes between the before and during data and was affected by gas works at the start of the trial.

#### **B4 - Park and Ride travel times in minutes - includes boarding time at stops:**

During Lendal Closure times of 10:30am - 5pm

##### **Into City**

	Sep-12	Sep-13	Oct-12	Oct-13	Nov-12	Nov-13	Dec-12	Dec-13	Jan-13	Jan-14	Feb-13	Feb-14
Service 2 Rawcliffe Bar	19.0	18.2	18.4	19.1	19.9	19.6	19.3	17.8	17.8	18.1	19.0	20.7
Service 3 Askham Bar	13.3	13.2	13.7	12.6	13.7	13.0	15.0	13.0	13.4	12.9	14.0	13.1
Service 7 Designer Line	16.1	15.9	16.9	16.5	16.0	16.6	17.4	16.8	15.6	16.0	16.1	16.6
Service 8 Grimston Bar	17.5	17.4	17.5	18.1	17.8	18.5	18.2	18.0	16.7	17.8	17.2	17.5
Service 9 Monks Cross	9.9	10.0	9.7	10.4	9.8	10.1	10.1	10.4	9.5	9.6	9.3	9.9

##### **Into City**

Differences:	Sept	Oct	Nov	Dec	Jan	Feb
Service 2 Rawcliffe Bar	-0.8	0.7	-0.3	-1.5	0.3	1.7
Service 3 Askham Bar	0.0	-1.0	-0.6	-2.0	-0.5	-0.9
Service 7 Designer Line	-0.2	-0.3	0.5	-0.7	0.3	0.6
Service 8 Grimston Bar	-0.1	0.6	0.7	-0.2	1.1	0.4
Service 9 Monks Cross	0.2	0.7	0.2	0.3	0.2	0.5

**From City**

	Sep-12	Sep-13	Oct-12	Oct-13	Nov-12	Nov-13	Dec-12	Dec-13	Jan-13	Jan-14	Feb-13	Feb-14
Service 2 Rawcliffe Bar	9.2	8.6	9.1	7.8	9.5	8.1	9.2	7.6	9.1	7.7	8.9	8.1
Service 3 Askham Bar	20.6	20.1	20.0	19.7	20.2	20.6	20.8	19.6	20.4	19.1	20.0	19.3
Service 7 Designer Line	22.6	22.5	23.5	24.7	22.7	23.8	22.3	25.4	21.9	22.5	22.5	22.8
Service 8 Grimston Bar	11.4	11.5	11.1	12.0	11.7	12.3	11.3	12.0	10.6	11.3	11.3	11.3
Service 9 Monks Cross	10.5	10.7	10.3	11.1	11.0	11.0	11.4	11.8	10.8	11.6	10.8	11.5

**From City**

Differences:	Sept	Oct	Nov	Dec	Jan	Feb
Service 2 Rawcliffe Bar	-0.5	-1.3	-1.4	-1.6	-1.5	-0.8
Service 3 Askham Bar	-0.6	-0.3	0.3	-1.2	-1.3	-0.7
Service 7 Designer Line	-0.1	1.2	1.1	3.2	0.7	0.2
Service 8 Grimston Bar	0.1	0.8	0.6	0.7	0.8	0.0
Service 9 Monks Cross	0.2	0.8	0.1	0.4	0.8	0.7

**Commentary:**

Park and Ride journey times are a reasonably good proxy for travel times on the radial routes – although bus priority measures will be helping some routes. The results show that the bridge trial has not causing any significant increases in travel time on the radials routes into and out of the city.

February is a quiet month for traffic generally, so the Feb 2013 and Feb 2014 figures are showing general improvements in journey times for buses compared to the busy run up to Christmas and the new year.

Rawcliffe Bar which uses Water End, Leeman Road, Lendal Bridge and Bootham is showing a worsening in its journey time into the city comparing Jan 2013 with Jan 2014. The increases in flow on the A19 due to the ongoing improvement works at the A1237/A59 roundabout seem to be the likely cause of this. Reports of PM peak delays (16:00 to 18:00) are also being actively investigated. The outbound leg is showing an overall improvement with less delays being experienced over Lendal Bridge and at the Bootham/Gillygate junction.



Askam Bar is showing a reduction in travel time inbound and outbound due to less delays at Micklegate Bar resultant from the trial.

Designer Line is effectively unchanged, the trial is not adversely effecting travel times on this route.

Grimston Bar is effectively unchanged, again the trial is not adversely effecting travel times on this route.

Monks Cross is unchanged inbound but is picking up a small amount of additional outbound delay, again due to increases in traffic at the Layerthorpe Bridge junction.

## B5 – Automatic Traffic Count (ATC) Data

Changes in traffic flow vehicles per hour:

	Average all 2012	Sep 2012	Sep 2013	Oct 2012	Oct 2013	Nov 2012	Nov 2013	Dec 2012	Dec 2013
A1237 Bridge	2243	2264	2249 (-15)	2281	2202 (-79)	2264	2137 (-126)	2248	2275 (+27)
Clifton Bridge	1247	1233	1395 (+162)	1242	1431 (+189)	1282	1464 (+182)	1337	1499 (+162)
Foss Islands Road	1517	1468	1654 (+186)	1472	1627 (+155)	1508	1609 (+101)	1579	1639 (+60)
Leeman Road	n/a	619**	590 (-29)	n/a	606 (-13)	n/a	611 (-8)	n/a	650 (+31)
Tadcaster Road	1115	1048	1061 (+13)	1081	1071 (-10)	1104	1095 (-9)	1111	1132 (+21)
A19 Fulford Road	1353	1347	1357 (+10)	1358	1375 (+17)	634	647 (+12)	1450	1441 (-9)
A1079 Hull Road	1074	1069	1066 (-3)	1077	1041 (-36)	1040	973 (-67)	1028	990 (-38)
Boroughbridge Road A59	1090	1071	1036 (-35)	1052	1034 (-18)	1066	984 (-82)	1107	1055 (-52)
A19 Shipton Road	823	819	845 (+26)	862	893 (+31)	434	444 (+26)	863	886 (+23)
Malton Road	1067	1055	1029 (-26)	1072	1056 (-16)	551	549 (-5)	1176	1149 (-27)

	Average all 2012	Jan 2013	Jan 2014	Feb 2013	Feb 2014
A1237 Bridge	2243	2048	2099 (+51)	2234	2124 (-110)
Clifton Bridge	1247	1122	1437 (+315)	1205	1414 (+209)
Foss Islands Road	1517	1435	1565 (+130)	1532	1579 (+47)
Leeman Road	n/a	619**	593 (-26)	619**	594 (-25)
Tadcaster	1115	993	1003	1055	1062

Road			(+10)		(-7)
A19 Fulford Road	1353	1244	1306 (+62)	1327	1327 (0)
A1079 Hull Road	1074	1013	1005 (-8)	1057	1030 (-27)
Boroughbridge Road A59	1090	996	853 (-143)	1075	868 (-207)
A19 Shipton Road	823	815	852 (+37)	789	872 (+83)
Malton Road	1067	1008	1011 (+3)	1033	1021 (+12)

\*Data for schooldays only, for the hours 11:00 and 17:00 and are two-way hourly vehicle flows

\*\*Leeman Road count is from July 2013 – counter installed as part of the monitoring of the trial

\*\*\* Figures in (brackets) indicate change from pre-trial for that month.

### **Commentary:**

The A1237 is showing a reduction in traffic volume Feb 2014 compared to Feb 2013 and is somewhat down on the pre-new year volumes. This seems likely due to the ongoing works to improve the A59 roundabout.

The observed reduction in flows on Boroughbridge Road and corresponding increase on A19 are also likely due to traffic management associated with the A59 roundabout improvement works – including lane closures inbound on the A59.

Water End at Clifton Bridge has a similar level of flow to January 2014 and remains somewhat up on the pre-new year levels. Some additional levels of delay have been observed between Clifton Green and Water End / Salisbury Road. Part of this change seems to be due to the works at the A1237/A59 roundabout - measures to tackle this are being investigated.

Foss Islands Road has shown a further reduction in month on month change in traffic volumes – they are now not far of levels as pre trial. It would be expected that travel times on Foss Islands Road have now returned to those similar to pre-trial. This has been confirmed by control room operators who report an improvement in traffic conditions on Foss Islands Road since the start of January.

Leeman Road, Fulford Road, Tadcaster Road and Malton Road all show little change in average traffic volumes.

**Peak / Average flow level comparisons (two way veh/hr):**

Foss Islands Road:	AM (8:00 to 9:00)	Inter Peak (11:00 to 17:00)	PM (17:00 to 18:00)
February 2014	1404(-8)	1579(+62)	1510(-30)
January 2014	1353(-59)	1565(+48)	1479(+71)
December 2013	1408(-16)	1639(+122)	1504(-35)
November 2013	1417(+5)	1609(+92)	1499(-51)
October 2013	1433(+21)	1627(+110)	1583(+33)
September 2013	1361(-51)	1654(+137)	1604(+54)
Average school day 2012	1412	1517	1550

Water End Clifton Bridge:	AM (8:00 to 9:00)	Inter Peak (11:00 to 17:00)	PM (17:00 to 18:00)
February 2014	1518(+94)	1414(+167)	1442(-97)
January 2014	1569(+145)	1437(+190)	1608(+69)
December 2013	1487(+63)	1499(+252)	1552(+13)
November 2013	1611(+187)	1464(+217)	1616(+77)
October 2013	1537(+113)	1431(+184)	1555(+16)
September 2013	1531(+107)	1395(+148)	1669(+130)
Average school day 2012	1424	1247	1539

**Commentary:**

The figures from January 2014 show that in general the February peak periods have got less busy (apart from Clifton Bridge AM peak). The inter-peak trial periods are still showing elevated traffic levels although the increases are somewhat less than before the new year.

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## Annex C

## Speed Data

	Site number 1		Site number 2	
	South bound	North bound	South bound	North bound
	19.08.13 to 27.08.13		19.08.13 to 27.08.13	
Mean speed (mph)	20.5	19	14.5	17
85 <sup>th</sup> percentile (mph)	26	26	18	20
Mean speed (mph) 10:30am – 5pm	19	15	14	16
Mean speed (mph) 7am – 9am	20.5	19.5	15	17.5
	29.08.13 to 08.09.13		29.08.13 to 08.09.13	
Mean speed (mph)	20.5	20 (+1)	15 (+0.5)	17.5 (+0.5)
85 <sup>th</sup> percentile (mph)	26	26	19 (+1)	21 (+1)
Mean speed (mph) 10:30am – 5pm	18 (-1)	17 (+2)	13 (-1)	16
Mean speed (mph) 7am – 9am	20 (-.5)	19 (-0.5)	15	17.5
	03.12.13 to 12.12.13		03.12.12 to 03.12.13	
Mean speed (mph)	20.5	21.5 (+2.5)	15 (+0.5)	17.5 (+0.5)
85 <sup>th</sup> percentile (mph)	26	27	19 (+1)	21 (+1)
Mean speed (mph) 10:30am – 5pm	19.5 (+0.5)	19.5 (4.5)	13.5 (-0.5)	16.5 (+0.5)
Mean speed (mph) 7am – 9am	17.5 (-3)	20 (+0.5)	15.5 (+0.5)	16.5 (-1)

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## Annex D – Casualty Accident Data

All Casualty Accidents between dates Sept - Dec 2012 and Sept - Dec 2013

### Times - 24 hours

Modes	Lendal Bridge						IRR						Whole of York					
	2012			2013			2012			2013			2012			2013		
	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight
Pedestrians	0	0	1	0	2	2	0	3	11	0	2	8	1	5	22	0	7	20
Pedal Cycles	0	0	8	0	0	2	0	0	24	0	0	20	0	5	62	0	9	48
Cars	0	0	3	0	0	0	0	0	18	0	1	5	0	2	81	0	9	58
Motorcycles	0	0	2	0	0	0	0	0	4	0	2	0	0	10	18	0	6	13
Other	0	0	0	0	0	1	0	0	0	0	0	1	0	1	6	0	0	8
Totals	0	0	14	0	2	5	0	3	57	0	5	34	1	23	189	0	31	147
<b>Severity Grand Total</b>	<b>14</b>			<b>7</b>			<b>60</b>			<b>39</b>			<b>213</b>			<b>178</b>		

### Between Times 10:30 - 17:00 - Lendal Bridge Closure

Modes	Lendal Bridge						IRR						Whole of York					
	2012			2013			2012			2013			2012			2013		
	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight	Fatal	Serious	Slight
Pedestrians	0	0	0	0	0	1	0	0	5	0	0	5	0	1	9	0	2	14
Pedal Cycles	0	0	4	0	0	1	0	0	11	0	0	5	0	1	24	0	4	15
Cars	0	0	0	0	0	0	0	0	6	0	0	2	0	1	35	0	1	29
Motorcycles	0	0	0	0	0	0	0	0	2	0	1	0	0	7	8	0	5	4
Other	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0	7
Totals	0	0	4	0	0	2	0	0	24	0	1	13	0	10	79	0	12	69
<b>Severity Grand Total</b>	<b>4</b>			<b>2</b>			<b>24</b>			<b>14</b>			<b>89</b>			<b>81</b>		

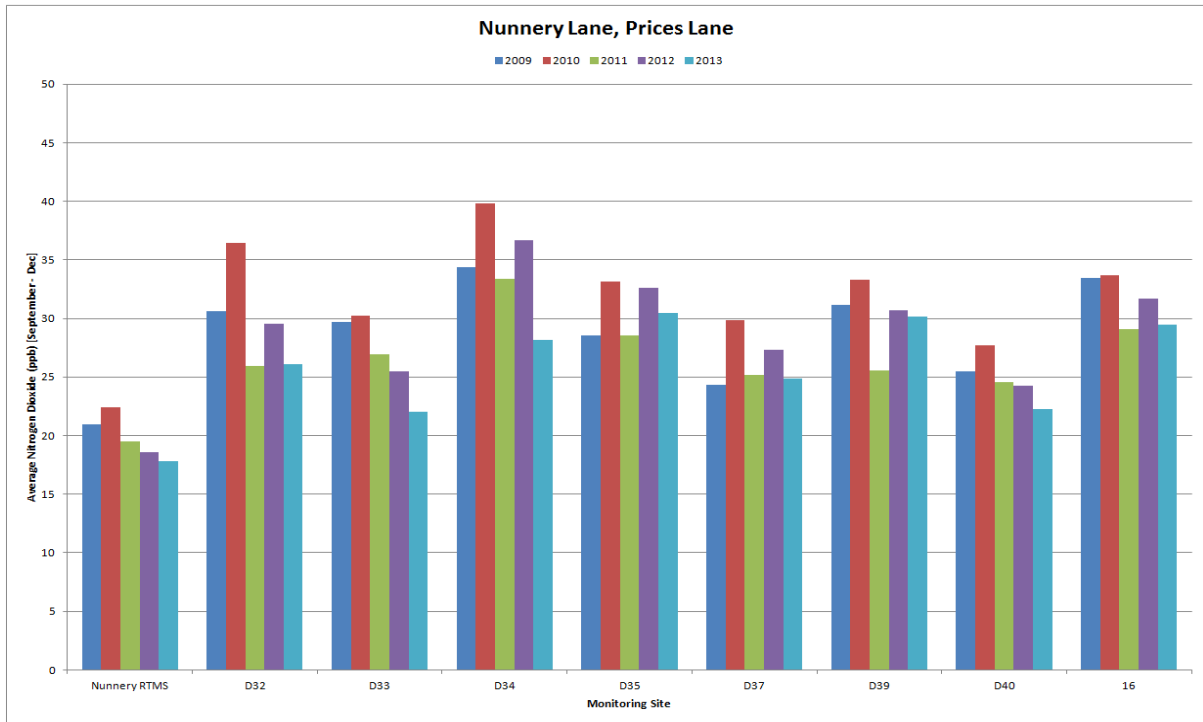
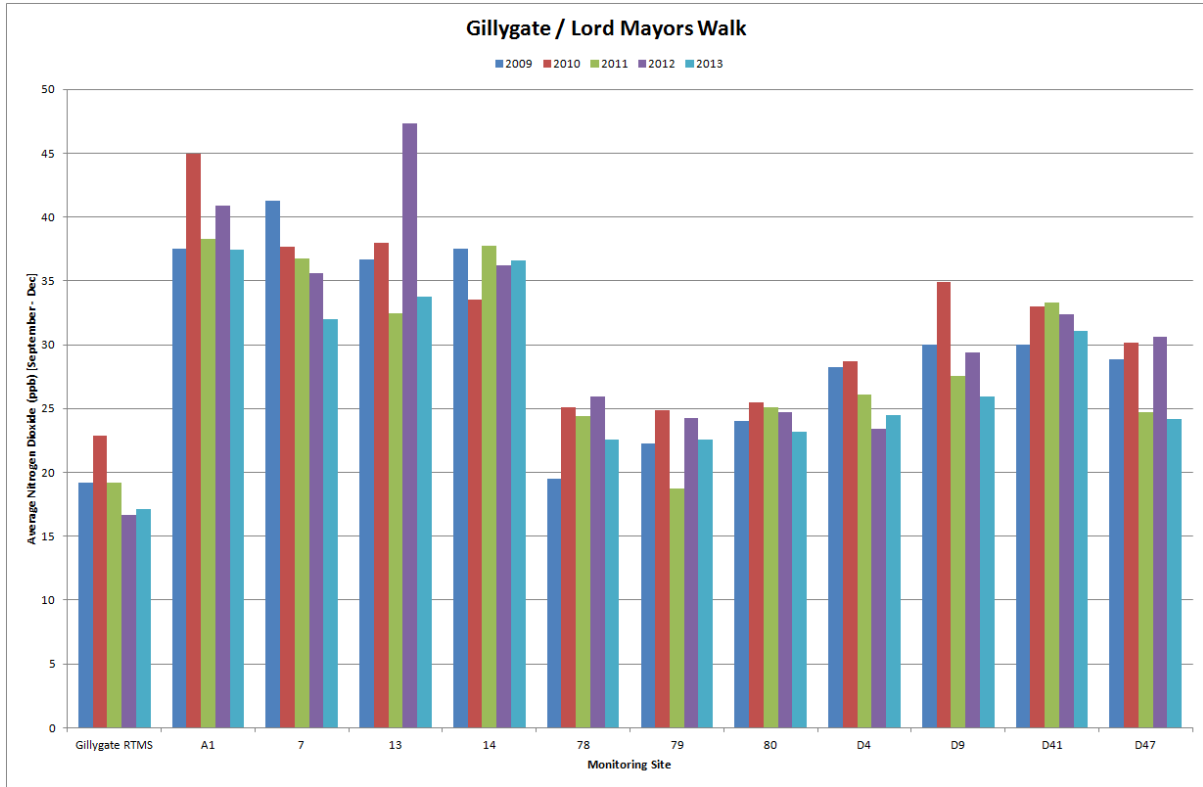
Lendal Bridge = route - from Blossom Street to Clarence Street

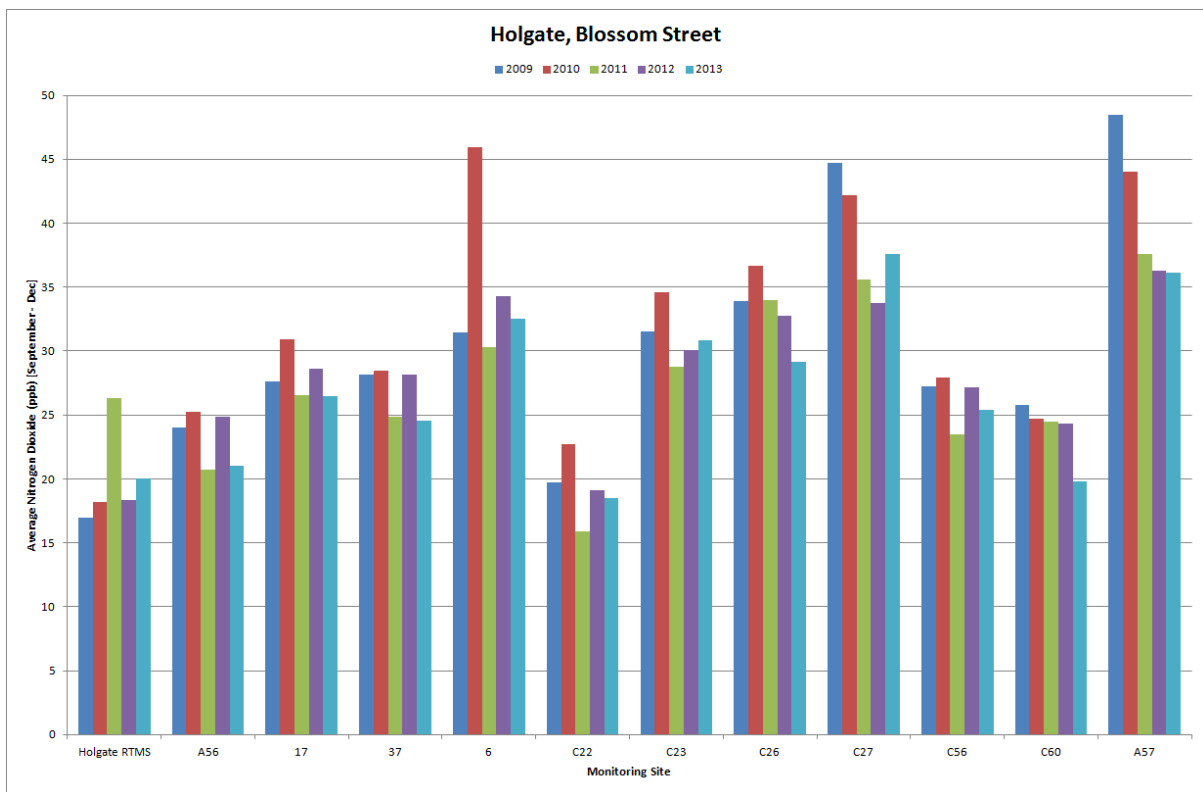
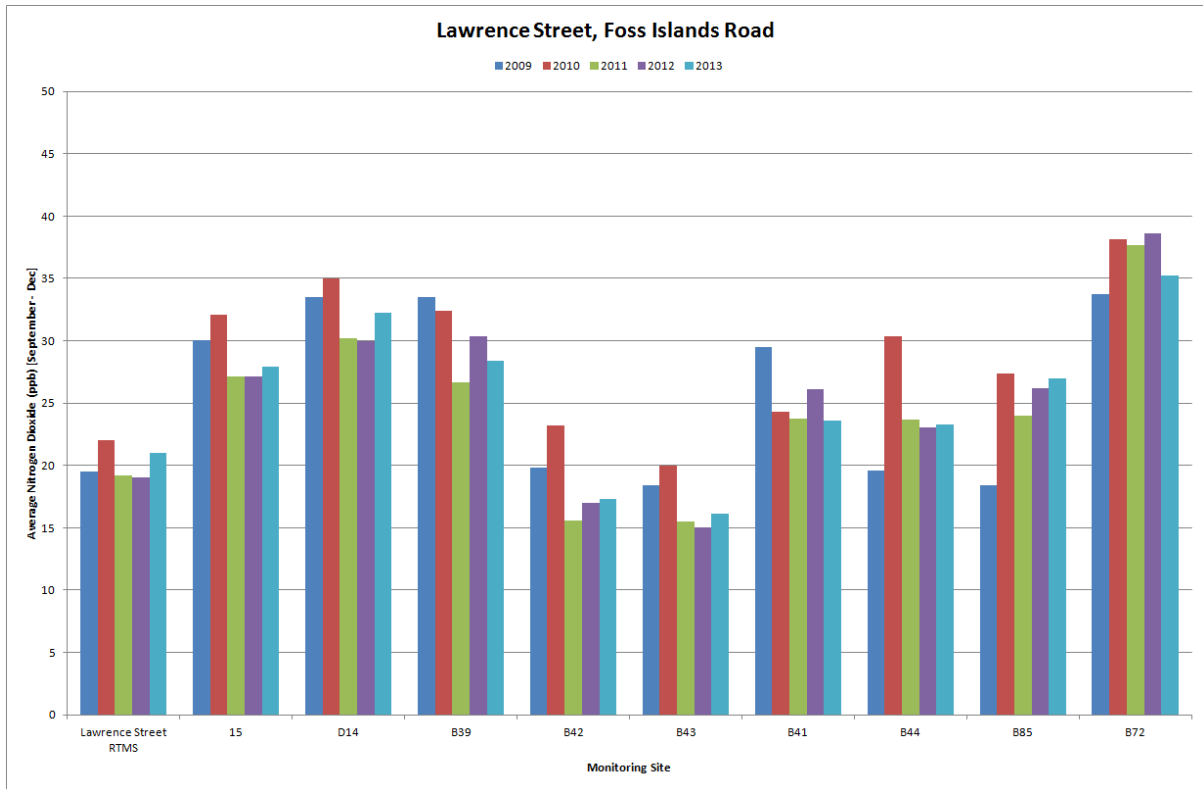
IRR = routes - all displaced traffic routes along IRR including Bootham -Water End- Boroughbridge Road- Poppleton Road - Holgate Road

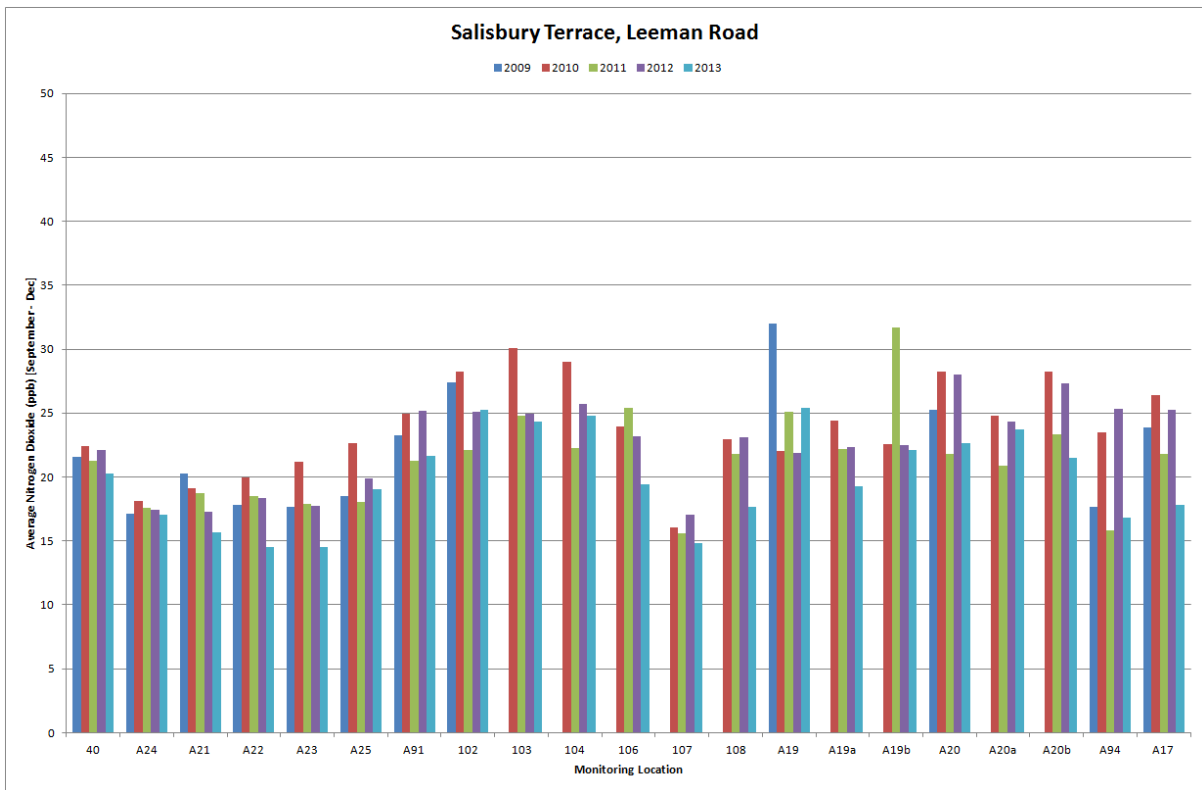
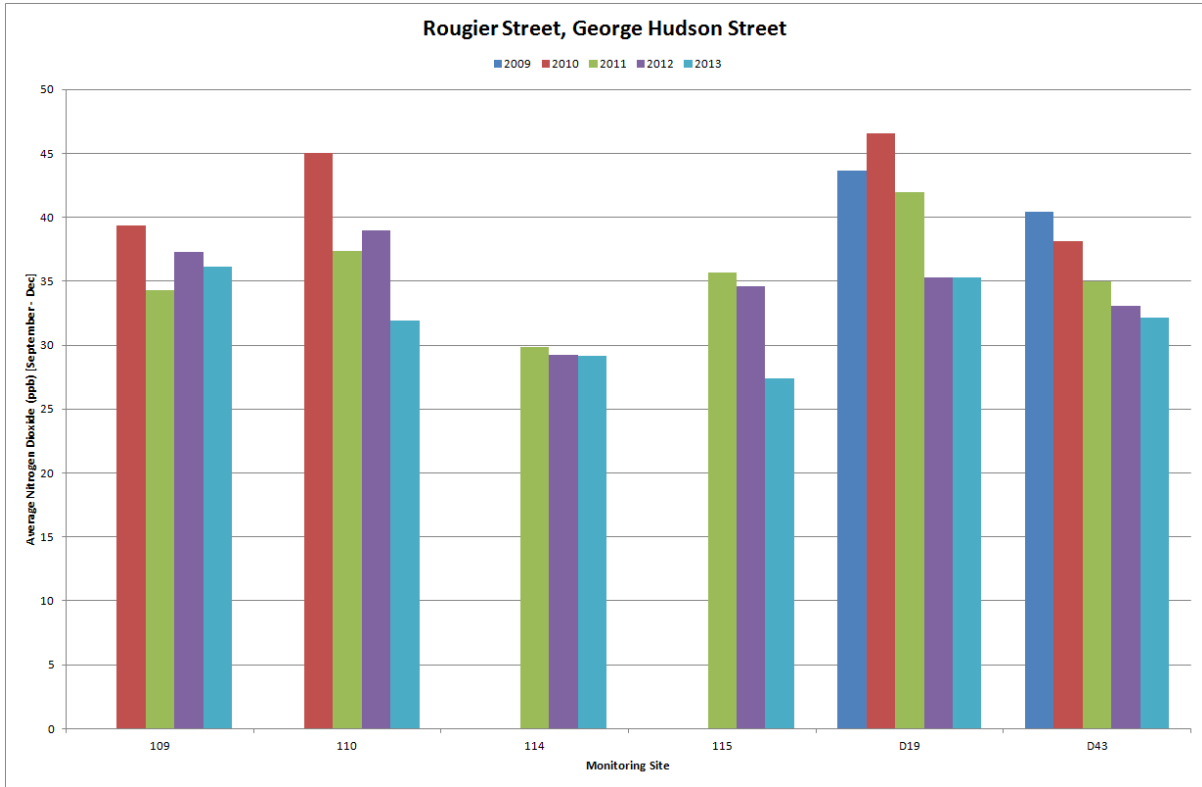


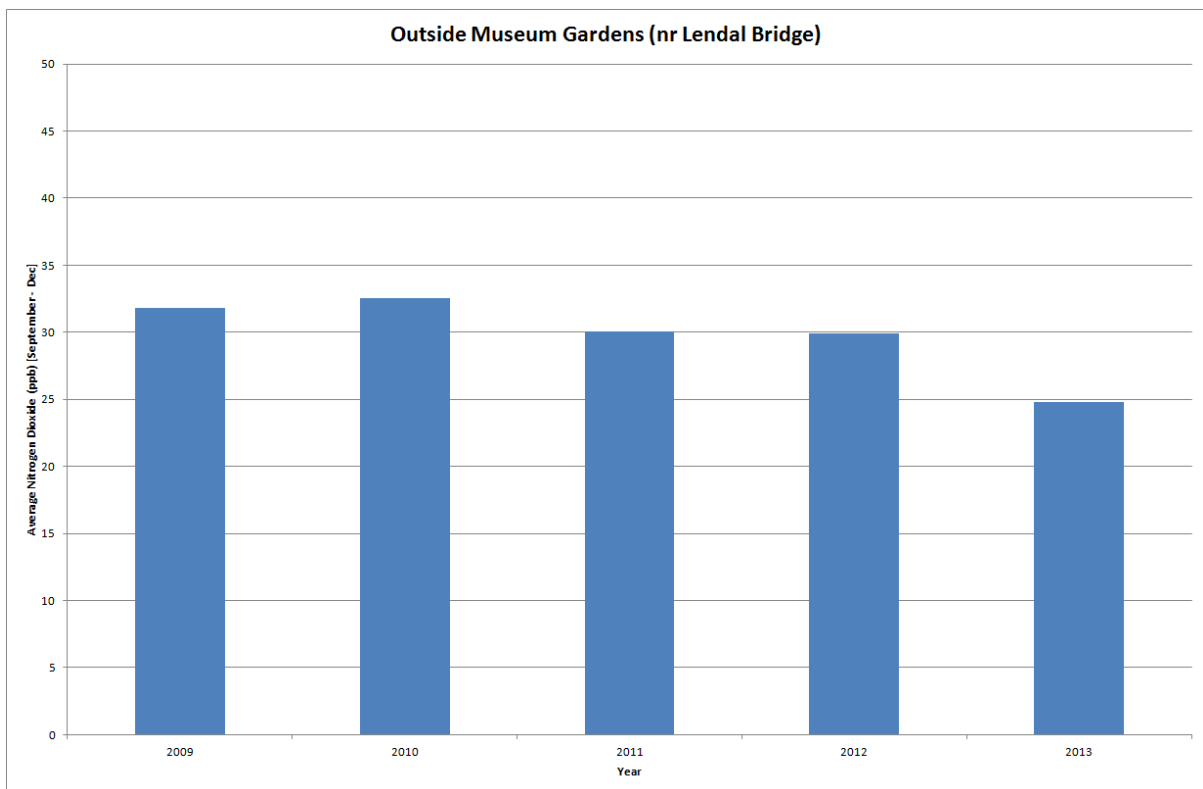
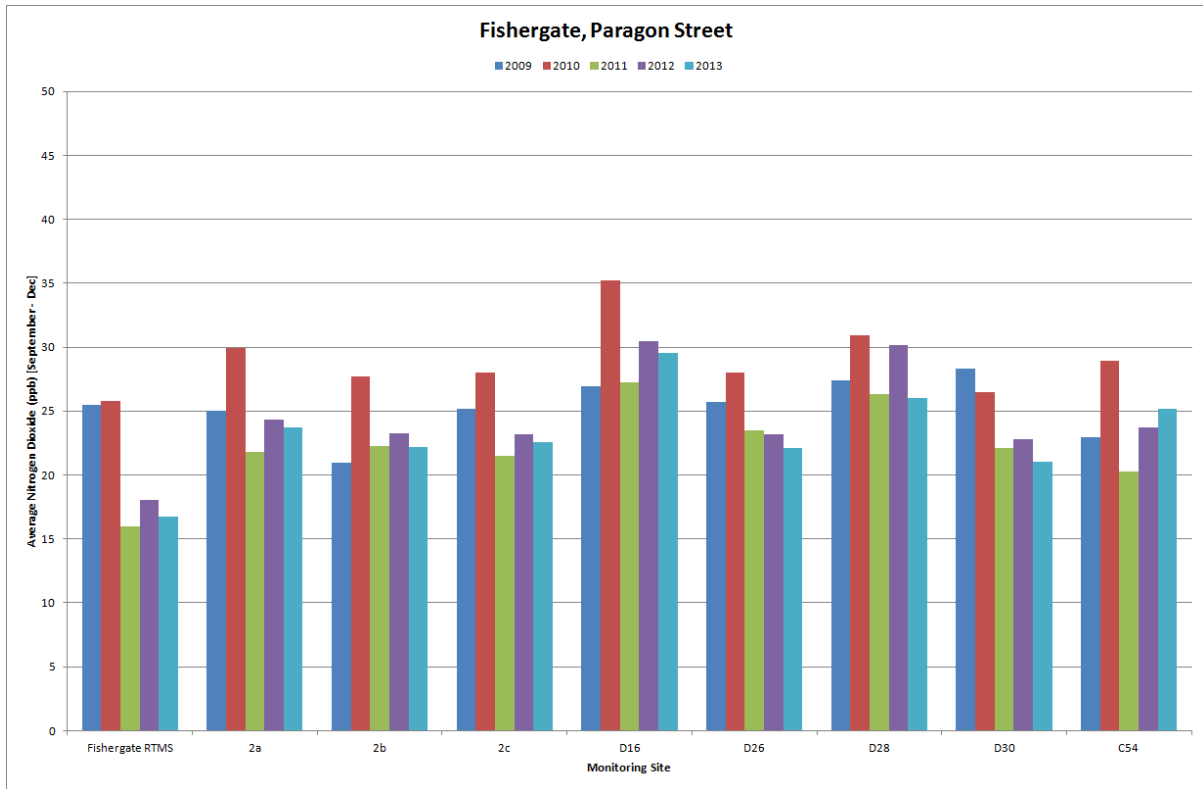
# Annex E – Air Quality Monitoring Data

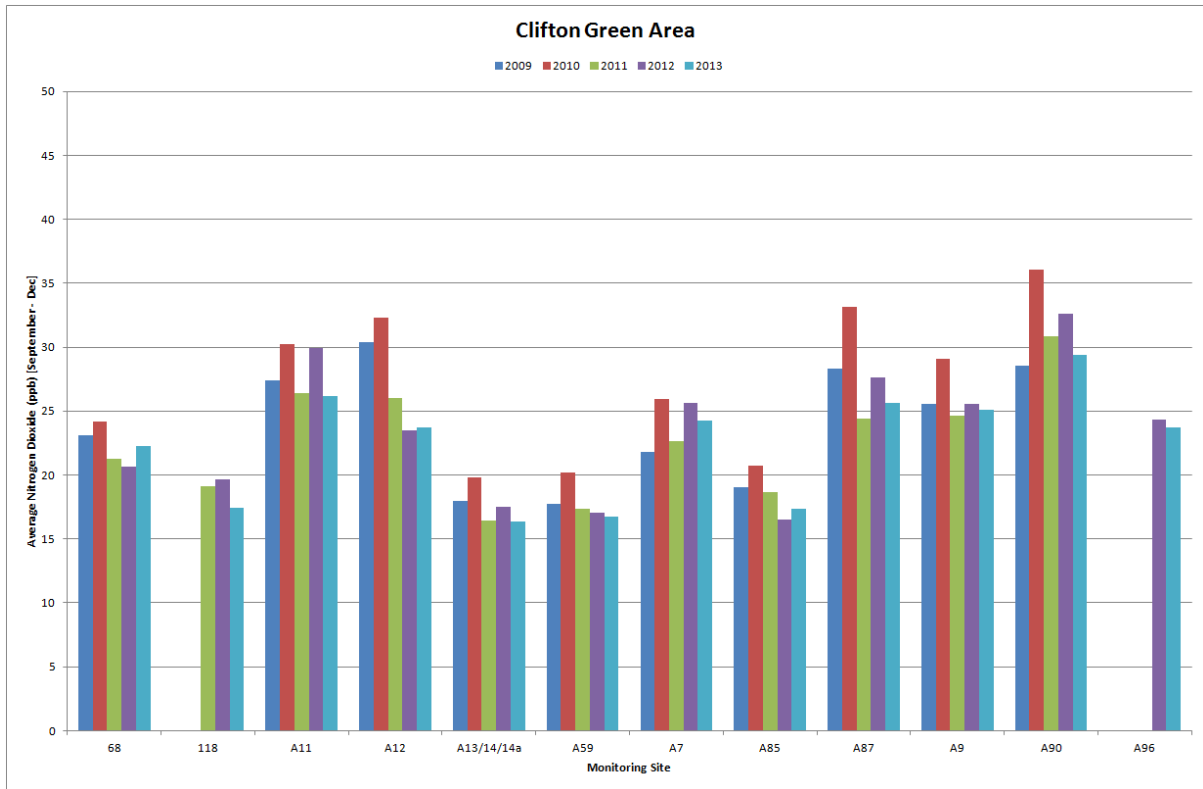
## Tube Monitoring Data



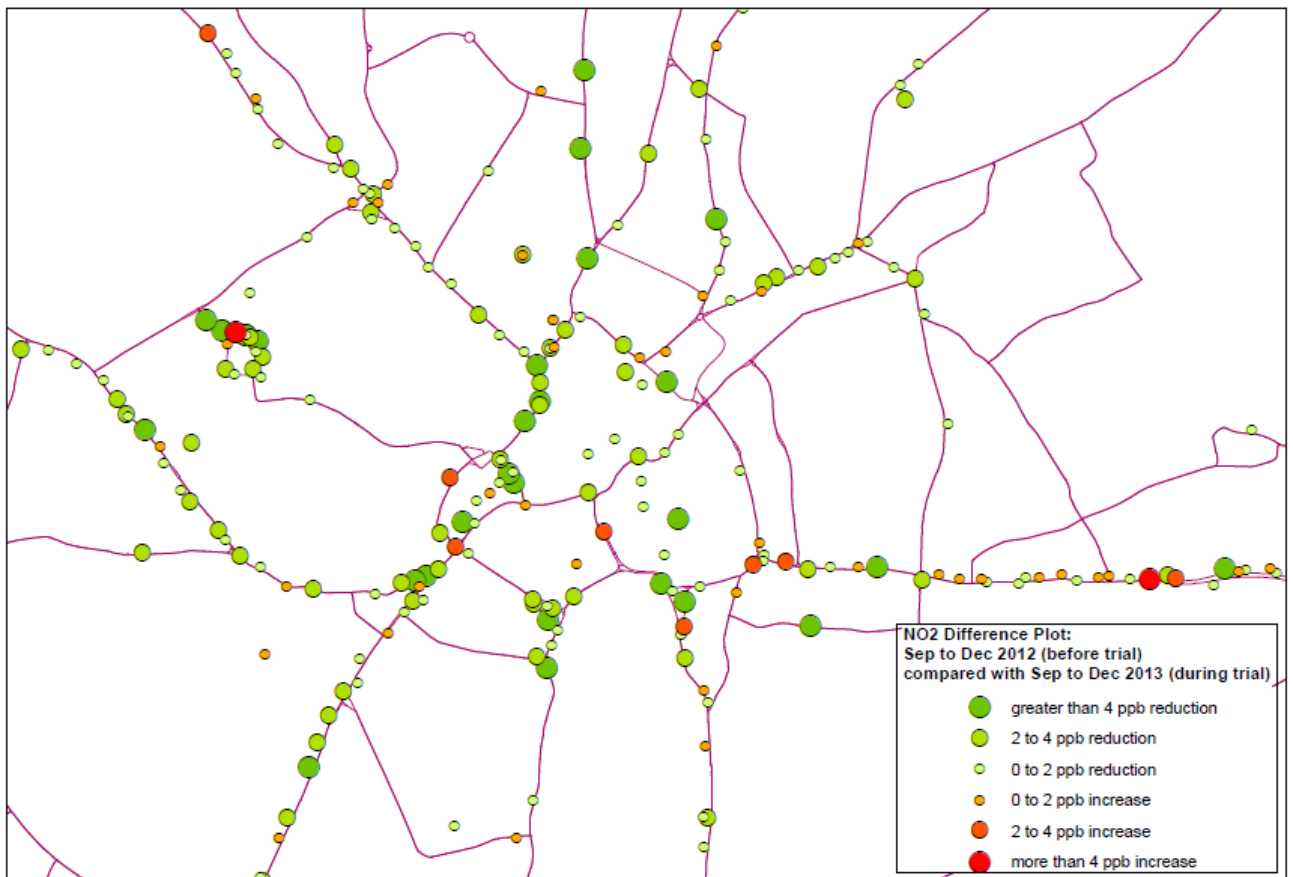








Difference plot of the non-bias adjusted tube monitoring data. This shows the overall improvement 2012 to 2013



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## **Annex F – Summary of Consultation Responses**

1. This Annex summarises the consultation responses collected during the trial period. In summary it includes the following elements.
  - Early public consultation events
  - Email communications, including Sample comments
  - On line and hard copy feedback surveys written responses
  - Business Surveys and general feedback
  - Stakeholder Responses
2. Throughout presentation of the consultation responses we have maintained anonymity by removing person/company names where possible.

## **Lendal Bridge - Public Consultation – Initial Results**

Three public consultation events were held in York city centre. These were:

- Wednesday 7<sup>th</sup> (12:00-19:00hrs) / Thursday 8<sup>th</sup> August (07:30-13:30hrs)
- Wednesday 11<sup>th</sup> (12:00-19:00hrs) / Thursday 12<sup>th</sup> September (07:30-13:30hrs)
- Saturday 5<sup>th</sup> October (10:00-16:00hrs)

The August consultation event was undertaken prior to the implementation of the trial restriction on Lendal Bridge and was predominantly for officers to provide information to the public about the reasons for the trial and details of the restriction and how it would be enforced. A brief feedback form was provided for members of the public to fill in and hand in at the event.

The September and October consultation events were undertaken after the trial restriction was implemented. Officers also provided information regarding the trial and sought feedback. As these events were fairly early in to the start of the trial a brief feedback form was also provided for members of the public to fill in.

More detailed feedback survey forms were subsequently available at CYC's offices, local libraries and on line, with more detailed evaluation of all feedback undertaken.

### **Feedback Forms**

Two key questions were asked at each event to determine the initial thoughts of the public and how the trial restrictions impact on them.

Q1: The impact of the Lendal Bridge Closure on me will be/is:

- Very positive
- Positive
- Neither negative nor positive
- Negative
- Very Negative
- Not affected



Q2: The idea to restrict access for private vehicles to improve public spaces and create a better environment is:

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

The September / October feedback form also asked for information regarding why people come in to York city centre and what mode of travel they use. In all feedback forms space was available for any additional comments that respondents wanted to make. A brief summary of the results of the feedback received is provided below. Details of the further comments are not provided as part of this review.

## **Results**

The number of feedback forms handed back to officers at each event is as follows:

- 7<sup>th</sup>/8<sup>th</sup> August – 74 responses
- 11<sup>th</sup>/12<sup>th</sup> September – 36 responses
- 5<sup>th</sup> October – 45 responses

The main reasons respondents cited for accessing the city centre were for shopping (23%), leisure (20%), commuting to/from work (16%), access to services (16%) and access to the rail station (15%). The main modes of travel in to the city for respondents were by car (38%), on foot (24%), by bus (17%) and by bicycle (16%). It is noted that for each of the above questions some respondents gave multiple answers.

In August, before the start of the trial, 60% of respondents felt the impact of the Lendal Bridge restriction would be negative or very negative on them whilst 34% thought it would be positive or very positive. In September, once the trial was underway, 38% of respondents felt the impact of the Lendal Bridge restriction was negative or very negative on them whilst 51% thought it was positive or very positive. In October 60% of respondents felt the impact of the Lendal Bridge restriction was negative or very negative on them whilst 33% thought it was positive or very positive.

Overall, there was a slight shift in responses from before the start of the trial compared with once it was underway. Before the trial 60% of respondents felt the trial impact would be negative (August feedback). This reduced to 50% of respondents once the trial was underway (September and October feedback). There was an overall increase in respondents feeling the trial impact would be positive from 34% in August to 42% in September/October.

In August, before the start of the trial, 54% of respondents felt the idea to restrict access to improve public space and create a better environment was bad or very bad whilst 42% thought it was good or very good. In September, once the trial was underway, 22% of respondents felt the idea to restrict access to improve public space and create a better environment was bad or very bad whilst 61% thought it was good or very good. In October 55% of respondents felt the idea to restrict access to improve public space and create a better environment was bad or very bad whilst 40% thought it was good or very good.

Overall, there was a slight shift in responses between responses from before the start of the trial and those given once the trial was underway. Before the start of the trial 54% felt the ideas was bad, whilst this reduced to 40% of respondents once the trial was underway. The percentage that felt the idea to restrict access was good was 42% before the trial which increased to 50% once the trial was underway.

This slight shift in opinion indicates that public perception of the trial before it was implemented was worse than the actual experience. The views of respondents were reasonably balanced with no overall positive or negative opinion.

It is noted that the results of this feedback are based on relatively few individual responses and are also the views of those that attended the consultation events only, ie felt strongly enough to attend and fill in a feedback form. The results therefore are not necessarily representative of the general public as a whole.

## Lendal Bridge Emails

CYC has set up an email address to enable the public to contact them specifically in relation to the Lendal Bridge trial restrictions ([lendalbridge@york.gov.uk](mailto:lendalbridge@york.gov.uk)). This has been promoted to the public on the CYC website and on Lendal Bridge leaflets distributed throughout the city. Emails have been received directly from members of the public and responded to where necessary. In addition CYC customer services ([ycc@york.gov.uk](mailto:ycc@york.gov.uk)) and CYC customer complaints ([haveyoursay@york.gov.uk](mailto:haveyoursay@york.gov.uk)) have forwarded related emails to the Lendal Bridge email address for a response and to include in the scheme evaluation. Councillors and CYC officers have forwarded emails, letters and summary of phone calls to the same address where a specific response is sought or comments made need to be included within the scheme evaluation.

The emails have been reviewed for different periods as follows:

- Pre trial – from approx May (announcement of trial) up to and including 26 August 2013
- Month 1 – from 27 August to 30 September 2013
- Months 2 & 3 – from 1 October to 30 November 2013
- Months 4 – 6 from 1 December 2013 to 28 February 2014

*It is noted that the results of this feedback are based on the views of those that feel strongly enough to contact CYC. The results therefore are not necessarily representative of the general public as a whole.*

## Summary

The tables below provide a summary of responses received. It is noted that we have recorded the total number of emails received, however the majority of people have raised more than one comment or query. We have identified the key themes arising from the comments made and summarise these below. More detail is subsequently provided. It is noted that not all comments received fit into the below categories (some are comments/observations, neither negative nor positive, or suggestions). In addition, there is some overlap between some categories (those against the scheme may also have stated concern regarding traffic congestion). The percentages therefore do not add up to 100%.

Key Themes	Pre-Trial	Month 1	Months 2 & 3	Months 4 - 6	TOTAL Months 1-6
Total email comments received	208	210	525	633	1,368
Scheme Enquiries	88 (42%)	58 (28%)	28 (5%)	29 (5%)	115 (8%)
Vehicle Exemption Requests	25 (12%)	13 (6%)	8 (2%)	5 (1%)	26 (2%)
General support for scheme	16 (8%)	19 (9%)	12 (2%)	48 (8%)	79 (6%)
Generally against the scheme	50 (24%)	32 (15%)	38 (7%)	109 (17%)	179 (13%)
Concern regarding traffic congestion	33 (16%) perceived	14 (7%)	32 (6%)	74 (12%)	120 (9%)
Received a PCN	N/A	57 (27%)	377 (72%)	391 (62%)	825 (60%)

As the trial has progressed there have been some changes in the types of emails received. Before the trial started there were a high proportion of emails enquiring about the scheme and requesting vehicle exemptions. These types of emails continued in Month 1 to a certain extent but tailed off from Month 2 onwards.

General support for the scheme has stayed relatively consistent from its announcement and throughout the trial. It is noticeable that those

generally against the trial was significantly higher before the trial (24%) than once the trial was underway (13%). Similarly those raising concern regarding traffic congestion was almost double before the trial (16%) than once the trial was underway (9%).

From Month 2 there have been a significant number of emails in relation to drivers receiving Penalty Charge Notices (PCNs). The proportion in Month 1 was less due to not issuing PCNs during the first 10 days of the trial and the lag in notices being sent out. This high proportion of emails relating to PCNs results in lower proportions in other areas, particularly in Months 2 and 3. Months 4 to 6 are slightly more balanced as people wrote in voicing their opinions towards the end of the 6 month trial.

## **Summary**

Almost 1,400 emails have been received with a range of comments and questions over the 6 month trial period.

60% of all emails received relate to drivers receiving PCNs. Of these, a high proportion wrote in to make an appeal or ask for a refund on the penalty paid. The key themes from drivers receiving PCNs are that the signing of the restriction is inadequate and often drivers were following their SatNavs which directed them over the bridge. A high number of those receiving PCNs stated that they were visitors to York and were unlikely to return as a result of the PCN. Many of these drivers stated that CYC were unfairly making money, particularly from visitors who don't know the city or details of the bridge restriction. In addition a number of drivers wrote in regarding payment problems they were experiencing or incorrect issue of PCNs and charge certificates.

13% of emails received were from people generally against the restriction. The sentiments of drivers who had received a PCN were echoed in emails from drivers who hadn't received a PCN but do not support the restriction; the signing of the restriction is poor, the trial is a money making exercise and that this creates a poor image of the city and will put visitors off coming to York. In addition, those against the restriction are predominantly concerned with the traffic congestion caused around the city, particularly Water End, Clifton, Foss Islands Road and Skeldergate Bridge. It is considered that the additional traffic in these areas is causing congestion and delay for all drivers. Drivers

that previously used Lendal Bridge now have longer journey distances and journey times. Concern has also been raised with regards to the impact on businesses. This comes from the potential impact as a result of visitors staying away from the city because of the bad publicity from PCNs as well as the time/cost implications for drivers not being able to use the bridge.

6% of emails received were from people generally in support of the restriction. The key themes from these emails were that there is less traffic in the Lendal Bridge area creating a more pleasant environment. People commented that they have experienced bus service improvements and a safer, more pleasant environment for cycling. Despite supporting the restriction there were a number of comments raised regarding its poor implementation, specifically with regards to the information and signing for drivers.

### **Non-PCN Related Emails**

Since the start of the trial, the majority of email correspondence received relates to drivers receiving PCNs. Drivers that have received a PCN generally feel negative towards the PCN, rather than the restriction itself. On this basis a separate analysis of opinion has been undertaken that excludes PCN related emails, as set out in the table below.

<b>Key Themes</b>	<b>Month 1</b>	<b>Months 2 &amp; 3</b>	<b>Months 4 - 6</b>	<b>TOTAL Months 1-6</b>
Total email comments received (excluding PCN related emails)	153	148	242	543
Scheme Enquiries	58 (38%)	28 (19%)	38 (16%)	124 (23%)
Vehicle Exemption Requests	13 (9%)	8 (5%)	5 (2%)	26 (5%)
General support for scheme	19 (12%)	12 (8%)	48 (20%)	79 (15%)
Generally against the scheme	32 (21%)	38 (26%)	109 (45%)	179 (33%)
Concern regarding traffic congestion	14 (9%)	32 (22%)	74 (31%)	120 (22%)

The results of this separate analysis show that general support for the scheme is 15%, which is less than half those generally against the scheme (33%). 22% of all non-PCN related emails raise concern regarding traffic congestion, although this is not explicitly against the restriction. Just under a third of all non-PCN related emails were scheme enquiries or vehicle exemption requests.

### **Total – Months 1-6**

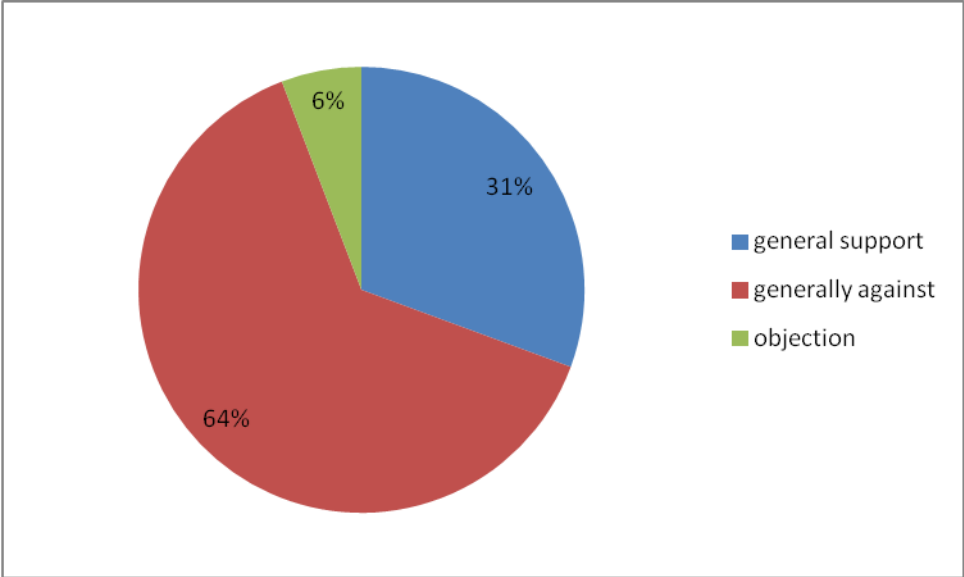
A total of 1,368 emails were received between 27 August 2013 and 28 February 2014. 825 of all emails (60%) received were from drivers who had received a PCN. Of all emails received, 115 emails (8%) were enquiries regarding the scheme. A further 26 emails (2%) were requests for vehicle exemption over the bridge. Excluding the emails received in relation to PCNs, 179 emails (13%) specifically stated that they were not supportive or objected to the scheme and 79 emails received (6%) were supportive of the scheme.

### **General Enquiries / Exemption Requests**

83 emails were general enquiries regarding specifics of the trial such as the timings of the restriction, the general exemptions and how monitoring and evaluation of the trial is being undertaken. A further 41 emails were more specific enquiries asking about access issues, including how to access the station and hospital and asking for directions from x to y. In addition to these general comments and queries there were 26 specific requests for vehicle exemptions, including from drivers of delivery vehicles, taxis and wedding vehicles.

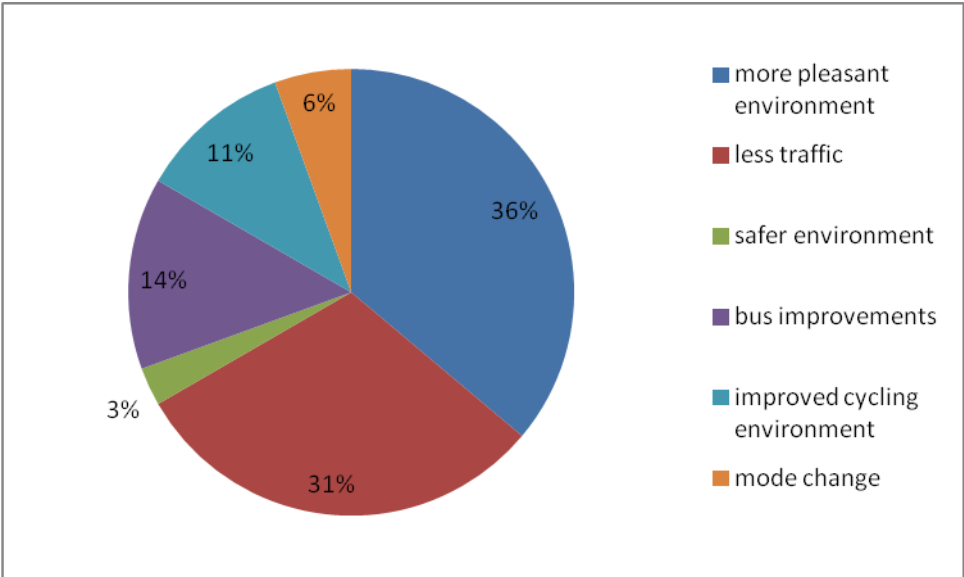
### **Overall Support for the Restriction**

79 emails highlighted their general support for the restrictions. 164 emails specifically stated that individuals thought the restriction on Lendal Bridge was a bad idea or weren't in support of it. In addition, 15 emails stated a more formal objection to the trial.



**Reasons for Support**

Of those that are supportive of the scheme, the majority commented on a more pleasant environment, including noting less traffic and a safer environment. Respondents commented on bus improvements and more pleasant and safer cycling conditions. Respondents also commented on their mode share away from car use on to more active modes and felt that this was positive for them.

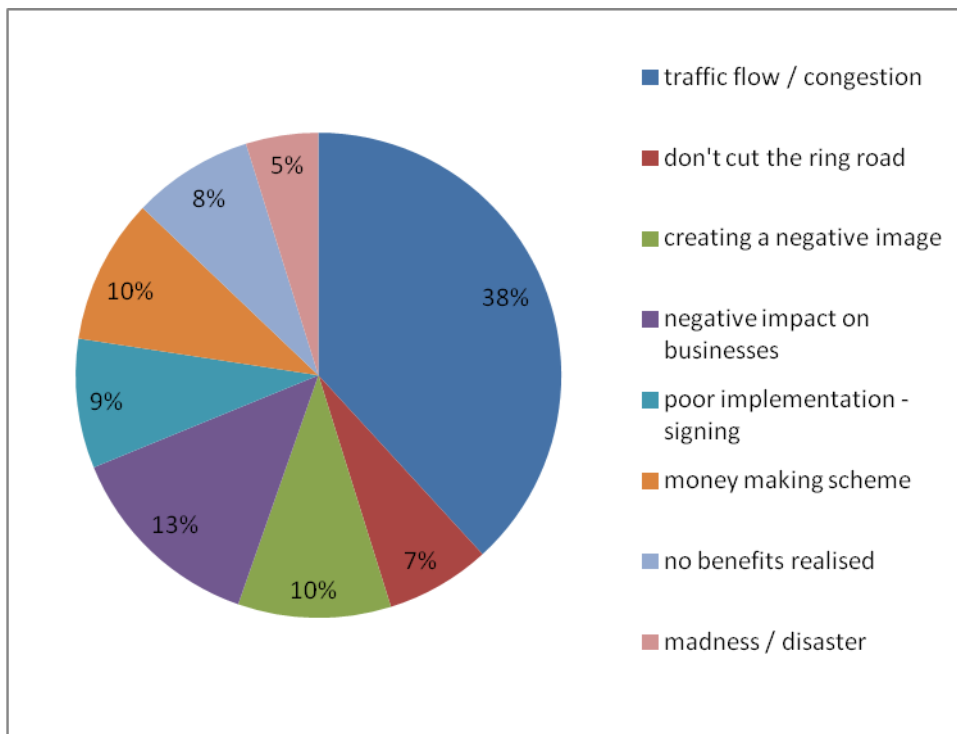


**Reasons Against**

Of those that are against the restriction and want the restriction lifted, the majority have stated that it is having a negative impact on traffic flow, congestion and journey times around the city. Specific locations where

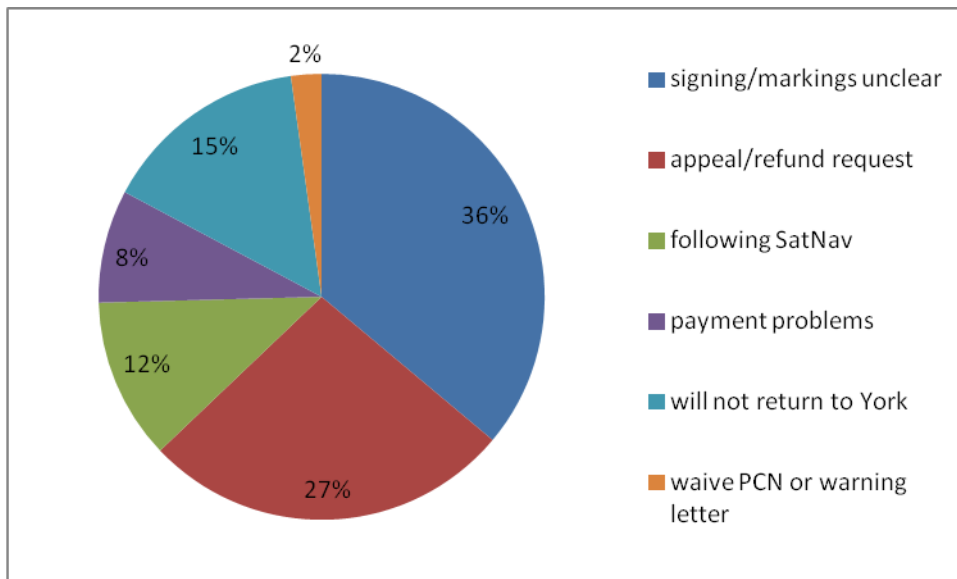


this is highlighted include Water End and Clifton as well as the Inner Ring Road at Skeldergate and Foss Islands Road. A number of comments are made that the Inner Ring Road is a main route around the city and should not be cut. A number of people consider that the restriction is creating a negative image for the city and will stop visitors coming to the city. The restriction is also having a negative impact on businesses, with visitors being put off coming or delivery journey times were affected.



### PCN Related Comments

The vast majority of emails received were as a result of drivers receiving PCNs. 825 emails were received from drivers that had received PCNs and were not happy. Of these, 392 stated that the signing/road markings were unclear, 291 were asking for a refund or wanting to appeal the PCN, 127 stated that they were following their SatNavs and 89 were having problems making a payment. 163 emails specifically stated that as a result of the restriction and receiving a PCN they will not return to York. 24 of the drivers that received a PCN suggested that the first PCN should be waived or warning letters issued initially.



### Other Key Comments

A total of 472 emails were received stating that the signing and road markings of the restriction were inadequate or unclear, with 392 of these from drivers that had received PCNs.

A total of 205 emails were received stating that visitors will / are put off coming back to York, with 163 from drivers that had received a PCN, and as such the city will lose tourist income.

94 of all emails received stated that the restriction was a money making scheme.

24 emails were received from disabled drivers. Of these, 6 requested information regarding how to access disabled parking areas and 18 complained that the restriction was unfair to disabled drivers.

A variety of additional comments were received in relation to the Lendal Bridge restrictions including:

- emails suggested CYC officers were idiots
- emails questioned why CYC are undertaking the trial
- emails identified that drivers may not know where Lendal Bridge is
- emails raised concerns regarding pedestrian safety as a result of vehicles speeding on the bridge or undertaking u-turn manoeuvres.

- emails asked why motorcycles / mopeds are not permitted across the bridge and others asked why taxis are permitted
- emails suggested that some form of physical barrier or bollard should be provided
- emails suggested that Ouse Bridge should be closed rather than Lendal Bridge
- emails asked about where the income is being spent

There were a range of other comments received, that are not directly related to the Lendal Bridge restrictions although were generally made following other comments on the restrictions.

- emails included a general complaint regarding traffic problems and congestion throughout the city.
- emails commented that city centre parking provision is poor and expensive
- emails commented that general signage around the city is poor
- emails voiced general annoyance / anger at buses
- emails voiced general annoyance / anger at cyclists

## **Sample Comments from Emails**

We have received a range of comments, both in support and against the restrictions on Lendal Bridge. Due to the numbers of comments received we are not able to publish and comment on all, however, below are some extracts from emails / letters received. These cannot give detail of all comments but provide a flavour of what is being said.

### **General - Positive**

“The volume of cars on York's roads is what causes the congestion that their drivers complain about. Unless you reduce the number of car journeys into the city by modifying people's behaviour, the problem will never be solved. To make any progress in tackling York's chronic traffic problem, the Council has to be prepared to stand up to the vociferous pro-car faction and now is the time to do it.

“I wish to express my SUPPORT for the Lendal Bridge closure trial. The City must do everything to discourage City Centre traffic (and hence pollution) and to make it a healthy and enjoyable environment for pedestrians (visitors and locals). The Bridge closure is a step in the right direction, and I trust other limitations on car use in the City will follow. (N.B. I am a car driver!).

“The closure of the bridge has been a delight. Not only is packed Lendal Bridge now safe and pleasant to cross, but its closure has had a welcome knock-on effect around the station and in Blossom Street... Yes it causes some inconvenience at times. We plan around it and go another way if we're going by car...More power to you. It's a brave and imaginative experiment and I hope it becomes permanent.

“I support making the trial permanent on the grounds that it has dramatically improved the environment around the Museum Garden entrance area, greatly enhanced the City Walls walk over Lendal Bridge, presented the Minster view for pedestrians to and from the Railway Station one to be savoured and admired...Something to be proud of.

“I live in Wigginton and often use the number 1 bus to and from town. Going in to town before the bridge closure the bus was frequently held up for long periods on Clarence St and Gillygate. When Lendal Bridge is

closed this no longer occurs due to the reduced traffic. Waiting for the bus home in St Leonards is much pleasanter with less traffic, less noise and less pollution.

### **General - Negative**

“Whilst I totally applaud your approach to making the city more pedestrian and cycle friendly, I fail to understand the closure of Lendal Bridge. I am not sure who it benefits at all. It makes no difference to myself or anyone I know in terms of being a cyclist or pedestrian in and around the city centre. It makes car journeys from south York difficult to the hospital and has made the traffic worse on Tadcaster Road and *totally* appalling going round Bishopthorpe Road around the inner ring road.

“One consequence of dislocation is that displaced traffic is relocated to alternative places taking with it associated and unwanted congestion and pollution to the new position. This is not reducing pollution and congestion, but simply increasing them in another place, and generally exacerbating them in a different environment.

The ban unfairly imposes on drivers who cannot abandon use of their vehicles some of the cost of the restrictions in terms of additional time and extra petrol needed to make a longer journey by an alternative route.

There is no direct and unbroken bus route from Bishopthorpe Road and Clementhorpe to Wigginton Road, and people from these areas who need to make regular or frequent journeys to the Hospital are disadvantaged by the restrictions. The extra time needed by no longer being able to make a direct journey between the two locations generates a new level of anxiety.

Removal of non public service traffic may speed up buses and taxis crossing the river on Lendal Bridge. But it slows down and impedes buses and taxis elsewhere on their routes where they become caught up in the congestion of traffic displaced from the normal route.

The restrictions have generated a high level of ill-feeling amongst visitors who have unwittingly incurred high fines for crossing illegally. Their dissatisfaction has resulted in bad public relations and lost trade.

“How you can possibly expect anyone from out of town to safely take in the information about the operational hours of a bus line driving through the centre of York when its busy, there are pedestrians and cyclists weaving in and out of the traffic.

I accept that the city has a perfect right to impose traffic restrictions and penalties for the overall public good; and I applaud the policy of traffic restriction and pedestrianisation, which makes York a delight to visit as a tourist. But such restrictions and penalties should be fair, effective, and lawful.

“The signage is not working effectively and does not alert motorists sufficiently (especially those from outside the city) to warn them that they risk a penalty, and to offer an alternative route.

This is an unfair discriminatory measure which has a disproportionate negative effect on one section of the population – those who live outside York (70% of ‘offenders’ do not have YO postcodes), and is therefore an unfair road tax on non-residents.

### **PCNs**

“I recently had a wonderful over night visit to York. It was a magical two days then I received a fine for driving over a bridge. As I live in North Wales and was very nervous to drive that far I purchased a satnav and followed the instructions. It seems to me this is a money making scheme for the council. I'm sure you will have a sign that I clearly missed as I was cautious of the unfamiliar road system. I feel very soured and will definitely NOT visit again. Disappointed tourist.

“She saw no signs at the time as it was very busy with traffic, buses and raining hard. The bridge was full of other traffic (guess these drivers have all been fined to!) This all a money making con trick but will back fire when visitors such as my daughter stay away!

“I am just complaining that as visitors to York and not knowing the roads, not being used to city driving we found it very harsh to fine a genuine mistake made by two older and very weary visitors to your city.

### **Traffic - Positive**

“Before Lendal Bridge was closed to most traffic during the day it was so bad it was almost impossible to get out into Bootham because of the amount of traffic that was queued up, and most unwilling to leave a space to let even one car out, this meant that we could be waiting sometimes up to thirty minutes before getting into Bootham, Now what a difference, after ten am what a joy to find Bootham almost traffic free and Gillygate too. No lorries clogging up our beautiful city. Please do not open Lendal Bridge again, keep it as it is now or better still close it earlier and for longer. York is undeniably one of the best places to live. Let us all enjoy its beauty without all the city centre traffic.

### **Traffic - Negative**

“Prior to the Lendal Bridge closure her journey home took approx. 10 to 15 minutes, now the same journey takes 50 minutes due to the increase in traffic congestion on Leeman Road and in particular on Fulford Road. In fact Fulford Road and Cemenry Road are now virtually gridlocked from 3.30pm onwards for outbound traffic, with the knock on effect of congestion on Foss Islands Road and Foss Bank.

“I live off Shipton Road and have experienced much higher level of traffic. Commuting around the city has been much more difficult. It seems madness to me to close one of only two bridges passing through the centre of York.

“The closure of Lendal bridge during daytime hours has caused massive extra traffic and congestion on other routes mainly Foss Islands Road, this results in the areas with extra traffic becoming much higher polluted and very unpleasant places to visit and drive through as a result, so closing Lendal Bridge has just moved the congestion elsewhere and made it much worse. Visitors stuck in the extra traffic or fined for driving over Lendal Bridge just won't return due to their bad experience

“The buses and taxis now travel much faster down Museum Street, making it a much more hazardous place to be for pedestrians...

## **Information and Signing**

“The signposting, particularly at the Bootham end of the closure has been very poor. I frequently see cars, with presumably visitors to the city, appearing very confused on reaching the bridge. Some try to do a U turn at the museum garden entrance, others will complete the journey, only to receive a later fine. I think this sends a very bad message to visitors. Tourists have always been welcomed in our city and provide much needed income for many.

“After a super visit for the first time to York last October our experience was sullied by our lack of knowledge of the local roads and inadequate signage. As a consequence we inadvertently drove over Lendal Bridge on three occasions in two days resulting in three fines. Had we been aware there were restrictions, we would not have even considered this, given we were on holiday and had no time constraints or any other pressure which might have induced us to flout the law. Each time we didn't see any signage for these restrictions... I am sure you receive a lot of contestations and whinging about such fines, however, I think you should take a broader view of the possible damage that can be done to such an attractive city as York and its tourist trade.

## **Businesses**

“The closure cost my Business around £200 per month in lost time due to extra traffic around Foss Islands Road, the bypass & Clifton Bridge. I set off from Clifton moor today at 3.30pm today heading to Acomb and I still have not arrived yet at 5pm for my last job. I won't be able to charge for this lost time. I run a small business that is suffering due to the Council's actions.

“On the very busy run up to Christmas, some of my deliveries were delayed by up to one week. If they were too late to cross the bridge, they would spend hours in the grid-locked inner ring road, so would do other deliveries and run out of time to deliver mine... Another problem, is that throughout the day, I have a constant stream of delivery vans parking on the pavement outside my shop (who then do u-turns after the delivery) - I realise that they have to get as close to the location to which they are delivering to, but this makes it very dangerous for pedestrians,



and surely puts people off walking on our side of the road? Footfall has fallen dramatically for us

“Shop Traders in the town are losing business as a result of people staying away from York City Centre. Tourists make up a percentage and students a higher percentage although their spending power is not high. Market Traders have also said that since Lendal Bridge closed their takings have gone down too with many of the market stalls now remaining empty. Once Marks and Spencer pull out of York in favour of using the Retail park site there will be even less in York City to attract residents.

### **Disabled drivers**

“My main concern is for disabled car users with Blue Badges. My husband is in this category, and has considerable difficulty sitting for long in the car, mainly due to back pain, but also because of stress from traffic. We need to cross Lendal Bridge during the restricted times to get to medical appointments on the south side of the river. It now takes us at least twice as long, having to go round to Clifton or Skeldergate bridges, and each journey feels like a marathon! It was bad enough before, but now it is doubly bad, with the increase in pain, and the frustration of more traffic on these routes. It is also harder of course when we need to get to the railway station or Rougier street area for shops etc... For people like my husband, this is not just a matter of inconvenience, but of increased pain. I strongly feel that more attention should be given to the needs of disabled people.

### **General Scheme / impacts to users**

#### **Work – Deliveries / Health services**

“I’m a Paramedic working in York and I use Lendal Bridge on a daily basis many many times! I think the bridge closure has made my journey time to hospital shorter, it has certainly made it easier with the lack of congestion on the bridge.

“I drive a delivery van into the city centre 5 days a week delivering supplies to shops, hotels, pubs. I’m local and know how the city’s traffic flow works. I appeal to you to abandon the trial for the sake of all drivers trying to get supplies to the city centre businesses whether local or not.

“I am a community midwife in York and I have found the closure of Lendal Bridge during the day to be very disruptive. Some of my clients are at Gillygate Surgery and live on both sides of the bridge and find myself in the ridiculous situation of having to drive round the houses to get over to the other side of the bridge, which is a waste of time in my already busy day. I also find that the ring road seems busier as well and I am spending even more time stuck in traffic.

## **Summary of Written Responses on Lendal Bridge Trial Feedback Survey**

CYC set up the Lendal Bridge trial feedback survey in order to understand public feeling towards the restrictions on Lendal Bridge and the impacts these would have upon individual journeys around the city. The Institute of Transport Studies (ITS) at Leeds University are providing a quantitative analysis of the survey results. This document will summarise the written responses given in the survey. Due to the high volume of replies received, it is not possible to provide a summary of each individual written response, however, they have all been read and categorised according to the general opinions expressed. Reported below are the categories which made up more than 1% of the opinions expressed.

### **Question 22**

For Question 21, respondents were asked to answer Yes, No or Unsure with regard to whether or not they believed that the trial would work toward the respective objectives of improving bus reliability throughout the city centre, improving the daytime environment for pedestrians and cyclists, and creating a more attractive and thriving city centre. For Question 22, those who responded either No or Unsure were asked to explain why. It is noted that as question 22 provides the first opportunity to provide a written response, some responses do not specifically answer the question but provide general views towards the scheme. All responses have been included. 1,758 written responses were received.

367 (20.88%) of respondents reported a general increase in traffic congestion in other parts of the city. Additionally, 57 (3.24%) reported that Clifton specifically had seen an increase in traffic volumes, while 52 (2.96%) specified Foss Islands.

243 (13.82%) commented upon the impact of tourists being fined for crossing the bridge during restricted hours. Some were concerned that these had a detrimental effect upon York's image as a city, some referred to bad publicity in the Press, while others were tourists who reported having been fined and consequently felt discouraged from returning to York.

241 (13.71%) believed that visitors were staying away from York as a result of the trial, either in response to the fines, or because the closure had made accessing the city too difficult.

165 (9.39%) reported that they had not experienced or were not aware of any improvements to the bus services. Many stated that buses were getting caught up in congestion elsewhere in the city.

161 (9.16%) reported that they did not believe that there had been any significant improvements for pedestrians as a result of the trial. Danger from exempted traffic was commonly cited as a reason for this. Others felt that conditions would not improve by closing the bridge as pedestrians would be expected to remain on the pavements at all times regardless.

157 (8.93%) reported that there had been an increase in their journey time as a result of the closure.

146 (8.30%) stated that Lendal Bridge itself was not clearly signed, and that this was likely to be a problem for those not familiar with the area.

142 (8.08%) stated that they viewed the trial as a money making scheme designed to generate revenue for the council via PCNs.

134 (7.62%) voiced general objections to the trial.

123 (7.00%) expressed negative opinions upon buses in general. These included buses being overpriced or unreliable, or having a tendency to create further congestion by blocking smaller vehicles. Others believed that buses were a greater source of pollution than cars.

120 (6.83%) reported that exempted traffic was moving faster across the bridge, thus creating more of a danger for pedestrians.

112 (6.37%) reported that they preferred to do their shopping elsewhere or online as a result of the closure, or that they believed that more people were doing this.

109 (6.20%) believed that the closure was only of benefit to a select number of buses that passed over Lendal Bridge, and that improvements were not being experienced elsewhere.

98 (5.57%) reported that pollution had gotten generally worse around the city as a result of the trial.

94 (5.35%) stated that local businesses were losing money as a result of the trial, or expressed concern that this might be happening.

90 (5.12%) stated that the signing for the scheme was confusing, not making it clear when the restrictions were in place or to whom.

86 (4.89%) stated that bus services had gotten worse as a result of the trial.

83 (4.72%) believed that the local environment had not improved as a result of the trial.

81 (4.61%) of respondents were abusive toward the council in general or toward specific councillors, accusing them of being stupid or similar sentiment.

59 (3.36%) reported that access to the city centre had become more difficult as a result of the trial.

57 (3.24%) felt that the needs and opinions of York residents were not valued by the council.

55 (3.13%) reported that pedestrians now had more of a tendency to step out into the road on Lendal Bridge without watching out for traffic. Many felt that they were confused about the extent of the restriction and were being lulled into a false sense of security.

54 (3.07%) felt that the restriction had not been necessary in the first place.

46 (2.62%) suggested that the area should be fully pedestrianised.

40 (2.28%) reported that traffic on Lendal Bridge had decreased as a result of the trial.

40 (2.28%) believed that the restriction was only of benefit to tourists.

37 (2.10%) reported that access to the railway station had become more difficult as a result of the trial.

35 (1.99%) expressed negative opinions upon parking around the city in general, commonly that it was overpriced.

35 (1.99%) felt that alternative routes around city were not obvious, or wanted them to be signed.

31 (1.76%) reported that access to the hospital had become more difficult as a result of the trial.

28 (1.59%) felt that there was a need for further incentives in order to encourage more use of the city's bus services.

26 (1.48%) felt that there was a need for further improvements in order to make the environment safer for pedestrians.

24 (1.37%) felt that the Council was not listening to public opinion on the closure.

23 (1.31%) suggested that Ouse or Skeldergate Bridge be restricted instead of Lendal Bridge.

22 (1.25%) felt that the restrictions placed upon disabled drivers who may be dependent upon their cars for mobility was unfair.

22 (1.25%) reported that their Sat Navs did not indicate that the bridge was closed to them.

20 (1.14%) felt that the restriction was frequently being ignored.

20 (1.14%) felt that signing around the city was generally poor.

19 (1.08%) reported that drivers were attempting to U turn in order to avoid the bridge, creating a hazard in the process.

18 (1.02%) reported that cycling around the city had become more dangerous as a result of the closure.

### **Question 23**

For Question 23, respondents were asked to explain the impact of the Lendal bridge restriction upon themselves personally. 1,799 written responses were received, and contained a variety opinions.

530 (29.46%) of respondents reported that there had been an increase in their journey time as a result of the trial.

377 (20.96%) reported a general increase in traffic congestion in other parts of the city. A further 56 (3.11%) reported that Clifton specifically had seen an increase in traffic volumes, 40 (2.22%) specified Foss Islands, while 21 (1.17%) specified Leeman Road, and 21 (1.17%) specified Skeldergate.

136 (7.56%) reported that they found the local environment to be more pleasant as a result of the trial.

132 (7.34%) reported an increase in the amount of traffic fuel they were using as a result of the trial.

115 (6.39%) voiced dissatisfaction with the signing, stating that it was unclear or confusing with regard to when the bridge could be used and by whom, easy to miss, or did not give motorists sufficient warning until it would be difficult to find an alternative route.

114 (6.34%) reported that access to the railway station had become more difficult as a result of the trial.

112 (6.23%) voiced general objections to the trial.

88 (4.89%) reported that traffic on Lendal Bridge and Museum street had decreased as a result of the trial.

76 (4.22%) reported that access to the hospital had become more difficult as a result of the trial.

71 (3.95%) commented upon the impact of tourists being fined for crossing the bridge during restricted hours. Some were concerned that these had a detrimental effect upon York's image as a city, while others were tourists who reported having been fined and consequently felt discouraged from returning to York.

71 (3.95%) reported that they felt that visitors were avoiding York as a result of the trial, or that they had first-hand experience of this.

70 (3.89%) reported that they found the environment at Lendal Bridge and surrounding areas to be safer as a result of the trial.

68 (3.89%) reported that cycling had become a safer and more positive experience since the bridge closure.

65 (3.61%) reported that they felt that pollution around York in general had gotten worse as a result of the trial.

62 (3.45%) voiced general support for the trial.

57 (3.17%) stated that businesses had been negatively affected as a result of the trial. Reasons cited included reduced footfall, difficulty in accessing clients around the city, or having to readjust business hours in order to cope with the closure.

48 (2.67%) stated that they preferred to do their shopping outside of York as a result of the trial.

46 (2.56%) of respondents were abusive toward the council in general or toward specific councillors, accusing them of being stupid or other similar sentiments.

45 (2.50%) stated that they believed that the trial's primary purpose was to generate revenue for the council via PCNs.

44 (2.45%) expressed negative opinions upon buses in general. These included buses being overpriced or unreliable, or having a tendency to create further congestion by blocking smaller vehicles.

43 (2.39%) reported that access to the city centre had become more difficult as a result of the trial.

35 (1.95%) reported a general decrease in traffic congestion.

32 (1.78%) reported that bus services had improved since the trial.

32 (1.78%) stated that they or someone they knew had been negatively impacted by the closure as a result of disability.

28 (1.56%) stated that they were unaffected by the trial.

22 (1.22%) reported that deliveries had been negatively affected by the trial.



22 (1.22%) stated that as residents of York they did not feel valued by the Council, and that the scheme was more within the interests of tourists.

20 (1.11%) expressed negative opinions upon parking in general, chiefly that they found parking around the city to be overpriced.

19 (1.06%) stated that they did not believe that the current restrictions went far enough, and that the area should be fully pedestrianised, or that further restrictions should be implemented.

19 (1.06%) felt that alternative routes around city were not obvious, or wanted them to be signed.

#### **Question 24**

For Question 24, respondents were asked to explain what they saw as the impact of the Lendal bridge restriction upon the city in general. 1,672 written responses were received, and contained a variety of opinions.

467 (27.93%) of respondents commented upon the impact of tourists being fined for crossing the bridge during restricted hours. Some were concerned that these had a detrimental effect upon York's image as a city, some referred to negative publicity in the Press and on travel websites, while others were tourists who reported having been fined and consequently felt discouraged from returning to York.

407 (24.34%) felt that visitors were avoiding York as a result of the trial, either in response to the fines or because the closure and/or traffic congestion had made accessing the city too difficult.

324 (19.38%) reported a general increase in traffic congestion in other parts of the city. Some were concerned about the increase in traffic volumes in residential parts of York which were being used as a diversion by motorists.

210 (12.56%) stated that businesses had been negatively affected as a result of the trial, or expressed concern that this might be happening. Reasons cited included reduced footfall and difficulty in accessing clients around the city.

187 (11.18%) voiced dissatisfaction with the signing, stating that it was unclear or confusing with regard to when the bridge could be used and by whom, easy to miss, or did not give motorists sufficient warning until it would be difficult to find an alternative route.

155 (9.27%) voiced general objections to the trial.

123 (7.36%) reported that they found the local environment to be more pleasant as a result of the trial.

95 (5.68%) stated that journey times were increasing for motorists in general as a result of the trial.

83 (4.96%) voiced general support for the trial.

78 (4.67%) reported that there had been less traffic upon Lendal Bridge and Museum street as a result of the trial.

72 (4.31%) stated that they believed that the trial's primary purpose was to generate revenue for the council via fines, or that the council had another self-serving ulterior motive for the closure (eg: to improve the environment around the new council offices).

67 (4.01%) stated that they preferred to shop elsewhere or online as a result of the trial, or that they believed that other people were doing this.

61 (3.65%) reported a general increase in pollution as a result of the trial.

60 (3.59%) reported that access to the city centre had become more difficult as a result of the trial.

58 (3.47%) of respondents were abusive toward the council in general or toward specific councillors, accusing them of being stupid or other similar sentiment.

53 (3.17%) felt that the needs and opinions of York residents were not valued by the Council. Some expressed dissatisfaction with the perceived lack of consultation that had taken place prior to the trial. Others believed that the trial had created a degree of mistrust among residents for the Council.

28 (1.67%) felt that alternative routes around city were not obvious, or wanted them to be signed more clearly.

27 (1.61%) felt that the Council was not listening to public opinion on the trial.

25 (1.50%) reported that they found the environment at Lendal Bridge and surrounding areas to be safer as a result of the trial.

24 (1.44%) believed that the scheme had been conceived mainly in the interests of tourists, with fewer benefits for residents.

22 (1.32%) reported that access to the railway station had become more difficult as a result of the trial.

22 (1.32%) reported that deliveries had been negatively affected as a result of the trial.

21 (1.26%) reported a general decrease in traffic congestion.

20 (1.20%) reported that their Sat Navs did not indicate that the bridge was closed to them.

20 (1.20%) reported an increase in the amount of traffic fuel being used.

19 (1.14%) reported that conditions for cyclists had improved as a result of the trial.

18 (1.08%) reported that they did not believe that there had been any significant improvements for pedestrians as a result of the trial. Danger from exempted traffic was commonly cited as a reason for this. Others felt that conditions would not improve by closing the bridge as pedestrians would be expected to remain on the pavements at all times regardless.

17 (1.02%) reported that access to the hospital had become more difficult as a result of the trial.

17 (1.02%) expressed negative opinions upon buses in general. These included buses being overpriced, dirty or unreliable, or having a tendency to create further congestion by blocking smaller vehicles.

17 (1.02%) expressed negative opinions upon parking around the city in general, mainly that it was overpriced or difficult to access.

### **Question 27**

For Question 27, respondents were asked to give any other comments they had regarding the trial. 1,600 responses were received, and contained a variety of opinions.

509 (31.81%) of respondents voiced general objections to the trial, many demanding that the bridge be re-opened as soon as possible.

188 (11.75%) voiced dissatisfaction with the signing, stating that it was unclear or confusing with regard to when the bridge could be used and by whom, easy to miss, or did not give motorists sufficient warning until it would be difficult to find an alternative route.

162 (10.13%) felt that the Council had already made up its mind and would force the restriction to become permanent regardless of the actual outcome or of public opinion. Some commented that the Council was at risk of alienating voters in the process.

158 (9.88%) voiced general support for the trial. Many of these asked that it become permanent, while others stated that they supported the general objectives behind the trial, even if they disagreed with certain aspects of its implementation.

130 (8.13%) stated that they believed that the trial's primary purpose was to generate revenue for the council via PCNs, or that the council had another self-serving ulterior motive for the closure (eg: to improve the environment around the new council offices, deals with hotel chains or bus/taxi companies, etc).

115 (7.19%) commented upon the impact of tourists being fined for crossing the bridge during restricted hours. Some were concerned that these had a detrimental effect upon York's image as a city, some referred to negative publicity in the Press and on travel websites, while others were tourists who reported having been fined and consequently felt discouraged from returning to York.

71 (4.44%) were critical of the Council's public communication regarding the trial. Some felt that there had not been sufficient consultation with the public and businesses before the trial, while others felt that the details of the restriction and how the Council intended to achieve its objectives had not been widely publicised.

71 (4.44%) stated that as residents of York they did not feel valued by the Council, and that the scheme had been conceived more with the interests of tourists in mind.

69 (4.31%) reported a general increase in traffic congestion.

65 (4.06%) stated that there was a need for further road improvements in other areas of the city in order for the closure to be successful, or that these would be more effective alternatives for reducing traffic congestion around the city. A common suggestion was to dual the outer ring road.

63 (3.94%) stated that businesses had been negatively affected as a result of the trial, or expressed concern that this might be happening.

63 (3.94%) of respondents were abusive toward the council in general or toward specific councillors, accusing them of being stupid or other similar sentiment.

61 (3.81%) felt that visitors were avoiding York as a result of the trial, either in response to the fines or because the closure and/or traffic congestion had made accessing the city too difficult.

41 (2.56%) suggested that the Council should disclose what the revenue from fines was being put toward, or that it should be refunded to the drivers.

37 (2.31%) wanted the area to be fully pedestrianised, or for further restrictions to be applied.

27 (1.69%) wanted to see the restriction times extended to peak hours, or for the restriction to take place at different hours.

25 (1.56%) reported a general increase in pollution as a result of the trial.

23 (1.44%) reported that there had been an increase in their journey times as a result of the trial.

21 (1.31%) stated that they did not want to see the restriction hours extended to 7am to 7pm.

20 (1.25%) expressed negative opinions upon buses in general. These included buses being overpriced or unreliable, or having a tendency to create further congestion by blocking smaller vehicles. Others believed that buses were a greater source of pollution than cars.

16 (1%) suggested that Ouse Bridge should be closed as an alternative or in addition to Lendal Bridge.

## **Analysis of Business Survey Responses**

CYC has provided a short survey form on line specifically for businesses to fill in. The aim of the survey is to understand what businesses feel regarding the Lendal Bridge restriction. All businesses within the city centre have been invited to fill in the survey form, although it is noted that there was no necessity to do so. It is likely that only those that feel strongly one way or another will fill in the survey and therefore the results are not necessarily a balanced representative sample of all business views. We have asked questions in relation to changes in customer numbers and transactions but have not asked for specific evidence to support the answers provided.

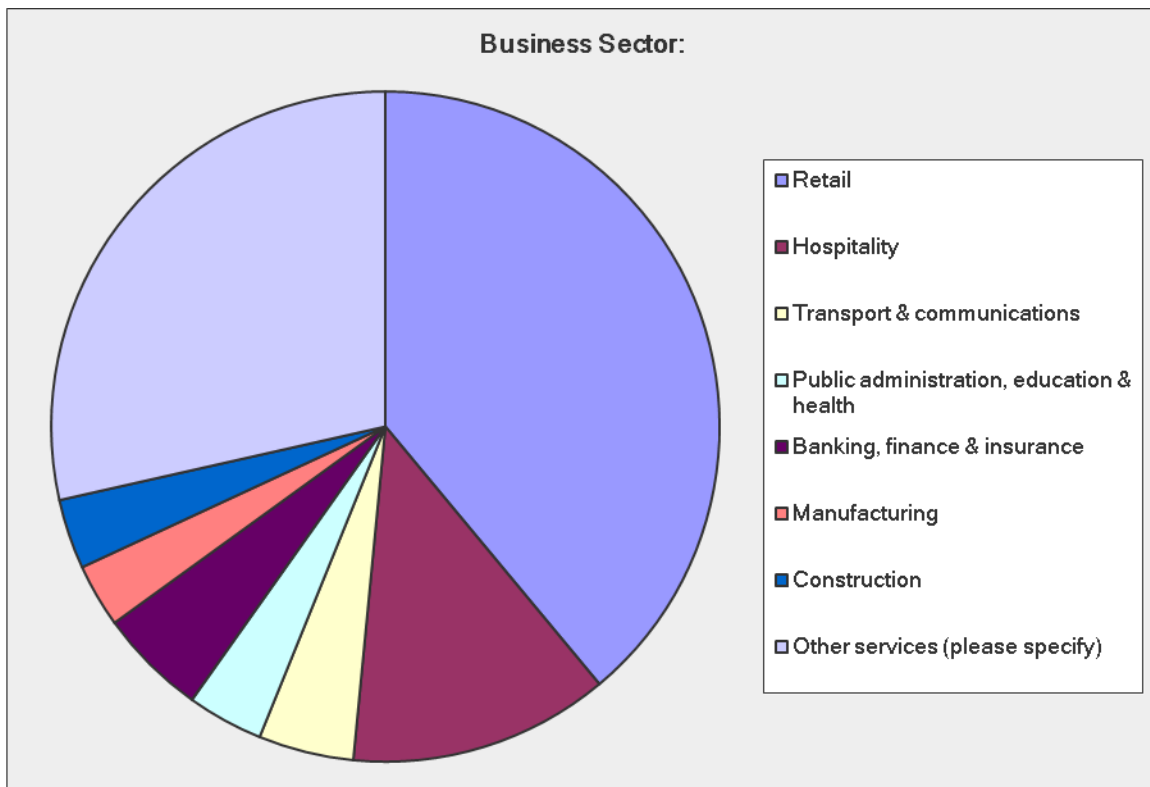
It is noted that there are a number of factors that influence city centre businesses, including national and local economic trends, weather, local competition, marketing strategies and other city centre issues.

The first business survey was available to fill in from November 2013 after 3 months of traffic restriction. This enabled businesses to provide information up to the end of November 2013. The survey was updated in February 2014 to enable information to be provided to the end February 2014, ie for the full 6 month trial period. The two sets of completed surveys have been combined.

A total of 326 respondents completed the survey form. Not all respondents completed all questions.

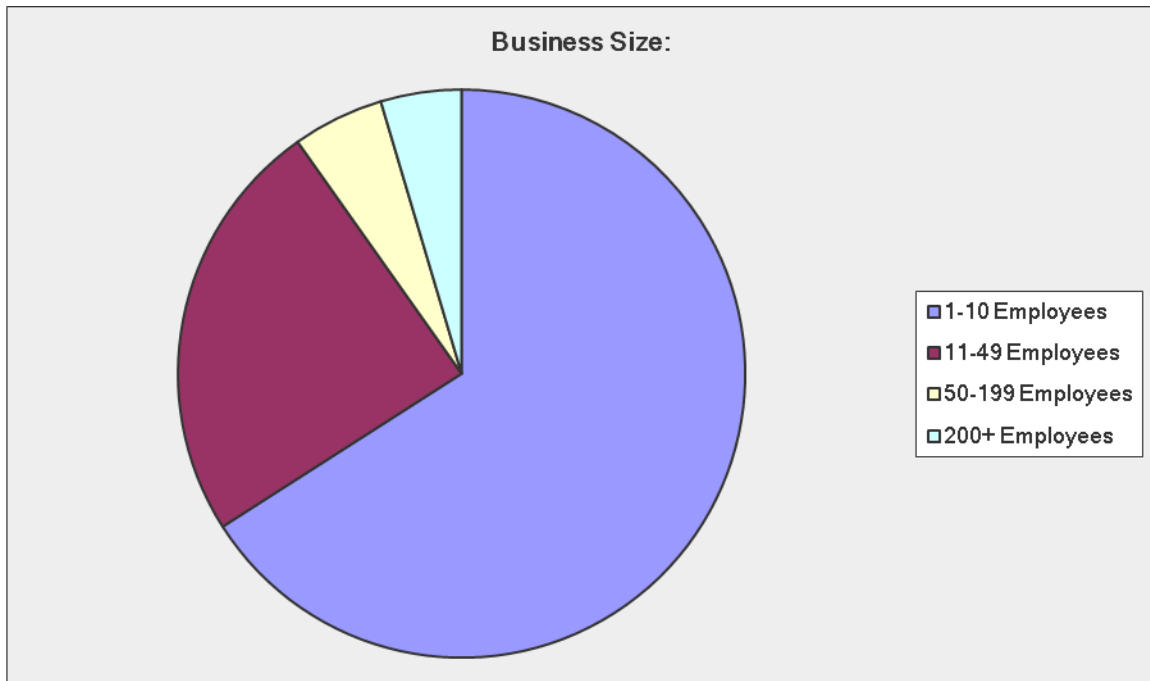
### **Survey Responses**

**Question 1** asked respondents to fill in their business sector details. Almost 40% of respondents are from the retail sector and 13% from the Hospitality sector. A large proportion of respondents stated 'other services' with a wide range of services identified. Within these there were a high proportion of legal, hairdressing, estate agency and property, IT consultancy and health service businesses listed as well as a range of other services.

**Question 1 – Business Sector**

**Question 2** asked respondents about the size of their business. The majority of respondents (66%) work for small businesses with 10 or less employees. 24% of businesses have 11-49 employees, approximately 5% of businesses are categorised as having 50-199 employees and 5% have 200+ employees.

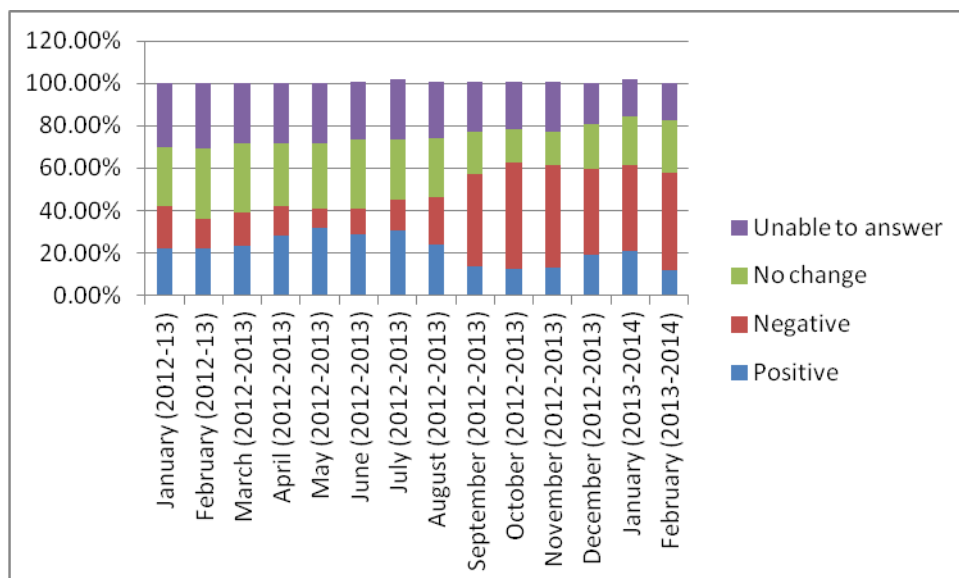


**Question 2 – Business Size**

**Question 3** asked for detail regarding year on year revenue changes. The number of respondents providing an answer to each question varied for each month. Approximately 110-120 respondents answered the initial survey and provided answers for changes from January 2012-13 to November 2012-13. Just over 50 respondents answered the updated surveys providing answers for changes from March 2012-13 to February 2013-14.

The combined answers are tabulated below. From January to August 2013 approximately 22%-32% businesses have reported a positive change in year on year revenue, with 10%-20% reporting a negative change and 20%-30% reporting no change. From September 2013 to February 2014 approximately 12%-20% businesses have reported a positive change in year on year revenue, with 40%-50% reporting a negative change and 15%-25% reporting no change.

### Question 3 – Change in Revenue Year-on-Year



**Question 4** asked respondents what they believe to be the main (internal or external) factors in this change in revenue.

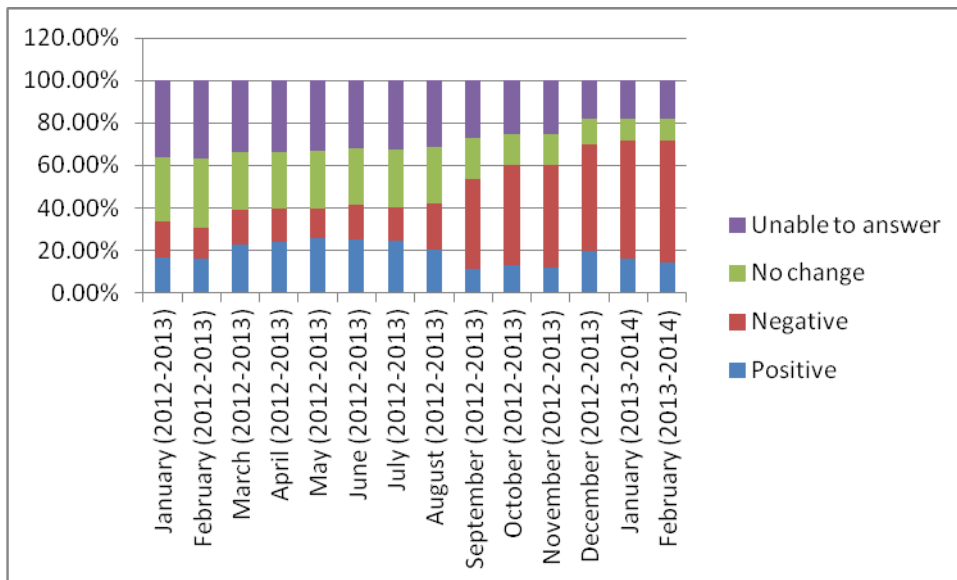
In total, 131 responses to this question were provided with a wide range of factors cited. 30 respondents stated that the Lendal Bridge restriction was the main factor, although limited detail was provided. Another 30 were more specific, identifying the worse traffic conditions and additional time spent driving (to make deliveries/get to appointments) as a key factor. 17 respondents stated that clients or customers were no longer driving into York and 12 stated that there was less footfall. Factors not related to the bridge restriction included the economy, both positive and negative (15), high parking costs and difficulties in parking (9), good weather (7), general effort and innovation from the business (6) and general growth in the market sector (4). 3 respondents identified local competition and 2 identified that online shopping was impacting their business.

**Question 5** asked for detail regarding changes in customer/transaction numbers year-on-year. The number of respondents providing an answer to each question varied for each month. Approximately 110 respondents answered the initial survey and provided answers for changes from

January 2012-13 to November 2012-13. 50 respondents answered the updated surveys providing answers for changes from March 2012-13 to February 2013-14.

The combined answers are tabulated below. From January to August 2013 approximately 15%-25% businesses have reported a positive change in year on year customers or transactions, with 15%-20% reporting a negative change and 25%-32% reporting no change. From September 2013 to February 2014 approximately 12%-20% businesses have reported a positive change in year on year revenue, with 40%-58% reporting a negative change and 10%-20% reporting no change.

**Question 5 – Change in customer/transaction numbers year-on-year**



**Question 6** asked what changes have been experienced in relation to receiving deliveries.

In total, 165 responses to this question were provided. The main response, from almost a third of all respondents (51) was that deliveries were arriving later than previously as a result of the bridge restriction and increased traffic congestion. 18 respondents stated that it was more difficult for drivers to get to them and 11 stated that on occasion deliveries were not arriving at all. 14 respondents stated that delivery times had changed and were either early morning or later in the afternoon/evening. A number of these commented that as a result of this staff need to work longer hours resulting in increased costs. 17

respondents stated that delivery drivers were noticeably unhappy and agitated about making their deliveries. 8 respondents stated that it was more difficult to schedule / manage deliveries and 5 stated that suppliers were complaining with some changing dates, frequency or costs of their deliveries.

42 respondents stated no change to their deliveries received and 11 stated N/A to the question.

**Question 7** asked what changes have been experienced in relation to making deliveries.

In total, 152 responses to this question were provided. The main response, provided by almost 40% of respondents (60) was that traffic conditions are worse and this is making deliveries take longer and creating delays. Many respondents highlighted that in consequence this was adding to their costs both in time and the cost of fuel. They also feel that as a result they are providing a poorer customer service which isn't good for business. A few respondents (5) stated that they were now making later deliveries, after 5pm, as a result of the restriction and others highlighted that deliveries are now inconvenient and made at more difficult times (5). 2 respondents stated that they are no longer making deliveries and 1 stated that they are prioritising jobs outside of York as these are easier. 1 respondent stated that deliveries on foot are easier and another stated that improved traffic flows on Bootham have made deliveries easier. 28 respondents (18%) stated that they have not made any changes to their deliveries and 35 respondents (23%) responded N/A to the question.

**Question 8** asked what changes businesses have made in relation to operation or staffing arrangements as a result of the Lendal Bridge restrictions.

In total 162 respondents provided a comment in relation to this. 49 (30%) stated that they had not made any changes to their business operations. 18 respondents stated that they had had to make staffing cuts, including redundancies as a result of loss of business/sales etc. 16 respondents have made changes to their staffing, including changing shift patterns, staff starting earlier or finishing later or in general working longer hours. 12 respondents stated that they allow extra time for getting to

appointments / making deliveries etc. 8 respondents, specifically noted that they are making less deliveries or appointments. The majority noted that the extra time and reduced deliveries / appointments is resulting in less turnover or loss of business. An additional 8 respondents stated more generally that the restriction was resulting in additional time and expenses for their business.

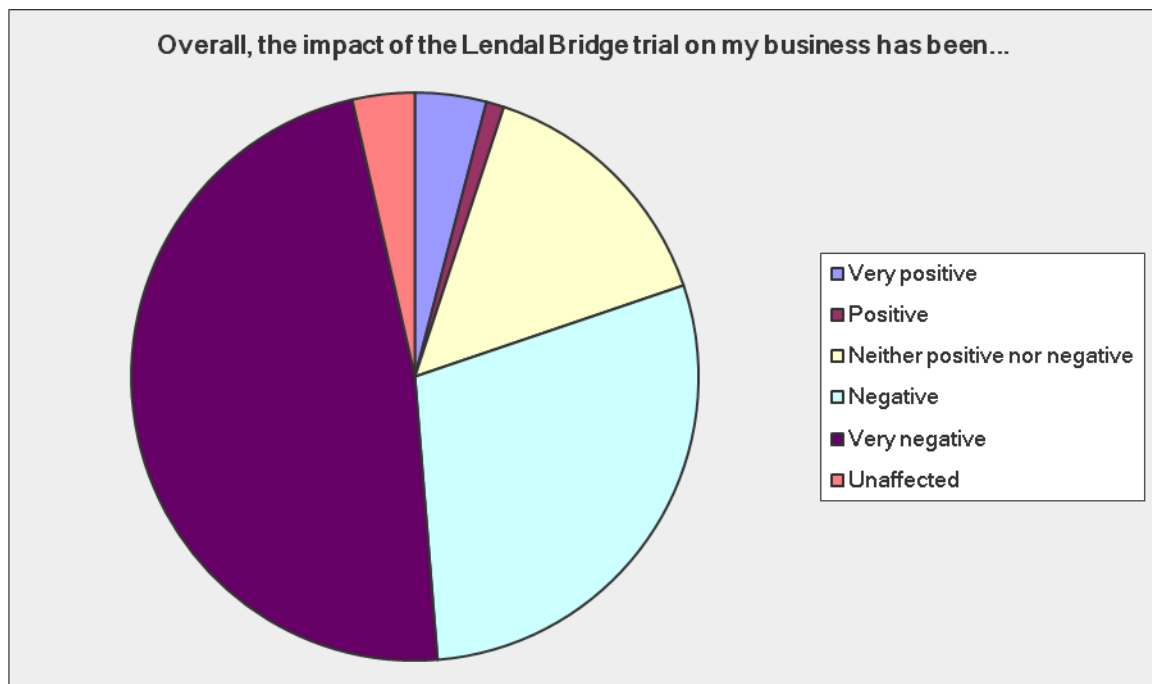
13 respondents stated that staff were experiencing longer journey times using alternative routes and weren't happy with the adjustments. 6 respondents commented that both staff and/or customers are arriving late. 6 respondents, from hotels/guesthouses, stated that they have had to explain the restriction to tourists/visitors and felt they needed to apologise for the inconvenience.

4 respondents commented that they are unable to make any changes and 6 answered N/A.

2 respondents noted that Lendal bridge is now more pleasant and safer for staff walking into the city centre.

**Question 9** asked respondents to identify the overall impact of the Lendal bridge restrictions on their business. 197 respondents answered this question with 129 providing no answer. 5% of respondents answered that the impact of the restriction was either very positive or positive with 77% answering that the impact has been negative or very negative. 15% answered neither positive or negative and 4% answered that their business was unaffected. Almost half (48%) of all respondents feel that the impact of the Lendal Bridge restriction on their business has been very negative.

**Question 9 –the impact of the Lendal Bridge trial on my business has been...**



**Question 10** enabled respondents to provide any other comment in relation to the trial restriction.

A wide range of comments were received from 163 respondents. 29 respondents (18%) stated that the trial restriction should be ended immediately, with numerous negative comments regarding the impact on businesses and the detrimental image of York. In contrast, 3 respondents thought the restriction should be made permanent and a further 2 stated it was an excellent idea.

Many comments echoed those from the general feedback surveys and email communications. 25 respondents feel that the bridge restriction has caused traffic problems and congestion elsewhere in the city, 22 respondents complained about the signing for the restriction, 14 complained about issuing PCNs and 4 complained that SatNavs do not include the restriction. 16 respondents stated that the restriction is providing a poor impression of York and 17 others specifically stated that the restriction is putting visitors and customers off coming to York which is/will have a damaging impact. 13 respondents stated that the scheme is a money making scheme.

10 respondents feel that the aims of the trial are not being achieved. 3 respondents stated that they have noticed air quality and noise

improvements in the vicinity of the bridge and 1 respondent stated that the cycling environment has improved.

5 respondents stated that the Council should do more to help local businesses, 3 respondents feel that the restriction is an attempt to 'kill off' local businesses and 3 respondents feel the business impacts will be worse next year.

4 respondents raised concerns regarding the speed of buses and taxis on the bridge and/or the unsafe turning manoeuvres at the junction with Lendal.

Other comments received by 2-3 respondents include; the detrimental impact on footfall, the poor scheme implementation, poor consultation, the business may not remain in York, the restriction to disabled drivers is unfair, that permits should be issued to businesses and that taxis should be banned from the bridge.

## **Stakeholder Responses**

Written responses have been provided by

- Visit York and its Members
- Friends of the Earth
- North Yorkshire Fire & Rescue Service
- North Yorkshire Police
- York Hoteliers' Association
- York Museums Trust
- York Older People's Assembly
- Federation of Small Businesses



1 April 2014

Darren Richardson

City of York Council

**By Email**

Dear Darren

### **Visit York's response to City of York Council – Re: Lendal Bridge Trial**

In response to your request for feedback in respect to the Lendal Bridge traffic trial, Visit York would like to set out our views and offer feedback from visitors and businesses who have been in touch with us on this matter. Visit York welcomes initiatives which seek to investigate ways of improving the city centre environment and this is the reason we supported the principle of having this trial. However, Visit York remains concerned about the impact of fines being issued to visitors who inadvertently use Lendal Bridge when closed. We are also concerned about issues raised by Visit York members who have advised us they believe the trial has had a negative impact on their business.

It's crucial all visitors to York have an enjoyable stay, without their visit being marred by a follow up fine and it's also vitally important to protect York's reputation as a welcoming friendly city. Whilst we appreciate that signage has been improved since the trial closure began, any fines issued to visitors remain a major concern. Signage is still confusing in some areas of the city; for example a temporary 'diversion' sign on Blossom Street directs drivers to turn right at the traffic lights facing Micklegate Bar, however, in the evenings this sign is still in place. It would be helpful to have more welcoming, helpful signage for anyone not familiar with the city, directing drivers to the city's car parks and helping visitors to find their way into the city when driving in. We believe we need to more to help visitors to find their way in the city.

When a visitor arrives here for the first time, they are usually concentrating on not getting lost and current signage doesn't help in finding alternative routes. In addition to this if you do realise you've made a mistake, for example by turning onto the bridge, it's then too difficult to turn around to rectify it. (Several motorists have been seen doing three point turns on the bridge for example).

Some motorists rely on Satellite Navigation systems and an added complication of the trial has been that these currently direct drivers over the bridge when closed; understandably people feel the fines are unfair when they've followed these instructions.

All feedback from visitors to the city, which has been emailed to Visit York, has been forwarded on to the City Council team reviewing the Lendal Bridge trial on a weekly basis. Several visitors have advised us directly, or written directly to the York Press newspaper, to say they would not visit York again. Complaints have also been widely read on social media channels. Clearly the

city must listen to these visitor views; we must do all we can to ensure every visitor returns home with a fantastic impression of the city and that every visitor wants to make a return trip in the future.

Since the Lendal Bridge trial began, Visit York has continued to see a mixed response from member businesses; some against the changes and some in favour. For example the idea of improving the streetscape and environment; 'greener' with less CO2 emissions and supporting cycle/bus usage has been welcomed. Other businesses have expressed their concern that traffic may have simply been displaced.

Businesses have also told us that the trial has caused inconvenience for access around Lendal Bridge/Minster Yard/North Street, that they are concerned about the signage problems, Sat-Nav problems, costs of re-printing brochures/access maps etc. Visit York members feel a lot more work would need to be done to ensure awareness and direct visitors if the trial were continued or made permanent. Several business members have also advised us they have seen significant drops in revenue as a result of the bridge closure; these views we believe must be fully discussed and addressed through the trial review process.

Getting into and moving people around a heritage city like York will always be challenging and we need to achieve the right balance between having a pleasant city centre for pedestrians and not creating barriers to access. We all need to work together in the city to find solutions to traffic congestion; one of Visit York's priorities for example, is to encourage greater use of travel to York by train and increased use of the excellent Park and Ride services. We believe city wide we all need to work together to address the issues of congestion and at the same time put in place measures to help increase the use of public transport for non essential car journeys.

Clearly the Lendal Bridge trial has caused mixed opinion across the business community in York and Visit York has a duty to represent the views of both visitors and our 700 business members. To sum up visitor feedback has been largely opposed to the trial (note: all visitors who have fed back to us are those who have received a fine). Opinions from the wider tourism sector have been mixed – both for and against - with a range of issues and possible solutions offered. We hope that by sending a comprehensive list of visitor and business feedback to the City Council review team in charge of the trial, that solutions for the benefit of the city as a whole can be found. Attached with this letter is a resume of feedback from Visit York member businesses. We look forward to hearing the results of the Lendal Bridge Trial in full.

Yours sincerely



Kate McMullen  
Head of Visit York

*Responses from Visit York Members to a request for feedback on the Lendal Bridge Trial collected 12<sup>th</sup>-31<sup>st</sup> March 2014*

Visit York is a membership organisation with around 700 business members. To gain a view from the tourism business sector, an impartial email was issued from the company to request feedback on the Lendal Bridge Trial. Below is the full response we received.

We are strongly in favour of restrictions on Lendal Bridge being kept in place or even increased; York needs to be a greener city if we are to maintain our visitor levels.

If possible could I just add my vote to be against the car restrictions on Lendal Bridge as it effects me visiting clients and attending meetings more easily back and forth across the city. I hope that is ok.

I have read the official response from Visit York to York City Council and whilst I agree in principal with the comments made I think some facts have not been addressed at all, for example:

1: Improving the City Centre. Lendal Bridge is not in the city centre the only bridge that can be deemed in the city centre is Ouse Bridge. As Coppergate is not available for use by the taxpayer who owns it, thereby stopping access already to Ouse Bridge as a direct route begs the question as to what the real agenda is.

2:Co2 emissions: The most and worst Co2 emissions come from buses not modern cars, Lendal bridge has far fewer residents to be affected by emissions than Ouse Bridge, proving that cheap political points are being used to support a spurious argument for the closure and on my many convoluted journeys to York Station from Monkgate I can assure you that all you have done is move this problem to other highly populated areas.

3: The inner ring road was built specifically to link all forms of transport from one side of the City to the other, an inner ring road is no place for pedestrians and a pedestrian bridge should be built with the money extorted from the over taxed taxpayers that were fined during the trial.

4:Where were the rights of the disabled and elderly in this debacle, who decided that the majority of people who need to use the bridge could either cycle or walk and that's supposing they want to or that if you are a young mum with a couple of kids that you want to struggle on and off buses with pushchair, shopping bags and of course your children.

5: The arrogance of some of our councillors who deem that what they want and can do is what the rest of us must have beggars belief.

6: The signage as you approach Station Road from Leeman Road has on more than one occasion had lots of lights out on the message board giving no instructions whatsoever which makes a mockery of the signage.

7: I have spoken to many small business proprietors in the City centre who have all noticed a drop in footfall to their businesses and some who have told me that their clients have found other places to go to in order to avoid York city centre. Hope this comments are of some use. Anita Adams - Chair of Education Licensed Trade Charity

Due to our location at Monks Cross, most of our customers from afar tend to use the ring road to reach our venue. However, I have had feedback from a small minority of customers who have turned off too early at and come through York via Tadcaster Rd/Blossom Street. As a result they have been redirected past the railway station and over Lendal Bridge or through Coppergate via Micklegate which resulted in a penalty charge. This clearly impacts customers' overall experience when visiting our facility. It is in my view, based on conversations I have had with other York based businesses, that the Lendal Bridge closure provides more of an inconvenience to local tradesmen than adds any conceivable benefits.

my own view isn't very scientific, but I think it would be better open than closed during the day. Two issues I had recently – one with the conference I was going to have at the Royal York, and was obviously worried that delegates might not be able to time their arrival very well. The other – which has happened several times now – is as I'm going for a train at York Station, usually to London between 7am and 9am. Although the bridge isn't closed at that time, it has certainly seemed since the trial began, that the queues on Nunnery Lane to get through the traffic lights and down to car parking at the station, are far longer than they used to be, due to back-logging near the station and the Railway Insitute.

The principal of the idea is useful for all the reasons cited by the City of York Council. In my opinion the issues, as a consequence, that could be addressed are: Approximately 47% of tourist foot traffic arrives by train of which a large proportion will use Lendal Bridge for access to the city centre, therefore a decreased speed limit for authorised users may improve safety and pedestrian awareness. A 'first warning' system for offenders who inadvertently, either by SATNAV instruction or lack of awareness of the signage, travel across the bridge. The administration for this may be prohibitive but hopefully would be worth discussing. Case in point one of my clients whom I did not inform were rather 'upset' causing derogatory comments against the city in general. Finally, regarding traffic displacement the possibility of reducing the hours of restriction would potentially ease congestion in peripheral boundaries and may make a useful compromise to both bridge access and traffic flow around the city.

In terms of the Lendal Bridge trial, I believe the principal of reducing traffic on Lendal Bridge, which is a major focal point and gateway into the city for pedestrians, is a desirable one. However, I think many questions need answering regarding the trial. E-mails between council officers have revealed that the DVLA's website could have been used to give drivers a warning on their first violation of the trial. I don't accept the excuse given by the council, that the DVLA initially misinformed the council. The council should have researched that (and probably did) well before the trial started and the trial has been running for six months. London operated a warning system during the Olympics, I know because I was a recipient of a letter. Therefore in my opinion the council must explain why they didn't initiate a warning system either pre trial or part way through the trial. Any failure to answer this question strengthens the suspicion that the council intended to generate revenue from the exercise and profit from or more accurately tax York's visitors. I also think the results of an independent survey on all aspects of the trial, should be published on the council website, as part of a consultation with the public, before any decision is made at council level. I don't get the impression the council have entered this with an open mind and I believe they must demonstrate that they have before the people of York support the permanent adoption of a traffic free Lendal Bridge. I feel that measures need to be taken to slow down taxis and buses if the trial becomes permanent. I would second all of the recommendations that Lionel Chattard made in the Press, that he would want to see introduced if the trial does become permanent.

I have not voiced much via yourselves in terms of Lendal Bridge as I have been involved in other ways, but have just read the media statement, it's really succinct and balanced, a challenge I am sure, and while I do not personally have the same concerns regarding getting around the city in congestion in other areas around the city, but we do not rely on personal vehicles. I think it has been really well written to sum up the types of views that I am hearing around in a very constructive way. We have not had any problems from any of our delivery drivers and our customers have not expressed anything to us either as part of their visit or following it. My concern as a Visit York member has always been about the effectiveness of the communication issued to make the change have the desired effect to reduce the traffic and not to increase the income generated via fines. I appreciate there are a number of challenges of implementing changes to signage, sat nav and marketing literature while a trial period is required by law - one of the replies from the Council regarding getting sat nav systems changed. I think particular stress must be put on the requirement for a fully analysed and swift response on the future of the bridge so that adequate and appropriate measures can be taken to implement permanent and effective signage and communications to those visiting the city and that all effort is being put in to ensuring fines do not happen in the first place. Secondly that those VY businesses in the city that can demonstrate spend on literature that needs reprinting can be supported by some mechanism to ensure they are not carrying the full burden of permanent re-prints. From a personal point of view I am supportive of the bridge remaining closed at the times it has done, but I would not support an extension of those hours. I have been encouraged at the obvious differences it has made to the space and general feeling of the area and see this as a positive step to improving the general upkeep of the approach to the Minster. The points I mention above are my general views as a concerned business in the city wanting the best for York for the longer term, but not anything that I can say has specifically impacted our business over the trial period. Our trade has continued to see year on year growth and there feels to be a general increase in footfall not only to the Blake Street area of town but to York in general. Please use components of the above as you feel most useful.

Great to see that VY is taking a stand on this. Very briefly, my comments are below:

- I support the idea of reducing traffic flow and the proposals to develop Exhibition Square
- I suspect those against would have also opposed / presented the same arguments against pedestrianisation of the centre (which has been a great success)
- The signage needs to be much simpler - there is little point in telling visitors that Lendal Bridge is closed as they won't know what that is. It needs simply to say "Road ahead closed"
- There needs to be some kind of barrier, at least a couple of metres in to the road, with a stop / no entry sign - visitors to the city are trying to find their route and avoid pedestrians. When they see vehicles crossing the bridge, they simply follow (I've observed this).
- I've no idea how but somehow the issue of satnav systems not being able to cope with a closure between certain hours needs to be resolved. Most people rely on their sat nav and, even if the signs are improved, the additional complications of having to turn around and find another route make York seem unwelcoming.

I found that whilst the bridge had restricted times that my movement around York was much easier. It was so much quicker to get to one side of York to another if the bridge was closed, particularly Lord Mayors Walk, Gillygate and Bootham.

Causing unacceptable traffic congestion on Northern city routes and increased delays on the bypass at A59 & A19 roundabouts. **Please reopen asap.**

Despite our holiday let being in Skipwith 4 guests even though they gave Willowside glowing reviews said they wouldn't come back due to traffic flow situation on Lendal bridge and the lights at the designer outlet. I would like to congratulate York city council on succeeding where the Romans and Vikings failed in making York fortified and impenetrable.

I would like to submit some comments below on behalf of myself and our Director. The Lendal Bridge trial has not had a significant impact on ourselves due to our location slightly outside the main area of the city. We have been able to run the Road Train during its usual hours of operation and this has been easier due to the reduced traffic. We have, however, received a few comments from our visitors and our supporters regarding its impact. We have received around 5 comments expressing concern at the charges and that it will impact negatively upon their future decision to visit both the National Railway Museum and the city. Although the number of comments received have been relatively few, we are concerned that the charging and perceptions around this will negatively impact upon the number of tourists visiting York, which may longer term impact our business.

In response to your e mail, we have these points to make.

As guest house owners in the Bootham area of the city, we feel really let down by COYC, regarding the Lendal Bridge Trial. We feel our area of the city has been isolated from parts of the city on the other side of the river by effectively closing Lendal bridge during the day. It seems to us they COYC councillors no longer listen to the residents who elected them, and make decisions regardless of public opinion. They have closed what is the inner ring road, and basically shifted traffic to other parts of the city, and making them much busier. They told us at the start, that the trial would end in February, yet it is still closed. We have had several guests who, on returning home have received a fine through the post, and have called us to say, they will never return to York. We feel like we are being blamed by the guests for something outside our control.

With all the great things that have been achieved in York in recent years, namely, the beautiful improvements to the areas around York Minster, Kings Square, the fantastic gardeners in the Museum Gardens, the Barbican re opening, the brilliant new Visit York bureau, and many more, the COYC then spoil all this with the Lendal Bridge fiasco. No matter what residents like to think, York is now a world class tourist destination, and why the COYC would risk all the hard work done by everyone with such an unpopular decision. We voted for the Labour councillors at the last local election, but we feel they have let us down on this important matter. Surely closing a road that is the main artery into York from the A19 should be a Department of Transport decision, and decided at government level. As you can tell, we feel strongly about this, and hope that common sense prevails, and the COYC councillors don't go against public opinion.

Please see my note to the council below, which makes my views clear. A significant consequence of the trial is that it's just redistributed traffic flow into other areas, causing longer delays, more emissions due to greater congestion, and a less timely bus service along Bootham and Clifton and around the Water End area. I'm very sceptical about any real benefits, none of which have been apparent to me.

Dear Councillors

As a resident of York, and a businessman bringing income to our city through our ownership of The Bloomsbury guest house, I would like to reiterate my frustration, annoyance, and feeling of 'bloody mindedness' on the part of the Labour Party in seeming to pursue their intent to keep Lendal Bridge closed. We have endured over 6 months of heavier than usual traffic, unacceptable congestion, slower and less regular busses, and had to endure the angst of many visitors to our city, as a result of this trial. This is epitomised in the mail below from someone out to discourage visitors from York, and echoing the frustrations of the majority of visitors, residents, and business folk from taxi drivers to those like myself in the tourism industry. How can I defend a situation where official tourism signage near Shipton Road tells drivers to 'go straight on' when it will lead them over the Bridge, and result in a fine? How can I assure them that it is not a scam on the part of the Council to increase revenue, into whatever income stream? I would encourage you to use your powers to ensure that evidence shows that this trial has proven to have failed in its objectives, and ensure that the city gets back to a position of normality, as soon as possible to avoid further damage to York. It takes a big and strong person to make any fundamental changes, however it takes a bigger and stronger person to admit they've made a mistake. I trust that each of you will vote according to the wishes of your constituency, and avoid any possible political pressures. Finally, I should make it clear that as an immigrant to York, with roots in the South Yorkshire colliery heartland, my natural tendency is towards the Labour Party. However this ill thought out, pointless, and failed exercise makes me think very differently should we find that the trial becomes the norm. It makes me question the Party's ability to manage many of the other issues pertinent to making York one of the best places to live and visit.

The below email also submitted by the Bloomsbury Hotel:

you all forward this email to as many north eastern people (and beyond) as possible to boycott the city of York. Just to put you all in the picture the immoral councillors of York are operating an immoral, underhand, deceitful and possibly illegal racket to take money off people. There are 2 places in York where the roads are closed to cars and apparently are bus lanes only. Its not well signed, its a road your very likely to travel down if you visit York and it will cause you to end up with a £60.00 fine coming in the post. It's all over the internet so please search it and above all do not visit York. Middlesbrough, the Metro Centre, Dalton Park, the beautiful city of Durham, Newcastle and Sunderland offer great alternatives. Forward this email to as many people as possible. York businesses: I have copied you in on this email to highlight the damage your elected councillors are doing to the tourist industry in your city. May I suggest you contact your local councillors and whats more vote them out at the next local elections. I used to come to York a handful of times throughout the year and will now never visit again out of principal. Unfortunately for you I am the designated driver so the other 3 people I would bring will not be staying in your accommodation, eating in your restaurants, buying from your shops or visiting your tourist attractions. I apologise for this but I feel very strongly about your cities disgusting bus lane antics which is clearly and obviously in place to steal money off hard working people.

Further to your email about this, I personally think the closure is brilliant and should be made permanent:

- It significantly enhances the city centre environment for pedestrians and cyclists.
- It sends a message to motorists that the right to drive a vehicle anywhere and anytime is not god-given and that we have to take steps to control the number of cars coming into York for environmental as well as aesthetic reason.
- The air in York is often highly polluted and quite unhealthy to breathe. This measure improves air quality in this area.
- It makes cycling into the city from where I live (South Bank area) a real pleasure - cleaner, faster, and much less stressful and hazardous.

To cap it all, I was able to stop and listen for several minutes not so long ago to a robin singing just by the bridge and to hear the response of another robin on the other side of the river. I don't know whether they would have heard each other above the usual traffic noise but I certainly would not have been able to do so. This is a wholly progressive measure. York desperately needs to release itself from the stranglehold of traffic logjams and air pollution. This is one step in the right direction. Many more are needed. Best wishes, Steve Flinders.

Don't really have a big opinion on the bridge closure even though we are one of the closest hotels, but then again we are probably better served by the railway than most. However, one observation, several of our conference guests and organisers have commented on how snarled up and congested the roads are and they would really think twice about repeating conferences as delegates waste so much time trying to access the City (this situation has got far worse since the closure of Lendal Bridge). I was a bit shocked yesterday that 80% of all fines have been levied against tourists, it seems a tragedy that our online reputation is so bad in such a little amount of time suggesting that we rip off our visitors.

We have submitted some comments to the Council regarding this trial, but not as fully as your media statement discusses. So I would like to submit the following observations to you from our point of view at Maude and Tommy (Grape Lane). Our business partially relies on good visitor footfall. We have seen a rather alarming decrease in footfall since January. March is proving especially quiet. We know this because we can compare figures from previous years. Our turnover for the same period over three years has shown a good consistency, but this year there is a sharp dip and a visible decrease in foot traffic. Of course, there could be a number of reasons for this and we are hoping it is temporary, however, the Lendal Bridge trial may well be a contributory factor if people are driving to other parts of the city to park, or worse, not coming into the city at all.

My observation is that traffic is being displaced. My view is that people don't simply start to use public transport because a route has been restricted. Certainly, the vehicle journeys I am required to make would be impossible by public transport. Journeys at the other side of town are now taking much longer during the day than previously and anecdotally I see this as traffic simply being displaced. I totally agree with the points made by Visit York that fines and local variations in restrictions are contrary to a friendly city for visitors. I would suggest the vigorous nature of administering parking fines also falls into this category. I am still not clear on the benefits this trial



has had - if it is to reduce air pollution, clearly it's a nonsense and is causing longer journeys for people who will never use public transport (and this is not always an option). It doesn't make life easier for pedestrians as there is still permitted traffic. People still need to reach this side of the city and it seems futile to me to restrict a major route to this side of the city. We would all like to live and work in a traffic free environment, but unless there is a huge change in culture and transport policy a gesture such as this simply makes life a little more difficult for those of us who live and work in York without a major benefit. Those are my thoughts from the perspective of Grape Lane. Hope they are of use.

The prospect of this area/"square" (St Leonard's/Exhib Square/Duncombe Place/High Petergate) being landscaped in a similar vein as the Minster's beautiful Piazza - i.e. an extension of the existing REINVIGORATE plans for Exhib Square and the junction of Duncombe Place/St Leonards /Blake Street (and Fossgate) - is very attractive to us. I am on record as saying that it would be one of the most beautiful "precincts"/"squares" in Europe. The Lendal Bridge (LB) closure also nods to the Simpson plans for City Beautiful- as the proposed Avenue of Duncombe Place to Station Rise would/could be fantastic too. The problem with the LB closure has been the total lack of planning to alleviate the dispersed traffic - and inadequate (the understatement of the year!!) signage of course. No stranger knows where the Bridge is. The signage should be clear and should be positioned on all approaches - both in and out of (the City) allowing drivers to detour before it's too late. There is no signage before approaching the traffic- lights for drivers leaving Duncombe Place to get in the RIGHT TURN lane!! And the Bridge is only 200 yds further on!! If all of these closure/signage/congestion problems were, albeit belatedly, sorted then I for one, have been and remain, on balance, in favour of the closure being made permanent. Then the SatNav issue would be sorted too.

As a multiple business owner in York, I would like to give you a formal valuation of the Lendal bridge closure. Overall the closure has not helped York City Centre businesses. Traffic on the outside of the city centre has increased substantially, making it much harder for businesses to operate quickly and respond to increased demands in businesses. Particularly restaurants need easy access to transport food items, supplies and even labour at peak hours of operation. Furthermore, businesses in the outer skirts of the city have suffered from a lack of mobility by customers. Longer times have dissuaded people from driving through from one side to the other. Coming from the train station is now much longer and longer winded to arrive in any destination. With the Races coming up this summer, the disaster I can see is jams like mega-cities and no one spending any time in the actual city centre.

We need people to be attracted to drive in quickly for business meetings, visitors to not be confused with what's going on and fines charged with no adequate reason. I know the council have profited much money from the closure, but this is not in my eyes any long term gain. Help the businesses flourish, to meet the rates bands the council are charging with ease. Everyone has to apply for discounts, flooding problems have not made it easy either. I believe that out of all my restaurants, the restaurant with most potential is King Street Jaipur Spice, but is not in any profit due to flooding and lack of visitor access to the city. Open up the gates to the city and watch how strong the businesses can perform. York is too much of a weekend city, we need the access to open up and allow it to be a 24/7 buzzing city centre. London don't have this problem, they might have a congestion charge, but at least they pay that once a day. If I drive several times in a day due to business needs, I'm paying 30 each time. This has slowed me down. I also get a lot of taxi-journey time has actually increased. Yes maybe over the bridge is now 30 seconds quicker in the taxi, but as

soon as I'm over it. No joy! Open the gates, let the people in. Let's make money through businesses. We are tired of seeing so many smaller retailers close with To Let signed everywhere. Take note, if this carries on its only going to get worse.

Yes the Lendal Bridge issue is quite interesting when you go on Tripadvisor you can see some very negative reports about the Bridge and for some people they will not return to York which is potentially not a great advert for York. We received an email from a Bod Stockholm as did you yourselves asking people to boycott York this again is not a great way for the City to be advertised. We understand the need to ease congestion around the City but are there other issues underpinning the Council's decision to close the Bridge during certain times? Maybe the Council has a long term plan in mind closing the road completely from the Museum gardens up to the Minster making it easier for pedestrians to get around this is our view we may be wrong. Let's not forget without the money generated by Tourists York would not be what it is today as a service industry we provide jobs for local people to keep the local economy going.

On balance I welcome the Lendal bridge closure from a tourism point of view a few people have complained but they clearly disregard statutory traffic signs which are clearly in place at least 3 times approaching the bridge!

From City Guest House York. I have to admit that in general conversation with our guests discussion of Lendal Bridge never comes up, other than the odd warning. I myself have rarely crossed it lately, the locals have got used to going around it. One of the advantages of York is that people can walk everywhere, so the only likelihood of tourists falling foul of the restriction would be during arrival or departure, and we (or they) would not necessarily be aware of any contraventions whilst they are here. That being said...

We have been visited many times by the Rushforth family over the years. Whilst parking them up on their last visit they told me of an incident in 2013, when they spent a day in York, travelled by car, and crossed Lendal Bridge in complete ignorance of the closure. Twice. Whilst I cannot speak for the Rushforth's powers of observation, I was struck by their claim that they received two separate fines posted in two separate weeks for two contraventions that took place on the same day.

Though obviously not calculate to insult, it just did that anyway. The first they paid grudgingly. The second they were less happy about. As keen race-goers it is unlikely they will avoid coming to York in future, but how many have been fined and chosen not to come back, on the principle of 'don't trust the council there, they're robbing' b\*ggers!' (an expression I once heard expressed against NELinc's Council on a matter in Grimsby). When I worked in the ground floor office in the telephone exchange next to Stonebow's celebrated rising bollard, it struck me that despite the number of warning signs in front of it there were still regular piles of broken bumpers and pools of antifreeze and oil in front of the bollard; there will always be someone who cannot see the signs. A recent TV program on the subject of how we think tells us that this is part of the human condition; just get over it. This then suggests the only solution that will protect the public against itself; out of ignorance, lack of observational powers or just being human. It clearly requires a man at each end of the bridge with a clearly visible rising barrier. This will ensure that no fines are issued unnecessarily, the public are protected from themselves, and that the City has it's controlled traffic flow. Of course, the City's coffers will be emptier for not being able to charge the blind or the ignorant (or at least the ones who don't wish to object to paying for whatever reason), but that will be a small price

to pay for the benefits. Or am I just having a rant...? Draw your own conclusions...Hope they get it sorted out to everyone's satisfaction, compromises can be so messy.

As frequent users of the trains from York, not being able to drive across Lendal Bridge to reach the station has been a nuisance. We have to drive further on alternative routes and frequently find congestion and queues of cars, so that driving time is longer.

The closure of the bridge is of course ridiculous for all businesses based in the centre. All delivery companies are struggling and many don't have time to get down Stonegate so we don't receive our orders on time, congestion between 8-9am in the centre is worse than ever. The traffic jam is just pushed around Skeldergate / Fishergate. Our guest check out time is 10.00 am so it now takes us half an hour to drive from Monkgate to Stonegate in order to clean or collect laundry. The majority of guests struggle to get to the apartments to collect permits and drop off luggage, they have to get to the minster by car. The bridge signage is not obvious enough for people driving, sat navs are not up to date and always lead people across the bridge. It always spoils the holiday when you arrive home to a parking fine and you will always remember the fine, its very negative for York. There are other ways to raise council funds than to fine visitors, the town is not big enough to close one of the main bridges.

It is difficult for me to comment on the closure of Lendal Bridge as the park was closed for much of the time so didn't affect our guests too much. Personally, I wasn't happy with a £60 fine but that's only because I thought it was still open on Sundays. We always advise our guests to use the park & ride system and will continue to do so. Beki.

The closure of Lendal Bridge has had no direct effect on our business. Positive Holgate Road is a lot quieter and less noise. However our guests have had used sat nav to guide themselves to the Apple House which meant they drove over Lendal Bridge and were fined.

I understand that the signs have been improved to notify tourists. Overall I think it is a positive step to improve our city.

I have nothing to add to your excellent media statement other than to pass on comments from visitors who have stayed with us during the six month trial. When our guests have settled in we give them tea and scones and explain about the Lendal Bridge closure. This can have a negative effect on visitors who have chosen to stay nine miles north of the city and has prompted some to decide not to visit the city at all, but use the ring road instead to avoid crossing Lendal Bridge during the day. One Australian couple were alarmed to discover that they had driven over Lendal Bridge during the daytime, within minutes of picking up their hire car and had not realised they would be fined, until talking to us! Whilst your statement acknowledges the possible benefits of closing the bridge during the day we would support the view that it is having a serious detrimental effect on visitors who choose to drive in the city and we would urge the City Council to remove the restrictions urgently.

Thank you for your email and copy of your media statement. As an hotelier in the heart of York my main concern is the visitor travelling to York, our and other Hotels in the City. We have welcomed many guests who have been 'caught out' by the signage vs sat nav! As you quite rightly point out for many of them it is too late by the time they reach the bridge and cannot turn round, for this York

City welcomes them with a fine. I do understand the need to reduce traffic in the city but there does need to be a 'clear' restriction such as a rising bollard similar to Stonebow and a turning point for those unable pass. Maybe for those visitors who are staying in the city and are 'caught out' some leniency could be shown with proof of an accommodation bill for a stay in hotels within the city walls!? I hope a suitable compromise/solution can be reached for the sake of the wonderful welcoming reputation we have all managed to build over the years.

Thank you for your email. I am personally in favour of the bridge closure. As a main thoroughfare for pedestrians from the train station into York city centre, and especially those with luggage walking to central accommodation, the bridge can be extremely congested requiring some pedestrians to walk on the road to pass others, as well as those stopping to admire the view from the Bridge.

Anything that eases the ability for pedestrians to pass each other with less risk of traffic incidents, is in my view beneficial.

the city is in real danger of throwing out the baby with the bathwater. In principle closing the bridge is entirely the right thing to do. It vastly improves the experience of visitors walking into the city from the Station and the hotels in that area. It enhances the pedestrian experience of visitors, who we know see walking around among the architecture as a key aspect of their visit. It integrates the Museum Gardens and Exhibition Square within the city centre and will both improve their potential as event spaces and helps justify investment in them. These are specifically tourism benefits over and above those about air pollution and bus timetables offered on a more general basis. My view is that the rise in Visitor numbers to the VIC may also be related. What we should be concerned about is the ad hoc way the trial was just landed on us (and everyone else) with minimal preparation, given notice Visit York could have adjusted the maps within publications so they do not continue to show the bridge as a full part of the road network.

The wider implementation was breath-taking hasty and poorly judged, including a very ill judged set of warning signposting naming the bridge (I'm sure less than 1% of visitors have any idea which bridge is Lendal). Half way through the trial an "alternative route" approach was finally and half-heartedly implemented in Blossom Street. The signs in Bootham are often obscured by traffic. There remains no diversionary (alternative route) offered to those who find themselves at the approaches to the bridge and consequently many visitors through lack of realistic alternative, just drive on. I found myself in exactly the same position in Oxford and ended up with a similar penalty. I did not write an "I'm never coming back" letter to the Council or whoever is the local equivalent of Visit York. Clearly other locations also have similar issues and the signage in Oxford was also poor. We can over-estimate the long term damage of issues like this. How many letters does Boris Johnson get about the congestion charge? The key point to make here is that Visit York should be keen to offer assistance to reduce the negative impact on Visitors perceptions, offering better information to Visitors preparing to come etc. We should also press very significant improvement, including better signage, but also the implementation of a "first offence = warning" approach that would vastly reduce the damage to our reputation among visitors. In short, the damage being caused is the product of the poorly prepared trial. The problem is how to keep the bridge closed, which will work well for the visitor economy, while resolving the (very damaging) issues that the trial has demonstrated.

The feedback from our guests is, that the closure of a major thoroughfare in the centre of York is not only annoying and confusing for locals, but the degree to which tourists are disorientated trying to negotiate an unfamiliar environment was not even considered, as it is arrogantly assumed they will put up with anything to visit our town. Some have stated that they feel they are tolerated rather than welcomed by the town hierarchy.

With regards to the Lendal Bridge Trial I can confirm that a great many of our guests have been caught out with regards to closure (even with the information provided at the bottom of all our emails!). The majority confirming that their satnav systems brought them over the bridge and that the signage is either inadequate or obscured when travelling directly behind buses. This has caused frustration upon arrival at the hotel and then leaves a lasting impression of having been used as a money making exercise by our council, many have said that they would never return. However my point of emailing you is with regards to the final paragraph of your media statement where you advise that one of Visit York's priorities is to encourage greater use of our excellent Park and Ride services. These Park and Ride sites are only useful to those visitors coming into York on day trips. For those staying overnight or for longer periods where their hotels do not offer car parking facilities and they find that the few secure (the NCP at Tanner Row for example) City centre car parks are fully booked or priced way over their budget the Park and Ride system is useless as over night parking is not permitted. We have learnt from our guest that leaving their cars in City centre open air none secure car parks is not an option. I would like to see one of the Park and Ride sites offer overnight parking allowing a safer alternative for our visitors. The barriers could be locked in line with City centre car parks late evening and re opened in the morning in accordance with their current operating times. This is a topic of conversation raised many times by visitors and I do believe is a viable option for City of York council to consider.

Perhaps York's council could take a leaf out of Oxford Park and Ride system that opens one of their sites until around midnight (office closed) each evening but reduces the number of busses to approximately one every half hour from 10.00pm onwards. This flexibility not only allows better access to visitors but also to the residents wanting to enjoy all that Oxford has to offer and having used this service myself during last summer it does put York's Park and Ride system to shame! The infrastructure is in place it just takes a little forward thinking from the council about what is right for York and for the many thousands of visitors that want to enjoy our City and travel to it in their cars! Having just one of our sites opened in this way can only be a good thing for York.

I am the owner of a store in York and since we are on Lendal you will not be surprised to know I have a view on the closure of the bridge. When the trial was announced, I was open-minded. I could see the arguments for and against. I was happy to wait and let the facts speak for themselves after the trial. Turnover could go up, down or be unaffected. The store is in its third year in York and I should have seen 5% growth in the period since the bridge has closed. Sadly, I have experienced a 20% drop in footfall and a 10% drop in sales since bridge closure. The net effect is a 15% reduction in turnover. High street retail is under incredible pressure with unrealistic costs including a business rates system unfit for purpose and competition from out-of-town retail parks and on-line business' each with a completely different cost basis. The only dynamic that has changed for us this year is the bridge, so it is difficult to look for excuses elsewhere. Our brand awareness is up and our Leeds store has achieved all its targets for growth. If sales in York City Centre don't improve, I will have have no option but to re-consider our position. I hope this information is helpful.

Re Lendal Bridge closure - I cannot for the life of me understand who is actually benefitting from the closure of Lendal bridge?

1 Not pedestrians

Due to the increased speed of the still significant volume of traffic, one has to take care when crossing the road. The serenity and freedom of totally pedestrianised areas is clearly not being achieved here.

2 Not business

Most commentators are reporting a noticeable downturn in retail business since closure

3 Not public transport

Most taxi drivers I've spoken to report any benefits gained from closure are more than offset by increased delays in other areas of the city.

4 Not visitors

The sheer number of unsuspecting tourists who have innocently followed their sat navs and mistakenly crossing the bridge by car. They are hardly likely to make a return visit or recommend York to their friends

5 Absolutely not the poor York car commuter We all know to our cost the frustration of trying to cross east to west or vice versa

I'm sure someone will benefit from closure but I've yet to meet them!

Dreadful scheme, accumulating horrendous fines many no doubt from Tourists who will not return. Open the bridge again as soon as possible. A DISASTER.

The question of the permanent closure of Lendal Bridge has, as we who live and work in York know has been controversial, however as a business owner in the City, I do believe that the closure has not unduly affected our business. Return business from customers who have been fined for inadvertently crossing the bridge after shopping or visiting York however, is difficult to quantify for a small business. I also work for a national and international estate agency firm and from my point of view, getting from one side of the City to the other, Clifton side to say Fulford I have seen an increase in journey times, I do think the trial has pushed traffic elsewhere in the City. Bootham/Gillygate has always been busy, but a journey that would have taken 20/25 mins is now taking up-to an hour at some times of the day. Unfortunately I do need my car for work as I can be in the City and then an appointment could take me into the North Yorkshire countryside. I also suffer from both osteoarthritis and rheumatoid arthritis - not badly enough to warrant a disability badge, but the condition is debilitating enough for me to struggle to walk from one appointment to the other, even within the city walls. I live in an outlying village - 8 miles from York, the bus service is poor, one an hour until 6.30pm, so using public transport for say a night out in the City is, with the exception of a "late" bus 8pm and 11pm on a Saturday, cost prohibitive. The cost of a taxi is around £17.00 each way, and of course I would not wish to drink and drive, however, if I do take the car I know have to pay for parking in the evening as well, which again puts up the price of supporting business in York. The Council do need to think carefully with regard to the transport system as a

whole and the costs entailed by users - I have just this week returned from Frankfurt where an integrated bus/tram/train system is around 8.00 euros for a weeks journey on any mode of transport, with frequency on the trams around 1 - 5 minutes waiting time. Frankfurt is a big city and does not have the historic core that York has, however if other countries can manage their systems so well why are we so lacking in developing a long term strategy that really works for York, its citizens and visitors, at a cost that is affordable and offers a real alternative to using the car, freeing up the City properly from the increasing use of personal transport. I do not know if any of the above is pertinent to Visit York's involvement with the trial closure but trust it offers a personal view of a business owner, employee, physically challenged York born and bred individual.

Thank you for giving me the opportunity to voice my opinion on the Lendal Bridge trial. Here are a few stats to put my plight into perspective. Between the end of March 2013 and the bridge closure, my weekly growth in turnover ranged between **+5% to +55%**. From the moment the bridge closed until the end of 2013, my business declined by between **-4% to -25% per week**. Since the turn of the year, my decline has ranged from **-4% to -34% per week**.

My footfall has declined by an average of 38 customers per week on the same period when the bridge was open. For my business, January to March 2013 was the worst period for the effects of the recession. As mentioned above, the economy improved significantly at the end of March 2013. Between January and March 2014, my business between Mondays to Fridays has been down by up to **70%** on last year's debacle. It is the weekend visitors who are clawing back the deficit. During the week, it is noticeable that the locals no longer shop in the city centre, yet at the weekend, those coming from far afield and by train have significantly increased their spending on last year and we are seeing more of them. James Alexander, in a personal email exchange with me and at a FSB meeting, indicated that the reason for the decline in business was the move of the council offices. This man does not know or understand my customer profile/business, is deluding himself, is plain thick or he's spewing out a politician's web of lies and deceit...quite likely all of these. I appreciate the council part funds your organisation so you have to tread carefully about your comments.

Only this week, I have prevented two vehicles going over the bridge when at the Museum Street lights on my bike and seen two more go through on to the bridge, when in the vicinity of the bridge. I can only surmise that visitors are oblivious as to the name of the bridge as they approach it. It should not be left to chance that these valuable visitors get snapped by the ANPR cameras. Whether the bridge closure is down to the clause in the sale of the old offices – and the vast majority of York's residents and taxi drivers think so – or it was decided on to divert traffic up to the new development at Monk's Cross as part of the deal to build it, there is no ecological justification for the closure or empathy for the beleaguered businesses in York who have witnessed a steady decline for the last few years. Is it beyond the capacity of James Alexander and Dave Merrett to understand the long-term effects on York's independent small traders who are going out of business on a weekly basis? Take a walk down Goodramgate or any York city centre shopping street and see the rapid decline in retail occupancy. What exactly will there be in a few months/years to draw visitors to York, when the quaintness and individuality of our shopping experience has been removed for ever? If they want a sterile typical 'High Street' then that is what they will achieve.

Our view on the closure of the Lendal Bridge is York City Council are happy to up business rates and yet we had a number of visitors fined for driving over the bridge, you try to encourage visitors to

York, and its bad publicity for them to leave the city with a fine, especially foreign people. A business in York was told someone the old council offices were to be bought by a big hotel – for which they would pay a lot of money but did not want a lot of traffic passing by and they said this was what this exercise was all about.

Firstly we agree with the Visit York Media Statement - Re Lendal Bridge Trial. We hope our comments below add weight and we are not too late in them being taken into consideration before you submit them to the Council. Located, as we are, off Lawrence Street one might assume that the bridge closure has made little difference, at least to our guests. Not so. In general, the queueing of traffic on Lawrence Street has become much worse over the course of the trial, with queues stretching back from Walmgate Bar a full quarter-mile, sometimes more, even outside peak times. This does seem to happen in both directions, although not both at the same time, and our belief is that the situation is linked to traffic having to take alternative routes. Specifically, one guest was vastly inconvenienced recently when a water main burst at Piccadilly/Fishergate. He was due to collect a disabled person from the railway station and was delayed for around two hours.

We tried to find a sensible alternative route for him, to no avail. We contacted Council officials at the time (around 11.30 am) who could not advise us. Eventually, of course, Lendal Bridge (and Coppergate) were re-opened to all traffic, but this was far too late after the incident. There is another factor in this scenario and that is dissemination of information on what is happening and alerting people to the problem, we often listen to Radio York in the morning but many will not. When unpredictable events do happen such as that described above the Council must have contingency plans in place and be prepared to act far more swiftly than it did on that occasion.

I am writing to give my feedback on the Lendal Bridge traffic trial. My business moved into a retail unit at Low Petergate in October 2013. After a while we became aware of the Lendal Bridge trial and were careful to avoid the restricted periods. However, we encountered a number of problems.

- The signs were difficult to understand.
- When pressurised by other traffic there was insufficient time to read the signs.
- As newcomers to the city we had planned our route into the city carefully, but on encountering the restrictions for the first time we were thrown into total confusion with nowhere to pull over and study the map for an alternative route.
- Having entered the centre of York on the A59 we found the alternative route round the city took up to an extra 30 minutes.
- Much of the time spent in the diversion was spent in standing traffic, considerably increasing pollution in the city.
- Despite our best efforts we still received a fine for being in a bus lane somewhere around Lendal Bridge – the photo and description were so uninformative that we still have no idea where we were caught and therefore how to avoid another fine.

It is worth recalling an experience my wife and I had in Reading a couple of years ago. We were attending a large party at Henley-on-Thames but the nearest we could find a hotel was in the centre of the Reading. We found the city centre was a maze of bus lanes and restrictions but being new to the city we could find no other way of reaching the hotel and it was 7.30pm. At the party locals were surprised we were stopping in Reading as they considered it a horrible place. We, on the other hand, found Reading to be a vibrant place with great shopping, hotels, restaurants and street entertainers. We returned home singing the city's praises and looking forward to returning. Then



we received the £30 fine for unwittingly contravening a bus lane. We protested but had to pay the fine. The council made £30. We have vowed never to return to Reading. The £400 we spent while we were there will be the first and last money the businesses of Reading will see from us. We will not be recommending Reading to others and we can now see why the locals might have had such a low opinion of the place. With some 45,000 fines issued on Lendal Bridge I wonder how many thousands of visitors will now have a similar opinion of York? York City Council need to understand that peoples love of personal transport will not go away. In time, petrol and diesel cars will be replaced by electric or hybrid cars. The strategy should not be to ban cars from the bridges of York so that they can be used for pedestrians but to create dedicated pedestrian bridges. The success of this approach has been clearly demonstrated in London. York should keep the existing bridges for unrestricted mixed traffic and build dedicated pedestrian bridges between Lendal Bridge and Ousegate, and between Ousegate and Bishopgate. The £700K the council has raised should be enough to fund a feasibility study at least. The restrictions on Lendal Bridge will have had significant impact on trade in the city centre.

This will only help to encourage shoppers to move to out of town shopping, which in turn will increase vehicle use around the city and accelerate the decline in town centre retailing. I urge the Council to end the damaging restrictions on Lendal Bridge as soon as possible.

31<sup>st</sup> January 2014

Dear Councillor Alexander

**Lendal Bridge Trial**

I'm writing to you because of the strategic importance of the outcomes of the Lendal Bridge trial not only to the City of York, but also nationally.

York has gained a well earned reputation as a UK pioneer in creating a healthy and attractive city centre environment through its pedestrianisation schemes through the years. The bold decisions the council made to close roads around the Minister and subsequently in adjacent areas have been vindicated. The fact that there are no calls now to reverse these decisions, and the popularity of York city centre, are ample proof that decisions that are unpopular at the time can at a later time be recognised as visionary. We suggest that making the Lendal Bridge restrictions permanent will, in time, also be seen as visionary.

The international and national contexts to this decision are also important to recognise.

- Internationally cities are competing for employers to locate to them. They are also competing for tourist revenue. It is recognised that a quality environment is one of the criteria businesses use to judge the appropriateness of a location, especially those businesses that need to attract a highly mobile and highly educated workforce. Although the closure of Lendal Bridge could be seen as a small measure, the decision to make the restrictions permanent (or not) sends an important signal about future intent. In addition, as other cities within the UK and Europe pedestrianise, York needs to constantly improve its attractiveness as a destination.
- Nationally, the reversal of the extension of the London congestion charge extension, and the failure of the Edinburgh referendum were set-backs in efforts to create healthy city-centre environments across the UK. If York were to choose not to make the Lendal Bridge closure permanent this would have negative ramifications across the country, as well as damaging York's reputation.

These reasons are, we suggest, good enough reasons for you to be bold and make the Lendal Bridge closure permanent. But we would argue there are also strong environmental reasons as well.

Air pollution in York, although much improved from the past, still needs to be reduced further. And York needs to play its part in curbing greenhouse gases. The last administration rightfully committed York to reduce greenhouse gas emissions by 40 per cent by 2020. This is the minimum necessary if the worst impacts of climate change is to be averted. The Lendal Bridge closure, together with efforts to improve public transport, can contribute to this goal.

To conclude, we ask that the City of York Council make the Lendal Bridge restrictions permanent. We suggest that this makes sense for the City from social, environmental and economic perspectives. But we also suggest that the city must recognise that the decision it makes will have ramifications beyond York. York could again demonstrate its leadership.

Yours sincerely



Mike Childs

Head of Science, Policy & Research

Friends of the Earth

p.s. you should know that I also have an interest as a York resident (37 Frances St) but that this letter is being written in my capacity as Head of Science, Policy & Research for Friends of the Earth

cc Councillor Dave Merrett

Thanks for getting in touch regarding the closure to Lendal Bridge and the impact on our Service.

In terms of the impact on the Fire Service please note the following points:

- Initially we were included in the ban from driving over the bridge and this had a substantial impact on the delivery of our Service. Our appliances were frequently delayed in heavy traffic conditions increasing the amount of time that they were taking carrying out their daily work routines (Fire Safety Inspections, Training, Risk Inspections etc.)
- I requested that the ban be lifted for our appliances and this was granted and this did ease the delays for us somewhat.
- The traffic that would have used the Bridge has been diverted into other areas of the City and as such we are finding traffic conditions heavier in certain areas, especially around Foss Islands. This is slowing our progress in responding to incidents, as there is more traffic congestion to negotiate. (This is the perception of the crews and we have not conducted any analysis to confirm or deny this)
- If the restrictions were to remain in place moving forward, we would request that access across the Bridge is maintained for our appliances as per the current situation.

Regards,

Paul.

Paul Bennett

Station Manager

York and Huntington

York Telephone: 01904 616100 / DDI: 4842

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Mobile:07740 301443 (\*60)



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE

Please consider the environment before printing this email

The closures have not caused the NYP issues with regards to on-going operations, however, there are one or two points which would assist the police if they could be addressed:

1) The legislation was incorrect for the police, fire and ambulance services exemptions. This states that there is an exemption for police, fire and ambulance vehicles used in an 'emergency'. This is incorrect as the police, in particular do not just go to 'emergencies', but the role involves patrolling, monitoring and other uses.

We (NYP) are in receipt of a letter of exemption issued by CYC, but we would wish to see the legislation updated to incorporate the wording; '**any vehicle used for police purposes**'.

This re-wording would negate the need for any 'special' letter of exemption and simplify matters considerably, when answering challenges by members of the public.

2) There are issues around our use of 'hired in' vehicles and visiting forces. These create us a problem as the units are not necessarily aware of the restrictions and can collect a ticket without it being picked up locally. With a 'hired in' vehicle this can cost the NYP up to £55 (the fine, plus a £25 handling fee) from the hire firm. I am not sure how we get around this as the vehicles are not always marked up as police vehicles.

The effectiveness of the scheme, personally speaking, is sound. I do not think that the impact on other traffic routes is as severe as some parties make out.

There are mixed responses from other staff, many of whom are less enthusiastic.

I do think that the legality needs to be addressed (as highlighted). I was concerned at the outset and did suggest that the signage needed to be as robust as could be, to reduce the numbers of drivers inadvertently infringing the closure and ensuring as high a compliance rate as could be reached, thus reducing the likelihood of legal challenge.

I am concerned at the reputational damage done to York by visitors being handed a ticket and I think that this is a big issue.

Hope this helps,

Regards,

Steve

**Steve Burrell** Dip ASM MCIHT MSoRSA

**Collar Number 5157**

**Traffic Management Officer,**

**Fulford Road,**

**York**

**YO10 4BY**

**Tele: Int 2352 or Ext 01904 669352**

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**[steve.burrell@northyorkshire.pnn.police.uk](mailto:steve.burrell@northyorkshire.pnn.police.uk)**

**Dial 101, press option 2 and ask for me by my full name or collar number.**

**If using my collar number, please state each number individually.**

**[www.northyorkshire.police.uk](http://www.northyorkshire.police.uk)**

Dear Sirs,

Please find below the York Hoteliers' Association's comments/views on the Lendal Bridge trials:

The York Hoteliers' Association welcomes the City of York Council's plans to further improve our City's appearance and tourism appeal by: - re-designing the 'streetscape' around the York Art Gallery, the Library, York Minster and Blake Street, and also by facilitating pedestrian access to the historic core of our City from the railway station. We believe that the 're-invigorating York' campaign is crucial to its future prosperity, so that the whole precinct can rival any other European City. We also support the council's efforts in transforming our City into a more pleasant and environmentally-friendly one, with a reduction in carbon dioxide emissions and by supporting cycle and public transport usage.

However, we consider that the 'Lendal Bridge restricted access trials' should be aborted as the reputation of our City as a 'visitor friendly' destination is in jeopardy: - all the efforts that the tourism industry and the retail sector place into ensuring that our guests leave York with wonderful memories, risk being annihilated by unexpected fines received afterwards. Negative messages on social media and regrettable coverage in the press have also had a detrimental effect, possibly deterring visitors.

Furthermore, businesses located on both sides of the river have suffered during the trials: - insufficient signage on the bridge and on the alternative routes, lack of clear information and satellite-navigation systems unable to be updated. All these leading to frustrated guests arriving to our hotels and restaurants with a negative first impression. Suppliers have also reported additional costs and delivery delays due to the extended mileage and increased traffic on the alternative routes. We are also surprised that the 'high-season' summer traffic has not been taken into consideration and fear worsened traffic conditions from the first race meeting onwards.

Should the 'Lendal Bridge restricted access trials' were to be confirmed, we would insist that the time restrictions remain unchanged – they should not include peak hour traffic – as any such amendment would render the trial criteria obsolete. We would also want to work constructively with the council on this matter and would recommend that the following actions are taken:

- A dedicated 'car turning area' should be created to the North side of the bridge to avoid dangerous car manoeuvres from drivers late realising their mistake and having to reverse into the Museum Gardens entrance and over the traffic island;
- The Bridge should be resurfaced in red tarmac, as for a bus lane, to make the restriction obvious;
- 'first offender' non local drivers should receive a 'warning letter' first, with fines being issued from the second offence;
- Visit York Mini-guides and city maps should clearly indicate the restrictions and pin-point the city centre hotels' location;

- Access to hotels and restaurants should be permanently signposted (Minster Yard, Clifton/Bootham, North Street...);
- Flexibility to easily reopen these restricted areas to traffic should be considered, in case of problems on the alternative routes (floods, road accident, traffic light failure...)

Yours faithfully

Lionel A. Chatard

Director & General Manager

[Hoping you can join us for one of our upcoming events](#)





## York Museums Trust

Registered Office  
St Mary's Lodge, Marygate, York, YO30 7DR

Tel: 01904 687643  
26 March 2014

**Frances Adams  
City of York Council  
West Offices  
Station Drive  
York  
YO1 6GA**

Dear Frances Adams

### **Lendal Bridge Trial**

York Museums Trust welcomes the trialled traffic restrictions for Lendal Bridge and the positive impact it has made for pedestrians using and visiting this area of the city. The significant reduction in traffic has created a safer and more amenable environment for those making their way to and from the York Museum Gardens and Exhibition Square to the city centre. The York Museum Gardens in particular have become more connected to the rest of the city, with the noise and air pollution also being dramatically cut. If the trial was made permanent we would expect to see the number of people who use and enjoy this space increasing from the 1.7 million that already visit every year.

Exhibition Square is now also much quieter and safer for pedestrians, while the 27 per cent of visitors arriving by train enjoy a much more positive introduction to the city centre.

York Museum Gardens and Exhibition Square are both set to be developed in the next few years with significant changes that will enhance the visit to the area for people on foot. The Trust plans to expand the gardens to the rear of York Art Gallery, creating more pathways to Marygate and Exhibition Square, while the City of York Council plan to develop the Square itself. We believe that the traffic restrictions imposed on Lendal Bridge will play a key part in making sure these projects are enjoyed to their full potential.

The Trust recognises there have been a number of problems with the trial, most significantly the issue of signage. However we are in support of making the restrictions permanent as we believe this part of the city will significantly benefit as a result.

Yours sincerely,



**Janet Barnes CBE**  
Chief Executive

CC – Kate McMullen, Visit York

**York Art Gallery**  
**York Castle Museum**  
**York St Marys**  
**Yorkshire Museum & Gardens**  
Company No. 4381647 Charity No. 1092466

## York Older People's Assembly

The Garth, White Rose Avenue, New Earswick  
York YO32 4TZ  
Registered Charity 1101018  
761240



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City of York Council  
Lendal Bridge Consultation  
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YO1 6GA

Dear Sirs,

### **Lendal Bridge Closure**

York Older People's Assembly, a recognised body representing older people in York discussed the Lendal Bridge trial at its Open Meeting on Monday 3 February. The meeting was attended by some 60 people with the vast majority (72%) supporting the aims and objectives of the Council, but would wish to add the following comments.

For those accessing the City Centre from 10-30 a.m and after 5 p.m. there is no change. There was however no support for extending the hours of the restrictions which currently link with the revised times applicable to the Pedestrianisation of the City Centre..

There was major concern about the total inadequacy of the signing arrangements put in place. Whilst acknowledging they comply with the Department of Transport requirements they clearly do not, and will not meet the information needs particularly of those visiting the City as tourists. Reference to "Lendal Bridge" on the yellow signs means nothing to those unfamiliar with York. The fact that Sat Navs have not been amended and new routes maps at Tourist Information Centres and on the CYC website should be a pre-requisite if the scheme is to continue. Whilst the large illuminated sign in Station Road should lead to some improvements no similar provision has been installed at the northern end of the scheme in Gillygate.

Members experience of bus reliability for those routes using Lendal Bridge i.e. (No. 1, 5, 5A, 6 and Rawcliffe Park & Ride) has improved significantly. If the scheme is to continue then some existing bus routes might well be directed over Lendal Bridge rather than being routed via Rougier Street and therefore

benefitting from the improvements. Members mentioned particularly those routes using Tadcaster Road to Clifton Moor.

In respect of air pollution, whilst recognising the reduction in traffic usage in the immediate area, Members questioned whether there had been a transfer of pollution to other areas of the City. Has there been an overall reduction in car usage?

No robust reliable information was available concerning the "knock on" affects elsewhere in the City. Anecdotally there appears to have been a significant build up of traffic in Bishopthorpe Road and Skeldergate Bridge. Doubtless the independent research by Leeds University will quantify these issues.

Members consider the exemption categories should be revisited. This would include the impact on disabled badge holders and home carers.

Finally, the publication of the evaluation report should be widely available for comment **before** any final decision is taken by Members of the Council. Interested parties should have the "facts" before them to allow further informed comment.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Bob Towner', written in a cursive style.

Bob Towner  
Chair

### FSB Member Comments

I wanted to be asked:

Should Lendal Bridge be reopened? Yes.

Have you been inconvenienced by the closure? Yes.

Have you seen any benefits as a result of the closure? No.

Has the closure been implemented well? No. Signage has been abysmal and has changed consistently throughout the trial (I notified them of 'ring road' signs on Huntington Road back in November).

Do you believe that anyone is going to take a blind bit of notice about your opinion? No.

So, has writing to the council and completing surveys been a waste of your time? Yes.

The effect the closure has is in the additional time taken, traffic congestion, co2, etc. in picking up and dropping off at the station, and other business journeys around York. These are roughly once per week.

I strongly oppose the closure of Lendal Bridge, but think that if I returned the survey, the city council would deem that the closure has little or no effect on our business.

My business York Marina is too far south of the City to be affected by the bridge closure. However if this was the first stage of an Inner City one way loop ( like Leeds has ) round York to improve traffic flow I think it should be supported .....!!!

I appreciate the need for statistics but as well as the Council looking for negative impacts they also need to show us some positive impacts!

The main reason for the closure to continue must be proof that the positives far out way the negatives.

At present it appears they are only considering negatives irrespective of any positive benefits.

If they can't prove any major improvements or benefits it should be re-opened.

I believe the biggest impact will be on shoppers and tourists not returning to the city either as a result of a fine or word of mouth from family and friend about fines/potential fines.

These stats are very difficult to prove and will not be known until we see a drop in visitor numbers over the next few years.

Ashberry of York was situated in the centre of York, near the Minster for nearly 16 years. It has recently re-located to an out of town location. The cost of car parking, difficulty in 'getting around' York driving and lack of parking have meant alot of our regular customers are happy if we are away from the centre. Not everyone wishes to take the Park 'n' Ride if they are making a special purchase that doesnt require a half day shop! This is very disappointing. As we are a jewellers we had many reps from companies (many from Germany) visiting our shop and York, many have had the fine due to the poor information given on signs leading upto the bridge. If local people ie York, Selby, Harrogate etc find this 'U turn' of not using Lendal bridge a problem what chance do our other visitors and tourists have?? This was quite embarrassing. They are decent people trying to do their best with their work and best in the economic climate. One rep actually 'gave up' as not only did she go over a bridge, she couldn't easily 'U Turn' as there was no help with that and the car parks were full in the 3 she tried. So not only did we miss our on our meeting, York did too as she was supposed to be staying in the centre.

Talking about congestion, how about looking into the whole of York? The Monks Cross next stage with John Lewis etc, the roads along the A1237 is already heavily congested. This is definitely an area which would benefit from all this concentration with dual lanes. People are going to visit these out of town shopping centres as they are so well planned for access.

Please look after the York centre and its businesses. It is too late for now, however if things improve we may consider moving back in the future. Another point is I have noticed when events are on in York (eg St Nicholas Fayre) bus drivers supplying much needed tourists to our city are having to park occasionally in our out of town parking areas or parking along the A64. I am unsure if this is due to charges, lack of parking or just the difficulty in getting around our city?

**Q6 Any other information you wish to pass on ?**

We moved out of the city centre in 2008 having got tired of the lack of foresight by the Council in relation to our type of business with deliveries, collection & parking. Particularly in relation to the fact that they don't seem to understand that the car is here to stay for the foreseeable future & that people actually like using them.

Lendal bridge closure doesn't affect us out here although I can imagine it would if we were still City centre based.

I feel sorry for the people who live in Leeman Road who will be currently having to cope with all the additional traffic passing through a residential area.

Isn't it a bit of a coincidence that as soon as the council move office that they try to close Lendal Bridge?

Deliveries have not been too much of a problem as I'm always in early and delivery drivers know this so can drop off to me early, but the bridge closure and the extended pedestrianisation hours have caused problems for customers who need to pick up larger items in their cars

Footfall In the same period of the trial between August 2012 and March 2013 when the bridge was open, we served 19,925 customers. During the bridge closure, we have served 18,808 customers; a decrease of 1,117.

The increase in business is NOT because the bridge is closed it is because the hard work put in DESPITE the extra problems involved.

Levels of business change for different reasons, so to say the closure of Lendal Bridge is the only reason for change is incorrect but the closure HAS had a significant and negative effect on my business.

The one question which is very relevant is Q1. Having lost customers makes me very cross, these losses are due to Lendal Bridge closure - delays in deliveries were the reason for loss of customers.

No logical reason can be seen for this bridge being closed, it is the natural inner ring road to York City centre and should be reopened immediately.

If the council wants to improve air quality and pedestrian safety then the logical bridge to close is Ouse Bridge and this should be to all vehicles except Buses and emergency vehicles

From being open from 8.45am till 10.30am we have a 59% of customer into the retail premises, from 10.30am until 5.00pm we have 26% then from 5.00pm until 5.30pm we have 15%. This has been take over a 6m

FSB Lendal Bridge business survey March 2014

Years Established	Customers Increase/decrease	Customer Numbers	Customer %	Turnover Change YoY	Business Costs	Business Hours	Fuel Costs
2.5	N	N	N	(+) 13%	Unchanged	Unchanged	Unchanged
20	N	N	N	(+) 2.5%	Unchanged	Unchanged	Unchanged
25	Decreased	(-)30	(-)7%	0%	0% sole trader	increase 2 hrs	0%
134	Decreased	(-)636	66%	(-) 5.6%	0	0	0
7	Decreased	(-)2	(-)5%	(+)4%	increase 8%	Increase 9%	Increase 5%
3	No change			N/A	Increase Approximately £1.50 per week per vehicle due to extra mileage being covered. This is with 8 vehicles on the road	Increase. Approximately 30 minutes added to each journey that involves going from one side of the bridge to the other, as to total time this is hard to quantify as different number of journeys are made each day by different number of vehicles.	Increase Approximately £1.30 per vehicle per week so about £10.40 per week
50		N/A	N/A	Increase (Mainly due to supply issues with stock in prior year)	No Change	No Change	No Change

56	(- 16.3 ON LAST YEAR OF NEW CUSTOMERS) 42.7% fall in foot fall of customers.		(18.63 ON LAST YEARS FIGERS)	8% WAGES	18 Hours +	Increase some weeks £60.00 other £83.00
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**ANNEX G**

Draft Final evaluation report (ITS)

Final feedback survey report (ITS)



# Lendal Bridge Closure – Draft Final Report

Jeremy Shires, David Milne & Greg Marsden

April 2014

Project Funded by  
City of York Council

Institute for Transport Studies

**INSTITUTE FOR TRANSPORT STUDIES  
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## 1 Background to Study

The Institute for Transport Studies (ITS), University of Leeds (UoL), was commissioned by the City of York Council (CYC) to provide inputs into an evaluation of the Lendal Bridge trial closure. The closure commenced on 27<sup>th</sup> August 2013 and is applicable to private motorised vehicles between 10.30am and 5pm, 7 days a week. As part of the evaluation, a number of different strands of analysis were undertaken. Initial work focused around a street survey which was developed to capture the responses of tourists, residents and non-resident workers/visitors both before the closure was put in place and during the closure. Both surveys replicated each other and were designed to capture respondents' experiences (via a series of rating questions) with regards to accessing the city, moving around in the city and their views on the bridge closure. The survey findings are reported in Section 2 of this report.

During the same period, CYC conducted its own feedback survey. This took the form of an initial short feedback survey and then a much longer, more detailed feedback survey. The target audience for the feedback surveys was largely York residents/workers, although the survey was online and open to all. ITS has provided an independent analysis of this data and the findings from the detailed feedback exercises can be found in Section 3.

A further strand of evaluation focuses upon the analysis of traffic data collected by or on behalf of CYC. There is a large body of evidence to be analysed and it has not been possible to look at all the strands for this draft final report. Instead the focus brought to bear in Section 4 is upon bridge count data for vehicles & active modes, Automatic Traffic Count data and Park and Ride journey time data. Data on air quality and traffic speeds (as provided via Traffic Master) is still to be analysed and will be included in the final report.

The last piece of evaluation is provided in the form of analysis conducted using the York SATURN model. This has attempted to compare predicted changes in traffic flow and route choice with actual changes to establish the suitability of using the SATURN model for assessing further changes to the York road network.

The key findings are then drawn together in Section 6 to provide an overall assessment of the Lendal Bridge trial closure to date.

## 2 ITS Pedestrian Survey

### 2.1 Survey Details

Two street surveys have been conducted in an effort to assess the experience of people in York city centre both before the Lendal Bridge trial closure and during the closure. The surveys have focussed on visitors, residents of York and workers in the area surrounding Lendal Bridge. Both surveys used self-complete, mail back paper questionnaires, which were distributed within the vicinity of Lendal Bridge. People were approached on street and asked if they wanted to take part in a survey about the city centre environment. If they agreed they were given a survey form to complete. No quotas were imposed for either survey. It should be noted that when people agreed to participate, these surveys were not obviously or directly related to the Lendal bridge trial. Therefore they are considered a better representation of balanced cross-sectional views than CYC's own feedback survey.

The first survey took place between 15 August and 20 August, the week before the Lendal Bridge trial closure began and towards the end of the summer school holidays. This was used to establish baseline data (*baseline survey*). A total of 2,700 questionnaires were distributed with 671 returns, a

response rate of around 25%. The second survey took place between 28 October and 1 November, during the bridge closure (*during survey*). This week was chosen as it was the half term school holiday and so would best reflect the sample gathered in the first survey. A total of 2,200 questionnaires were distributed and a total of 466 returned, a response rate of around 21%. Weather for both surveys was largely fine with some rain on 1 November. The questions in both surveys were identical (see appendix 1 & 2) with the exception of Q10 which reflected that the Lendal Bridge trial closure was actually in operation during the 2<sup>nd</sup> survey.

## 2.2 Key Descriptive Results

It became clear from the early analysis of both sets of survey data that the *baseline survey* was dominated by respondents who had non-commuting travel purposes, e.g. tourists and leisure trips. In total only 4% of the sample were making commuting trips. This is not altogether surprising given that the survey took place at the height of summer with extremely high tourists levels combined with a higher than average tendency for York based commuters to be on holiday. In contrast, the *during survey* has around 22% of the sample who are making commuting trips. Given the discrepancy between the two samples a decision was made not to include commuting journeys in this section to give a more balanced and accurate comparison of the two samples.

### 2.2.1 Overall Statistics

Tables 2.1, 2.2 and 2.3 outline the key socio-economic characteristics of both sets of respondents, along with their journey purpose, their access mode into the city centre and how often they visit the city centre. The distribution of respondents across age categories appears to be largely similar, as does access modes and frequency of access into the city centre. There are however, a couple of differences between the two sets of survey respondents, which may reflect the different time periods that the data was collected in and the random distribution of the questionnaires to respondents.

- (1) Gender – Females have a much stronger representation than males, particularly in the *baseline survey*. This probably reflects a tendency for females to participate in surveys and to be taking on child care duties during the school holidays.
- (2) Journey purpose – Tourism trips have a higher representation in the *during survey* than in the *baseline survey*, whilst shopping trips in general (both food and non-food) are considerably stronger in the baseline survey.

The differences between the two samples make the use of comparative assessments over the two time periods based on journey purpose the most meaningful comparison. .

The journey purpose segmentation has been split into two: (1) Tourism & business trips – as these suggest one off or less frequent trips (henceforth referred to as tourism trips & (3) Leisure<sup>1</sup> & other trips (henceforth referred to as leisure trips).

**Table 2.1 Age and Gender of Respondents % (n)**

	Age Categories %						Gender %	
	17-19	20-29	30-39	40-49	50-59	60+	Male	Female
<i>Baseline Survey</i>	4 (26)	4 (27)	9 (57)	21 (131)	18 (111)	45 (284)	34 (213)	66 (420)
<i>During Survey</i>	1 (5)	3 (9)	10 (33)	24 (85)	18 (63)	44 (154)	44 (154)	56 (194)

<sup>1</sup> Leisure & other trips encapsulates a wide range of trips: food shopping, non-food shopping, education, health related, accessing services, leisure/socialising, child escort, other escort & other.

Before moving onto the next section it is worth commenting on a similarity between both the surveys in that around 90% of respondents were accessing York for the purposes of non-food shopping, tourism and leisure/socializing. The mix of respondents will vary somewhat randomly between surveys due to differences in the underlying population in the area at the time. It appears that surveying in half term week has led to a comparative under-representation of resident shoppers. It should be remembered that tourists are not just visiting sites of interests but are also shoppers and the survey only captures their primary journey purpose.

**Table 2.2 Journey Purpose & Access Mode % (n)**

<i>Purpose</i>	<i>Baseline Survey</i>	<i>During Survey</i>	<i>Access</i>	<i>Baseline Survey</i>	<i>During Survey</i>
<i>Business trip</i>	0.9 (6)	0.6 (2)	Car driver + P&R	16.0 (102)	17.9 (60)
<i>Food shopping</i>	1.7 (11)	0.0 (0)	Car pass. + P&R	11.6 (74)	9.8 (33)
<i>Non-food shopping</i>	12.9 (83)	5.7 (20)	Car driver +park nearby	14.1 (90)	17.3 (58)
<i>Education</i>	2.2 (14)	0.9 (3)	Car pass + park nearby	10.3 (66)	6.8 (23)
<i>Tourism</i>	58.3 (375)	70.9 (249)	Walked/cycle + P&R	3.1 (20)	2.7 (9)
<i>Health Related</i>	0.6 (4)	0.3 (1)	Bus	14.4 (92)	14.0 (47)
<i>Accessing services</i>	1.9 (12)	1.7 (6)	Cycle	0.9 (6)	0.6 (2)
<i>Leisure/Socialising</i>	16.8 (108)	15.7 (55)	Walk	15.6 (100)	14.0 (47)
<i>Child escort</i>	0.5 (3)	1.4 (5)	Rail	13.9 (89)	17.0 (57)
<i>Other escort</i>	0.3 (2)	0.6 (2)	Motorbike/scooter	0.0 (0)	0.0 (0)
<i>Other</i>	3.9 (25)	2.3 (8)			

**Table 2.3 How Often Do You Visit York City Centre % (n)**

<i>Frequency</i>	<i>Baseline Survey</i>	<i>During Survey</i>
My first visit	27.3 (175)	25.6 (89)
5+ days per week	1.4 (9)	2.3 (8)
2 to 4 days per week	3.8 (24)	3.4 (12)
Once a week	5.5 (35)	2.9 (10)
2 to 3 days per month	5.9 (38)	3.2 (11)
Once a month	5.2 (33)	5.2 (18)
Less than once a month	50.9 (326)	57.5 (200)

Comparison of Access Mode by Purpose

Figures 2.1 to 2.2a below show that there is a broad range of access modes to the city centre for tourists and those engaged in leisure or socialising. **For visitors to York, access by non-car modes is the dominant form of access.** Only 27% of tourists<sup>2</sup> accessed the city centre by car (as either a driver or passenger) before the trial closure and this was even lower, 20%, for leisure purposes. The closure of the bridge saw a small reduction in direct car access for tourists (25%) and a small increase (22%) for those whose journey purpose was leisure and socialising. Bus access to the city centre (including park and ride) for tourism stood at 38% before the closure and has risen to 42% since the closure. For those engaged in leisure and socialising there has been a decrease from 54% to 49% following the bridge closure

Figure 2.1 Access Mode for Tourism – Baseline

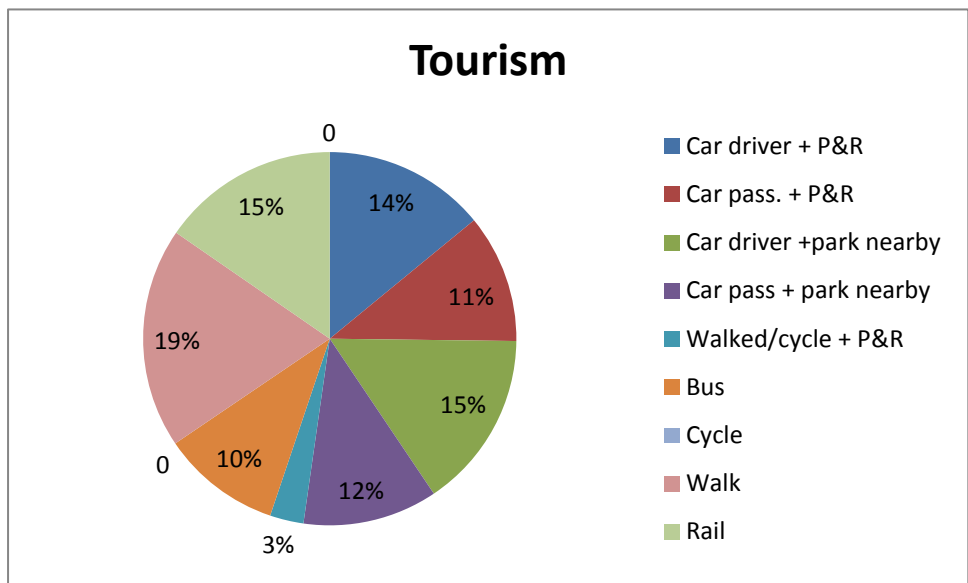
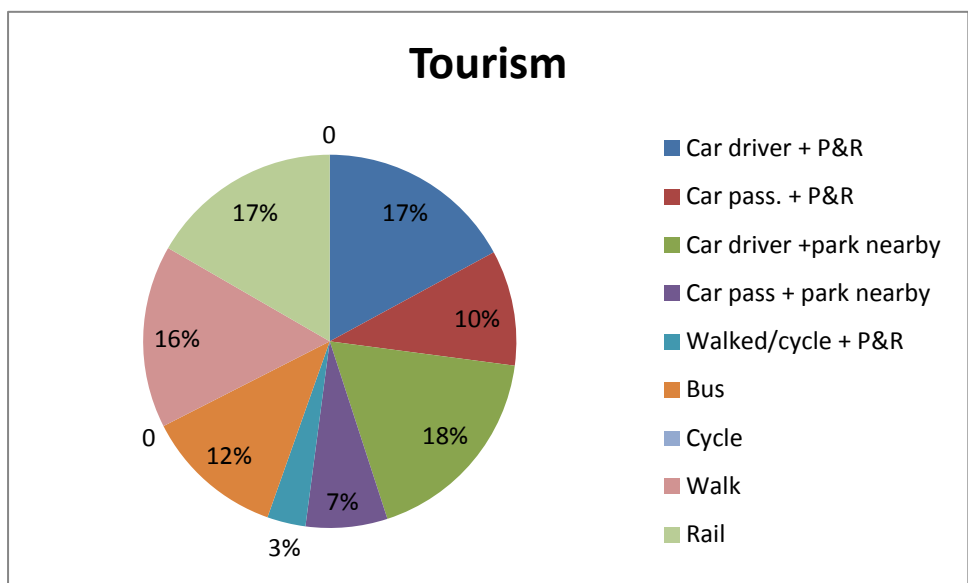


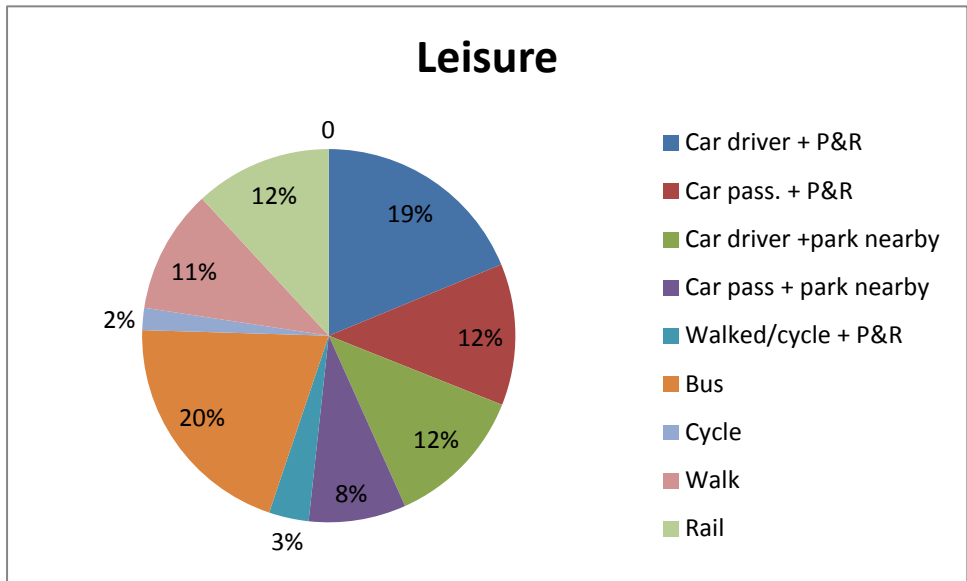
Figure 2.1a Access Mode for Tourism – During Survey



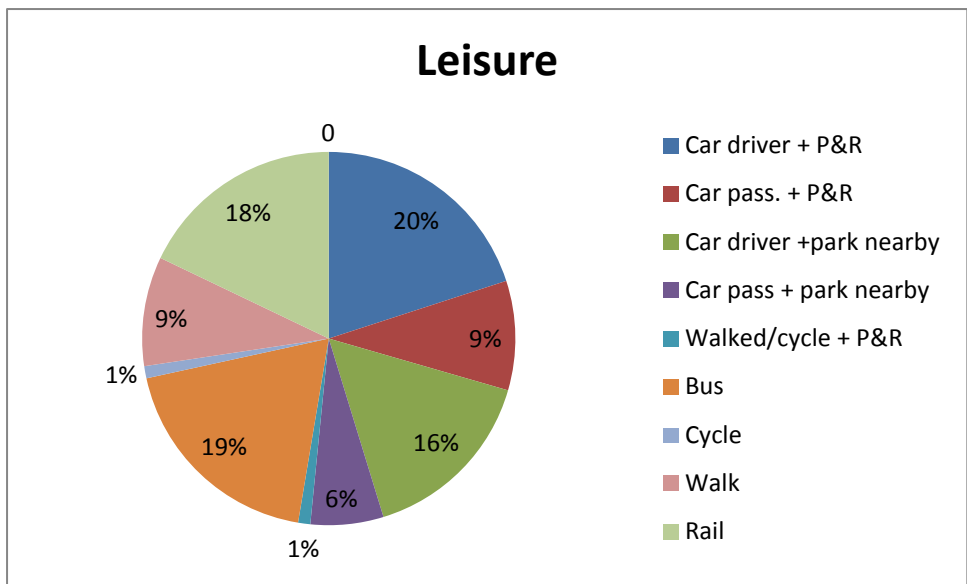
<sup>2</sup> Note this Tourism includes business trips but constitutes a very small amount (Table 3.2).



**Figure 2.2 Access Mode for Leisure – Baseline Survey**



**Figure 2.2a Access Mode for Leisure – During Survey**



**Comparison of Journey Frequency by Purpose**

An analysis has been undertaken of the frequency of trips to York by different journey purpose (Figures 2.3 to 2.4a). This shows that in August, 60% of visitors are making a return visit, although the majority of these visit less often than once a month. In October 68% of tourists are making a return visit, which is likely to reflect the different make up of tourists in the UK in summer compared with an Autumn period. There has been an increase in the frequency of visits for leisure with 41% of all visitors reporting a frequency of visit of at least once a month in August, increasing to 47% after the bridge closure. Direct attribution of the impacts of the bridge closure is not possible as seasonal effects may explain some of this difference.

Figure 2.3 Frequency of Trips - Tourism – Baseline Survey

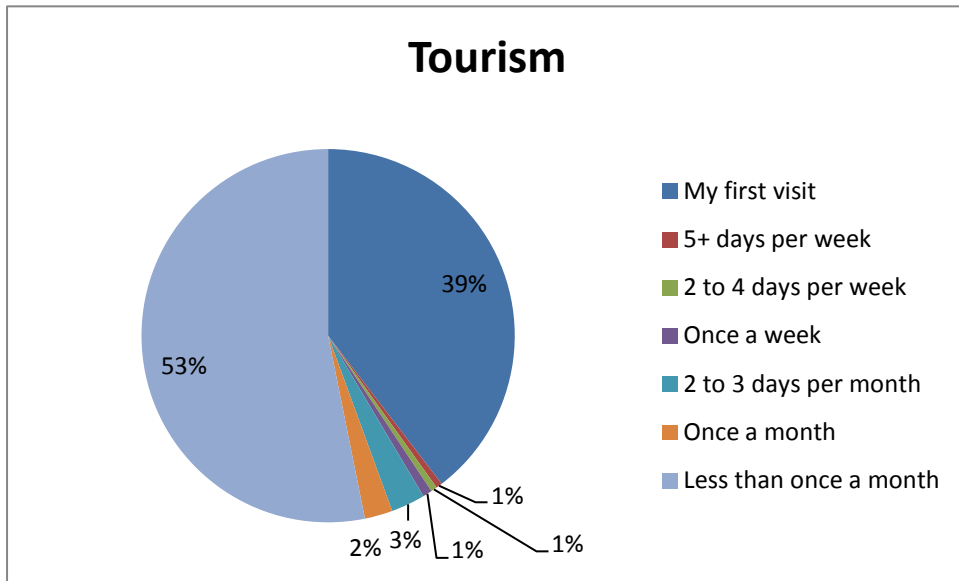
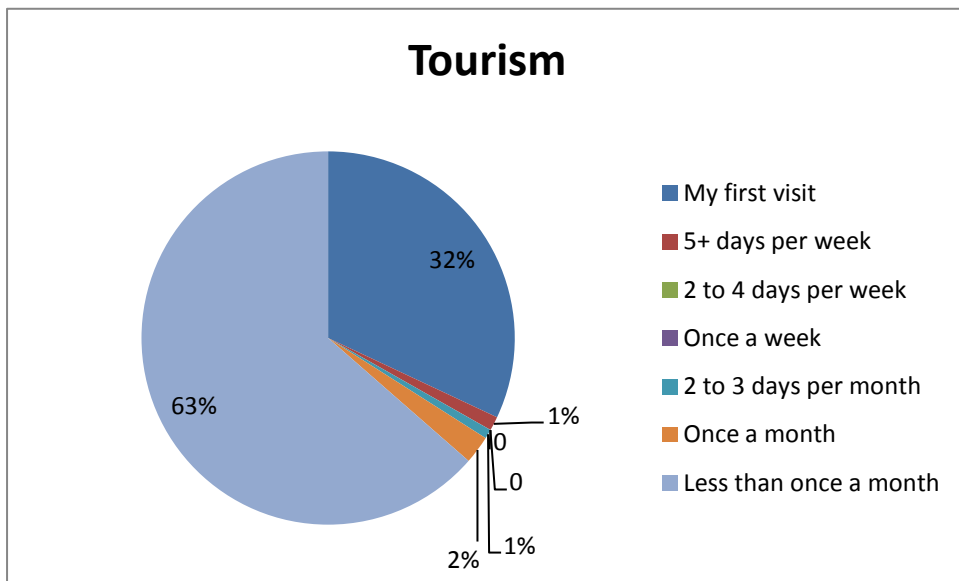
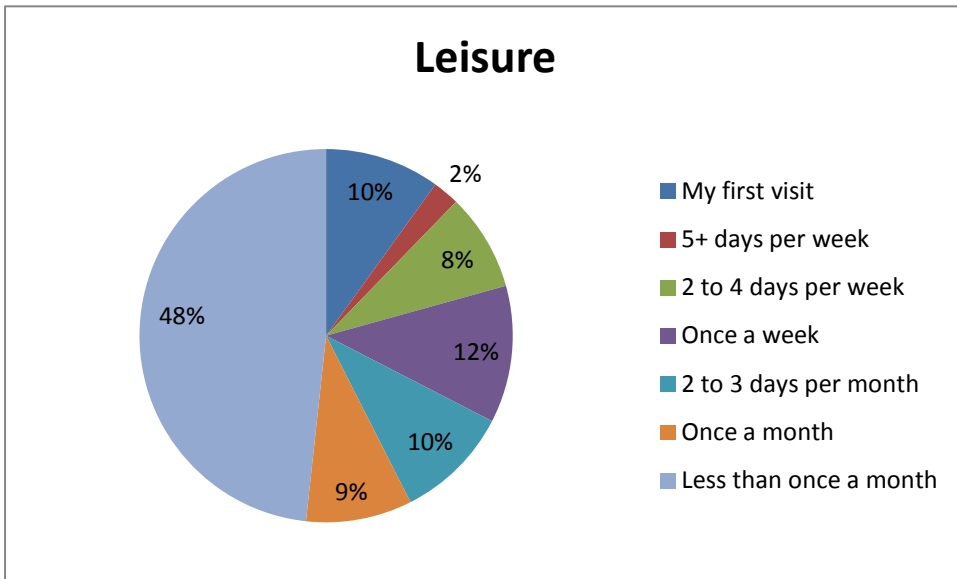


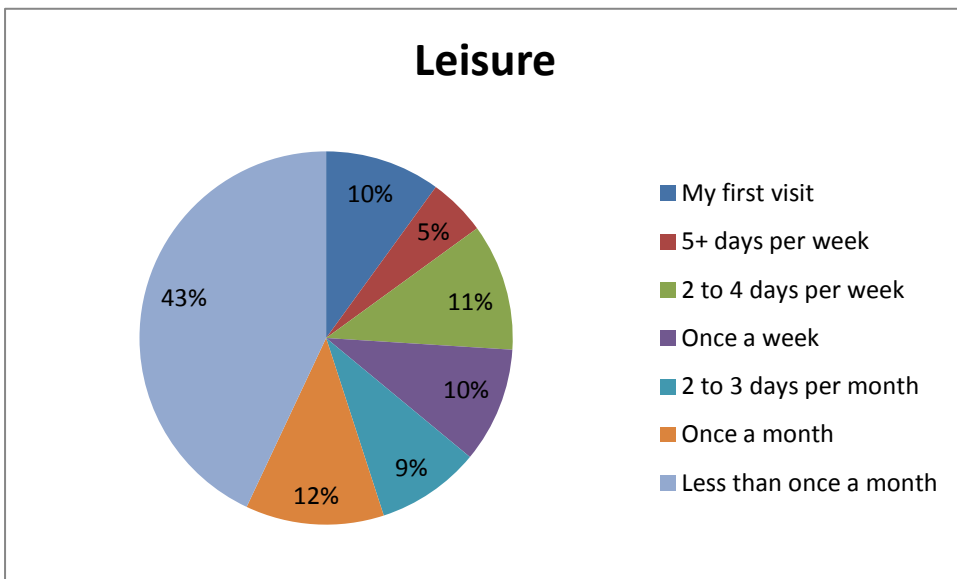
Figure 2.3a Frequency of Trips - Tourism – During Survey



**Figure 2.4** Frequency of Trips - Leisure – Baseline Survey



**Figure 2.4a** Frequency of Trips - Leisure – During Survey



The key conclusion to be drawn from the set of figures is that, for visitors to York, access by non-car modes is the dominant form of access. It is difficult to hypothesise whether the Lendal Bridge closure has led to any discernable changes in behaviour given the seasonality of the data collection, e.g. summer vs autumn. For tourists, there has been a very small shift away from car as a direct access mode into the city centre in favour of bus, whilst for leisure/social trips bus use has fallen (with car and rail the main beneficiaries).

## 2.3 Reasons for Visiting York & What Would Make You Visit More Often

The baseline survey asked respondents (making non-work trips) what were the main reasons for visiting York? The results are outlined in Table 2.4 which lists a series of reasons for visiting. Whilst all but three of the reasons were rated by respondents as statistically more likely to be 'very important/important' vs 'unimportant/very unimportant', the following categories were identified as key ones:

- Pleasant environment
- Attractive city
- Convenient to travel to
- Historical city; and
- An opportunity for a day out.

**The single most important reason for visiting York is the pleasant nature of its environment, with nearly 97% of people stating this was important to them** and which going forward reflects the importance of being able to maintain and improve that within the city centre. From a transport perspective, respondents feel strongly that travel to York should be convenient and should be affordable (88% and 79%).

**Table 2.4 Main Reasons for Visit if Non-Work % (n)**

<i>Reasons</i>	<i>Very Important<sup>3</sup> Important</i>	<i>Neither Important or Unimportant</i>	<i>Unimportant/ Very Unimportant</i>	<i>Statistically Significantly Difference</i>
<i>Range of shops</i>	58% (335)	25% (142)	17% (98)	<b>Yes</b>
<i>Range of services, e.g. banks</i>	35% (190)	32% (178)	33% (180)	No
<i>Range of leisure facilities</i>	44% (239)	28% (152)	27% (148)	<b>Yes</b>
<i>Opportunity for a day out</i>	88% (504)	8% (47)	4% (20)	<b>Yes</b>
<i>Meeting friends &amp;/or family</i>	38% (199)	26% (136)	36% (188)	No
<i>Attractive city</i>	93% (538)	6% (33)	1% (8)	<b>Yes</b>
<i>Historical city</i>	92% (550)	7% (40)	2% (11)	<b>Yes</b>
<i>Pleasant environment</i>	97% (555)	2% (13)	1% (2)	<b>Yes</b>
<i>Convenient to travel to</i>	88% (501)	10% (57)	2% (9)	<b>Yes</b>
<i>Affordable to travel to</i>	79% (446)	18% (100)	3% (16)	<b>Yes</b>
<i>Other</i>	65% (26)	10% (4)	25% (10)	No

Table 2.5 and 2.5a 2a report on a range of statements about the importance of the quality of different transport options in attracting people to York and developing its economy. The results suggest that pedestrianisation is viewed as a significantly more effective policy to improve York's attractiveness for shopping and visitors than cycling schemes. A small, but statistically significantly larger proportion of

<sup>3</sup> Note that the rating categories have been merged to simplify the analysis, reducing the original Likert Scale from 5 categories down to 3 (so for example, very important and important were merged)

people believe that improving bus journeys is more likely to improve the York economy than would improving car journeys. This may reflect the greater likelihood of these users to access York by public transport and their perception of the difficulty of getting more cars into York. In general the findings are aligned with the idea of schemes which seek to improve bus reliability.

**Table 2.5 To What Extent Do You Agree with the Following Statements Related to Pedestrianisation, Cycling Facilities, Bus & Car Speeds (n)**

	<i>Strongly Agree/ Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree/ Strongly Disagree</i>
<i>Pedestrianisation strengthens the retail sector in York</i>	87% (544)	11% (70)	2% (13)
<i>Pedestrianisation helps to make York an attractive place to work</i>	61% (367)	37% (220)	2% (14)
<i>Pedestrianisation attracts visitors to York</i>	81% (506)	16% (103)	3% (18)
<i>Cycling facilities strengthen the retail sector in York</i>	36% (214)	56% (328)	8% (46)
<i>Cycling facilities help to make York an attractive place to work</i>	42% (249)	51% (303)	6% (37)
<i>Cycling facilities attract visitors to York</i>	35% (205)	54% (316)	11% (65)
<i>Faster bus journeys will improve the York economy</i>	48% (288)	46% (277)	7% (41)
<i>Faster car journeys will improve the York economy</i>	40% (240)	50% (298)	10% (62)

**Table 2.5a Significance Testing – Pedestrianisation, Cycling Facilities, Bus & Car Speeds**

<i>Statement 1</i>	<i>Statement 2</i>	<i>Statistically Significantly Different</i>
<i>Pedestrianisation strengthens the retail sector in York</i>	<i>Cycling facilities strengthen the retail sector in York</i>	<b>Yes</b>
<i>Pedestrianisation attracts visitors to York</i>	<i>Cycling facilities attract visitors to York</i>	<b>Yes</b>
<i>Faster bus journeys will improve the York economy</i>	<i>Faster car journeys will improve the York economy</i>	<b>Yes</b>

Table 2.6 reports the changes that would make respondents (excluding commuters) visit York city centre more often than they currently do. Table 2.6 presents the *baseline* and the *during survey* data for all users. A number of key results stand out with reference to the Lendal Bridge trial closure in terms of the relative differences between the two samples.

1. The stand out issue that people say would make them access York more often is to reduce the price of car parking both for all changes and for the most important change. This is true both before and during the trial.

2. Less traffic congestion is also seen to be important and the importance increases during the trial suggesting that congestion has become worse and is more of an issue. This is supported partly by the analysis of the traffic data and Saturn modelling data, which suggested an increase in congestion in and around the city centre north of the river, around Clifton bridge and the eastern sections of the inner ring road.
3. Ease of access by car to York is not as important as congestion or parking costs but has become slightly more important since the bridge closure has been in place.
4. By contrast, the figures suggest that there have been improvements to a number of areas including: more space for cycling; more cycle lanes, more space for walking; a more pleasant pedestrianised area; better air quality; a quieter environment; & a less car dominated environment. All of these were important targets and indicators for the council when planning the Lendal Bridge closure

**Table 2.6 Which of the Following Changes Would Make You Visit York City Centre More Often that You Currently Do? (n) – Baseline & During Survey – Non Commute Users**

<i>Changes</i>	<i>ALL Possible Changes</i>		<i>MOST Important Change</i>	
	<i>Base Survey</i>	<i>During Survey</i>	<i>Base Survey</i>	<i>During Survey</i>
A larger range of shops	24.0% (154)	17.4% (61)	7.5% (35)	3.9% (10)
A larger range of services, e.g. banks	6.5% (42)	4.6% (16)	0.4% (2)	0.0% (0)
A larger range of leisure facilities	16% (103)	14.5% (51)	3.7% (17)	2.7% (7)
Easier access by car	25.5% (164)	28.2% (99)	4.3% (20)	8.2% (21)
More car parking spaces	23.3% (150)	29.1% (102)	3.9% (18)	3.1% (8)
More convenient car parking	26.1% (168)	29.6% (104)	3.2% (15)	3.1% (8)
Cheaper parking	42.5% (273)	41.6% (146)	20.4% (95)	19.9% (51)
Less traffic congestion	30.8% (198)	37.3% (131)	7.3% (34)	9.0% (23)
Faster bus journeys	15.6% (100)	21.7% (76)	1.3% (6)	1.6% (4)
More frequent buses	14.8% (95)	19.9% (70)	1.9% (9)	3.1% (8)
Cheaper bus fares	17.3% (111)	19.4% (68)	3.4% (16)	1.6% (4)
Cheaper bus park and ride	17.0% (109)	24.2% (85)	3.4% (16)	7.8% (20)
More space for cycling	10.0% (64)	6.8% (24)	1.1% (5)	0.4% (1)
More cycle lanes	10.6% (68)	8.3% (29)	1.1% (5)	1.2% (3)
More space for walking	32.0% (206)	27.9% (98)	6.0% (28)	6.6% (17)
A more pleasant pedestrianised area	30.8% (198)	27.9% (98)	7.7% (36)	4.3% (11)
A larger pedestrianised area	30.3% (195)	30.2% (106)	9.5% (44)	7.8% (20)
Better air quality	17.6% (113)	14.2% (50)	1.3% (6)	1.2% (3)
A quieter environment	18.8% (121)	18.2% (64)	2.6% (12)	0.4% (1)

A less car dominated environment	28.0% (180)	26.8% (94)	9.9% (46)	14.1% (36)
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For some of these statistics, further validation can be provided from other measured data but it should be noted that there are important seasonal differences in the samples which may explain some of the variation.

## 2.4 Experience Whilst in York City Centre

One of the key aims of the Lendal Bridge Trial Closure assessment is to understand what, if any, difference the bridge closure has made to people's experience within York city centre. The assessment can only be partial at this stage as, whilst the closure is in place, no other improvements to the physical environment have been put in place. In order to ascertain this, a number of specific questions were asked about the experience whilst in York city centre and also about the overall experience of the visit, including accessing York itself, and are presented in Tables 2.7 and 2.8. The questions asked respondents to rate the experiences using a five point Likert Scale ranging from 'very pleasant/good/high' through to 'very unpleasant/bad/low'. By assigning values to each category ranging from 1 (very pleasant/good/high) through to 5 (very unpleasant/bad/low) it is possible to calculate average ratings for the two surveys to ascertain how the experience has altered between the two surveys, e.g. a low score will equate to a more pleasant experience and a high score to a more unpleasant experience.

The overall results (Table 2.8) show York to have a very favourable experience. All of the scores show that for tourists and leisure travel there is a positive evaluation of the experience of visiting York City Centre. There has been no change in the evaluation of the journey to York City Centre and equally no change in the overall evaluation of pedestrian, bus or bike access. This probably reflects the fact that, although surveyed near Lendal Bridge, the respondents take a wider view of their experience. Whilst the overall satisfaction with York City Centre declined by 7% (1.66 to 1.78) this is still a very positive rating and declined despite the lack of significant change in transport indicators. This may reflect the better summer environment in the before survey.

Whilst the overall experience shows no significant change for transport, there are some aspects specifically relating to access and travel around the city centre which were identified as declining in quality (Table 2.7). These were (1) Space for walking; (2) Pollution levels; (3) Overall experience getting around the city centre; & (4) Overall ease of getting around. When the data is split by journey purpose only two experiences are statistically different, with 'overall experience getting around the city centre' and 'overall ease of getting around' statistically worse for the tourist segment. Before discussing these it is worth noting that none of the experiences, for either survey, for the full sample, are rated above 3, which was the mid-point of the Likert Scale suggesting that the experience of respondents is always above average. In addition, for the two experiences reported as statistically different for the tourist segment, both were still close to 2 in both the *before* and *during survey periods*, which equates to a good/pleasant experience.

*How do these findings relate to the Lendal Bridge trial closure?* It is not possible to make direct inferences about the impacts of the bridge closure as it is just one link in a broader network. However, the tourist section reports a decline in perception of the ease of getting around the city centre. This may relate to the lack of understanding of the bridge closure and having difficulties making detours (or using the bridge and receiving a fine) relative to residents who understand the local network and have alternative routing strategies. However, there may be a seasonal effect in general perceptions of getting around the city for tourists.

Leisure travellers have noted non-significant improvements in the quality of public transport serving the city centre and in provision for cyclists. The former could reflect an improved reliability of bus services as the frequency of services has not been modified during the trial.

Whilst it has not been possible to compare commuters between the two surveys the reported experience of commuters in the second survey appears in Table 2.7 to set them in context alongside the other two segments. In all but one category of experiences (risk of being involved in a road traffic accident) commuters' ratings are worse than the other two segments. Again however, it is worth noting that, for 9 of the 11 categories, the ratings are still better than average. The most notable differences in ratings compared to the other segments relate to 'overall experience of getting around the city centre', 'accessibility of the city centre' and 'overall ease of getting around'. These differences probably reflect that commuter respondents are travelling during the peak periods as opposed to the quieter off-peak periods, given that the closure of Lendal Bridge is timed to avoid impacting upon the key commuting time periods.



**Table 2.7 Experience Whilst in York City Centre – Average Ratings & (n)**

<b>Experiences</b>	<i>Full Sample – Excluding Commuters</i>			<i>Tourist Segment</i>			<i>Leisure Segment</i>			<i>Commute Segment</i>
	<i>Base</i>	<i>During</i>	<i>Impact</i>	<i>Base</i>	<i>During</i>	<i>Impact</i>	<i>Base</i>	<i>During</i>	<i>Impact</i>	<i>During</i>
<i>Amount of traffic</i>	2.95 (588)	2.89 (330)	<b>N/C</b>	2.92 (350)	2.91 (235)	<b>N/C</b>	3.00 (238)	2.83 (95)	<b>N/C</b>	3.24 (94)
<i>Traffic speed</i>	2.77 (548)	2.78 (314)	<b>N/C</b>	2.76 (331)	2.78 (228)	<b>N/C</b>	2.78 (217)	2.79 (86)	<b>N/C</b>	2.95 (91)
<i>Space for cycling</i>	2.65 (271)	2.75 (138)	<b>N/C</b>	2.63 (144)	2.70 (87)	<b>N/C</b>	2.69 (127)	2.82 (51)	<b>N/C</b>	2.76 (72)
<i>Space for walking</i>	2.13 (603)	2.22 (331)	-	2.06 (361)	2.21 (238)	<b>N/C</b>	2.22 (242)	2.27 (93)	<b>N/C</b>	2.54 (85)
<i>Noise levels</i>	2.61 (591)	2.62 (332)	<b>N/C</b>	2.61 (353)	2.65 (238)	<b>N/C</b>	2.61 (238)	2.55 (94)	<b>N/C</b>	2.81 (89)
<i>Pollution levels</i>	2.66 (529)	2.78 (288)	-	2.64 (322)	2.77 (203)	<b>N/C</b>	2.68 (207)	2.81 (85)	<b>N/C</b>	2.89 (84)
<i>Overall experience getting around city centre</i>	1.91 (611)	2.08 (335)	-	1.85 (369)	2.03 (241)	-	2.00 (242)	2.19 (94)	<b>N/C</b>	2.75 (89)
<i>Ease of crossing roads</i>	2.19 (621)	2.18 (341)	<b>N/C</b>	2.18 (370)	2.19 (245)	<b>N/C</b>	2.20 (251)	2.17 (96)	<b>N/C</b>	2.62 (92)
<i>Accessibility of the city centre</i>	1.83 (623)	1.94 (331)	<b>N/C</b>	1.79 (370)	1.92 (236)	<b>N/C</b>	1.90 (253)	1.97 (95)	<b>N/C</b>	2.82 (92)
<i>Overall ease of getting around</i>	1.89 (618)	2.02 (339)	-	1.83 (368)	1.99 (243)	-	1.97 (250)	2.08 (96)	<b>N/C</b>	2.80 (94)
<i>Risk of being involved in a road traffic accident</i>	3.40 (555)	3.39 (294)	<b>N/C</b>	3.43 (327)	3.45 (208)	<b>N/C</b>	3.36 (228)	3.23 (86)	<b>N/C</b>	3.17 (86)

+ improved statistically significant experience since bridge closure; - worse statistically significant experience since bridge closure; N/C not statistically different between periods

**Table 2.8 Overall Experience of Visit to York City Centre – Average Ratings & (n)**

Reasons	Full Sample			Tourist & Biz Travel Segment			Leisure Segment			Commute
	Base	During	Impact	Base	During	Impact	Base	During	Impact	During
<i>Your journey to York City Centre</i>	1.79 (620)	1.94 (342)	<b>N/C</b>	1.77 (365)	1.93 (243)	<b>N/C</b>	1.83 (255)	1.95 (99)	<b>N/C</b>	2.91 (92)
<i>The quality of the public transport serving York City Centre</i>	1.83 (391)	1.85 (218)	<b>N/C</b>	1.73 (201)	1.82 (142)	<b>N/C</b>	1.95 (190)	1.89 (76)	<b>N/C</b>	3.21 (62)
<i>Provision for Pedestrians</i>	1.97 (612)	2.00 (327)	<b>N/C</b>	1.91 (363)	1.97 (234)	<b>N/C</b>	2.05 (249)	2.06 (93)	<b>N/C</b>	2.49 (85)
<i>Provision for Cyclists</i>	2.31 (240)	2.31 (124)	<b>N/C</b>	2.18 (117)	2.34 (70)	<b>N/C</b>	2.44 (123)	2.26 (54)	<b>N/C</b>	2.46 (71)
<i>Your Overall Satisfaction with York City Centre</i>	1.66 (633)	1.78 (347)	-	1.57 (376)	1.73 (249)	-	1.79 (257)	1.91 (98)	<b>N/C</b>	2.77 (94)

+ improved statistically significant experience since bridge closure; - worse statistically significant experience since bridge closure; N/C not statistically different between periods

## 2.5 Findings

In interpreting the findings from this evaluation there are aspects that can be interpreted as being supportive of the scheme and those which are against it. The evidence must be kept in context as experimental evaluations in transport are fraught with difficulties such as seasonal effects and lack of good year on year comparative data. It is also difficult to evaluate the impacts of changes to one link in a network. A list of key findings is outlined below.

- The majority of people accessing York do not use the car with only around one quarter of tourist and one fifth of leisure trips captured by the survey being car based.
- For tourism, the bridge closure has coincided with a small shift away from car as a direct access mode into the city centre in favour of bus but this may be seasonal.
- The reverse is true for those making leisure/socialising trips.
- The single most important reason for people visiting/accessing York is the pleasant nature of its environment, with nearly 97% of people stating this was important to them
- Non-car based visitors to York see the improvement of the pedestrian environment and increase in bus speeds as more important to the strength of the city centre than improving car speeds.
- Pedestrianisation measures are favoured over cycling measures

The impacts of the trial Lendal Bridge closure need to be interpreted against this backdrop. The trial nature of the scheme means that a road access link has been removed whilst no further improvements have been implemented. One of the concerns from the scheme was that it would create a lot of additional diversion and traffic problems. This survey has found no discernable changes in the perceptions of the overall journey experience to York for tourist and leisure travellers. The experiences that have changed relate to the experience in getting around the city centre itself and the overall ease of getting around. In both cases, the experiences have seen a statistical significant reduction in performance but that the overall ratings are still above average. This survey cannot definitively attribute these changes to the bridge closure. However, a lack of familiarity with the network and alternative routes, use of the bridge by mistake (and the associated fines) may have impacted on this. Nonetheless, whatever the perceptions of the detail of city centre access issues were, the overall impact on the journey experience to York was not significant. As a trial scheme, very little network adaptation has yet been possible to make the routing and closure more obvious (as with other city centre restrictions). Sat Nav systems have not yet been recalibrated and, whilst the closure appears to allow for the types of local environmental improvement that visitors look for in choosing York, these are not yet in place. Any negative impacts for tourists and leisure visitors are at best very small and opportunities to remedy identified issues, if they do pertain to the closure, exist.

The closure should have had a beneficial effect on off-peak bus reliability for those routes using the bridge. However, there is no statistically significant difference in reported satisfaction with bus journey times, which may reflect the fact that bus timetables have not yet been adapted to allow the companies to run different service patterns to take advantage of this apparent improvement. Further technical aspects of the evaluation are to be completed initially in section four.

## 3 CYC Feedback Surveys

### 3.1 Survey Details

An online survey for residents has been available on CYC's website since the start of the trial closure - [www.york.gov.uk/citycentreimprovements](http://www.york.gov.uk/citycentreimprovements). This has been promoted during publicity of the trial and on the Lendal Bridge trial leaflet distributed to residents and businesses throughout the city. While not directly targeting visitors to York, those that view the CYC website can also access the survey. A specific survey for businesses has been available since November 2013 but is not included in this analysis. Hard copies of the survey forms have been available at CYC West Offices and city libraries.

Two separate questionnaires were available for people to provide feedback. During September a short version of the survey was used, largely because of the expectation that changes in traffic flows would take a number of weeks to settle down; secondly it would be difficult for residents to determine whether they experience changes in key aspects immediately upon introduction of the restriction. As the trial bedded in, a much more in-depth survey was developed for use during October<sup>4</sup> and it is this which is reported here.

Both surveys were implemented via the Survey Monkey website. The short survey asked respondents why they travel into York city centre, their main mode of travel to the city and enabled them to provide comment on their travel experiences since the start of the trial.

The in-depth survey asked respondents about why and how they travel, before moving onto and asking more detailed questions about the impacts since the introduction of the trial with some routing of questions linked to access mode of travel. Additional questions were asked of all respondents regarding their views on how the trial works towards the Reinvigorate York objectives and the impacts of the restrictions on individuals personally and on the city generally. In total 636 respondents took part in the in-depth survey, although not everyone fully completed the questionnaire. There were no restrictions on who could take part in the survey, nor any quotas imposed to obtain pre-specified levels of representativeness.

Unlike the ITS pedestrian survey, respondents completed the survey in the knowledge that the questionnaire they were undertaking was designed to give feedback on the Lendal Bridge trial closure. There is therefore a danger that some level of response bias is present, namely that respondents who strongly support, or who don't support, the trial closure will have been strongly incentivised to have taken part in the survey.

### 3.2 Key Descriptive Results

#### Overall Statistics

Tables 3.1 & 3.2 outline the key socio-economic characteristics of the respondents' who have taken part in CYC's feedback survey. The respondents are different to the ITS pedestrian survey:

- Stronger representation amongst younger age groups (20-39) and males.
- Stronger presence of work and business related travel
- Much weaker representation of tourists
- Much stronger presence of trips for access to key services
- Similar levels of trips for shopping and leisure
- Much stronger representation of car/van users
- Weaker representation of bus users
- Similar levels of active users – although with more emphasis on bicycle users compared to pedestrians

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<sup>4</sup> Note a further tranche of data covering the period has recently being analysed increasing the number of respondents to 2,741. This has been reported in a separate report.

This suggests the council feedback survey is much more weighted towards residents or people who work within York compared to the ITS pedestrian survey which is more weighted towards tourists and non-car/van users.

**Table 3.1 Age and Gender of Respondents**

Age Categories%							Gender %	
<16	17-19	20-29	30-39	40-49	50-59	60+	Male	Female
0.6	1.2	14.3	26.5	27.7	15.3	14.3	60	40

**Table 3.2 Journey Purpose & Access Mode %**

Purpose	%	Access Mode Before Trial	%
Commuting	28.7	Car/van	64
Biz Deliveries/Travel	6.8	Motorcycle	0.3
Shopping	16.2	Bus	7.6
Tourism	6.0	Taxi	0.2
Health Related	2.4	Bicycle	10.4
Access to key services inc. railway station	16.4	On foot	13.4
Leisure	14.3	Other	4.1
Other	9.1		

#### Change in Car Use

One of the main focuses of the feedback survey was the attempt to measure changes in trip making across the Lendal Bridge, before the bridge closure and during it. Table 3.3 outlines the changes in usage of the bridge by car. Clearly, and as expected, the effect of the closure has been to reduce the frequency of car trips across the bridge, with a switch away from regular trip making (weekly or more) towards rarely/never. The switch has been quite dramatic, with a fall in those making regular trips from around 75% to around 25%.

**Table 3.3 Change in Car Use across the Lendal Bridge**

	5 days or more	2-4 days a week	Weekly	Monthly	Occasionally	Rarely/never
Before	21.5%	28%	23.4%	6.9%	10.3%	10%
During	7.7%	9.1%	10.4%	5.4%	18.2%	49.2%

It is not clear what happens to the reduced car trips as the questionnaire does not directly ask for this information. Tables 3.4 to Tables 3.6 would suggest that the same set of users now travel further (87%) and that their journeys take longer (90%) and that a wide range of alternative routes are now taken. From Table 3.5 it is clear that nearly a quarter of respondents are retiming when journeys take place.

**Table 3.4 Alternative Bridge Crossing Mainly Used – Private Vehicle Users**

A1237	6.1%
Clifton	37.4%
Ouse	13.5%
Skeldergate	18.4%
A64	7.1%
None	17.5%

**Table 3.5 Have You Travelled at Alternative Times of the Day as A Result of the Trial?**

Yes	23%
No	77%

**Table 3.6 Has Your Journey Length & Time Changed – Private Vehicle Users**

<i>Journey Length</i>	<i>%</i>	<i>Journey Time</i>	<i>%</i>
		Quicker	2.1
Unchanged	13.5	Unchanged	7.6
0-1 mile longer	9.5	0-5 mins longer	3.7
1-2 miles longer	32.4	5-15 mins longer	30.6
2-5 miles longer	28.4	15-30 mins longer	31.5
>5miles longer	16.2	>30 mins longer	24.5

Direct evidence on whether car use has been reduced since the bridge closure could have been gleaned from Qs 2 & 3 which asked respondents what their primary mode of transport was for accessing the city centre before the Lendal Bridge closure and since the closure. On examination of the data it would appear that a mistake in the response options has allowed respondents to record only their primary mode of transport before the closure but to record more than one primary mode after the closure. Despite this, analysis of the response showed that only 22 respondents had recorded more than one primary mode of transport after the closure. It was therefore felt valid to include these additional responses in the analysis giving a sample size of 634 before the closure and 663 after the closure.

The analysis of the data from Qs 2 & 3 shows that there has been a modal shift away from car/van (a reduction of 9%) in favour of active modes (bicycle and walking) and taxi. Bus usage has remained stable and so too has motorcycle use. An analysis of the other responses shows that 2.5% of the total sample reported no longer came into the city centre and instead accessed shops and services in different locations (e.g. Monks Cross, Wetherby and Leeds). It is important to note that the sample is heavily biased to users of the bridge in the before case so this cannot be equated to a 2.5% reduction in shopping trips.

**Table 3.7 Primary Access to York City Centre before and After the Lendal Bridge Closure**

<i>Before Closures</i>	%	<i>After Closure</i>	%
Car/van	64.0	Car/van	55.0
Motorcycle	0.3	Motorcycle	0.4
Bus	7.6	Bus	7.8
Taxi	0.2	Taxi	1.1
Bicycle	10.4	Bicycle	12.8
On foot	13.4	On foot	16.7
Other	4.1	Other	6.1

#### Changes in Non-Car Use & Behaviour

This section considers the changes in non-car use and behaviour. As indicated in Table 3.7 above, bus use has remained constant whilst the main beneficiaries from a reduction in car use would appear to be active modes and taxis (presumably as a direct result of their ability to cross Lendal Bridge). Table 3.8 outlines changes in bus performance since the start of the bridge closure, with regards to journey times and reliability. The table is based on a relative small sample of bus users (46) and shows that for around 70% of respondents, journey times have either not changed or improved, whereas for nearly 30% of respondents the journey times have become longer. It is a similar picture for reliability, with around 67% of respondents recording either no change or an improvement in reliability, compared to 33% of respondents recording more unreliability. From a net perspective, journey times have increased and reliability fallen.

**Table 3.8 Change in Bus Journey Times & Reliability since the Closure**

<i>Change in Journey Time</i>	%	<i>Change in Reliability</i>	%
Decreased	17.4	Improved	15.2
Not changed	54.3	Not changed	52.2
Increased	28.3	Reduced	32.6

The main bus route used by the respondents was distributed across a number of routes (Table 3.9), but with a concentration on those routes serving the South West quadrant of the city (number 1, 4, 5 and 3). A cross-tabulation between bus routes and journey times does not show any obvious correlations between changes to journey time and route. It was a similar story for the cross-tabulation between bus routes and reliability. This may suggest that increases in journey time and levels of unreliability are not route specific.

**Table 3.9 Distribution of Bus Routes**

<i>Bus Routes</i>	%
No. 1	26
No. 4	15
No. 5	13
No. 3	9
No. 6	7
Others	30

The feedback questionnaire had a number of questions around active modes which focused on how the journey had changed, the quality of the environment and how safe people felt. Tables 3.10 and 3.11 report the responses to a number of questions posed in the survey to both cyclists (n=73) and pedestrians (n=99).

Taking the results together there are a number of agreements between cyclists and pedestrians and a number of differences which may reflect the different characteristics of travelling by either mode.

There is a strong opinion that since the closure there has been an improvement for cyclists around Lendal Bridge (78%), with, on balance, the non-Lendal routes remaining the same. For pedestrians the picture is more mixed with a net improvement in the walking environment (25%) around Lendal Bridge, but a net worsening (29%) for other areas.

There would appear to be more agreement when considering changes to traffic volumes. Here, both cyclists and pedestrians agree that there has been a substantial net reduction in traffic volumes of around 65% around Lendal Bridge. Surprisingly, around 10% of respondents think that traffic volumes on the bridge have got worse. This appears to contradict the evidence of actual traffic flows over the bridge (see section 4) but may reflect people's preconceptions about how much traffic would actually flow over the bridge following the closure, e.g. a number of media stories have focused on the number of traffic violations since the closure began. There is also a level of agreement in relation to changes in traffic volumes on non-Lendal Bridge, with around 40% of cyclists feeling traffic volumes have increased and around 60% of pedestrians holding similar views. This is to be expected given traffic must reroute away from the bridge.

**Table 3.10 Changes Experienced By Cyclists since the Lendal Bridge Closure %**

<i>Cycling Environment:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	78.1	1.7	0.8
On non-Lendal Bridge routes has...	17.8	60.3	21.9
<i>Traffic Volumes:</i>	<i>Decreased</i>	<i>Not Changed</i>	<i>Increased</i>
Around the Lendal Bridge route have..	67.1	21.9	11.0
On non-Lendal Bridge routes have..	9.6	47.9	42.5
<i>My Feelings of Safety:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route have..	69.9	26.0	4.1
On non-Lendal Bridge routes have..	9.6	64.4	26.0
<i>Air Quality:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	57.5	42.5	0.0
On non-Lendal Bridge routes has.....	8.2	75.3	16.5
	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
My Ability to Get Around the City has	47.1	34.3	18.6

There is less agreement in relation to the impact on safety since the closure. Cyclists' are strongly in agreement that the bridge closure has had a positive impact upon safety around the Lendal Bridge route (70%), whilst only 30% of pedestrians hold a similar view. In fact 20% of pedestrians hold the view that since the closure safety has got worse. Can such differing views be reconciled? For cyclists, a reduction in traffic levels is always likely to lead to positive reinforcements around feelings of safety, more so than for pedestrians who do not have to share pavement space with vehicles. It is not clear however why 20% of pedestrians feel less safe. Possibly because vehicle speeds have increased on the bridge? There is more agreement on the impact on safety on non-Lendal Bridge routes, with both sets of respondents agreeing that safety has got worse (26% to 35%), whilst around 9% feel it has improved.



**Table 3.11 Changes Experienced By Pedestrians since the Lendal Bridge Closure %**

<i>The Walking Environment:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	39.0	47.0	14.0
On non-Lendal Bridge routes has...	9.0	53.0	38.0
<i>Traffic Volumes:</i>	<i>Decreased</i>	<i>Not Changed</i>	<i>Increased</i>
Around the Lendal Bridge route have..	68.0	19.0	13.0
On non-Lendal Bridge routes have..	9.0	30.0	61.0
<i>My Feelings of Safety:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route have..	30.3	49.5	20.2
On non-Lendal Bridge routes have..	8.1	56.6	35.4
<i>Air Quality:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	35.4	61.6	3.0
On non-Lendal Bridge routes has.....	7.1	46.5	46.5

Air quality is judged to have improved around Lendal Bridge by both groups of respondents, with cyclists apparently feeling the benefit more. There is a divergence of opinion however for non-Lendal Bridge routes, with pedestrians expressing a much stronger negative response (47%) compared to 16.5% for cyclists.

Finally, for cyclists there has been a net improvement in their ability to get around the city in general with 47% agreeing this to be the case compared with 19% who think the opposite.

#### Views on Strategic Objectives

The last set of questions ask respondents about their opinions on the overall objectives of the Lendal Bridge closure and what respondents feel are the impacts of the closure on them personally and on the city. Table 3.12 outlines how respondents' view the effectiveness of the closure on three key objectives, with a breakdown by current access mode.

The overall picture is heavily influenced by the views of car/van users and demonstrates that, for those taking part in the survey, there is a tendency to disagree that the overall objectives of CYC are being met by the bridge closure. This is particularly the case with regards the third objective – creating a more attractive and thriving city centre – which 70% of the respondents' feel is not being aided. The second objective – improving the daytime environment for pedestrians and cyclists – is less clear cut, with 45% of respondents either unsure or positive that this environment has benefited from the closure.

Viewpoints differ by access mode, with cyclists in particular agreeing strongly that the bridge closure is helping the attainment of all three objectives. Bus users and pedestrians are less bullish but also less sceptical than car users with regards the impact of the bridge closure, particular with the second objective – improving the daytime environment for pedestrians and cyclists – with no clear yes or no decision either way.

**Table 3.12 Have the Overall Objectives of the Bridge Closure been achieved?**

<i>Key Objectives: All Respondents</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	22.7%	60.1%	17.1%
Improve the daytime environment for pedestrians and cyclists	32.5%	55.0%	12.5%
Create a more attractive and thriving city centre	19.7%	70.0%	10.3%
<i>Key Objectives: Car/Van Users</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	11.8%	71.7%	16.4%
Improve the daytime environment for pedestrians and cyclists	19.8%	66.0%	14.2%
Create a more attractive and thriving city centre	5.9%	86.1%	7.9%
<i>Key Objectives: Bus Users</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	31.8%	56.8%	11.4%
Improve the daytime environment for pedestrians and cyclists	47.7%	45.5%	6.8%
Create a more attractive and thriving city centre	31.8%	59.1%	9.1%
<i>Key Objectives: Cyclists</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	58.8%	26.3%	15.0%
Improve the daytime environment for pedestrians and cyclists	75.0%	20.0%	5.0%
Create a more attractive and thriving city centre	63.8%	22.5%	13.8%
<i>Key Objectives: Pedestrians</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	33.3%	47.1%	19.6%
Improve the daytime environment for pedestrians and cyclists	42.2%	48.0%	9.8%
Create a more attractive and thriving city centre	33.3%	56.9%	9.8%

A very similar picture emerges from Table 3.13 which reports what the impact of the closure has been on the individual respondents and on the City of York. Car/Van users responding to the survey have strong negative feelings about the impact of the closure, with 92% and 86% saying it has had a negative/very negative impact upon them and upon the city. These views are tempered by non-car/van users, particularly cyclists.

It is interesting to contrast the perceived impacts of the closure on the city from York residents responding to the survey, which is quite negative, with that from tourists and leisure visitors (many of whom are residents also) in Section 2 which does not suggest this to be true.

**Table 3.13 Impact of the Lendal Bridge Closure on Individuals & the City**

<i>All Respondents</i>	<i>Very Positive</i>	<i>Positive</i>	<i>Neither Positive or Negative</i>	<i>Negative</i>	<i>Very Negative</i>	<i>Will not be affected</i>
Impact of closure on me personally...	10.3%	8.2%	6.0%	26.0%	47.7%	1.9%
Impact of closure on the city in general...	7.7%	10.3%	9.5%	25.4%	46.2%	0.9%
<i>Car/Van Users</i>						
Impact of closure on me personally...	1.4%	1.7%	3.4%	31.4%	60.1%	2.0%
Impact of closure on the city in general...	2.4%	1.4%	10.1%	29.4%	56.1%	0.7%
<i>Bus Users</i>						
Impact of closure on me personally...	12.2%	26.8%	12.2%	17.1%	31.7%	Na
Impact of closure on the city in general...	12.2%	22.0%	7.3%	19.5%	39.0%	Na
<i>Cyclists</i>						
Impact of closure on me personally...	41.0%	23.1%	11.5%	14.1%	10.3%	Na
Impact of closure on the city in general...	23.1%	37.2%	11.5%	19.2%	9.0%	Na
<i>Pedestrians</i>						
Impact of closure on me personally...	15.2%	15.2%	11.1%	27.3%	29.3%	2.0%
Impact of closure on the city in general...	11.1%	18.2%	9.1%	23.2%	37.4%	1.0%

### 3.3 Findings

The in-depth CYC feedback survey collected responses from 636 people. The survey was different in make up to the ITS pedestrian survey with a stronger focus on residents/workers, younger respondents and car/van users. The feedback survey, by its very nature, is likely to have been populated by respondents with strong views on the bridge closure (both positive and negative) or who have been affected by it directly. This was not the case with the ITS survey which framed the survey as one which was evaluating *access to and the quality of, York city centre*.

A list of key findings from this survey are outlined below.

1. There has been a dramatic reduction in car/van use across Lendal bridge, with a fall in those making regular trips (weekly or more) from 75% to 25%
2. There is evidence to suggest that car/van are travelling on a wide range of longer routes (87%) and their journeys are taking longer (90%)
3. Clifton and Skeldergate are the most popular alternative crossings
4. Car/van users strongly disagree that the bridge closure is assisting CYC's three key objectives for the city, particularly – creating a more attractive and thriving city centre – 86% thinking it is not helping.
5. There has been a modal shift away from car/van (a reduction of 9%) in favour of active modes (bicycle and walking) and taxi.
6. Bus usage has remained stable and so too has motorcycle use.
7. A suggestion that 2.5% of the total sample no longer came into the city centre and instead accessed shops and services in different locations (e.g. Monks Cross, Wetherby and Leeds)
8. Bus journey times have either not changed or improved, for around 70% of respondents

9. 67% of respondents record either no change or an improvement in bus reliability
10. Overall the net position is that perceptions of bus journey times have increased and reliability fallen.
11. There has been an improvement in cyclists' environment around Lendal Bridge (78%), with, on balance, non-Lendal routes remaining the same.
12. For pedestrians & their environment the picture is more mixed with a net improvement in the walking environment (25%) around Lendal Bridge, but a net worsening (29%) for other areas.
13. Cyclists and pedestrians agree that there has been a substantial net reduction in traffic volumes of around 65% around Lendal Bridge
14. Around 40% of cyclists feel traffic volumes have increased on non-Lendal bridge routes with 60% of pedestrians holding similar views.
15. Cyclists' feel strongly that the bridge closure has had a positive impact upon safety around the Lendal Bridge route (70%), whilst only 30% of pedestrians hold a similar view with 20% holding the view that since the closure safety has got worse, which may reflect buses travelling faster.
16. Both cyclists and pedestrians feel that safety on non-Lendal Bridge routes has got worse (26% to 35%), whilst around 9% feel it has improved.
17. Air quality is judged to have improved around Lendal Bridge for both cyclists and pedestrians, but there is a divergence of opinion for non-Lendal Bridge routes, with pedestrians expressing a much stronger negative response (47%) compared to 16.5% for cyclists.

Clearly, the car users taking part in this feedback survey have been strongly affected by the bridge closures, with large numbers re-routing, resulting in longer journey times and travel distances. They are strongly against the closure and do not agree that it is helping to attain CYC's objectives, particularly, the creation of a more attractive and thriving city centre.

Non car/van users are much supportive of the Lendal Bridge closure, particularly cyclists, but still feel that improvements in the Lendal Bridge area have created problems (more traffic, a less safe environment and higher levels of pollution) elsewhere in York. Bus users' report an adverse net effect in terms of the impact upon bus journeys and bus reliability, which will need collaborating with traffic data evidence in the final report.

## 4 Lendal Bridge Data Digest & Analysis

The third area of analysis in this report is concerned with data collection as undertaken or commissioned by CYC. There are a number of streams to be considered and a large amount of data to be analysed. It has not been possible to analyse all of the data sources properly for this draft final report and so the focus is upon: (1) Vehicle bridge crossing data; (2) Active travel across the central bridges; (3) Automatic Traffic Count data; and (4) Bus Park and Ride travel time data. The final report will extend this analysis to cover traffic speeds and an environmental assessment of the change in traffic flows.

### 4.1 Vehicle Bridge Crossing Data

CYC commission a survey company annually, in October, to collect manual classified count data of motorised vehicles, bicycles & pedestrians for one weekday on all six bridges across the Ouse within their jurisdiction, including the two bridges on the outer orbital routes that carry strategic traffic around the perimeter of the city. This creates a useful screen line for gauging travel activity across the city. Data is collected for 12 hours (07:00-19:00), split into 15 minute intervals. ITS requested and was given access to data from 2012 & 2013.

Overall, the trends in the data seem to fit very well with what may have been expected. The headline findings appear to be as follows:

- There is an approximate 0.75% increase in total 12 hour PCU (per car unit) flows between 2012 and 2013, which would seem consistent with background growth that may be expected during the current slow economic recovery.
- In the 2012 (baseline) case, Lendal Bridge carried approximately 7.5% of the total 12 hour traffic flow across the River Ouse, slightly more in the northbound direction, with roughly 52.5% of that traffic crossing during the 10:30-17:00 period.
- In the 2013 (during closure) case, the 12 hour traffic flow across Lendal Bridge has reduced by around 32%. Traffic flows during the closure period are down by approximately 56%, but there is also an approximate 5.5% drop in traffic across the bridge during the peak periods, when it is open. This suggests that the partial closure is putting some motorists off driving across the bridge altogether. Unlike the 2012 data, the 2013 survey did not initially categorise taxis and private hire vehicles separately to other private cars, so it has not yet been possible to estimate the extent to which the flows across Lendal Bridge in the 2013 data relate to eligible users.
- Flows on nearby Ouse Bridge are also reduced after the closure, by a little over 15% throughout the day in the westbound direction and by a little under 5% over 12 hours, but rather less during the closure period.
- Flows across the other four bridges have all increased by a higher proportion than the 0.75% background growth, suggesting that rerouting behaviour is occurring across the network. The greatest relative increase in 12 hour flows is seen on Skeldergate Bridge (6% eastbound; 9% westbound). The greatest absolute impact in 12 hour flows occurs on the A64, with approximately 1350 extra trips in both directions, however, the A64 carries significant volumes of strategic traffic that is not related to York, so traffic flow data alone is not sufficient to argue that this increase is related in any way to the Lendal Bridge closure. Use of the SATURN network modelling application for York may help to shed more light on this.

## 4.2 Active Travel Across The Central Bridges

The manual bridge crossing data also includes counts of pedestrians and cyclists. Differences in data between 2012 & 2013 mean it is only possible to compare totals for each bridge. For pedestrians, a look at Lendal & Ouse Bridges, both of which were found to have experienced a reduction in motorised traffic during the trial, produces an interesting picture, which may be summarised as follows:

- Between 2012 & 2013 there is an increase in pedestrian traffic across Lendal Bridge of approximately 38% during the closure period and 22% during the peaks, meaning that Lendal Bridge carries almost one third extra pedestrian traffic over the full 12 hour surveyed day. It is worth noting that these results may have been affected by the opening of the new council offices at West Offices but difficult to quantify exactly.
- Ouse Bridge also experiences a modest increase in pedestrian volumes, in the range of 3.5% to 7%, with the greatest increase occurring during the peaks.

This suggests that the closure has attracted more pedestrians to use Lendal Bridge, but that reduced traffic volumes when the bridges are open also achieve that to some extent.

For cycling the main trends were found to be as follows:

- There are significant cycle movements across five of the six river bridges in York (the exception being the A64), but approximately two thirds of cycle crossings are made over either Lendal or Ouse Bridges in the city centre.
- The manual bridge counts for 2013 record approximately 15% more river crossings by bike than those for 2012, with all five relevant river crossings showing an increase over the full 12 hour survey period.
- The largest increases in cycle crossings, of approximately 23%, occur across Lendal and Ouse Bridges during the 10:30-17:00 closure period. Ouse Bridge also experiences an increase of approximately 20% during the peak periods, but for Lendal Bridge this is only 9%, suggesting a big difference in the attractiveness of the bridge to cyclists dependent on whether it is open to all traffic.
- The smallest amount of change in cycle movements occurs at Skeldergate Bridge, which experiences a 3.5% increase in crossing over the full 12 hour survey period, most of which occurs during the Lendal Bridge closure period.
- Clifton Bridge experiences an 11.5% increase in cycle crossings over 12 hours, but this is made up of an approximate 21% increase during the peak hours that is compensated for by an approximate decrease of 3% during the closure period.

The scale and spatial spread of the overall increase in bicycle river crossings suggests that factors other than the Lendal Bridge closure are affecting the comparison between 2012 and 2013. As there is only one day of data available for each year it is difficult to judge whether the increase represents a consistent trend or a transient effect (e.g. related to seasonal weather effects on behaviour which are more sophisticated than what can be explained by the weather conditions recorded during the survey). However, there is certainly a possibility that part of the increase can be explained by the bridge closure making cycling during that period of the day more attractive, leading to individuals engaging in cycling activity that involves multiple crossings of different bridges.

Considering the distributional changes in cycle crossings, it is particularly interesting that Ouse Bridge sees as great an increase during the closure period and that it is more sustained throughout the day. With reference to the motorised vehicle count data, this suggests that reduced vehicle flows are at least as important for attracting cyclists as closure to general traffic. But the significantly reduced effect seen at Lendal Bridge outside the closure period may also suggest that there are particular features of the site which

make mixing with traffic less desirable. In particular, the data for Clifton Bridge suggests that a significant number of cyclists are choosing to reroute to Lendal Bridge during the closure period but that they are not attracted to do so by the reduced traffic volumes at other times.

### 4.3 Central Off-Street Car Parking

We have not yet been in a position to conclude on the impacts of the Lendal Bridge closure on car parking in the central areas. This is partly a result of the limited data (not all car parks are owned and operated by CYC) and partly because the year on year variations are complicated by flooding in 2012 which significantly impacted on car park usage and the distribution of usage amongst car parks that were open.

### 4.4 Automatic Traffic Count Data

Data for 9 Automatic Traffic Count (ATC) sites across the city has been analysed to look for evidence of wider traffic impacts. The data investigated consists of hourly directional traffic totals for the 6 major radial routes around the city, plus 3 relevant orbital routes (Clifton Bridge & relevant sections of the Inner and Outer Ring Roads). Clifton Bridge was also included in the manual bridge crossing data discussed above and the ATC site on the Outer Ring Road is very close to the manual count at Rawcliffe Bridge. The primary comparison was made between October 2012 and October 2013, the logic being that this month was least likely to be affected by seasonal fluctuations related to summer holidays and Christmas. It also ties in well with the beginning of the Lendal Bridge closure trial, allowing one month for behavioural choices to stabilise. In addition, data from the adjoining months of September and November was also viewed to provide an insight into variability. One ATC site, at Leeman Road, has been excluded from the analysis because data only started to become available in July 2013. The variability observed over the small period for which information was available was considered too great for any analysis to be robust. However, it would still be possible to use this data as part of a comparison with the SATURN modelling application. As all values from the ATC counters are provided for full hour periods, it has not been possible to distinguish the 10:30-17:00 closure precisely. Therefore, the 11-5 window has been used as the most representative proxy. 12 hour flows have been calculated on the basis of 07:00-19:00, to be consistent with the manual data, and the period defined as including the peaks has been taken to be 07:00-11:00 and 17:00-19:00, when the bridge is open to general traffic (apart from 10:30-11:00).

Table 4.1 summarises the comparison of 2012 and 2013 traffic levels. Comparing the data for October to the adjoining months, there appears to be reasonable consistency between the September and October trends but quite significant variability between those and November for some sites. In most cases the directions of the trends are the same, but the scale of the change is different. It is probably safe to assume that variations in November relate to seasonal effects on activities and associated traffic in the York area rather than directly to the Lendal Bridge trial.

Focussing on the October data, the overall picture of trends in traffic levels is broadly as might be expected with the greatest changes seen at orbital locations relatively close to Lendal Bridge which provide alternative routes for general traffic. Clifton Bridge appears to be, in relative terms, the most popular diversion route during the closure period and it also carries a little extra traffic during the peaks. This is generally consistent with the trends observed in the manual bridge count data, but the scale of change suggested in the ATC data is rather larger. Foss Island Road (part of the eastern Inner Ring Road) also carries significantly more traffic, especially northbound, and the effect appears consistent throughout the day. This appears to support the evidence in the manual bridge counts that drivers are discouraged from choosing routes including Lendal Bridge at all times, not just during the closure period.

One surprise in the orbital ATC data is the reduction in traffic on the A1237 Outer Ring Road, throughout the day, especially in the southbound direction. This differs from the manual counts on Rawcliffe Bridge, which tended to suggest modest increases, although there was some hint of it with a manually observed approximate 2% reduction in southbound traffic during the peaks. There is no evidence in any of the data analysed to suggest that this trend is related to the Lendal Bridge trial. It might be possible to speculate,

however, that it could be related to the increase in traffic observed in the manual bridge count for the A64, for which no ATC data has been provided.

**Table 4.1: Summary of traffic changes (%) between October 2012 and October 2013**

Location	Orientation	Direction	12hr	11-5	Peaks
Foss Island Road (Inner Ring)	Orbital	North	+13.5	+13	+13.5
		South	+6.5	+7	+6
Clifton Bridge	Orbital	Northeast	+10.5	+18.5	+3.5
		Southwest	+10	+13	+6.5
A1237 (Outer Ring)	Orbital	North	-0.5	-0.5	-0.5
		South	-4.5	-6	-3
A19 Shipton Road	Radial	Southeast	+4.5	+7	+2.5
		Northwest	0	+0.5	-0.5
A1036 Malton Road	Radial	South	-2	-1.5	-2
		North	-1	-1	-0.5
A1079 Hull Road	Radial	West	-2.5	-4	-1.5
		East	-1.5	-2.5	0
A19 Fulford Road	Radial	North	+2.5	+2.5	+2
		South	+2	0	+3.5
A1036 Tadcaster Road	Radial	North	-0.5	-2	+1.5
		South	+2.5	+0.5	+4.5
A59 Boroughbridge Road	Radial	East	-5	-6	-4
		West	-0.5	+2	-2.5

Data for the 6 radial routes suggests that wider impacts of the Lendal Bridge trial on traffic levels across the city are generally very limited. Most comparisons suggest changes in flow between 2012 and 2013 of 2.5% or less, which are sufficiently small to be difficult to attribute with any certainty to the scheme given the many other possible explanations. Those sites where larger changes have been experienced tend to be to the west side of the city, which would fit logically with expected rerouting of journeys that previously used the bridge. In particular, there is evidence of increased city-bound traffic using the A19 Shipton Road and decreased city-bound traffic using the A59 Boroughbridge Road. These are parallel radial routes to the northwest of the city centre, both with access to Clifton Bridge, so they have the potential to represent feasible alternative routes for a significant number of journeys. The other potentially interesting radial trend is the evidence that Tadcaster Road (to the southwest of the centre) and to a lesser extent Boroughbridge Road and Shipton Road experience opposite trends by direction. This could suggest that some traffic which was previously travelling on routes through the city centre, including Lendal Bridge, is now diverting to an outer orbital route using the A1237 and/or the A64. As Tadcaster Road has particularly good access to the high capacity A64 bypass it is not surprising that this is where the trend is most visible.

## 4.5 Park and Ride Travel Times

In the absence of monitored traffic travel times, Park and Ride journey times (as recorded via timing checks at key bus stops) may provide a reasonably good proxy for travel times on the radial routes – although bus priority measures will be helping some routes. Table 4.2 (as provided by CYC) shows the year on year



change in Park and Ride journey times for the months during the closure time period, September (2012-13) through to February (2013-14), for 5 routes.

The overall headline figure to take from the timings is that the trial closure does not appear to have resulted in any significant increase in travel times on radial routes into and out of the city, with Grimston Bar and Monks Cross the only routes to have been affected (with small increases) Clearly, there are some variations by individual route which may be explained by seasonal and other factors, each is outlined below.

**Table 4.2: Park and Ride travel times in minutes - includes boarding time at stops**

During Lendal Closure times of 10:30am - 5pm

**Into City**

	Sep-12	Sep-13	Oct-12	Oct-13	Nov-12	Nov-13	Dec-12	Dec-13	Jan-13	Jan-14	Feb-13	Feb-14
Service 2 Rawcliffe Bar	19.0	18.2	18.4	19.1	19.9	19.6	19.3	17.8	17.8	18.1	19.0	20.7
Service 3 Askham Bar	13.3	13.2	13.7	12.6	13.7	13.0	15.0	13.0	13.4	12.9	14.0	13.1
Service 7 Designer Line	16.1	15.9	16.9	16.5	16.0	16.6	17.4	16.8	15.6	16.0	16.1	16.6
Service 8 Grimston Bar	17.5	17.4	17.5	18.1	17.8	18.5	18.2	18.0	16.7	17.8	17.2	17.5
Service 9 Monks Cross	9.9	10.0	9.7	10.4	9.8	10.1	10.1	10.4	9.5	9.6	9.3	9.9

**Into City**

Differences:	Sept	Oct	Nov	Dec	Jan	Feb
Service 2 Rawcliffe Bar	-0.8	0.7	-0.3	-1.5	0.3	1.7
Service 3 Askham Bar	0.0	-1.0	-0.6	-2.0	-0.5	-0.9
Service 7 Designer Line	-0.2	-0.3	0.5	-0.7	0.3	0.6
Service 8 Grimston Bar	-0.1	0.6	0.7	-0.2	1.1	0.4
Service 9 Monks Cross	0.2	0.7	0.2	0.3	0.2	0.5

**From City**

	Sep-12	Sep-13	Oct-12	Oct-13	Nov-12	Nov-13	Dec-12	Dec-13	Jan-13	Jan-14	Feb-13	Feb-14
Service 2 Rawcliffe Bar	9.2	8.6	9.1	7.8	9.5	8.1	9.2	7.6	9.1	7.7	8.9	8.1
Service 3 Askham Bar	20.6	20.1	20.0	19.7	20.2	20.6	20.8	19.6	20.4	19.1	20.0	19.3
Service 7 Designer Line	22.6	22.5	23.5	24.7	22.7	23.8	22.3	25.4	21.9	22.5	22.5	22.8
Service 8 Grimston Bar	11.4	11.5	11.1	12.0	11.7	12.3	11.3	12.0	10.6	11.3	11.3	11.3
Service 9 Monks Cross	10.5	10.7	10.3	11.1	11.0	11.0	11.4	11.8	10.8	11.6	10.8	11.5

**From City**

Differences:	Sept	Oct	Nov	Dec	Jan	Feb
Service 2 Rawcliffe Bar	-0.5	-1.3	-1.4	-1.6	-1.5	-0.8
Service 3 Askham Bar	-0.6	-0.3	0.3	-1.2	-1.3	-0.7
Service 7 Designer Line	-0.1	1.2	1.1	3.2	0.7	0.2
Service 8 Grimston Bar	0.1	0.8	0.6	0.7	0.8	0.0
Service 9 Monks Cross	0.2	0.8	0.1	0.4	0.8	0.7

Rawcliffe Bar which uses Water End, Leeman Road, Lendal Bridge and Bootham exhibits variability in its' performance with improvements in journey times into the city leading up to Christmas and increases afterwards, particularly in February. The latter is likely to stem from increases in flow on the A19 due to the ongoing improvement works at the A1237/A59 roundabout seem to be the likely cause of this. The outbound leg is showing an overall improvement with less delays being experienced over Lendal Bridge and at the Bootham/Gillygate junction.

Askam Bar is showing a consistent reduction in travel times, both inbound and outbound, due in principal to fewer delays at Micklegate Bar as a result of the trial.

Designer Line is, like Rawcliffe Bar, showing variability into the city with, in the main, small reductions in journey time up to and including Christmas, followed by small increases after Christmas. It is not clear what is causing this. For journeys from the city there were moderate increases in journey times in the lead up to Christmas, peaking in December with a 3.2 minute increase, followed by smaller increases post-Christmas. This may reflect an impact from the economic recovery with more people boarding the bus from York to the designer outlet and more residents travelling in cars to the designer outlet along the route.

Grimston Bar shows a small, but sustained, increase in travel times both into and away from the city. This may be result of more traffic around Foss Islands Road which is related to the trial closure. Similarly, Monks Cross exhibits small, but more variable, increases for both inbound and outbound services. This is related to increases in traffic at Layerthorpe Bridge junction as a result of the closure.

## 4.6 Summary of Traffic Data Findings

This initial stage of the work allows us to identify significant changes in traffic flows on Lendal Bridge during the closure period but also some smaller reductions outside the closure in the peak periods. There has been some evidence of diversion to other crossing points.

Data for the 6 radial routes suggests that wider impacts of the Lendal Bridge trial on traffic levels across the city are generally very limited. Most comparisons suggest changes in flow between 2012 and 2013 of 2.5% or less, which are sufficiently small to be difficult to attribute with any certainty to the scheme given the many other possible explanations.

The overall findings from Park and Ride travel time data would suggest that trial closure does not appear to have resulted in any significant increase in travel times on radial routes into and out of the city, with Grimston Bar and Monks Cross the only routes to have been affected (with small increases).

There has been a significant increase in the volumes of pedestrians using the bridge. Similarly, bicycle use has also seen a significant increase. Whilst, we are reasonably confident that the Lendal Bridge closure can be linked to the increase in pedestrians<sup>5</sup>, we are less sure that is the case with the uplift in bicycle use, were other factors might be at play.

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<sup>5</sup> Note we are uncertain what impact the relocation of CYC offices to the West offices site may have played in the increase in pedestrian numbers.

## 5 Lendal Bridge Saturn Analysis

Having carried out an analysis of observed data from the Lendal Bridge trial, the York SATURN modelling application has been used to help add understanding to the trends identified. In particular, the model contains data about the distribution of spatial movements made across the city and its main purpose is to represent the routes chosen by drivers under different network conditions. These are both areas of information that are not covered by the observed data.

The model-based analysis has been conducted in three stages:

- (i) A “select link analysis” of the traffic that might be expected to use Lendal Bridge during the off-peak period without any closure, to aid understanding of the spatial movements affected;
- (ii) A network-wide comparison of predicted “demand flows” for the off-peak period between the with and without closure cases, to aid understanding of the spatial reallocation of traffic across the city; and
- (iii) A selective analysis of predicted route choice for a selection of journeys that might be expected to be directly affected by the Lendal Bridge closure, to aid understanding of the potential route choices experienced by individual drivers.

### (i) Select Link Analysis

**Figure 5.1: Select link of off-peak northbound traffic across Lendal Bridge in open case**

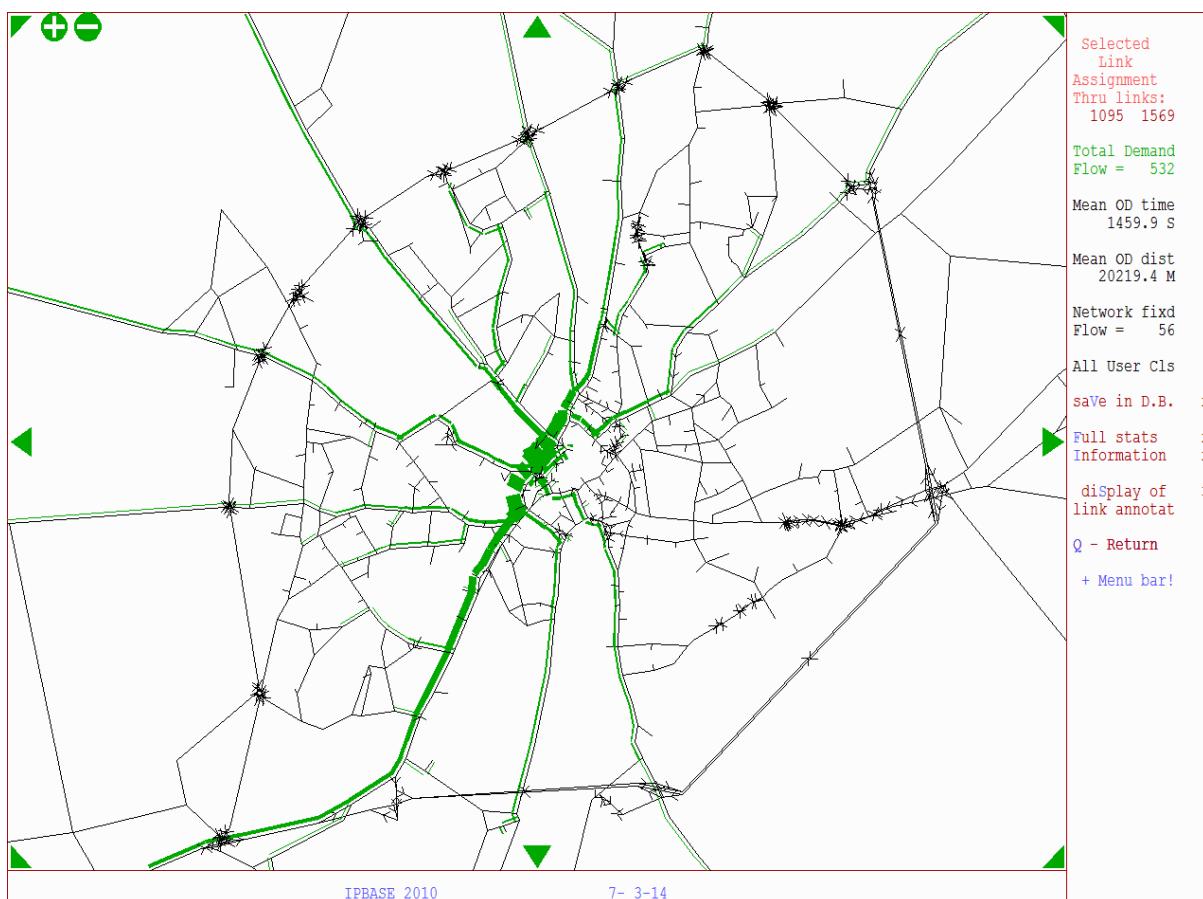
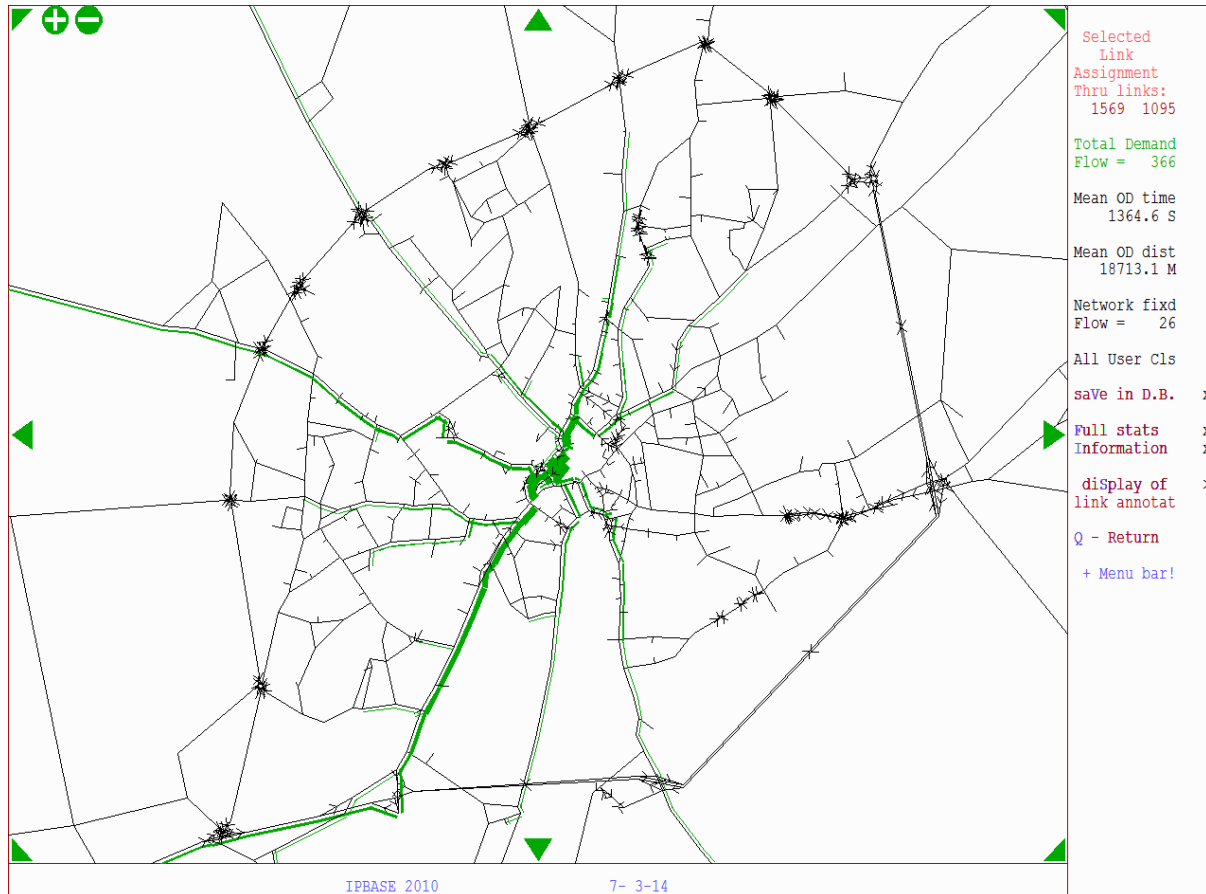


Figure 5.1 demonstrates that the majority of traffic crossing the bridge in the northbound direction might be expected to come from and south and west, with the most significant flow along Tadcaster Road. The widening bandwidth closer to the bridge demonstrates that a significant proportion of the traffic is coming from local origins in the Dringhouses and Woodthorpe areas of the city, but it is also the case that a significant proportion of the traffic originates from outside York, approaching via the A64 and the A59 from the west. Most of the traffic then appears to have a destination in the main city centre north of the river or

nearby in Clifton or the area where the hospitals are located. Only a small proportion of bridge crossing traffic is suggested to continue on to destinations outside York, most of that along the A19 towards Shipton.

Figure 5.2 provides a similar analysis for southbound traffic. It demonstrates that very little of the traffic crossing Lendal Bridge in a southbound direction might be expected to originate in locations beyond the city centre to the north of the river or immediately surrounding areas. It also suggests that a majority of journeys may have destinations within the boundary of the city, especially in areas accessed from Tadcaster Road. However, as for the northbound traffic there are also significant interactions with areas beyond York, accessed via the A64 and A59 routes.

**Figure 5.2: Select link of off-peak southbound traffic across Lendal Bridge in open case**



In both cases, it is clear that very little of the traffic crossing Lendal Bridge would be expected to be travelling to or through areas to the east of the city.

The significance of this analysis for our understanding of the observed date is that it illustrates the relatively limited range of movements served by Lendal Bridge. In particular, it demonstrates that quite a lot of the journeys might be expected to be relatively short, between locations along Tadcaster Road and the city centre to the north of the river and immediately surrounding areas, suggesting potential for significant switching to public transport and active modes. However, the fact that such a high proportion of the trips crossing Lendal Bridge might be expected to have an origin or a destination in an around the city centre north of the river may also help to explain why the scheme is so contentious with businesses in that area, given that it is the main central retail and entertainment area of the city.

## (ii) Demand Flow Comparison

Figure 5.3: Comparison of off-peak demand flows with and without the Lendal Bridge closure

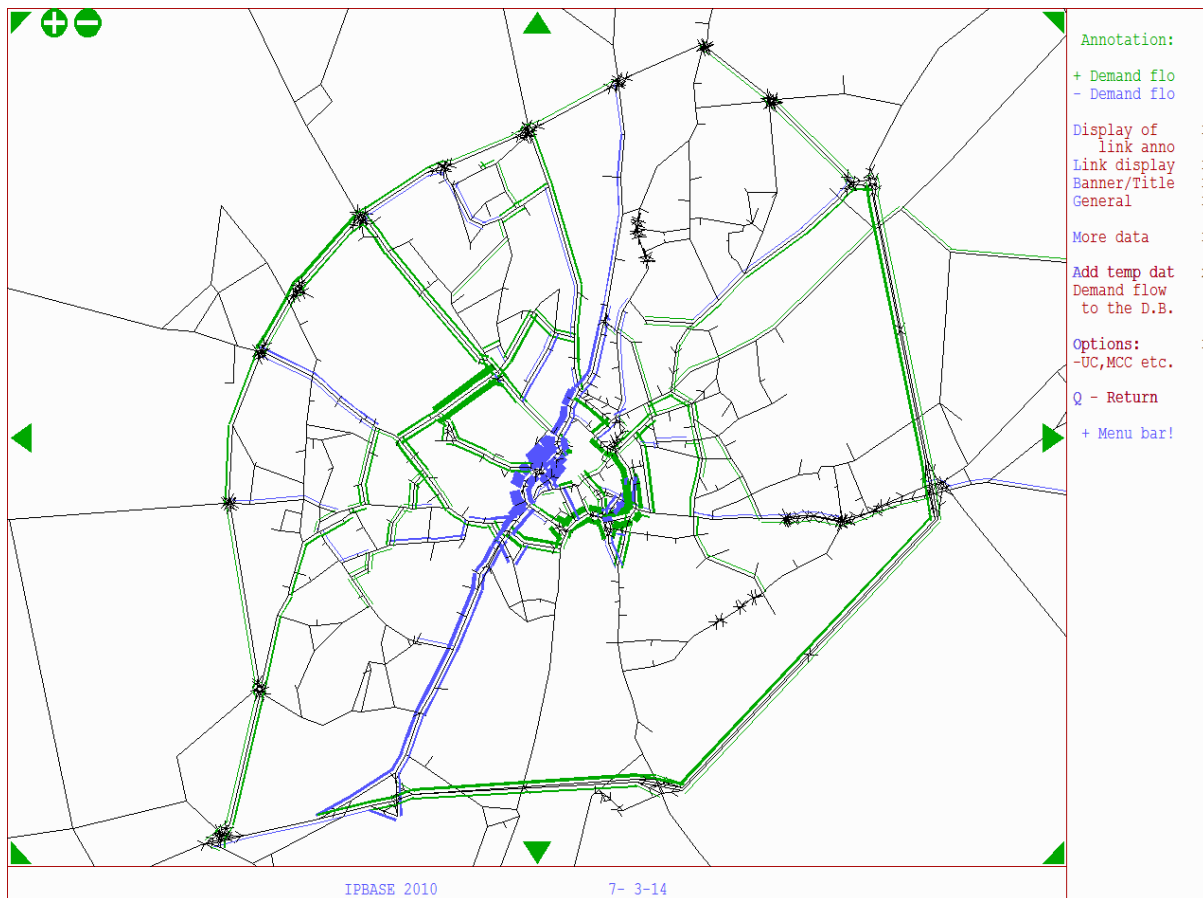


Figure 5.3 illustrates the predicted changes in traffic flows resulting from the closure of Lendal Bridge during off-peak periods, based on the assumption that the total level of demand and the detailed pattern of trip origins and destinations remains unchanged.

It suggests that the most marked impacts we might expect to see involve significant reductions in traffic flow affecting roads that make up the western side of the Inner Ring Road, in both directions, compensated for by significant increases around the eastern side of the Inner Ring Road and across Clifton Bridge, also in both directions. This fits well with the traffic flow observations, especially the ATC data for Foss Island Road and Clifton Bridge.

Other areas where the changes in flow predicted by the model are broadly consistent with observations include evidence of increasing traffic on the A19 Shipton Road (from the ATC data) and across the A64 bridge (from the manual counts) and evidence of decreasing traffic on the A59 Boroughbridge Road, the A1036 Malton Road and the A1079 Hull Road (all from the ATC data). The main discrepancies between the observed data and the model relate to the A1036 Tadcaster Road and the A1237 Outer Ring Road.

In the case of Tadcaster Road, the model suggests traffic reductions in both directions, most significantly affecting city-bound trips, while the observed data suggests a small reduction in city-bound trips and a negligible change tending towards an increase in the opposite direction. In other words, the model appears to be correctly predicting the tendency for traffic reductions on Tadcaster Road in the city-bound direction, but is generally overestimating the likelihood of traffic reductions. One possible reason for this is that the model isn't representing potential changes in parking destinations (the "park and walk" phenomenon) that may be damping the impact on trips with destinations in the city centre north of the river. Separately, for journeys with origins in the southwest quadrant of York, it seems that the model may be under-predicting the attractiveness to routes that involve driving away from the city to access the A64 and A1237. As previously

noted in the observed data analysis, Tadcaster Road has particularly good access to the A64 which may help to explain why this behaviour might occur.

In the case of the A1237 near Rawcliffe Bridge, the model predicts a small but significant increase in traffic flow, especially in the northbound direction, while the observed ATC data suggests a negligible change, tending towards a decrease, northbound and a significant decrease southbound. As has already been stated during the observed data analysis, the ATC observations are difficult to explain as part of a potential response from drivers to the Lendal Bridge trial. The predictions from the model reinforce the conclusion that other factors may be responsible.

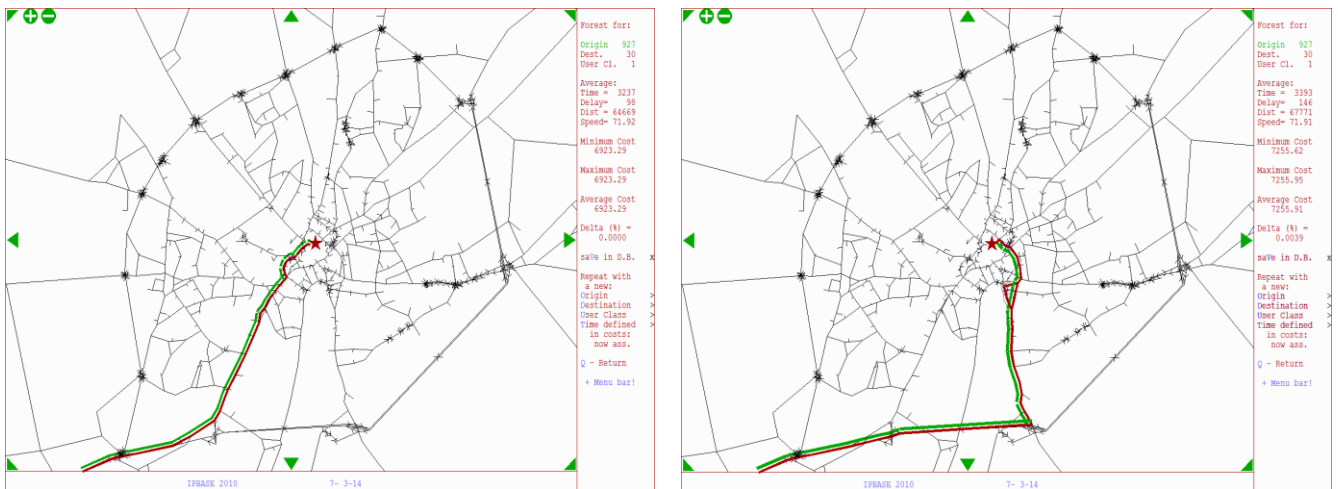
Overall, it seems justified to conclude from the demand flow comparison that the SATURN modelling application has actually performed rather well in predicting the general shape and relative scale of the response to the off-peak closure of Lendal Bridge. Therefore, it should prove sufficiently reliable to use for further analysis, such as for providing network-wide inputs to environmental calculations.

The demand flow comparison helps to demonstrate that the main traffic impacts of the scheme, hinted at by the point observations of traffic flow observed during ATC and manual counts, are likely to be local rerouting of journeys with origins or destinations in and around the city centre north of the river to Clifton Bridge and the eastern sections of the Inner Ring Road. The model suggests that rather smaller changes in traffic volumes on radial and orbital routes further away, many of which are broadly consistent with the observed data, may also be attributable to the scheme. While these changes are unlikely to be very significant for overall traffic levels and travel conditions within the city, their impacts on individual journeys and the people making them will be rather greater.

**(iii) Route Choice Analysis**

**Citybound Analysis**

**Figure 5.4: Lendal Bridge open & closed routes for trip from SW of city to centre**



**Figure 5.5: Lendal Bridge open & closed routes for trip from Tadcaster Road to N of centre**

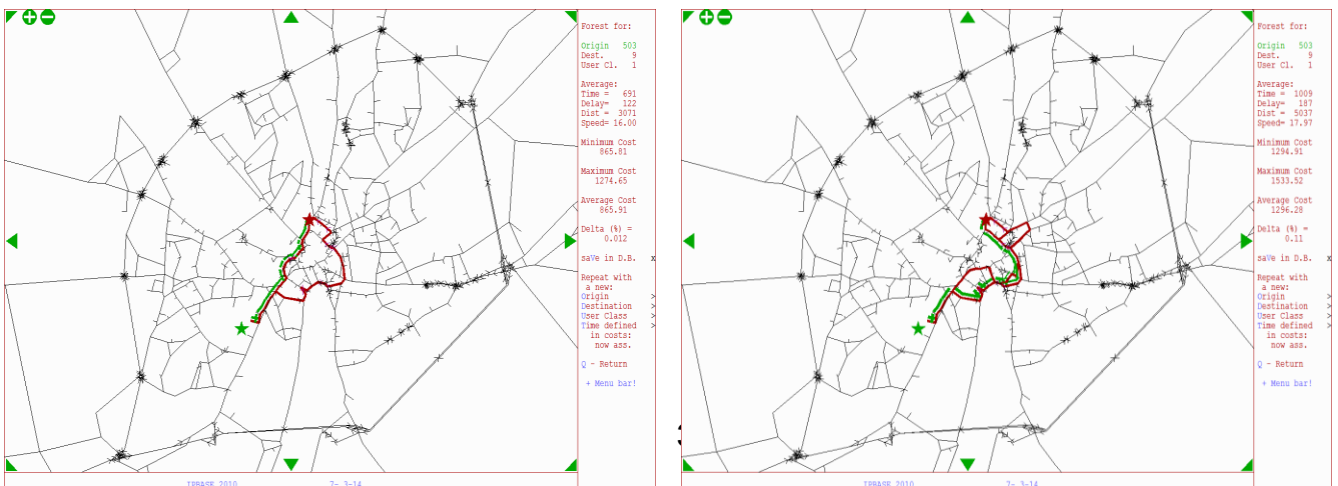


Figure 5.6: Lendal Bridge open & closed routes for trip from W of city to N of centre

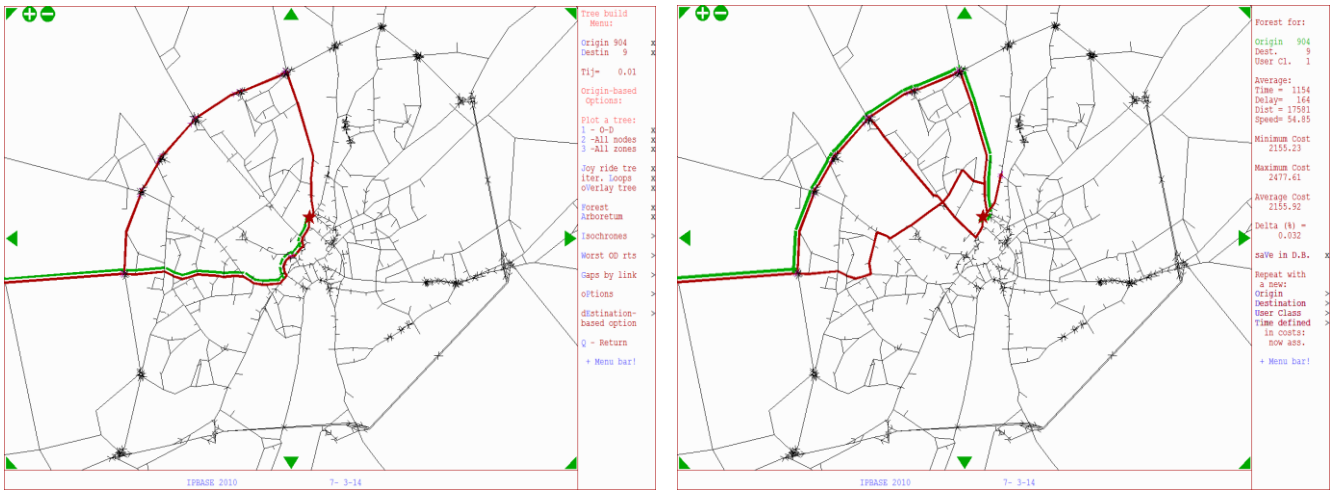
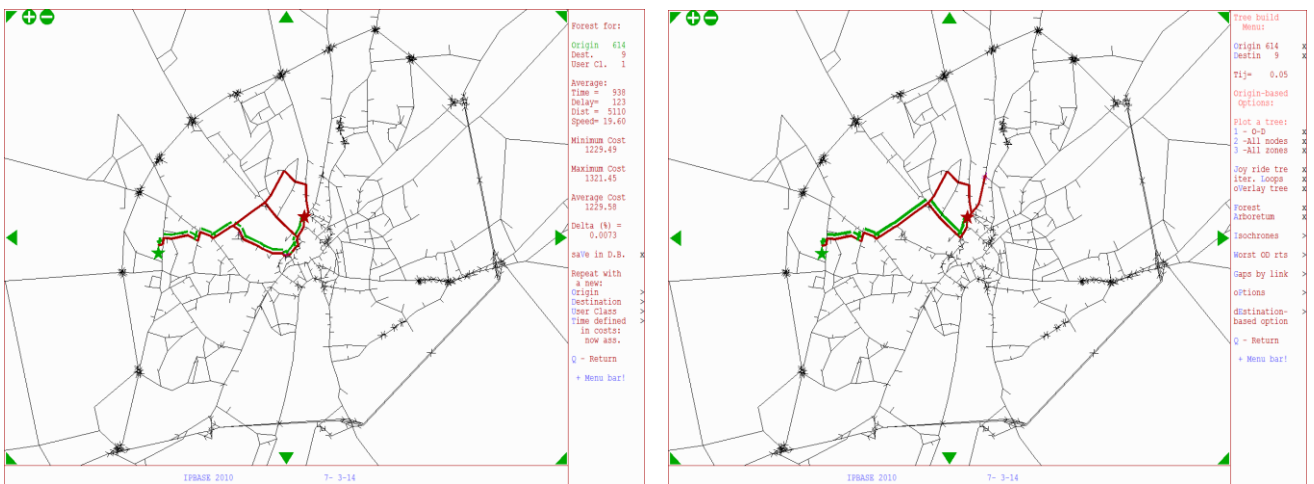


Figure 5.7: Lendal Bridge open & closed routes for trip from Acomb to N of centre



Outbound Analysis

Figure 5.8: Lendal Bridge open & closed routes for trip from centre to SW of city

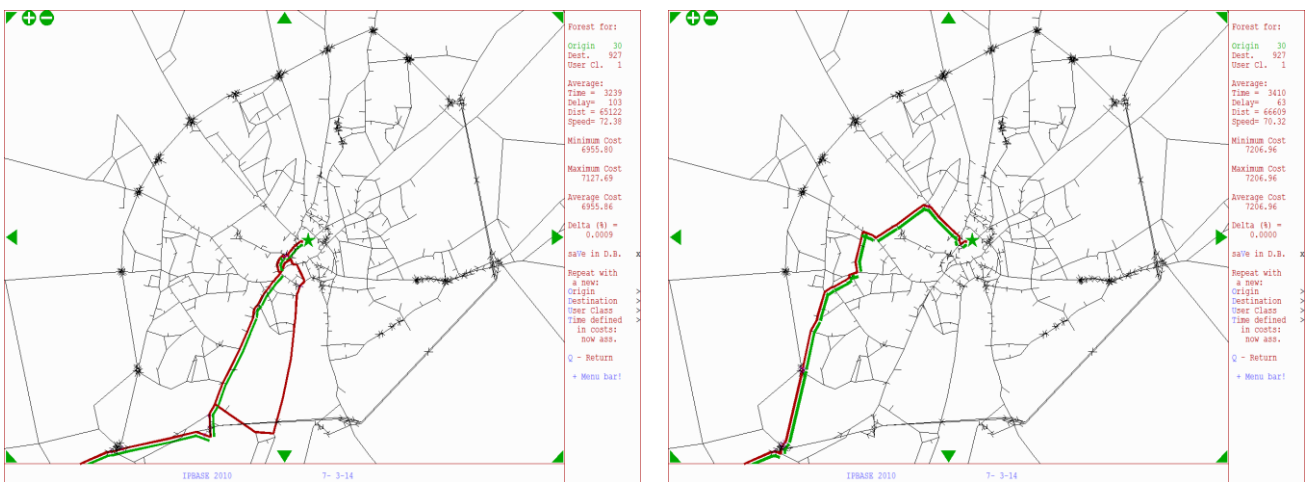


Figure 5.9: Lendal Bridge open & closed routes for trip from N of centre to Tadcaster Road

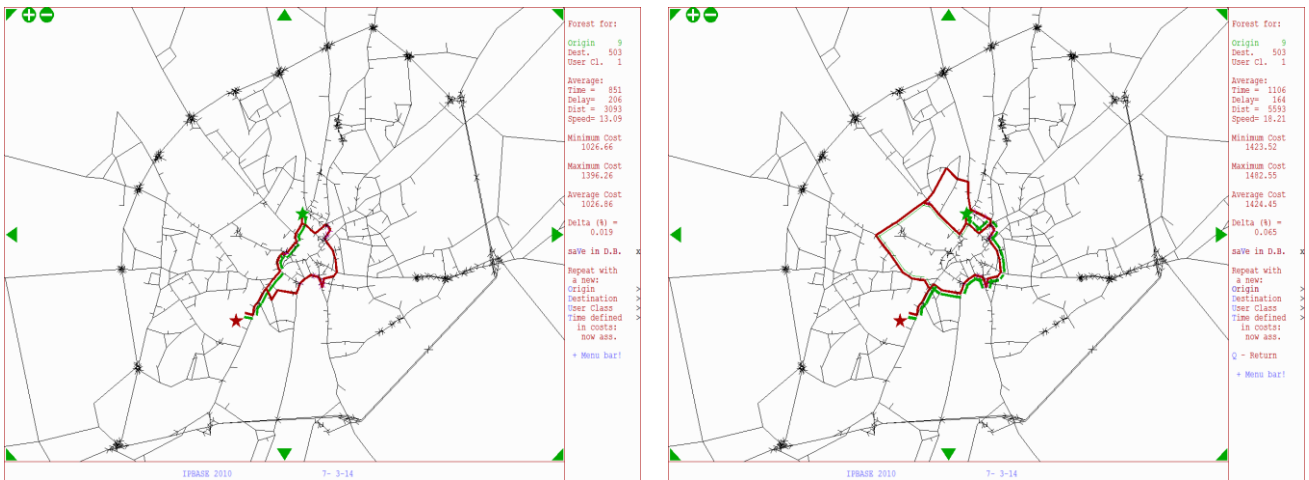


Figure 5.10: Lendal Bridge open & closed routes for trip N of centre to W of city

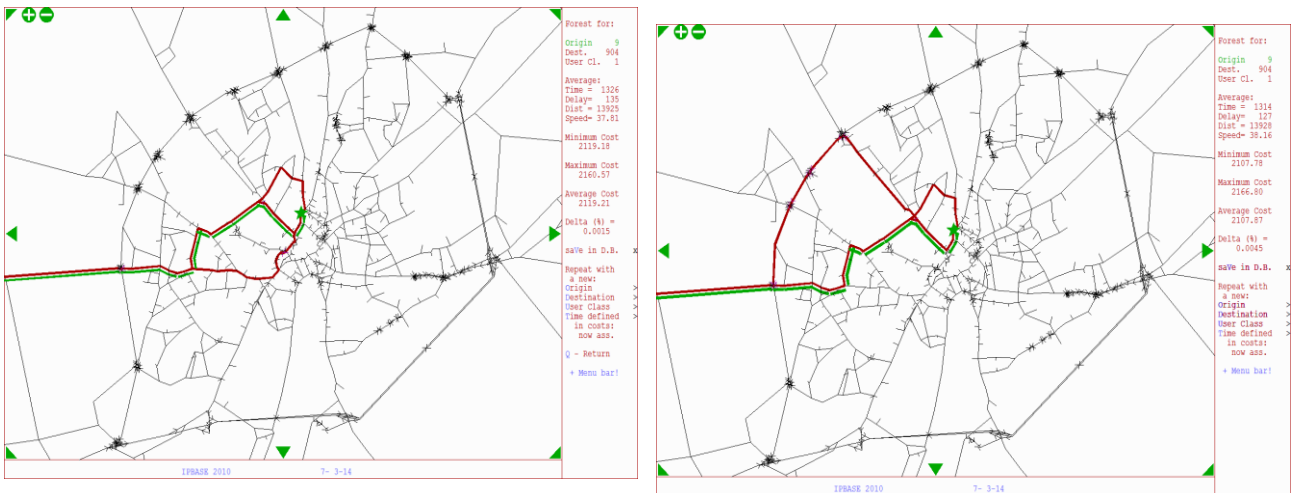
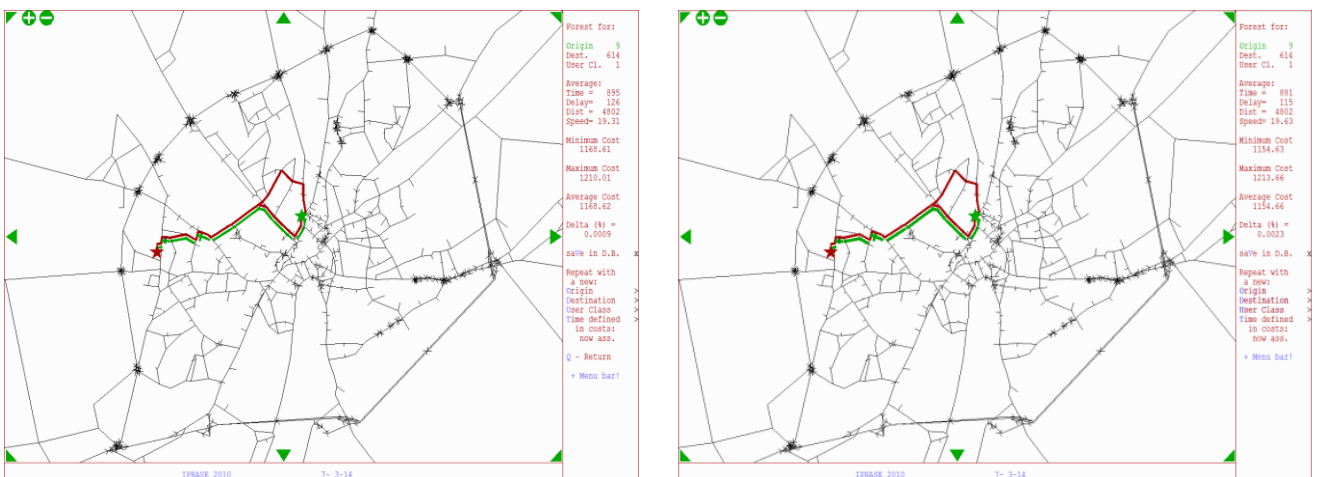


Figure 5.11: Lendal Bridge open & closed routes for trip from N of centre to Acomb



The SATURN route choice plots show routes used and considered by the assignment model between a user selected origin (green star) and a user selected destination (red star). All routes which have formed part of the final assignment solution are highlighted in red, while those which also have a green bandwidth have been estimated to carry the most significant proportions of the traffic flow.



Journeys between four points have been selected as broadly representative of the types of movements affected by the off-peak bridge closure, as suggested during the select link analysis. Plots have then been produced for each of these journeys in the open & closed situations and in both directions. The open and closed cases have been presented side by side to aid visual comparison.

For the city-bound movements, all the open plots include Lendal Bridge as a considered route and have the most significant proportion of the traffic flow across it. However, in three of the four cases alternative routes that include Foss Island Road, Clifton Bridge and the A1237 Outer Ring Road have also been considered, suggesting that the difference in generalised costs between routes over Lendal Bridge and the alternatives is probably quite small. In the closed plots, the significant traffic flow has switched to Foss Island Road, Clifton Bridge and the A1237 in each of the three cases where one of those routes was identified as an alternative. In the other case, a journey from southwest of the city to the centre, the route chosen in the closed scenario involves staying on the A64 and approaching the centre via an alternative radial.

For outbound movements, there is rather less of a tendency to choose Lendal Bridge in the open cases with two of the four movements (those with destinations to the west) already suggested by the model to have their major flows over Clifton Bridge. In the closed cases, Clifton Bridge and Foss Island Road carry all the major flows in the model suggesting that rerouting via the Outer Ring Road (A1237 or A64) is less attractive in that direction. In the final case presented (a trip between an origin north of the city centre and Acomb) the bridge closure appears to make no difference to the routes considered and chosen at all.

This analysis should aid our understanding of the route choices implied by the point observations in the ATC and manual count data by suggesting which routes are most attractive for which types of movement. In particular, it is helpful to understand that the route choice implications of closing Lendal Bridge appear to be significantly different by direction of travel. Not surprisingly, journeys with origins beyond the city seem much more likely to reroute via the Outer Ring Road than those with origins within. But the same does not seem to be so easy to say in reverse. Of course, this analysis is based on only a very small selection of possible spatial movements represented by the model, so what it suggests cannot be considered comprehensive.

## 5.1 Summary of SATURN Analysis

Overall, it seems justified to conclude from the demand flow comparison that the SATURN modelling application has actually performed rather well in predicting the general shape and relative scale of the response to the off-peak closure of Lendal Bridge. Therefore, it should prove sufficiently reliable to use for further analysis, such as for providing network-wide inputs to environmental calculations. Some of the key findings include:

- The analysis illustrates the relatively limited range of movements served by Lendal Bridge. In particular, it demonstrates that quite a lot of the journeys might be expected to be relatively short, between locations along Tadcaster Road and the city centre to the north of the river and immediately surrounding areas, suggesting potential for significant switching to public transport and active modes.
- The fact that such a high proportion of the trips crossing Lendal Bridge might be expected to have an origin or a destination in an around the city centre north of the river may also help to explain why the scheme is so contentious with businesses in that area, given that it is the main central retail and entertainment area of the city.
- The demand flow comparison helps to demonstrate that the main traffic impacts of the scheme, hinted at by the point observations of traffic flow observed during ATC and manual counts, are likely to be local rerouting of journeys with origins or destinations in and around the city centre north of the river to Clifton Bridge and the eastern sections of the Inner Ring Road.
- The model suggests that rather smaller changes in traffic volumes on radial and orbital routes further away, many of which are broadly consistent with the observed data, may also be attributable to the scheme. While these changes are unlikely to be very significant for overall traffic levels and travel conditions within the city, their impacts on individual journeys and the people making them will be rather greater.

- The route choice implications of closing Lendal Bridge appear to be significantly different by direction of travel with a lower tendency to choose Lendal Bridge for the outbound movements vis-à-vis inbound. With regards the latter the model results suggest that the difference in generalised costs between routes over Lendal Bridge and the alternatives is probably quite small.

## 6 Overall Findings

This draft final report brings together three pieces of evidence in relation to the impacts of the Lendal Bridge trial closure. Each piece is different in its own right in terms of what data was collected, how it was collected, when it was collected and who provided it. Without over-generalising, the data collected by ITS, during its street survey, strongly represents (although not exclusively) the views of tourists who are an important mainstay of the City of York's economy but who are not always familiar with the city and do not have to experience the impact of the trial closure on a frequent basis and leisure visitors who tend to be a mixture of residents and non-residents. The feedback survey conducted by CYC in contrast is dominated by responses from those living and/or working in York, who are familiar with the city and who are likely to experience the impact of the trial closure on a more frequent basis.

The third piece of evidence revolves around analysis of the traffic and other operational data. This adds considerable context to the first two pieces of research but does not always tell the full story as a result of resource limitations that prevent the collection of data on every single link and every moment of the day/night. This draft final report has not been able to include analysis of data related to air quality and traffic speeds, as provided by Traffic Master. These will be included in the final report.

In interpreting the findings from this evaluation there are aspects, which can be interpreted as being supportive of the scheme and those that are against it. The evidence must be kept in context as experimental evaluations in transport are fraught with difficulties such as seasonal effects and lack of good year on year comparative data. It is also difficult to evaluate the impacts of changes to one link in a network. Experimental closures are controversial measures which can arouse strong emotions amongst those feeling that they are directly affected in a period where few mitigation measures can be put in place.

Detailed findings have already been presented for each section of research undertaken. The key purpose of these overall conclusions is to highlight some of the most important findings and to try where possible to provide collaboration across all three sources of evidence where possible.

1. *The trial closure has led to a large reduction in car/van users crossing Lendal Bridge regularly (weekly or more).* The reductions range from a reported 50% from the CYC feedback survey to a 32% drop from the bridge count data provided by CYC. Interestingly the latter also suggest a fall in traffic during the peak time periods of 5.5% (possibly motorist avoiding the shoulder peak) & a reduction in the all-day traffic on the nearby Ouse Bridge (5%)
2. *This initial stage of the work allows us to identify significant changes in traffic flows on Lendal Bridge during the closure period but also some smaller reductions outside the closure in the peak periods.* There has been some evidence of diversion to other crossing points. Data for the 6 radial routes suggests that wider impacts of the Lendal Bridge trial on traffic levels across the city are generally very limited. Most comparisons suggest changes in flow between 2012 and 2013 of 2.5% or less, which are sufficiently small to be difficult to attribute with any certainty to the scheme given the many other possible explanations.
3. *The SATURN analysis illustrates the relatively limited range of movements served by Lendal Bridge. In particular, it demonstrates that quite a lot of the journeys might be expected to be relatively short, between locations along Tadcaster Road and the city centre to the north of the river and immediately surrounding areas, suggesting potential for significant switching to public transport and active modes.*
4. *The demand flow comparison in SATURN helps to demonstrate that the main traffic impacts of the scheme, hinted at by the point observations of traffic flow observed during ATC and manual counts, are likely to be local rerouting of journeys with origins or destinations in and around the city centre north of the river to Clifton Bridge and the eastern sections of the Inner Ring Road.* The model suggests that rather smaller changes in traffic volumes on radial and orbital routes further away, many of which are broadly consistent with the observed data, may also be attributable to the scheme.
5. *The trial closure has led to longer journeys and long distances being travelled for some car/van users.* The responses to the CYC survey suggest that around 90% of car/van users experience

both. This is supported by the analysis of the traffic data which finds flows across four of the bridges over the Ouse to have increased by greater than the 0.75% background increase; with Skeldergate bridge seeing the largest uplift (15%) and the A64 the largest absolute impact (1,350 extra trips per day), although other non-bridge factors are thought to have an influence here.

6. *The trial closure has led to a large increase in pedestrians crossing Lendal Bridge.* Bridge counts suggest that footfall across the bridge has increased by 38% during the closure period and 22% during the peaks. This is supported by evidence from the CYC feedback survey that found a modal shift away from car of around 9% in favour of active modes and taxi; as well as an improvement in the pedestrian environment. It is worth noting that the opening of the council's new offices at West Offices may have contributed to the increase here.
7. *The closure has improved the pedestrian & cycling environment around Lendal Bridge and how safe people feel.* This came through strongly in the CYC feedback survey, with no discernable affects from the ITS street survey.
8. *The evidence on bus reliability and journey times is mixed.* The ITS survey reported no change with satisfaction levels for the quality of public transport, whereas the net position taken from the CYC survey was that the perceived overall bus journey times and reliability had got slightly worse. Evidence provided by CYC in relation to Park and Ride journey times would suggest that the overall picture is largely one of status quo. It should be noted that judging changes in bus reliability and journey times is difficult given that bus operators have not yet had the opportunity to adjust scheduling to take into account any changes that have been brought to bear by the Lendal Bridge trial closure.
9. *Support for the bridge closure appears to be polarised.* The CYC feedback survey found strong support for the closure from existing cyclists and the opposite from car/van users. Public transport users and pedestrians were situated somewhere in-between. The ITS survey found that the single most important reason for visiting York was the pleasant nature of its environment and that the improvement of the pedestrian environment and increase in bus speeds was perceived as being more important to the strength of the city centre than improving car speeds

For tourists and leisure visitors (ITS survey) there was a positive evaluation of the experience of visiting York City Centre. There has been no change in the evaluation of the journey to York City Centre and equally no change in the overall evaluation of pedestrian, bus or bike access. Although surveyed near Lendal Bridge, it appears that the respondents take a wider view of their experience of York than just what happens on and around the bridge. Clearly, resident car drivers that have been negatively impacted hold a different view as they experience more frequent rerouting. The final report will, timescales permitting, bring together a more complete picture of the traffic journey time data and an evaluation of the impact of the Lendal Bridge trial closures on air quality.

## Appendix 1      Baseline/Summer Survey

### YORK CITY CENTRE SURVEY – University of Leeds & City of York Council

Thank you for agreeing to answer this questionnaire about your trip to York city centre today. The purpose of this survey is to evaluate the access to and the quality of, York city centre, for different groups of transport users - motorists, public transport users, pedestrians and cyclists. The survey will take less than 5 minutes and is being conducted by the University of Leeds, on behalf of the City of York Council. By completing this questionnaire you are agreeing to your data being stored and used in line with the University of Leeds ethics and data protection policies.

**Please return your completed questionnaire in the FREEPOST envelope provided or to one of our survey team.**

Thank you for your assistance.

**Q1      What was the main purpose of your visit to York city centre today?** (please tick one option below)

Work	<input type="checkbox"/>
Business trip	<input type="checkbox"/>
Food shopping	<input type="checkbox"/>
Non-food shopping	<input type="checkbox"/>
Education	<input type="checkbox"/>
Tourism	<input type="checkbox"/>
Health related	<input type="checkbox"/>
Accessing services, e.g. banks	<input type="checkbox"/>
Leisure/socialising	<input type="checkbox"/>
Child escort	<input type="checkbox"/>
Other escort/providing a lift	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q2 How did you access the city centre today?** (if more than one method of transport please tick the one that you travelled the furthest by)

Car Driver + P&R	<input type="checkbox"/>
Car Passenger + P&R	<input type="checkbox"/>
Car Driver – Parked Near City Centre	<input type="checkbox"/>
Car Passenger – Parked Near City Centre	<input type="checkbox"/>
Walked/Cycled + P&R	<input type="checkbox"/>
Bus	<input type="checkbox"/>
Cycle	<input type="checkbox"/>
Walk	<input type="checkbox"/>
Rail	<input type="checkbox"/>
Motorbike/scooter	<input type="checkbox"/>

**Q3 How often do you visit York city centre?** (please tick one option from below)

This is my first visit	<input type="checkbox"/>
5+ days per week	<input type="checkbox"/>
2-4 days per week	<input type="checkbox"/>
Once a week	<input type="checkbox"/>
2-3 days per month	<input type="checkbox"/>
Once a month	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>

**Q4** If your main purpose for visiting York city centre today WAS for leisure, tourism, shopping or accessing services can you please indicate how **IMPORTANT** each of the following reasons were in reaching your decision to visit York city centre today? (please tick one box for each row) Otherwise please go to Q5.

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant
Range of shops					
Range of services, e.g. banks					
Range of leisure facilities					
Opportunity for a day out					
Meeting friends and/or family					
Attractive city					
Historical city					
Pleasant environment					
Convenient to travel to					
Affordable to travel to					
Other (please specify)					

**Q5 For your journey to York city centre today please indicate how you found the following factors? (please tick one box per row)**

Factors:	Very high	High	Neither high nor low	Low	Very low	Not applicable
Cost of parking						
Cost of fuel						
Public transport fares						
Journey time						
Level of congestion						
	Very good	Good	Neither good nor poor	Poor	Very poor	Not applicable
Availability of parking						
Location of bus stops						
Location of rail station						
Location of park and ride sites						
Walking environment						
Cycling environment						
Quality of signage for pedestrians						
Quality of signage for drivers						
Other (please specify)						



**Q6 Please rate your experience whilst in York city centre today using the scales below. (note - do not include your experience in reaching the city centre and please tick one box per row).**

	Very pleasant	Pleasant	Neither pleasant nor unpleasant	Unpleasant	Very unpleasant	Don't know
Amount of traffic						
Traffic speeds						
Space for cycling						
Space for walking						
Noise levels						
Pollution levels						
Overall experience getting around the city centre						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Ease of crossing roads						
Accessibility of the city centre						
Overall ease of getting around						
	Very high	High	Neither high nor low	Low	Very Low	Don't know
Risk of being involved in a road traffic accident						

**Q7 Thinking overall about your visit to York city centre today, please rate the following using the scale below. (please tick one box per row).**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Your journey to York city centre						
The quality of the public transport serving York city centre						
Provision for pedestrians						
Provision for cyclists						
Your overall satisfaction with York city centre						

**Q8 To what extent do you agree with the following statements?** (please tick one box per row).

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Pedestrianisation strengthens the retail sector in York					
Pedestrianisation helps to make York an attractive place to work					
Pedestrianisation attracts visitors to York					
Cycling facilities strengthen the retail sector in York					
Cycling facilities help to make York an attractive place to work					
Cycling facilities attract visitors to York					
Faster bus journeys will improve the York economy					
Faster car journeys will improve the York economy					

**Q9 Which of the following changes would make you visit York city centre more often than you currently do (please select all that apply)? Which is the most important of these reasons (please select one)?**

	Tick ALL changes that apply	Tick the ONE most important change
A larger range of shops		
A larger range of services, e.g. banks		
A larger range of leisure facilities		
Easier access by car		
More car parking spaces		
More convenient car parking		
Cheaper parking		
Less traffic congestion		
Faster bus journeys		
More frequent buses		
Cheaper bus fares		
Cheaper bus park and ride		
More space for cycling		
More cycle lanes		
More space for walking		
A more pleasant pedestrianised area		
A larger pedestrianised area		
Better air quality		
A quieter environment		
A less car dominated environment		

**Q10 There are plans to restrict vehicle access (except for buses, taxis and emergency vehicles) across Lendal Bridge for a trial period. Access to the bridge will be restricted from 10.30am to 5pm, 7 days a week for at least 6 months from 27 August 2013. How do you think this will affect you and is it in general a positive or negative idea? (please tick one box per row).**

	Very positive	Positive	Neither positive nor negative	Negative	Very negative	Not affected
The impact of the Lendal Bridge restriction on me will be .....						
I think the idea to restrict traffic on the Lendal Bridge is .....						

**Q11** What is your gender? (please tick one box)

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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**Q12** Please indicate which age band you are in below? (please tick one box)

17-19 yrs	20-29 yrs	30-39 yrs	40-49 yrs	50-59 yrs	60+ yrs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13** Please can you tell us your postcode?

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**THANK YOU FOR YOUR TIME**

## Appendix 2      During/Autumn Survey

**Q10** Motorised vehicle access across Lendal Bridge has been restricted (except for buses, taxis and emergency vehicles) since the 27<sup>th</sup> August 2013 for a trial period lasting 6 months. As a result access to the bridge for private motorised vehicles is restricted from 10.30am to 5pm, 7 days a week. Please indicate what the impact (**if any**) of this has been on you and whether you think it is in general a positive or negative idea? (please tick one box per row).

	Very positive	Positive	Neither positive nor negative	Negative	Very negative	Not affected
The impact of the Lendal Bridge restriction on me has been .....						
I think the idea to restrict traffic on the Lendal Bridge is .....						

## Appendix 3 Statistical Reporting

**Table A3.1 Main Reasons for Visit if Non-Work % (n)**

<i>Reasons</i>	<i>Very Important/ Important</i>	<i>Neither Important or Unimportant</i>	<i>Unimportant/ Very Unimportant</i>	<i>Statistically Significant (z<sup>6</sup>)</i>
<i>Range of shops</i>	58% (335)	25% (142)	17% (98)	<b>11.39</b>
<i>Range of services, e.g. banks</i>	35% (190)	32% (178)	33% (180)	0.52
<i>Range of leisure facilities</i>	44% (239)	28% (152)	27% (148)	<b>4.63</b>
<i>Opportunity for a day out</i>	88% (504)	8% (47)	4% (20)	<b>21.14</b>
<i>Meeting friends &amp;/or family</i>	38% (199)	26% (136)	36% (188)	0.56
<i>Attractive city</i>	93% (538)	6% (33)	1% (8)	<b>22.68</b>
<i>Historical city</i>	92% (550)	7% (40)	2% (11)	<b>22.76</b>
<i>Pleasant environment</i>	97% (555)	2% (13)	1% (2)	<b>23.43</b>
<i>Convenient to travel to</i>	88% (501)	10% (57)	2% (9)	<b>21.79</b>
<i>Affordable to travel to</i>	79% (446)	18% (100)	3% (16)	<b>20.01</b>
<i>Other</i>	65% (26)	10% (4)	25% (10)	<b>2.67</b>

**Table A3.2 Significance Testing – Pedestrianisation, Cycling Facilities, Bus & Car Speeds**

<b>Statement 1</b>	<b>Statement 2</b>	<b>Significance<sup>7</sup> (z)</b>
<i>Pedestrianisation strengthens the retail sector in York</i>	<i>Cycling facilities strengthen the retail sector in York</i>	<b>7.90</b>
<i>Pedestrianisation attracts visitors to York</i>	<i>Cycling facilities attract visitors to York</i>	<b>9.00</b>
<i>Faster bus journeys will improve the York economy</i>	<i>Faster car journeys will improve the York economy</i>	<b>2.74</b>

The statistical tests reported in tables A3.3 and A3.4 related to questions asked respondents to rate their experiences using Likert scales based around three sentiments, e.g. very pleasant to very unpleasant, very good to very poor and very high to very low. Comparing the sets of responses is not as straight forward as calculating the percentage of respondents in each rating category. For example, a larger percentage of the sample may have rated their experience of 'traffic speeds' as very pleasant in the after survey vis a vis the base survey but at the same time a larger amount may have rated it as unpleasant vis a vis the base survey, so has the experience improved or worsened? A set of statistical analyses that provides a solution to this issue are called non-parametric tests and one in particular, the Mann-Whitney U test is widely used to compare two sets of data to see if an intervention has made any difference. This is done by testing whether the mean ratings of the two different set of respondents are different from each other.

<sup>6</sup> Significance is based on a 1 sample test of proportion where  $H_0: P_1 = 0.5$ . A z of  $>1.96$  is judged significantly different at the 5% level and is presented in bold.

<sup>7</sup> Significance is based on a 2 tailed test for 2 proportions. A z of  $>1.96$  is judged significantly different at the 5% level and is presented in bold.

To do this, the Mann-Whitney U test specifies a null hypothesis that the mean of the two data sets are the same. When performing the test in a statistical package (in this case SPSS) the test reports a p value. If the p value is less than 0.05 then the null hypothesis is rejected, but if the p value is equal to or greater than 0.05 then the null hypothesis is accepted and no statistical difference is detected between the two samples.

**Table A3.3 Experience Whilst in York City Centre**

<b>Experiences</b>	<b>Full Sample</b>				<b>Tourist Travel Segment</b>				<b>Leisure Segment</b>
	<i>Base</i>	<i>After</i>	<i>P</i>	<i>Impact</i>	<i>Base</i>	<i>After</i>	<i>P</i>	<i>Impact</i>	
<i>Amount of traffic</i>	2.95 (588)	2.89 (330)	.443	<b>N/C</b>	2.92 (350)	2.91 (235)	.945	<b>N/C</b>	3.00
<i>Traffic speed</i>	2.77 (548)	2.78 (314)	.537	<b>N/C</b>	2.76 (331)	2.78 (228)	.595	<b>N/C</b>	2.75
<i>Space for cycling</i>	2.65 (271)	2.75 (138)	.153	<b>N/C</b>	2.63 (144)	2.70 (87)	.326	<b>N/C</b>	2.65
<i>Space for walking</i>	2.13 (603)	2.22 (331)	.033	-	2.06 (361)	2.21 (238)	.009	<b>N/C</b>	2.13
<i>Noise levels</i>	2.61 (591)	2.62 (332)	.648	<b>N/C</b>	2.61 (353)	2.65 (238)	.540	<b>N/C</b>	2.61
<i>Pollution levels</i>	2.66 (529)	2.78 (288)	.035	-	2.64 (322)	2.77 (203)	.052	<b>N/C</b>	2.66
<i>Overall experience getting around city centre</i>	1.91 (611)	2.08 (335)	.001	-	1.85 (369)	2.03 (241)	.001	-	1.91
<i>Ease of crossing roads</i>	2.19 (621)	2.18 (341)	.900	<b>N/C</b>	2.18 (370)	2.19 (245)	.769	<b>N/C</b>	2.19
<i>Accessibility of the city centre</i>	1.83 (623)	1.94 (331)	.185	<b>N/C</b>	1.79 (370)	1.92 (236)	.065	<b>N/C</b>	1.83
<i>Overall ease of getting around</i>	1.89 (618)	2.02 (339)	.045	-	1.83 (368)	1.99 (243)	.019	-	1.89
<i>Risk of being involved in a road traffic accident</i>	3.40 (555)	3.39 (294)	.685	<b>N/C</b>	3.43 (327)	3.45 (208)	.884	<b>N/C</b>	3.40

+ improved experience since bridge closure; - worse experience since bridge closure; N/C no change

**Table A3.4 Overall Experience of Visit to York City Centre**

<b>Reasons</b>	<b>Full Sample</b>				<b>Tourist &amp; Biz Travel Segment</b>				<b>Leisure Segment</b>			
	<i>Base</i>	<i>After</i>	<i>P</i>	<i>Impact</i>	<i>Base</i>	<i>After</i>	<i>P</i>	<i>Impact</i>	<i>Base</i>	<i>After</i>	<i>P</i>	<i>Impact</i>
<i>Your journey to York City Centre</i>	1.79 (620)	1.94 (342)	.103	<b>N/C</b>	1.77 (365)	1.93 (243)	.067	<b>N/C</b>	1.83 (255)	1.95 (99)	<b>N/C</b>	<b>N/C</b>
<i>The quality of the public transport serving York City Centre</i>	1.83 (391)	1.85 (218)	.753	<b>N/C</b>	1.73 (201)	1.82 (142)	.233	<b>N/C</b>	1.95 (190)	1.89 (76)	<b>N/C</b>	<b>N/C</b>
<i>Provision for Pedestrians</i>	1.97 (612)	2.00 (327)	.385	<b>N/C</b>	1.91 (363)	1.97 (234)	.321	<b>N/C</b>	2.05 (249)	2.06 (93)	.622	<b>N/C</b>
<i>Provision for Cyclists</i>	2.31 (240)	2.31 (124)	.694	<b>N/C</b>	2.18 (117)	2.34 (70)	.118	<b>N/C</b>	2.44 (123)	2.26 (54)	.345	<b>N/C</b>
<i>Your Overall Satisfaction with York</i>	1.66 (633)	1.78 (347)	.011	-	1.57 (376)	1.73 (249)	.002	-	1.79 (257)	1.91 (98)	.350	<b>N/C</b>







# **Lendal Bridge Closure – CYC Feedback Survey**

- Final Report

Jeremy Shires

April 2014

Project Funded by  
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# 1 Survey Details

An online survey for residents has been available on CYC's website since the start of the trial closure - [www.york.gov.uk/citycentreimprovements](http://www.york.gov.uk/citycentreimprovements). This has been promoted during publicity of the trial and via a Lendal Bridge trial leaflet distributed to residents and businesses throughout the city. Hard copies of the survey forms have been available at CYC West Offices and city libraries.

Two separate questionnaires were available for people to provide feedback. During September a short version of the survey was used, largely because of the expectation that changes in traffic flows would take a number of weeks to settle down; secondly it would be difficult for residents to determine whether they experience changes in key aspects immediately upon introduction of the restriction. As the trial bedded in, a much more in-depth survey was developed for use from October and it is this which is reported here.

Both surveys were implemented via the Survey Monkey website. The short survey asked respondents why they traveled into York city centre, their main mode of travel to the city and enabled them to provide comment on their travel experiences since the start of the trial.

The in-depth survey asked respondents about why and how they travel, before moving onto and asking more detailed questions about the impacts since the introduction of the trial with some routing of questions linked to access mode of travel. Additional questions were asked of all respondents regarding their views on how the trial works towards the Reinvigorate York objectives and the impacts of the restrictions on individuals personally and on the city generally. In total 2,741 respondents took part in the in-depth survey (which closed in March 2014) although not everyone fully completed the questionnaire. This included 121 respondents who gave their responses via paper based questionnaire forms. There were no restrictions on who could take part in the survey, nor any quotas imposed to obtain pre-specified levels of representativeness.

Respondents completed the survey in the knowledge that the questionnaire they were undertaking was designed to give feedback on the Lendal Bridge trial closure. There is therefore a danger that some level of response bias is present, namely that respondents who strongly support, or who don't support, the trial closure will have been strongly incentivised to have taken part in the survey.

## 2 Key Descriptive Results

### Overall Statistics

Tables 2.1 & 2.2 outline the key socio-economic characteristics of the respondents' who have taken part in CYC's feedback survey.

- Good representation across all age groups.
- Much stronger representation of males.
- Large segments for commuting, shopping, access of key services and leisure – reflecting the strong representation of York residents within the sample.

**Table 2.1 Age and Gender of Respondents**

<i>Age Categories</i> <sup>8</sup> (n=2,276)							<i>Gender</i> % <sup>9</sup> (n=2,379)	
<16	17-19	20-29	30-39	40-49	50-59	60+	Male	Female
0.4	0.8	14.3	21.7	22.6	19.3	20.9	61.4%	38.6%

**Table 2.2 Journey Purpose (n=2,739)**

<i>Purpose</i>	<i>%</i>
Commuting	25.6
Biz Deliveries/Travel	7.5
Shopping	19.6
Tourism	6.2
Health Related	3.1
Access to key services inc. railway station	14.9
Leisure	14.3
Other	8.7

### Change in Car Use

One of the main focuses of the feedback survey was the attempt to measure changes in trip making across the Lendal Bridge, before the bridge closure and during it. Table 2.3 outlines the changes in usage of the bridge by car. Clearly, and as expected, the effect of the closure has been to reduce the frequency of car trips across the bridge, with a switch away from regular trip making (weekly or more) towards rarely/never. The switch has been quite dramatic, with a fall in those making regular trips (>1 per week) across the bridge falling by around 70%, whilst occasional and rare use of the bridge have seen large increases.

<sup>8</sup>&<sup>2</sup> Note that 124 respondents' preferred not to divulge this information.

**Table 2.3 Change in Car Use across the Lendal Bridge**

	<i>5 days or more</i>	<i>2-4 days a week</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Occasionally</i>	<i>Rarely/never</i>
Before	250	363	317	128	188	122
During	92	97	138	82	235	632

It is not clear what happens to the reduced car trips as the questionnaire does not directly ask for this information, however Tables 2.4 to 2.6 would suggest that the same set of users now travel further (87%) and that their journeys take longer (91%) and that a wide range of alternative routes are now taken. From Table 2.5 it can be seen that nearly a quarter of respondents are retiming when journeys take place.

**Table 2.4 Alternative Bridge Crossing Mainly Used – Private Vehicle Users (n=1464)**

A1237	7.5%
Clifton	34.1%
Ouse	13.1%
Skeldergate	22.3%
A64	5.3%
None	17.7%

**Table 2.5 Have You Travelled at Alternative Times of the Day as A Result of the Trial? (n=1,474)**

Yes	25%
No	75%

**Table 2.6 Has Your Journey Length & Time Changed – Private Vehicle Users**

<i>Journey Length</i> <i>(n=1,464)</i>	<i>%</i>	<i>Journey Time</i>	<i>%</i> <i>(n=1,465)</i>
		Quicker	1.3
Unchanged	12.8	Unchanged	8.1
0-1 mile longer	10.7	0-5 mins longer	3.3
1-2 miles longer	31.3	5-15 mins longer	27.9
2-6 miles longer	29.9	15-30 mins longer	36.1
>5miles longer	15.4	>30 mins longer	23.3

Direct evidence on whether car use has been reduced since the bridge closure could have been gleaned from Qs 2 & 3 which asked respondents what their primary mode of transport was for accessing the city centre before the Lendal Bridge closure and since the closure. On examination of the data it would appear that a mistake in the response options has allowed respondents to record only their primary mode of transport before the closure but to record more than one primary mode after the closure. Despite this, analysis of the response showed that only 103 respondents had recorded more than one primary mode of transport after the closure. It was therefore felt valid to

include these additional responses in the analysis: (1) Given the small impact they would have overall; and (2) They may genuinely use more than one mode equally to make trips.

The analysis of the data (Table 2.7) shows that there has been a modal shift away from car/van (a reduction of nearly 10%) in favour of active modes (bicycle and walking) and taxi. Bus usage has remained relatively stable (with a slight increase) as has motorcycle use. An analysis of the 'other' responses shows that 3.6% of the total sample reported that they either no longer came into the city centre or would not be returning to the city centre; with nearly 17% of this sub-sample stating that instead they access/will access shops and services in different locations (e.g. Monks Cross, Wetherby and Leeds).

**Table 2.7 Primary Access to York City Centre before and After the Lendal Bridge Closure**

<i>Before Closures (n=2,734)</i>	<i>%</i>	<i>After Closure (n=2,856)</i>	<i>%</i>
Car/van	64.5	Car/van	55.0
Motorcycle	1.1	Motorcycle	1.0
Bus	9.1	Bus	10.0
Taxi	0.3	Taxi	1.2
Bicycle	9.8	Bicycle	11.0
On foot	12.1	On foot	15.2
Other	3.1	Other	6.7

## Changes in Non-Car Use & Behaviour

This section considers the changes in non-car use and behaviour. As indicated in Table 2.7 above, bus use has remained constant whilst the main beneficiaries from a reduction in car use would appear to be active modes and taxis (presumably as a direct result of their ability to cross Lendal Bridge). Table 2.8 outlines changes in bus performance since the start of the bridge closure, with regards to journey times and reliability. The table shows that for around 75% of respondents, journey times have either not changed or improved. It is a similar picture for reliability, with around 75% of respondents recording either no change or an improvement in reliability, compared to 25% of respondents recording more unreliability. Overall, the net perceptions are that bus journey times have slightly increased and that bus reliability has slightly got worse.

**Table 2.8 Change in Bus Journey Times & Reliability since the Closure**

<i>Change in Journey Time</i>	<i>%</i>	<i>Change in Reliability</i>	<i>%</i>
Decreased	19.7	Improved	20.0
Not changed	53.7	Not changed	53.5
Increased	26.6	Reduced	26.5

The feedback questionnaire had a number of questions around active modes which focused on how the journey had changed, the quality of the environment and how safe people felt. Tables 2.09 and 2.10 report the responses to a number of questions posed in the survey to both cyclists and pedestrians. Taking the results together there are a number of agreements between cyclists and pedestrians and a number of differences which may reflect the different characteristics of travelling by either mode.

There is a strong opinion that since the closure there has been a net improvement in the cycling environment around Lendal Bridge (63.2%), with, the non-Lendal routes, on balance showing a net

deterioration (14.2%). For pedestrians the picture is one of a smaller net improvement in the walking environment (33.6%) around Lendal Bridge, and a similar net deterioration (30%) for other areas.

There would appear to be more agreement when considering changes to traffic volumes. Here, both cyclists and pedestrians agree that there has been a substantial net reduction in traffic volumes of between 68-75% around Lendal Bridge. Surprisingly, around 10% of respondents think that traffic volumes on the bridge have got worse. This but may reflect people's preconceptions about how much traffic would actually flow over the bridge following the closure, e.g. a number of media stories have focused on the number of traffic violations since the closure began. There is also a level of agreement in relation to changes in traffic volumes on non-Lendal Bridge, with around 40% of cyclists feeling traffic volumes have increased and around 60% of pedestrians holding similar views. This is to be expected given traffic must reroute away from Lendal bridge.

**Table 2.09 Changes Experienced By Cyclists since the Lendal Bridge Closure %**

<i>Cycling Environment:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	71.7	19.8	8.5
On non-Lendal Bridge routes has...	18.4	48.9	32.6
<i>Traffic Volumes:</i>	<i>Decreased</i>	<i>Not Changed</i>	<i>Increased</i>
Around the Lendal Bridge route have..	74.6	17.0	8.5
On non-Lendal Bridge routes have..	12.1	45.6	42.3
<i>My Feelings of Safety:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route have..	64.7	24.4	11.0
On non-Lendal Bridge routes have..	11.4	61.6	27.0
<i>Air Quality:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	58.3	40.6	1.1
On non-Lendal Bridge routes has.....	9.3	69.4	21.4
	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
My Ability to Get Around the City has	50.2	25.1	24.7

There is less agreement in relation to the impact on safety since the closure. Cyclists' are strongly in agreement that the bridge closure has had a positive impact upon safety around the Lendal Bridge route (65%), whilst only 35% of pedestrians hold a similar view. In fact 16% of pedestrians hold the view that since the closure, safety has got worse. Can such differing views be reconciled? For cyclists, a reduction in traffic levels is always likely to lead to positive reinforcements around feelings of safety, more so than for pedestrians who do not have to share pavement space with vehicles. It is not clear however why 20% of pedestrians feel less safe. Possibly because bus/taxi vehicle speeds have increased on the bridge? There is more agreement on the impact on safety on non-Lendal Bridge routes, with both sets of respondents agreeing that safety has got worse (27% to 37%), whilst around 9% feel it has improved.

Air quality is judged to have improved around Lendal Bridge by both groups of respondents, significantly so for cyclists. There is a divergence of opinion however for non-Lendal Bridge routes, with pedestrians expressing a much stronger negative response (40%) compared to 21% for cyclists.

Finally, for cyclists there has been a net improvement (25%) in their ability to get around the city in general.



**Table 2.10 Changes Experienced By Pedestrians since the Lendal Bridge Closure %**

<i>The Walking Environment:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	45.1	43.4	11.5
On non-Lendal Bridge routes has...	9.6	50.8	39.6
<i>Traffic Volumes:</i>	<i>Decreased</i>	<i>Not Changed</i>	<i>Increased</i>
Around the Lendal Bridge route have..	68.8	21.1	10.1
On non-Lendal Bridge routes have..	11.0	28.9	60.1
<i>My Feelings of Safety:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route have..	35.1	49.3	15.6
On non-Lendal Bridge routes have..	8.5	54.1	37.4
<i>Air Quality:</i>	<i>Improved</i>	<i>Not Changed</i>	<i>Worsened</i>
Around the Lendal Bridge route has....	37.9	59.1	3.0
On non-Lendal Bridge routes has.....	7.2	53.0	39.8

## Views on Strategic Objectives

The last set of questions ask respondents about their opinions on the overall objectives of the Lendal Bridge closure and what respondents feel are the impacts of the closure on them personally and on the city. Table 2.11 outlines how respondents' view the effectiveness of the closure on three key objectives, with a breakdown by current access mode.

The overall picture is strongly influenced by the views of car/van users and demonstrates that, for those taking part in the survey, there is a tendency to disagree that the overall objectives of CYC are being met by the bridge closure. This is particularly the case with regards the third objective – creating a more attractive and thriving city centre – which 74% of the respondents' feel is not being aided. The first and second objectives – improving bus performance and the daytime environment for pedestrians and cyclists – are also not positively perceived with 63% and 58% of respondents saying neither has been achieved.

Viewpoints differ by access mode, with cyclists in particular agreeing strongly that the bridge closure is helping the attainment of all three objectives. Bus users and pedestrians are less sceptical than car users with regards the impact of the bridge closure, particular with the second objective – improving the daytime environment for pedestrians and cyclists – with no clear yes or no decision from pedestrians and a tentative yes from bus users.

**Table 2.11 Have the Overall Objectives of the Bridge Closure been achieved?**

<i>Key Objectives: All Respondents</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	20.7	63.0	16.3
Improve the daytime environment for pedestrians and cyclists	30.4	57.7	11.9
Create a more attractive and thriving city centre	17.9	73.6	8.5
<i>Key Objectives: Car/Van Users</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	9.8	74.0	16.2
Improve the daytime environment for pedestrians and cyclists	17.8	69.3	12.9
Create a more attractive and thriving city centre	4.7	88.2	7.1
<i>Key Objectives: Bus Users</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	33.0	55.7	11.4
Improve the daytime environment for pedestrians and cyclists	51.7	37.5	10.7
Create a more attractive and thriving city centre	33.7	54.2	12.1
<i>Key Objectives: Cyclists</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	55.4	28.2	16.4
Improve the daytime environment for pedestrians and cyclists	69.1	24.5	6.4
Create a more attractive and thriving city centre	59.4	29.9	10.7
<i>Key Objectives: Pedestrians</i>	Yes	No	Unsure
Improve bus reliability & reduce bus journey times through the city centre	34.1	46.3	19.5
Improve the daytime environment for pedestrians and cyclists	43.1	46.7	10.2
Create a more attractive and thriving city centre	33.3	57.1	9.6

A very similar picture emerges from Table 2.12 which reports what the impact of the closure has been on the individual respondents and on the City of York. Car/Van users responding to the survey have strong negative feelings about the impact of the closure, with 91% and 88% saying it has had a negative/very negative impact upon them and upon the city. These views are tempered by non-car/van users, particularly cyclists who are the only user group to have a net positive position on the changes.

**Table 2.12 Impact of the Lendal Bridge Closure on Individuals & the City**

<i>All Respondents</i>	<i>Very Positive</i>	<i>Positive</i>	<i>Neither Positive or Negative</i>	<i>Negative</i>	<i>Very Negative</i>	<i>Will not be affected</i>
Impact of closure on me personally...	10.6	7.0	6.5	24.9	49.5	1.4
Impact of closure on the city in general...	8.7	8.6	7.2	25.4	49.0	1.0
<i>Car/Van Users</i>						
Impact of closure on me personally...	1.8	1.9	3.8	27.2	63.7	1.6
Impact of closure on the city in general...	2.0	1.7	7.1	27.7	60.2	1.2
<i>Bus Users</i>						
Impact of closure on me personally...	19.0	17.4	11.5	28.1	22.5	1.6
Impact of closure on the city in general...	16.6	17.4	7.9	26.5	30.0	1.6
<i>Cyclists</i>						
Impact of closure on me personally...	39.4	21.1	8.7	16.3	13.8	0.7
Impact of closure on the city in general...	29.3	29.3	6.9	17.2	16.6	0.7
<i>Pedestrians</i>						
Impact of closure on me personally...	19.5	12.5	13.2	24.7	28.7	1.5
Impact of closure on the city in general...	15.8	16.3	8.3	23.6	35.4	0.5

### 3 Findings

The in-depth CYC feedback survey collected responses from 2,741 people with a strong focus on York residents and car/van users. The feedback survey, by its very nature, is likely to have been populated by respondents with strong views on the bridge closure (both positive and negative) or who have been affected by it directly.

A list of key findings from this survey are outlined below.

18. There has been a dramatic reduction in car/van use across Lendal Bridge, with a fall in those making regular trips (weekly or more) of 70%.
19. There is evidence to suggest that car/van are travelling on a wide range of longer routes (87%) and their journeys are taking longer (91%).
20. Clifton (34%) and Skeldergate (22%) are the most popular alternative crossings.
21. Car/van users are reporting increase in both their journey lengths (87%) and journey times (91%).
22. Car/van users strongly disagree that the bridge closure is assisting CYC's three key objectives for the city, particularly – creating a more attractive and thriving city centre – 74% thinking it is not helping.
23. There has been a modal shift away from car/van (a reduction of 10%) in favour of active modes (bicycle and walking) and taxi.
24. Bus usage has remained stable, as has motorcycle use.
25. A suggestion that 3.6% of the total sample no longer came into the city centre and instead accessed shops and services in different locations (e.g. Monks Cross, Wetherby and Leeds)
26. Bus journey times have either not changed or improved, for around 75% of respondents, whilst 75% of respondents record either no change or an improvement in bus reliability. Despite this the overall net position is that perceptions of bus journey times have slightly increased and reliability slightly fallen.
27. There has been an improvement in cyclists' environment around Lendal Bridge (72%), with, on balance, non-Lendal routes deteriorating (-14%).
28. For pedestrians & their environment the picture is more mixed with a net improvement in the walking environment (34%) around Lendal Bridge, but a net deterioration (-30%) for other areas.
29. Cyclists and pedestrians agree that there has been a substantial net reduction in traffic volumes of around 70% around Lendal Bridge.
30. Around 40% of cyclists feel traffic volumes have increased on non-Lendal bridge routes with 60% of pedestrians holding similar views.
31. Cyclists' feel strongly that the bridge closure has had a positive impact upon safety around the Lendal Bridge route (65%), whilst only 35% of pedestrians hold a similar view with 16% holding the view that since the closure safety has got worse.
32. Both cyclists and pedestrians feel that safety on non-Lendal Bridge routes has got worse (27% to 37%), whilst around 10% feel it has improved.
33. Air quality is judged to have improved around Lendal Bridge for both cyclists and pedestrians, but there is a divergence of opinion for non-Lendal Bridge routes, with pedestrians expressing a much stronger negative response (40%) compared to 21% for cyclists.

Clearly, the car users taking part in this feedback survey have been strongly affected by the bridge closures, with large numbers re-routing, resulting in longer journey times and travel distances. They are strongly against the closure and do not agree that it is helping to attain CYC's objectives, particularly, the creation of a more attractive and thriving city centre.

Non car/van users are much supportive of the Lendal Bridge closure, particularly cyclists, but still feel that improvements in the Lendal Bridge area have created problems (more traffic, a less safe environment and higher levels of pollution) elsewhere in York.

## Annex H - Council motion

1. On 27<sup>th</sup> March 2014 Councillor Reid brought a motion to Council in relation to Lendal Bridge. Councillor Reid's motion in respect of Lendal Bridge was referred to Cabinet, as the data on the trial was still being collated and analysed. The motion is set out below

“Council notes the report in *The Press* on 27th February which revealed important facts about the Lendal Bridge closure.

Council further notes that:

1. The Labour Cabinet's six-month trial closure of Lendal Bridge should have finished at the end of February
2. The closure has brought widespread criticism from local residents, business owners, tourists and tourist groups
3. Negative media and social media coverage has been generated to the detriment of our city
4. The closure has failed to significantly improve overall bus journey times
5. Traffic displaced by the closure has caused increased congestion elsewhere in the city e.g. Foss Islands Road and Water End at Clifton Bridge
6. Officers have admitted that the trial closure has had little impact on overall air quality
7. The Labour Cabinet Member responsible has admitted that the signage at the start of the trial was “very confusing”
8. Around 45,000 motorists have received fines for crossing the bridge.

Council therefore resolves to ask Cabinet to:

- a. immediately end the trial closure of Lendal Bridge
  - b. publicly admit that the trial has been botched and to apologise for this
  - c. immediately publish the raw data on the trial ahead of their detailed evaluation report
  - d. commit to consulting with residents and local businesses before bringing forward any future plans for Lendal Bridge.”
2. Members are asked to consider the views expressed in Councillor Reid's motion.

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**Cabinet****6 May 2014**

Report from the Corporate &amp; Scrutiny Management Committee

**Night Time Economy Corporate Scrutiny Review Final Report - Cover Report****Introduction**

1. This cover report presents the final report from the Corporate Scrutiny Review of York's Night Time Economy and asks Cabinet to approve the recommendations arising from the review.

**Background to Review**

2. At a meeting on 24 June 2013, the Corporate & Scrutiny Management Committee (CSMC) considered a number of possible topics for review in this municipal year, including two topics which cut across the remits of all the scrutiny committees (Improving York's Night time Economy, and Impacts of Mental Health). It was recognised that both topics would support the Council's current key priorities in its Council Plan 2011-2015.
3. In July 2013, CSMC received a briefing report on the suggested night time economy theme and having acknowledged its suitability for corporate scrutiny review, instructed each of the Overview and Scrutiny Committees to carry out a NTE related review in line with their individual terms of reference.
4. As a result, the standing Overview and Scrutiny Committees agreed to investigate the following topics – links have been provided at the end of this report to each of their final reports:
  - Economic & City Development – to encourage longer retail opening hours and enhance evening access in and out of the city centre
  - Health – to identify the impact of the night-time economy on the Emergency Department at York Hospital at peak times
  - Community Safety – to examine ways to improve the attractiveness and cleanliness of the city centre in the evening

- Learning & Culture – to identify an improved cultural offer up to 8pm in order to extend the tourist day and encourage more tourists to stay for longer or overnight, with a particular emphasis on families

## **Consultation**

5. To support the corporate review an online survey “Yorkafter5” was undertaken, running from 14 October 2013 to 29 November 2013. The survey included questions in support of all the reviews except the health review, and the response was good (472 responses). A report on the findings from the Yorkafter5 Survey is shown at Appendix 1 to the CSMC Final Report at Annex A.
6. Subsequently, in order to further explore some of those survey findings, the Policy, Performance & Innovation Team held a number of focus group meetings, gathered the views of City of York Council staff, and held discussions with members of the licensed retail trade – the findings supported the views of the public identified through the online survey, and were reported to Corporate & Scrutiny Management Committee at its meeting on 7 April 2014.

## **Review Conclusions**

7. Acknowledging the hard work of all the overview and scrutiny committees, CSMC accepted that the evening economy in York was flourishing later into the night, but recognised the disconnection between daytime activity and night time activity. With this in mind they aimed to make a number of recommendations to address the dead period in the city centre between 5 – 8pm.
8. They acknowledged that based on the remit set for the corporate scrutiny review it had not been possible for the Health Overview & Scrutiny Committee to directly review issues affecting the city’s night time economy. However, they recognised that many of the Health Committee’s findings were related to alcohol and anti-social behaviour in and around the city centre which for many is seen as being a barrier to people visiting the city centre at night. The findings from Community Safety Overview & Scrutiny Committee also addressed factors that increase opportunities for anti-social behaviour, which it felt could be dealt with through a co-ordinated approach by CYC services.
9. Noting that the remaining two Committees had focussed on improving the city centre economy primarily between 5pm and 8pm, CSMC agreed



with the overall view that without a coordinated approach to extending retail opening hours, public transport availability and parking, and cultural opportunities, it would not be possible to achieve significant and sustainable long term improvements.

10. CSMC also noted the partnership arrangements of the new marketing organisation, recognising it will have a role to play if sustainable improvements are to be achieved. However they recognised that the Council will not have sole control in setting its specification.

### **Corporate Review Recommendations**

11. With all of that in mind, CSMC agreed to make four key recommendations:

- i. That CYC Economic Development Unit work with partners to introduce a pilot scheme in the Coppergate Shopping Centre area on Friday evenings, incorporating the following elements:

- Extended retail opening hours until 8pm.
- Extended opening hours for Cultural offer providers in and around the centre until 8pm
- Opening hours for a number of Park & Ride sites be extended to 8:30pm during pilot period
- Regarding city centre parking, the Committee agreed they would like Cabinet to consider two options. The first option was originally recommended by the Task Group following consideration of the financial implications as detailed in paragraph 32 of the final report. The second option was added at the end of the review when the full Committee considered the draft final report; therefore this option has yet to be costed. However the Committee recognise that should Cabinet choose to approve Recommendation(i), Cabinet will have time to fully consider the relevant implications associated with both options, during the preparation time leading up to the start of the pilot period,;

Option 1 - The Council's city centre car parks to be free to residents with Minstercards from 5pm (instead of 6pm at present) on Fridays during pilot period.

Option 2 – The Councils city centre car parks in the vicinity of the Coppergate Centre be free to all from 5pm on Fridays during the pilot period

- Opening times of CYC secure city centre car parks be extended until 8.30pm during pilot period
  - A marketing and promotional package be developed in support of the pilot scheme
  - Buskers and street entertainers be encouraged to perform in open spaces in and around Coppergate Centre during the pilot period
  - Pop-up market stalls and food outlets to be encouraged to trade in the Coppergate Centre during pilot period
- ii. That the Council, Safer York Partnership and health partners investigate the establishment of a city centre treatment and recovery centre to operate on Friday and Saturday nights to provide both clinical care and a place of safety
- iii. In an effort to improve the city centre aesthetics and help reduce opportunities for anti-social behaviour, CYC Officers in Public Realm, Waste Services and Legal Services work together with Safer York Partnership to identify an optimum way of preventing city centre businesses from presenting their commercial waste on the streets between 7pm - 6am.
- iv. In regard to the new city marketing organisation currently being proposed for the city to promote inward and visitor investment - following its formation, NewCo to liaise with city centre businesses and relevant cultural providers to assess the success of the pilot - see Recommendation (i), and assuming a level of success:
- a) Formulate a plan for a staged roll out across the city
  - b) Work with relevant city centre businesses and cultural providers to develop promotions and advertising that promote the early evening economy between 5-8pm.

12. To encourage a more joined up collaborative approach to cultural/retail provision in York in the future, the Task Group also agreed to recommend that:

v. NewCo consider including within its specification:

- A sub-strategy for helping to develop smaller festivals and supporting independent promoters to assist them in progressing new ideas, including providing and/or signposting possible funding for promotion/marketing.
- Encouraging all heritage, cultural and creative providers to work collaboratively and share information.
- Investigating the development or commissioning of a comprehensive listings service / publication.
- Encouraging city centre businesses and attractions to clearly display their opening and closing times for each day of the week.
- Promoting the use of the city centre's open spaces for a more diverse range of open air performances in the early evening period.
- Encouraging Festival Providers to extend the running times for Festivals and markets to cover the early evening lull up to 8pm, and encourage Buskers and street entertainers to perform throughout that period.

vi. Cabinet to:

- a) Encourage relevant parties to support the revival of 'dry' discos for young teenagers, whilst recognising and addressing the reasons for their demise, in particular the issue of safety outside venues.
- b) Instruct the Sustainable Transport Operations Manager to invite Park & Ride operators to consider later closing times of two Park and Ride sites either side of the city, subject to the assessment of the pilot scheme
- c) Instruct officers in Public Realm to identify the best option for dealing with the use of flyers in York - either a flyer consent scheme or a No-flyer Zone

- d) Encourage York's heritage and cultural venues to offer up their spaces for use by York's other smaller independent entertainment providers (and by those based elsewhere in the country), outside of their normal opening hours,
- e) Introduce of a number of high quality managed poster boards, strategically and sensitively placed throughout the city centre, in line with planning and heritage guidance

### **Council Plan**

13. The corporate review supports the following priorities identified by the Council in its Plan for 2011-15:
- Create jobs and grow the economy;
  - Build strong communities;
  - Get York Moving;
  - Protect vulnerable people.

### **Options**

14. Having considered the final report at Appendix 1 and its associated annexes, Cabinet may choose to amend and/or approve, or reject the recommendations arising from the review as set out in paragraphs 10 & 11 of this report.

### **Implications & Risk Management**

15. The implications and risks associated with the recommendations above are detailed in paragraphs 32-35 of the review final report at Annex A.

### **Recommendations**

17. Having considered the corporate review final report at Annex A, its Appendices, and the individual review final reports (viewable on the Council's website), the Cabinet is recommended to:
- i. Approve the recommendations shown in paragraphs 11 & 12 above.

Reason: To conclude the Scrutiny Review in line with CYC Scrutiny procedures and protocols.

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Report Approved  Date

14 April 2014

### Specialist Implications Officer(s)

Financial Implications:

Patrick Looker  
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Legal Implications:

Glen McCusker  
Deputy Head of Legal Services

### Wards Affected:

All

For further information please contact the author of the report

### Background Papers:

Economic & City Development Overview & Scrutiny Committee Final Report:  
<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13391&path=13028,13029,13389>

Health Overview & Scrutiny Committee Final Report:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13393&path=13028,13029,13389>

Community Safety Overview & Scrutiny Committee Final Report:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13392&path=13028,13029,13389>

Learning & Culture Overview & Scrutiny Committee Final Report :

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13390&path=13028,13029,13389>

### Annexes:

**Annex A** – Night Time Economy Corporate Scrutiny Review Final Report

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**Corporate & Scrutiny Management Committee****17 April 2014**

Report of the Night Time Economy CSMC Task Group

**Night-Time Economy Scrutiny Review – Draft Final Report****Summary**

1. This report presents the findings from the corporate scrutiny review of York's Night Time Economy (NTE), incorporating the findings from the individual scrutiny reviews carried out by the four standing overview & scrutiny committees.
2. This report also takes account of:
  - The findings from a 'Yorkafter5' survey carried out in support of the review (see paragraph 10 below & Appendix 1)
  - The proposals for a new city marketing organisation -NewCo (see paragraph 17 below and Appendix 2)
  - The ongoing work of Safer York Partnership through their multi-agency task group AVANTE ( see paragraph 18 below and Appendix 3)
  - Additional evidence provided by CYC Policy & Performance ( see paragraphs 19 - 23 below)

**Introduction**

3. The evening economy is one of the most important elements of York's local economy. Bars, restaurants and clubs together provide 6.9% of city-centre employment, and contribute almost a quarter of a billion pounds to the city's economy - £220 million in direct spend, which with the multiplier effect amounts to £300 million per annum (the multiplier effect being the additional increase in spending indirectly associated with an initial spend, for example the amount spent on wages for staff leads to those staff spending wages in the city's economy).
4. The below table shows the importance of York's late night economy compared with other places. York has the second-highest reliance on the

evening economy for employment in the UK, second only to Bournemouth, and well ahead of cities such as Edinburgh, Sheffield and Manchester.

Area	Total in Employment in "Evening Economy" sectors (2012)	Proportion of total in Employment in "Evening Economy" sectors (2012)	Percentage point change since 2009
Bournemouth	6900	8.9%	-0.3%
York	6700	6.5%	0.6%
Brighton and Hove	8000	6.3%	0.9%
Bath and North East Somerset	5000	5.8%	0.4%
Edinburgh, City of	18100	5.6%	0.1%
Cheshire West and Chester	8300	5.5%	0.8%
Liverpool	10600	4.6%	0.3%
Norwich	3900	4.5%	0.3%
Plymouth	4800	4.4%	0.0%
Glasgow City	16600	4.3%	0.2%
Oxford	4500	4.3%	1.0%
Cambridge	3700	4.1%	0.6%
Aberdeen City	7200	4.0%	0.4%
Bristol, City of	9200	3.9%	0.4%
Birmingham	15300	3.2%	0.2%
Leeds	12700	3.1%	-0.1%
Nottingham	6000	3.0%	-0.2%
Sheffield	7300	3.0%	-0.1%

Source: Business Register and Employment Survey 2012

- The percentage of employment in the evening sector is increasing, whereas in some other cities (e.g. Leeds) the level is decreasing. York has long been a popular destination for day-time visitors, but there is an increasing focus on converting day visitors into overnight stays, given the difference in comparative spend.
- According to recent statistics from Visit York, annual visitor spending is up by £163 million from £443 million to £606 million. Visitor numbers have remained constant at 7 million – an estimated 6 million leisure visits and 1 million business visits. Overnight visitors account for the lion's share of the value of tourism, contributing £399m compared to £207m from day visitors (66% v 34%).



7. The previous strategy for the Night Time Economy was written in 2007, with a particular focus on tourism. This strategy is now due for revision, and in light of Visit York's work on increasing the visitor economy, the emphasis of this revision has been on capturing the views of residents.

### **Background to Review**

8. At a meeting on 24 June 2013, this committee considered a number of possible topics for review in this municipal year, including two topics which cut across the remits of all the scrutiny committees (Improving York's Night time Economy, and Impacts of Mental Health). It was recognised that both topics would support the Council's current key priorities in its Council Plan 2011-2015.
9. In July 2013, this Committee received a briefing report on the suggested night time economy theme and having acknowledged its suitability for corporate scrutiny review, instructed each of the Overview and Scrutiny Committees to carry out a NTE related review in line with their individual terms of reference.

### **Consultation**

10. To support the corporate review an online survey "Yorkafter5" was undertaken, running from 14 October 2013 to 29 November 2013. The survey included questions in support of all the reviews except the health review, and the response was good (472 responses). A report on the findings from the Yorkafter5 Survey is shown at Appendix 1.
11. Subsequently, in order to further explore some of those survey findings, the Policy, Performance & Innovation Team held a number of focus group meetings, gathered the views of City of York Council staff, and discussions were held with members of the licensed retail trade – the findings supported the views of the public identified through the online survey, and were reported to Corporate & Scrutiny Management Committee at its meeting on 7 April 2014.

### **Information Gathered**

12. The standing Overview and Scrutiny Committees agreed to investigate the following topics – links have been provided at the end of this report to each of their final reports:
  - Economic & City Development – to encourage longer retail opening hours and enhance evening access in and out of the city centre

- Health – to identify the impact of the night-time economy on the Emergency Department at York Hospital at peak times
- Community Safety – to examine ways to improve the attractiveness and cleanliness of the city centre in the evening
- Learning & Culture – to identify an improved cultural offer up to 8pm in order to extend the tourist day and encourage more tourists to stay for longer or overnight, with a particular emphasis on families

## **Conclusions Arising From Scrutiny Reviews**

### 13 Economic & City Development

- Whilst evidence showed that residents have an appetite for extending retail opening hours in the city centre, retailers were wary as this was not borne out in support for late-night opening in the run up to Christmas 2013.
- A coordinated approach to changes in retail opening hours would be needed with retailers working closely with CYC and transport operators.
- Any change will need to be properly promoted so residents know when shops will be open and when buses will be running
- As in other cities, special events in the city centre were a catalyst for attracting people into the centre and that should be encouraged.
- The reliability of public transport services was key and those providers were doing everything they could to review their operations to match the demand.
- There appears to be an encouraging level of cooperation between retailers and transport operators and a willingness to work together to promote measures that will benefit the city centre.

### 14. Learning & Culture

- A partnership approach will be required between cultural and entertainment providers, retailers and transport providers to achieve improvements in the city centre early evening economy, as no one organisation can achieve it alone.
- Increasing the number of events and activities would over time encourage more visitors to come and more residents to participate.

- Better collaboration between existing providers of all sizes is required to increase the number of events being run in tandem, to help generate the critical mass needed and the footfall that retailers and transport providers are looking for to extend their services
- There is a lack of awareness of what is already on offer. Therefore better promotion/marketing is needed e.g.:
  - There is a need in York for more free marketing opportunities and a single, comprehensive listings service or publication
  - the city centre lacks a focal point where residents and visitors can find information on what's on each day
- Some of the heritage and larger cultural venues in York may be suitable for alternative cultural use after their close of normal business which would be one way of helping to bridge the gap between 5-8pm
- a new concept is required, to be run over a number of weeks rather than on consecutive nights in order to create a precedent for visitors and locals to stay in the city centre in the early evening

#### 15. Community Safety

- The negative impact on the cleanliness and attractiveness of the city centre created by both the presentation of city centre businesses commercial waste and the inappropriate distribution of flyers etc needs addressing as a matter of urgency if the Council is to improve the aesthetics of the city centre and help reduce opportunities for anti-social behaviour.

#### 16. Health

- While the Committee recognised the adverse effects of alcohol consumption on the work of health partners and the patients they are caring for, it was not possible to identify where the alcohol was being consumed although there was some anecdotal evidence from Street Angels of people preloading before coming into the city centre.
- The huge influx of people frequenting licensed premises in the city centre at the weekend was having a significant bearing on the hospital attendance figures – particularly alcohol related attendances.
- The high number of alcohol related attendances at night was putting an unnecessary strain on hospital staff, their time, beds and cubicles,

and waiting times at the Emergency Department and on the Ambulance Service.

- The cost of running a local alcohol awareness campaign could not be justified given the number of wide-reaching national campaigns
- The ongoing problem of broken glass in the city centre as a result of anti-social behaviour needed to be addressed.
- The value of the good working relationships between the key organisations including Police, ambulance staff, Street Angels and door staff, working in the city centre was acknowledged.

### **Additional Information Gathered**

17. To support the Committee's consideration of the recommendations arising from all of the reviews, information was provided regarding the proposals for a new city marketing organisation (NewCo) being developed to build on the way York is promoted as a visitor destination and business location. A report setting out the specific productivity challenges the city faces went to Cabinet in November 2013, recommending the development of a number of new approaches to attracting investment. One of which was a new approach to delivering marketing, culture, tourism and business development for the city. The Corporate & Scrutiny Management Committee considered the detailed aim and outcomes for this new approach at its meeting in March 2014 - see Appendix 2.
18. In addition, as none of the reviews focussed specifically on anti-social behaviour in the city centre and its effect on the night time economy, Corporate & Scrutiny Management Committee received a detailed report on the work of the Safer York Partnership through their multi-agency task group AVANTE - see Appendix 3.
19. Finally, in early April 2014 the Committee received a supporting report from CYC's Policy, Performance & Innovation Team detailing the work already underway/planned in York to help address some of the issues identified by the scrutiny reviews.
20. For example, in regard to retail opening hours and transport, the Committee were informed of:
  - Development work in the Micklegate Quarter, including a memberships scheme, retailer discount, work on attracting new businesses, including a new cafe

- A review of the council's Markets strategy to increase the offer, positioning and footfall, aligned with investment through Invigorate York
- A commercial study commissioned to look at overnight accommodation needs for the visitor economy
- Trustees Saving Bank award application for digital innovation in the high street
- Fashion City York – events scheduled for May 2014
- A review of car parking fees and a trial of a pay-on-exit barrier to be installed at a pilot site - the cost of doing so means that the effectiveness will need to be tested before further roll-out.
- Ongoing work with the Quality Bus Partnership, including activity to make bus fares more affordable via through-ticketing and weekly tickets
- An investigation of the use of different media for ticketing such as smart phones or smart cards
- Bus interchange works
- Bus network review
- itravel – increasing awareness of different modes of transport and their availability
- Reinvigorate York proposals to extend foot street hours to include Fossgate, to make walking an attractive option.

21. In regard to cultural opportunities in the early evening, the Committee learnt that:

- Visit York has adopted a new visitor strategy, which includes the promotion of York as a year-round city, using the many festivals in the city as part of the strategy.
- This year in particular there is a programme of events leading up to the Tour de France.
- The WoW partnership is looking to embed cultural strategy within economic plans.
- Reinvigorate York is improving outdoor spaces currently used as open-air performance spaces e.g. King's Square.
- The Guildhall is being developed as a centre for digital arts, and could form a suitable venue for early evening digital arts events

22. The report also provided information on lessons learnt from elsewhere and examples of good practice that may be transferable i.e.:

- Norwich's "Head Out Not Home" campaign, aimed at workers in the city

- Norwich has set up a “Norwich Evenings” Facebook page as the official source of information for evening entertainment, where other Facebook users can post details of their events
- Oxford’s “Alive After Five” campaign included work with retailers to extend opening hours in the city centre, and an increase in evening bus services (including the Park and Ride to 11.30 pm on Fridays and Saturdays)
- Hull undertook a review of city centre street lighting, increasing lighting in certain areas to improve perceptions of safety
- Colchester has a non-profit volunteer initiative called “Slackspace” that uses empty premises as community art spaces, some of which are open in the early evening to capture the post-work visitor.

23. Finally, the Committee were informed that some local authorities have introduced Business Improvement Districts (BIDs); others have successfully achieved Purple Flag Status - a quality kitemark for evening safety which assesses a range of criteria including appeal, attractiveness, cleanliness, and culture. In the course of accreditation, cities need both private and public sectors to work together to promote a safe environment.

### **Concluding the Work on the Review**

24. In March 2014, Corporate & Scrutiny Management Committee set up a Task Group to consider all of the evidence gathered and the findings from the individual scrutiny reviews. The Task Group met twice during late March / early April with the intention of considering the recommendations arising from those reviews and looking at how best to package those recommendations, in light of the additional information provided.
25. The Task Group acknowledged that the evening economy in York was flourishing later into the night and but recognised there is a disconnect between day and night. With this in mind they were pleased to note that many of the arising recommendations were aimed at addressing the dead period in the city centre between 5 – 8pm.
26. They accepted that based on the remit set for the corporate scrutiny review it had not been possible for the Health Overview & Scrutiny Committee to directly review issues affecting the city’s night time economy. However, they recognised that many of the Health Committee’s findings were related to alcohol and anti-social behaviour in and around the city centre which for many is seen as being a barrier to

people visiting the city centre at night. The findings from Community Safety Overview & Scrutiny Committee also addressed factors that increase opportunities for anti-social behaviour, which it felt could be dealt with through a co-ordinated approach by CYC services.

27. The remaining two Committees focussed on improving the city centre economy primarily between 5pm and 8pm and the Task Group agreed with the overall view that without a coordinated approach to extending retail opening hours, public transport availability and parking, and cultural opportunities, it would not be possible to achieve significant and sustainable long term improvements.
28. The Task Group also noted the partnership arrangements of the new marketing organisation, recognising that the Council will not sole control in setting its specification.
29. With all of that in mind, the Task Group acknowledged the hard work of all the overview and scrutiny committees and agreed to make four key recommendations:
  - i. That CYC Economic Development Unit work with partners to introduce a pilot scheme in the Coppergate Shopping Centre area on Friday evenings, incorporating the following elements:
    - Extended retail opening hours until 8pm.
    - Extended opening hours for Cultural offer providers in and around the centre until 8pm
    - Opening hours for a number of Park & Ride sites be extended to 8:30pm during pilot period
    - Regarding city centre parking, the Committee agreed they would like Cabinet to consider two options. The first option was originally recommended by the Task Group following consideration of the possible financial implications as detailed below in paragraph 32. The second option was added at the end of the review when the full Committee considered the draft final report, therefore this option has yet to be costed. However the Committee recognise that Cabinet would have to opportunity to fully consider the relevant implications associated with both options during the preparation time leading up to the start of the pilot period, should they choose to approve Recommendation(i):

Option 1 - The Council's city centre car parks to be free to residents with Minstercards from 5pm (instead of 6pm at present) on Fridays during pilot period.

Option 2 – The Council's city centre car parks to be free to all from 5pm on Fridays during the pilot period

- Opening times of CYC secure city centre car parks be extended until 8.30pm during pilot period
  - A marketing and promotional package be developed in support of the pilot scheme
  - Buskers and street entertainers be encouraged to perform in open spaces in and around Coppergate Centre during the pilot period
  - Pop-up market stalls and food outlets to be encouraged to trade in the Coppergate Centre during pilot period
- ii. That the Council, Safer York Partnership and health partners investigate the establishment of a city centre treatment and recovery centre to operate on Friday and Saturday nights to provide both clinical care and a place of safety
- iii. In an effort to improve the city centre aesthetics and help reduce opportunities for anti-social behaviour, CYC Officers in Public Realm, Waste Services and Legal Services work together with Safer York Partnership to identify an optimum way of preventing city centre businesses from presenting their commercial waste on the streets between 7pm - 6am.
- iv. In regard to the new city marketing organisation currently being proposed for the city to promote inward and visitor investment - following its formation, NewCo to liaise with city centre businesses and relevant cultural providers to assess the success of the pilot - see Recommendation (i), and assuming a level of success:
- a) Formulate a plan for a staged roll out across the city
  - b) Work with relevant city centre businesses and cultural providers to develop promotions and advertising that promote the early evening economy between 5-8pm.



30. To encourage a more joined up collaborative approach to cultural/retail provision in York in the future, the Task Group also agreed to recommend that:

v. NewCo consider including within its specification:

- A sub-strategy for helping to develop smaller festivals and supporting independent promoters to assist them in progressing new ideas, including providing and/or signposting possible funding for promotion/marketing.
- Encouraging all heritage, cultural and creative providers to work collaboratively and share information.
- Investigating the development or commissioning of a comprehensive listings service / publication.
- Encouraging city centre businesses and attractions to clearly display their opening and closing times for each day of the week.
- Promoting the use of the city centre's open spaces for a more diverse range of open air performances in the early evening period.
- Encouraging Festival Providers to extend the running times for Festivals and markets to cover the early evening lull up to 8pm, and encourage Buskers and street entertainers to perform throughout that period.

vi. Cabinet to:

- a) Encourage relevant parties to support the revival of 'dry' discos for young teenagers, whilst recognising and addressing the reasons for their demise, in particular the issue of safety outside venues.
- b) Instruct the Sustainable Transport Operations Manager to invite Park & Ride operators to consider later closing times of two Park and Ride sites either side of the city, subject to the assessment of the pilot scheme
- c) Instruct officers in Public Realm to identify the best option for dealing with the use of flyers in York - either a flyer consent scheme or a No-flyer Zone
- d) Encourage York's heritage and cultural venues to offer up their spaces for use by York's other smaller independent entertainment

providers (and by those based elsewhere in the country), outside of their normal opening hours,

- e) Introduce of a number of high quality managed poster boards, strategically and sensitively placed throughout the city centre, in line with planning and heritage guidance

### **Council Plan**

31. The corporate review supports the following priorities identified by the Council in its Plan for 2011-15:

- Create jobs and grow the economy;
- Build strong communities;
- Get York Moving;
- Protect vulnerable people.

### **Implications**

32. Specifically in regard to Recommendation (i):

- **Financial –**
  - Extending the opening hours for Park & Ride sites to 8:30pm during the pilot period - If only two sites were effected (one north and one south of the city say Rawcliffe & Askham Bar) the cost would be relatively small around £100 per site per week. Assuming a 12 week pilot period the cost would be approximately £2.5k). Outside of this First have already taken the decision to extend the running times of the Monks Cross Park & Ride site in line with the opening of the new Vanguard shopping centre.
  - Extending the opening times of CYC secure city centre car parks until 8.30pm during the pilot period – This could be achieved within current resources.
  - Regarding the Council's city centre car parks -

Option 1 - free to residents from 5pm (instead of 6pm at present) during pilot period - Taking five random Fridays from last year and looking at the average impact on income by bringing forward the evening parking for residents to 5pm (instead of 6pm at present), the lost income for the parking account would be around £160 per day x 12 weeks – approximately £2k. If this were limited to just

Piccadilly and Castle car parks, the lost income for the parking account would be around £60 per day for residents.

**Legal** – There are no direct legal implications arising from the recommendations in this report.

**Equalities** – There are no known adverse equality implications associated with the recommendations arising from this review. Should Recommendation (i) be approved and the pilot include the suggested changes to Park & Ride and city centre car parks, this will improve access to all.

**HR & Other** – There are no other known implications.

33. Should Recommendations (ii) & (iii) be approved, the establishment of a city centre treatment and recovery centre and the introduction of alternative arrangements for commercial waste presentation will be fully investigated and reported on to Cabinet before a decision is taken. This will include identifying the associated financial and legal implications etc.
34. In Regard to Recommendation (vi – e) There will clearly be a cost associated with the introduction of a number of poster boards which will need to be fully evaluated as part of the procurement process.
35. There are no other known implications associated with the recommendations arising from this review.

### **Risk Management**

36. In regard to Recommendation (i) - There will be an element of risk to all those involved in the pilot as there is no guarantee it will attract the necessary additional footfall to make it viable. However full and proper promotion and marketing of the recommended pilot scheme, will help to mitigate that risk.
37. Any risks associated with the remaining Recommendations will be identified as part of the required investigative work.

### **Recommendations**

38. After taking into consideration all of the information contained within this report, its annexes attached, and the individual review final reports (viewable on the Council's website), the Corporate & Scrutiny Management Committee is recommended to:

- i. Note the contents of this report and all the supporting documentation provided in support of this review
- ii. Agree any changes required to this report prior to its presentation to Cabinet in May 2014
- iii. Agree the recommendations to be made to Cabinet in May 2014

Reason: To conclude the work on the Corporate Scrutiny Review in line with CYC Scrutiny procedures and protocols

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**Report Approved**



**Date**

3 April 2014

**Wards Affected:**

**All**



**Financial Implications:**

Patrick Looker  
Finance Manager, CANS & CES

**Legal Implications:**

Sandra Branigan  
Senior Solicitor

**For further information please contact the author of the report**

**Background Papers:**

Economic & City Development Overview & Scrutiny Committee Final Report:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13391&path=13028,13029,13389>

Health Overview & Scrutiny Committee Final Report:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13393&path=13028,13029,13389>

Community Safety Overview & Scrutiny Committee Final Report:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13392&path=13028,13029,13389>

Learning & Culture Overview & Scrutiny Committee Final Report :

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13390&path=13028,13029,13389>

**Appendices:**

**Appendix 1** – ‘Yorkafter5’ Survey Report

**Appendix 2** – Information on Proposals for New Marketing Company (NewCo)

**Appendix 3** – Safer York Partnership’s Report on the work of AVANTE

**Abbreviations:**

AVANTE - Alcohol & Violence in the Night Time Economy

BID – Business Improvement District

CSMC - Corporate & Scrutiny Management Committee

CYC – City of York Council

NewCo – New Marketing Company

NTE – Night Time Economy

WoW – Without Walls

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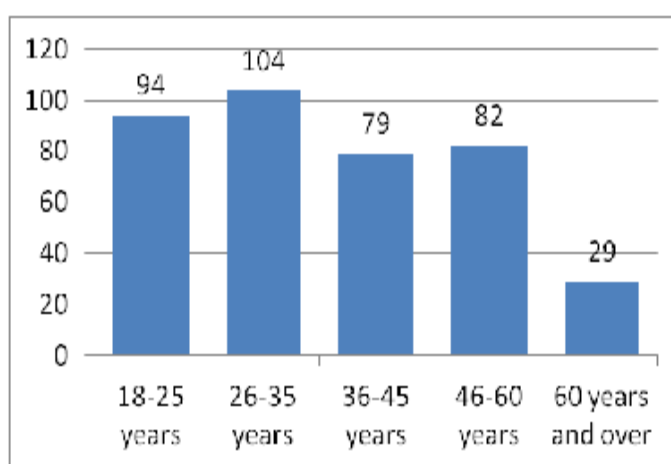
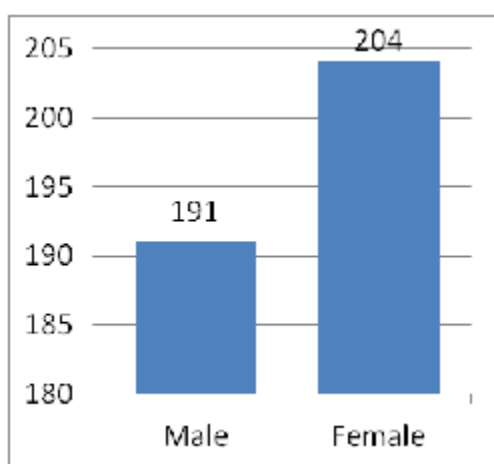
## Night Time Economy Corporate Scrutiny Review

### Findings from 'York After 5' Survey

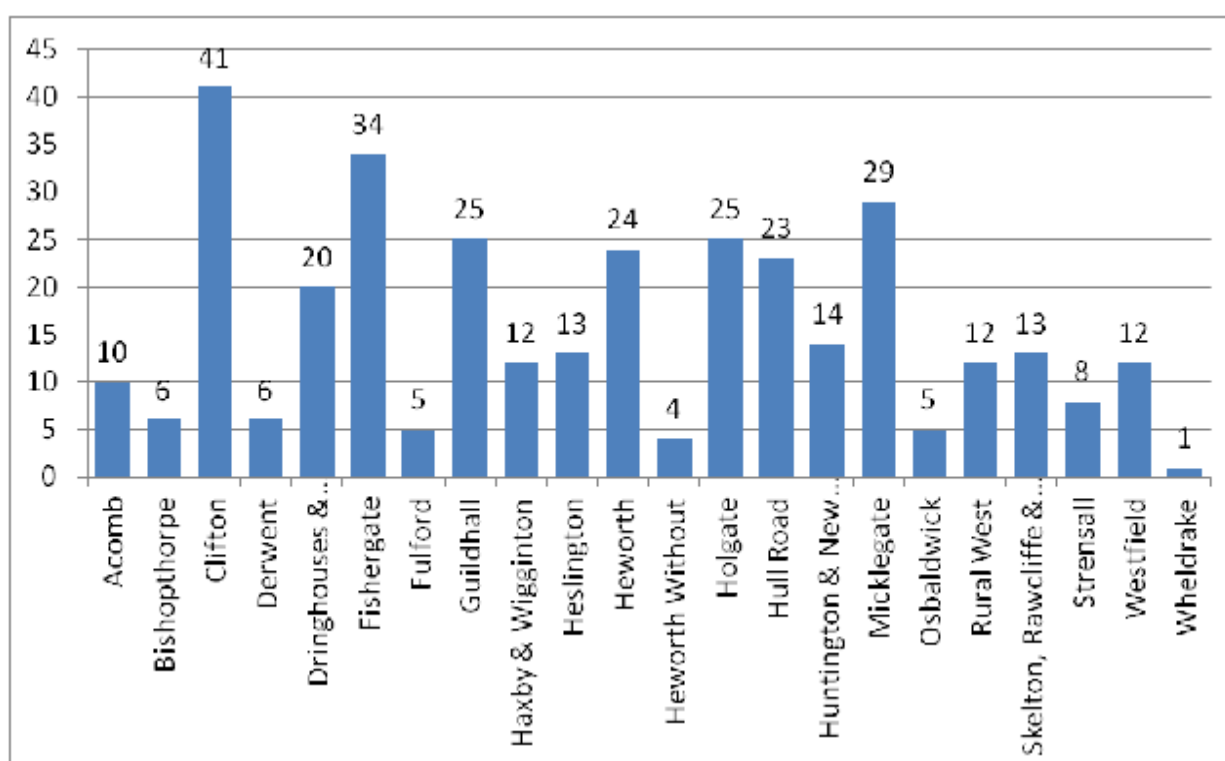
1. There were a total of 472 responses to the 'Yorkafter5' survey. For those we have the following equalities breakdown:

**Gender:** 395 provided their gender  
(77 did not respond)

**Age:** 388 provided their age  
(84 did not respond)



**Ward:** 342 provided a complete postcode which can be matched to a York ward. An additional 53 respondents provided a partial postcode which can be identified as York but not to a particular ward (77 did not provide a postcode).



## Responses to Generic Questions

### 2. Qu.1 - Do you use the city centre after 5pm?

There were 469 responses to the question. Of those, a majority indicated that they use the city centre between 5pm and 11pm, with 44% using the city centre at some time between 11pm and 5am.

	<u>5-7pm</u>	<u>5-8pm</u>	<u>8-11pm</u>	<u>11pm-5am</u>	<u>Do not use</u>
Overall	51%	75%	89%	44%	6%
Male	48%	75%	84%	51%	5%
Female	56%	78%	80%	38%	4%
18-25	54%	64%	85%	84%	1%
26-35	55%	75%	85%	43%	5%
36-45	48%	84%	79%	38%	6%
46-60	56%	80%	77%	26%	7%
60+	31%	83%	83%	0%	3%

3. It should be noted that a proportion of the people who responded positively to using the city centre between 5pm and 7pm and 5pm and 8pm could be making their way home from work in the city centre.

### 4. Qu.2 – Why do you to visit the city centre after 5pm?

There were 452 responses to question 2. Responders were given a number of options and asked to tick all that applied:

	<u>No.</u>	<u>Social</u>	<u>Cultural</u>	<u>Business</u>	<u>Other</u>
Overall	452	92%	72%	16%	8%
Male	186	89%	69%	19%	11%
Female	198	93%	79%	12%	6%
18-25	93	98%	67%	19%	8%
26-35	101	94%	76%	17%	8%
36-45	77	94%	78%	12%	5%
46-60	78	92%	74%	14%	12%
60+	28	57%	79%	18%	11%

5. In regard to the 8% (35 responders) who indicated 'Other', the following reasons were indicated:

- Shopping/banking
- Live in the city centre
- Attending Meetings
- Fishing



- Commuting
- Work
- Transporting others in and out of the city centre

6. Qu.20 - In your opinion, what is good about the city centre and the activities in York after 5pm?

There were 284 responses to question 20 - specific feedback is shown at Annex 5.

7. There were many positive comments about the city centre including its attractiveness, its compact nature, the large variety and good quality of its restaurants and bars, its safe and friendly atmosphere up to 8-9pm, and its uniqueness. Whilst specific annual one-off events were mentioned, some negative comments were made regarding the city centre's lack of evening activities for families, lack of evening coffee bar culture, and the limited number of alternative activities outside of visiting bars and restaurants. Some respondents liked the fact that the shops were closed after 6pm highlighting that it resulted in a more relaxed atmosphere in the city centre. Whilst others thought shops opening later would encourage city centre workers to remain in the centre and partake in the rest of the evening offer. A small number expressed the view that there was little or nothing to do in the city centre in the evening and that the city centre was dying. Also that the current offer is mainly aimed at tourists and not residents.

8. Qu.21 - Suggestions for what might improve your use or enjoyment of the city centre?

There were 286 responses to question 21 – specific feedback is shown at Annex 6. Many responders suggested similar improvements –see summary list below:

- Less drunk people
- Shops opening later
- More non-alcohol related things to do
- Later Park & Ride services
- More open air activities
- Transport improvements including cheaper buses and free central parking in the evening
- Improved lighting
- Cleaner streets
- More visible policing
- Attractions open later
- Coffee shops and cafes staying open later

**Questions Specific to Economic & City Development Overview & Scrutiny Committee NTE Review**

8. Qu.4 – How do you travel into the city?

There were 445 responses to question 4 –

	Bus	Train	Car	M/cycle	Bicycle	On foot	Taxi	Other
Overall	42%	2%	37%	0	24%	60%	30%	3%
Male	42%	2%	33%	0	24%	61%	31%	5%
Female	45%	2%	37%	0	25%	60%	33%	1%
18-25	69%	3%	15%	0	21%	68%	56%	1%
26-35	25%	5%	33%	0	28%	76%	18%	1%
36-45	38%	0	34%	0	25%	56%	37%	4%
46-60	42%	0	51%	1%	27%	45%	26%	7%
60+	52%	0	66%	0	21%	41%	10%	0

9. Qu.5 – How do you travel out of the city centre after 5pm?

There were 444 responses to question 5 –

	Bus	Train	Car	M/cycle	Bicycle	On foot	Taxi	Other
Overall	34%	4%	38%	0	23%	54%	53%	2
Male	32%	4%	33%	0	24%	57%	57%	3%
Female	37%	3%	38%	0	24%	54%	56%	0
18-25	53%	2%	17%	0	19%	61%	80%	0
26-35	20%	8%	34%	0	27%	73%	44%	0
36-45	30%	3%	35%	0	27%	48%	65%	1%
46-60	35%	1%	51%	1%	27%	41%	46%	6%
60+	39%	4%	61%	0	21%	36%	29%	4%

10. Qu.6 – What factors influence your choice of transport into and out of the city centre after 5pm?

There were 362 responses to question 6 – specific feedback is shown at Annex 2. Responders were also asked to provide their postcode to help indicate the distance they travel into the city centre. The postcode information was used to identify which ward the responder lived in, as shown in paragraph 1 above.

11. Qu.18 – Currently very few shops are open after 5:30pm – If opening hours were extended, would you be likely to come into or stay later in the city centre?

There were 429 responses to question 18. Of those, 343 (80%) said Yes and 86 (20%) said No.

	Gender		Age				
	Male	Female	18-25 years	26-35 years	36-45 years	46-60 years	60+ years
No. Of Responders	190	204	94	104	78	82	29
Yes Responses	75%	88%	91.5%	83%	77%	82%	55%
No Responses	25%	12%	8.5%	17%	23%	18%	45%

### Questions Specific to Community Safety Overview & Scrutiny Committee NTE Review

12. Qu.7a - How would you rate the *attractiveness* of the city centre after 5pm?

There were 442 responses to question 7a.

	Base	Male	Female	18-25	26-35	36-45	46-60	60+
	442	189	203	93	103	79	81	29
V. Poor	1.8%	1.1%	2.0%	1.1%	1.0%	1.3%	3.7%	0%
Poor	12.2%	11.1%	12.8%	3.2%	12.6%	16.5%	14.8%	13.8%
Adequate	23.3%	20.1%	26.1%	21.5%	22.3%	20.3%	22.2%	34.5%
Good	36.2%	41.8%	33.0%	40.9%	37.9%	38.0%	39.5%	20.7%
V. Good	25.8%	24.9%	26.1%	32.3%	26.2%	24.1%	18.5%	31.0%
No Opinion	0.7%	1.1%	0%	1.1%	0%	0%	1.2%	0%

13. Qu.7b – How would you rate the *cleanliness* of the city centre after 5pm?

	Base	Male	Female	18-25	26-35	36-45	46-60	60+
	434	188	197	92	103	77	80	28
V. Poor	6%	7.4%	3%	2.2%	4.9%	2.6%	10%	10.7%
Poor	18.7%	18.1%	18.3%	7.6%	14.6%	18.2%	27.5%	32.1%
Adequate	34.6%	36.2%	34.5%	29.3%	44.7%	44.2%	26.3%	25.0%
Good	29.5%	27.1%	33.5%	40.2%	28.2%	20.8%	32.5%	25.0%
V. Good	11.1%	10.6%	10.7%	20.7%	7.8%	14.3%	2.5%	7.1%
No opinion	0.2%	0.5%	0%	0%	0%	0%	1.3%	0%

14. Qu.8 – What improvements (if any) would you like to see?

There were 265 responses to question 8 – see specific feedback in Annex 3. In summary, many of the responders identified the following:

- More bins
- More street lighting
- Removal of commercial waste so that it does not scattered as a result of anti-social behaviour
- Fines for littering and vomiting
- Less Fast food /takeaway food rubbish
- More planters and trees
- Evening street cleaning

### **Questions Specific to Learning & Culture Overview & Scrutiny Committee Review**

15. Qu.3 – What social and cultural activities/events would encourage you to visit the city centre after 5pm?

There were 258 responses - specific feedback is shown at Annex 1. In summary, many of the responders suggested the following would encourage them to visit the city centre after 5pm:

- Open air events including theatre performances, film screenings, live music events, street entertainment
- Evening markets and festivals
- Museums and galleries closing later
- Coffee shops and cafes (non-alcohol venues) open in the evening
- More evening cultural / arts centre activities

16. The responses also highlighted a number of issues that discourage/limit their visits to the city centre after 5pm:

- Poor advertising of evening events
- Cost of bus fares and parking
- Poor lighting at cycle parking sites

17. Qu.9 -12 Concerning taking children into the city centre after 5pm?

There were 442 responses to question 9. Of those, 67 (15.2%) said Yes they would take their children into the city centre after 5pm, 70 (15.8%) said No, and 305 (69%) of responders confirmed they had no children. Of the 137 who responded to say they had children, 115 provided information on their children's age range as follows:

0-7 years – 56 (40.6%)  
 8-11 years – 37 (26.8%)  
 12-16 years – 45 (32.6%)

18. Of the 67 (15.2%) who answered yes to taking their children into the city centre after 5pm, many gave their reasons for visiting:
- Eating Out (43)
  - Cinema (20)
  - Theatre (20)
  - Festivals / Organised Events (14)
  - Entertainment / Tourist Attractions (9)
  - Illuminate York (5)
  - Shopping (4)
  - Church Events (2)
  - River Walks (1)
  - Markets (1)
  - Library / Learning Activities (1)
19. A number of those who answered yes also raised issues around safety, the price of some events e.g. Illuminate York, and the limited number of things you can do with children in the city centre after 5pm.
20. The following reasons were given by the 70 (15.8%) who responded saying No they would not take their children into the city centre after 5pm:
- Anti-social behaviour and safety issues (38)
  - Age of children (11)
  - Lack of family-friendly evening activities and venues (7)
  - Nothing for children to do (7)
  - Vehicle restrictions and Cost of Parking (2)

### **Questions Regarding Safety**

21. Qu.13 - How safe do you feel in the city centre after 5pm compared to the day-time?  
Respondents were asked to consider how safe they felt at certain times of the evening/night.
- 427 responses were received in regard to the period between 5-8pm. Of those 24 (5.6%) said they felt more safe, 61 (14.3%) said they felt less safe and 427 (80.1%) felt no different.
  - For the period between 8-11pm, 422 responses were received - 9 (2%) felt more safe, 19 (47%) felt less safe and 215 (51%) felt no different.
  - For the period between 11pm – 5am, 398 responses were received – 4 (1%) felt more safe, 283 (71%) felt less safe and 111 (28%) felt no different.

22. Qu.14-15 – Experiencing anti-social behaviour in the city centre after 5pm?

There were 432 responses to question 14 – Have you experienced anti-social behaviour in the city centre after 5pm?. Of those responders, 240 (55.6%) said Yes and 192 (44.4%) said No.

23. When asked whether this had effected their future decision to visit, 109 (25%) said Yes, 304 (70%) said No, and 19 (5%) did not respond.

		Male	Female
No. Of Responders who indicated their gender		190	203
Have you experienced anti-social behaviour in the city centre?	Yes	55%	55%
	No	45%	45%
Has this affected your future decisions to visit?	Yes	22%	27%
	No	74%	69%
	No Response	4%	4%

23. Qu.16-17– Witnessing anti-social behaviour in the city centre after 5pm?  
There were 424 responses to question 16 Of those, 354 (83.5%) said Yes and 70 (16.5%) said No.

24. When asked whether this had effected their future decision to visit, 132 (31%) said Yes, 277 (65%) said No, and 15 (4%) did not respond.

		Male	Female
No. Of Responders who indicated their gender		187	198
Have you witnessed anti-social behaviour in the city centre?	Yes	83%	83%
	No	17%	17%
Has this affected your future decisions to visit?	Yes	28%	32%
	No	68%	64%
	No Response	4%	4%

25. Qu.18 – Comments on Safety Issues in the city centre after 5pm

There were 220 responses to question 18 – specific feedback is shown at Annex 4.

**Contact Details****Author:**

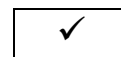
Melanie Carr  
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**Chief Officer Responsible for the report:**

Andrew Docherty  
AD ITT & Governance

**Report Approved****Date**

24 February 2014

**Specialist Implications Officer(s)** - N/A**Wards Affected:****All**

For further information please contact the author of the report

**Background Papers:** None**Annexes:**

**Annex 1** – Responses to Qu.3 - What new social and cultural activities/ events would encourage you to visit the city centre after 5pm?

**Annex 2** – Responses to Qu.6 - What factors influence your choice of transport into and out of the city centre after 5pm

**Annex 3** – Responses to Qu.8 - What improvements, if any, would you like to see?

**Annex 4** – Responses to Qu.18 - Do you have any comments on safety issues in the city centre after 5pm?

**Annex 5** – Responses to Qu.20 - What is good about the city centre and the activities in York after 5pm?

**Annex 6** – Responses to Qu.21 - What might improve your use or enjoyment of the city centre after 5pm?

**Abbreviations in Report and Annexes:**

ASB – Anti-Social Behaviour

BTP – British Transport Police

CYC – City of York Council

ED – Emergency Department

LGBT - Lesbian, Gay, Bisexual, and Transgender

Met Museum - Metropolitan Museum

MOR music – Middle of the Road music

NTE – Night-Time Economy

P&amp;R – Park and Ride

PSCO - Police Community Support Officers

Uni – University

V&A - Victoria and Albert



## Annex 1

**What new social and cultural activities/events would encourage you to visit the city centre after 5pm?**

1	Perhaps some good talks.
2	Been able to drive around MY city
3	Concerts and other music events
4	Quality restaurants
5	Galleries, jazz
6	Any events would be welcome. Evening events are few and far between and when they exist they tend to be poorly advertised
7	More cafes open as opposed to bars
8	Open air music events in the parks and gardens, either live or on big screen. Major sports events on big screen in parks and gardens.
9	Arts centres/galleries open late, more live music venues
10	Anything different, new or unusual
11	Music concerts, cinema, comedy
12	Shops open later, an adult adventure playground near the city centre, night events such as street entertainers.
13	I don't need any more encouragement! Perhaps I'm the wrong person to be doing this survey...
14	Coffee shops being open ie non alcoholic drink venues
15	Better live music. Better variety of clubs.
16	Longer opening hours in shops and banks
17	Shops and cafes open late
18	Fairs and late night markets.
19	Shops open later?
20	Fruit & veg market in early evening hot food market like Singapore hawker centres, concerts or theatre in unusual venues street artists
21	Music events (Oxjam style), promenade theatre, secret cinema, pop up shops and cinemas.
22	Shops open longer, more choice in cinemas and theatre shows.
23	Events in the gardens Fairs, fireworks
24	Late night shopping, art galleries/museums opening late some evenings, more theatre

25	Later shopping!
26	Live music venues
27	Outdoor cinema in the summer,
28	Open air theatre, night market, gigs
29	Evening cycle racing
30	Street performances/ events
31	More pubs serving food later than 8pm to avoid the need to visit restaurants for food.
32	More night markets and outside activities such as Blood and Chocolate
33	Festivals, fireworks, street performances
34	Concert venue suitable for bigger-name musical artists (comparable to locations in Leeds) More casual food options (i.e. not sit-down, table reservation-style) open later
35	There should be more non-alcoholic places to go. There are a lot of new international students that arrive at York and we don't drink. If we don't want to drink then we don't have many places to go. The only things open are pubs. Nowhere to really socialise.
36	Music concerts
37	Bazaar
38	Cheaper drinking.
39	Clubs, themed nights, open mic evenings, karaoke, open air cinemas, bar crawls, theatre shows (all at student prices)
40	More live music events
41	Less chain bars and pubs, more unique
42	Coffee shops open until 7 as want a coffee but restaurants and pubs not ideal.
43	Shops staying open later
44	More lectures and exhibitions. Also more art-house type film shows.
45	Jazz club Larger salsa/dance venue Arts centre activities Late night shopping
46	Evening open air barbecues, food stalls, etc. Festivals. Firework displays.
47	A better bus service in the evenings would help
48	More cultural activities

49	Ones that celebrate the history of York and are sympathetic to its cultural heritage. It's easier to say what should NOT be encouraged, namely: - stag and hen parties - loud music venues - places that encourage excessive drinking
50	More events such as the light shows and outdoor events (sports, theatre, etc.)
51	Free parking
52	Shopping
53	A decent nightclub for a more discerning clientele!
54	Better music venues
55	I would love the art gallery (when reopened) to do a late evening once a month or something, like some of the big museums like the V&A, Met Museum of Art etc. I know these are massive institutions in large cities, but I believe there might be a market for some sort of paid entry evening event that is cultural, rather than booze based. I would go.
56	More festivals and musical events. It's difficult to find the time to visit things such as food festivals, farmers markets etc. when you work full time. Weekends get taken up by other things most of the time
57	Better shop opening hours, so can go shopping after work. More places to go to relax or meet friends that don't involve alcohol - more coffee/tea lounges open. Events like Illuminating York and food festival are brilliant after 5 activities.
58	I wish coffee shops were open later in the evening.
59	Outdoor activities in summer
60	Visual art, music, some disposable income
61	More theatre and concerts. Premises that provide for non alcoholic drinking - such as coffee bars. The provision of late(r) closing of coffee shops might also encourage some to go for coffee after shopping rather than straight to drinking - with less drunks wondering around in the early evening.
62	More cafe type venues and late night opening shops - I'd like to be able to socialise after the shops are shut but do not particularly like the atmosphere of pubs, especially on a Saturday night when York has a surprisingly 'rough' atmosphere. The assumption that we all want to get drunk is very annoying! Visits to America always make me envious that you can meet friends in Starbucks, book shops etc after work. We used to have Borders for that but not anymore. York tends to have a dead atmosphere after 6pm in the week and a horrible drunk atmosphere at the weekend!
63	More cafes open, perhaps with singers more for over-30s

64	Shopping
65	New festivals, new music and new theatre. Outdoor productions that make the most of York's historical architecture in a new way.
66	More late night cafés. Fewer bars. More free wi-fi. Places to while away an hour waiting for friends
67	Late opening shops
68	More festivals, markets and events like Blood and Chocolate
69	Well lit cycle ways, secure well lit cycle parking, not tripping over piles of retail waste left on pavements to be collected by council the next day
70	Outdoor events in summer evening shopping events
71	Art/museum late openings. Live music.
72	Later opening of cafes and coffee-shops.
73	Fashion/music shows
74	One-off events e.g. Illuminating York
75	Swimming pool. Continental style street cafes (outdoor heating).
76	More activities in Parliament Street (e.g. as per food festival) would be good, but activities finished too early (9pm) this year.
77	New? Why new?
78	None
79	Concerts, talks, events
80	Reduced bus fares into York
81	Shopping
82	More cafes open after 5pm, not just bars and pubs.
83	More music events, more restaurants.
84	Arthouse cinema
85	I don't know what new events would bring me in but I like to come for the festivals and evening fairs and markets
86	Food and drink festivals staying open later in the evening Street theatre and music events Shops open later
87	More late night cafes, street performance - music/theatre
88	None. York already has enough venues, bars, activities and events in the evening.
89	Outdoor events/exhibitions, Christmas markets in the evenings,
90	More music events/gigs, perhaps better jazz nights or evening fairs/markets
91	Late night shopping Food markets
92	Better clubs/bars - fewer like Salvation/Tokyo

93	More places I could drop in to with my daughter (and occasionally the dog!). Unless we are going out for dinner the city centre shuts down at 5 for families. More street food, places to buy snacks/puddings open till 8 like on the continent, markets (food festival/continental etc) open till 8. Late night shopping monthly.
94	Music events / festival.
95	New and different variety of events like the minster in light was good
96	Late opening shops and cultural offers.
97	More bars that open very late and offer something different. Seems to be an odd running trend of bars blasting music louder than conversation. These are all bars without dance floors, so why do they make it so hard for people to converse in them? Often end up hanging outside in the freezing cold smoking section (I don't smoke) just to chat. Sotanos has been a much needed addition to the evening drinking options, although it is expensive and it would be good to see cheaper alternatives.
98	Bands, festivals, fairs, exhibitions
99	More non alcohol options open late, more late-night cafes. More cultural events that use city centre space and create different social dynamics
100	Outdoor seating for bars and restaurants, for a more lively feel!
101	Markets Indie popup shops Music
102	I'd like to see the Arts Centre resurrected.
103	Late night shopping!!!
104	Free live music.
105	In summer more late night cafe style bars with outdoor eating
106	Happy with the current offer
107	Late night museum /gallery openings Art events like Illuminate York. Minster events
108	Family events such as Illuminating york
109	More buskers/entertainers, more outdoor eating areas. Restrict traffic to make it family friendly. Discounted buses for local residents after 6pm.
110	Shopping
111	Evening events such as comedy nights, book signings and late opening cafes.
112	More things like Illuminate York
113	Fireworks back in Clifford's Tower

114	Late night markets (themed one), pop up bars and restaurants as well as city wide open-air festivals (that are accessible - not too high minded)
115	Late shopping opening times. Outdoor concerts. Markets.
116	More cultural events such as the recent Blood and Chocolate, the light display or musical events
117	Less buses so I can get there
118	I already do visit the city centre after 5pm, but it would be good to have more shops open later.
119	Cinema, pubs, restaurants, gigs, would go more often if there were more on
120	The short film festival is very good model. Businesses diversify by screening the short films.
121	Festivals, open air events
122	Evening markets. Events during the week for those who work weekends
123	Late opening museums
124	Later markets in city centre
125	Pubs serving food after 9.
126	Festivals, evening markets, open-air cinema / theatre
127	More retail and cultural offerings open later to offer alternatives to dining and drinking culture
128	Comedy mid week, live music, lectures
129	Music events, historical
130	More good dining More like Blood and Chocolate. Shops open later
131	National or sports events
132	Buskers and late street markets
133	A new nightclub or night time attraction would be good for York. Another cinema in the city centre, also more night-time activities like the illuminations are good at pulling in visitors and tourists and boosting up the economy in the area.
134	More cultural entertainment, music, arts, exhibitions. Shops open.
135	I would encourage more events for a wider range of people so that the venues do not become unbearably crowded.
136	More family friendly non threatening activities like recent Illuminating York, Blood and Chocolate etc
137	More displays in the style of Illuminate york

138	Places you can go for a coffee and sit and chat easily with friends without having to shout over bar noise/music etc
139	Better theatre and bands. York seems to only attract third rate performers.
140	Reducing the number of stag/hen parties. I won't go into town at the weekend because it is so noxious.
141	A comedy club
142	More live music, in particular open air in museum gardens. Why not a last night at the proms; brass band or even local bands.
143	Outdoor theatre productions
144	More activities like Illuminating York - it was good to see so many people/families enjoying our beautiful city
145	Non-alcohol related. We've dozens of coffee shops - some should be open later
146	Shops and cafés to stay open later
147	Book events with authors?
148	Generally I like gigs and nightclubs. There are a good number of both live music venues and nightclubs in York, but not lots of variety. When visiting other cities - for example Leeds, Manchester, Liverpool - there are whole pedestrianised nightlife areas which feel safe and vibrant places to be. Swinegate in York has something of this vibe, but I can see potential for this in other areas, particularly the area around Micklegate, Toft Green, Rougier Street.
149	Folk clubs, pub quizzes, theatre
150	Multiplex cinema, large comedy club
151	Shops to be open for longer to compete with Monks Cross, Pavement cafes to stay out for longer into the evening and more of them.
152	If there were more cafes serving coffee/hot chocolate/ice cream/light meals. I came to the Illuminations on Wednesday and we couldn't find any where other than pubs or bars to go for a drink - Betty's was open and very busy, there was City Screen but I didn't remember this at the time. We thought Costa Coffee or Cafe Nero might have been open given the special event that was taking place but they weren't. I was very disappointed that I couldn't find anywhere to sit and have a drink - I have difficulty walking and standing for any length of time and in the end we went to a pub. I enjoy City Screen and the odd concert or book reading at the library but don't really go to any other events - if there were any galleries open that would be somewhere to go too. I'm not keen on the loud behaviour later on in the city so tend to say away
153	More shows at the theatres.

154	I think York has most things covered I am interested in.
155	Shows/ early evening time buskers
156	Shops open
157	None. It's not a place we'd want to be after 5
158	Alcohol free venues - to encourage more divers, groups to socialise together, e.g. more coffee bars serving drinks and light meals in the evening. There are bars serving coffee etc., but those who are unable to use venues serving alcohol (e.g. for religious/cultural reasons) are excluded. Also, tourists to the city expect more variation in venues to encourage them to use evening venues - sometimes visitors looked shocked on our streets at night. A more diverse economy would discourage the extremes of alcohol fuelled behaviour.
159	There are already a lot of things to do after 5 in the city centre
160	A better selection of social areas that cater for more mature people and that are child friendly. I think a lot is focused on young people and elderly people. But if you are like myself in your 40s then it lacks in many areas. York has restaurants in abundance, but I don't eat out very often, its too expensive. So I'm left with Micklegate - wouldn't take a dog that side after 5pm, or bars like Kennedy's - grossly over priced, snobby and for the under 30's. Where in York caters for my age group?? It's lagging behind other cities, I would rather go away for the weekend and socialise elsewhere, or have friends round to my house than have a night out in the city I live in. Sad really!!
161	More theatre and culture.
162	Live music events.
163	More good quality pubs
164	Nothing
165	Ones that are child friendly
166	Covered markets/arts or music events such as run by The Arts Barge
167	Food events and festivals. Tasting evenings and live music. Christmas market
168	Shops staying open later - less alcohol related entertainment
169	Places to socialise and congregate in the dry without money grubbing Northerners around every corner demanding half of our student loan for poor service and alcohol we could just as easily go down to Asda and buy
170	Events at bars/ restaurants and landmarks
171	Outdoor plays/music/shows. Places to eat. Places to sit and chill with friends without a clear obligation to buy something.



172	Better evening bus service (back to Selby). Less drunkenness on the streets, can range from unpleasant to intimidating, even early on. Not having to come to work the next morning :-)
173	Later opening cafes, music events
174	More open air theatre/events like Illuminating York, free cultural events
175	A swimming pool
176	Good sized music entertainments centre
177	Large screen TV events
178	Live bands.
179	If my bus service ran past 8pm, and was more frequent than every 30 minutes at the best of times, far worse at less ideal times.
180	More music
181	More art/cultural places to be open
182	Late markets-outdoor theatre/music -buskers into the evening Outdoor cafes in dry weather
183	Open air theatre during the summer/early autumn, like the recent Blood + Chocolate. Themed events/lectures/discussions on York related issues eg history. The cost of these things would be a major factor, and keeping it reasonable would probably require a lot of sponsorship from commercial bodies.
184	Better retail facilities. Cultural activities starting earlier, more family friendly events, Late night specialist markets, more learning facilities in city centre rather than out at schools
185	Music events theatre etc. Shops being open until 8 pm as on the continent
186	Shops open later, more free/open events. Late closing of the special markets?
187	Theatre, concerts, cultural events

188	<p>More family friendly activities such as the Illuminate York or the Blood + Chocolate show or even just that shops open longer. Events that discourage the hen and stag dos and make the city centre a nicer place to be for the entire family. I finished a meeting at York St John last week at 5pm, walking back to my office on the other side of town I could not find one independent coffee shop to stop for a drink, why is this? I don't want a clinical coffee from a chain, all those lovely coffee shops on Gillygate and not one was still open! Why do shops not realise that if they stay open people will stop on their way home from work and spend? Recently we were in Spain and in an evening whole families are out enjoying the city. We come back to York and despite this being such a tourist hotspot after about 3pm in an afternoon the city is full of drunks, making it a nasty, intimidating place to be. Coming back to York from holiday I realised if I was visiting I would be disappointed by York's evening offering.</p>
189	Festivals, alternative markets open
190	<p>An extension of the Illuminating York festival with temporary light art installations, more social activities for young adults in the city besides drinking - this could include video gaming societies or other such hobbies and clubs, and any interesting retail opportunities that could be opened during this time.</p>
191	Special events
192	<p>More events at the library or more family focussed events. We currently nearly always come in after 5 just to go to the cinema or the theatre, very rarely go out to the pubs and restaurants</p>
193	<p>Events in the newly refurbished Parliament Street, especially family orientated events, outdoor theatre of some sort.</p>
194	<p>I would really like to see the shops/cafes stay open later. Especially from April to Sept/Oct. I am often in town after the shops have closed and there are so many people and tourists still wandering around. There could be a really nice later evening atmosphere in town if the whole place stayed open later. Make a shopping/cafe culture that could rival the boozy hen/stag culture that is growing.</p>
195	None

196	York already has a really strong presence in terms on festivals and theatre, but it would be nice to see more of this. Site specific performances in unused buildings for instance (subject to health and safety) would help to make use of these sites and would give residents a reason to visit them. More child-friendly activities in the early evening would maybe also prove beneficial - if these are available already then I don't know where to find them (Full disclosure I've only been living back in York for 4 weeks). I remember a few years ago there was a lovely arts project which projected coloured lights onto the ground opposite Coopland's bakers in town - everyone loved it and it just made using the city more fun. On a personal note it would be really great if there was a non-alcohol serving coffee bar or something which opened until later on in the evening (10pm?) as I don't always want to drink, but after a certain time there are limited opportunities for friends to meet.
197	Less hen and stag parties and drunken people would entice us back into the centre.
198	Keeping the park and ride open later even with a skeleton service
199	Bars with a Parisienne feel
200	Social activities that do not include the York drunks.
201	Things suitable for families, in a warm dry environment and away from pubs!
202	Events such as Illuminate York
203	More comedy club type activities, such as the Hyena cafe in Newcastle which has a wide range of attendees and keeps an eye out for any troublemakers which are escorted out.
204	Night markets and other attractions that allow all of the community to get involved: <a href="http://www.standard.co.uk/goingout/attractions/nighttime-food-markets-in-london-8709621.html">http://www.standard.co.uk/goingout/attractions/nighttime-food-markets-in-london-8709621.html</a> There is far too much emphasis on meeting the demand of a small section of society at night for example...18-25 year olds / tourists / stag do's. Local events such as ire, vibes and other music nights put on by the working men's clubs are thriving and do not cause trouble or even have bouncers. These venues are crying out for fresh faces and desperate to find ways of engaging the community. So we have venues, workers and talent available - what is stopping our city become more diverse at night????
205	A wider variety of cafe bars and restaurants which are not targeted at hen parties and stag dos

206	I enjoy the family events, such as the forthcoming event in Museum Gardens 5.30-6.30 about outdoor and night-time subjects. Festivals etc.
207	Drive in movies/outdoor screenings Free events
208	Concerts
209	Larger pubs with more entertainment going on in them - like in Newcastle. More well-known names at the theatres instead of the old ones. Restaurants with entertainment or something going on
210	More live music - jazz - classics - gospel - acoustic more affordable drama
211	None
212	There is already plenty of activity
213	Late night outdoor cafe areas in the summer, more live music events in small venues and an ice rink in the winter.
214	More live music of all varieties.
215	Nothing
216	Recent events like Blood and Chocolate have been great - more creative and imaginative than usual. More art events. More music events
217	Open air evening concerts, evening markets
218	Events in the city Centre
219	The City is becoming increasingly popular for stag and hen parties on weekends. From 3pm the streets are full of drunken people which is very intimidating especially if you have a small family. I don't visit the City after 3pm on a weekend if I'm with my family. Last week I visited the theatre with my grandmother and we went for a quick drink prior to this, it was very uncomfortable in the public house as there were lots of drunken people. I find it a great shame York is getting a reputation of a good place to drink. The difference between York and say, for example, Nottingham is the size. York can't accommodate tourists, visitors and drinkers together, we don't have the space. Other cities have different places for drinking, visiting and shopping, in York we mix all three together very badly.
220	I think the range of organised social/cultural events is good, and there are plenty of venues for these types of 'curated activity'. What we lack are spaces for groups to gather and meet after work that aren't restaurants or pubs. You would be hard-pressed, for example, to find a coffee shop that was open after 5pm; the only exception being a handful of chains open till 6 or 6.30.

221	I think the level of social and cultural activities and events is quite good. What would encourage me to visit the city centre more and stay after 5pm would be a reduction in the often aggressive and drunken behaviour that is present after 11pm.
222	More "must see" events like Illuminating York and the Blood and Chocolate shows. Also, late night opening for shops in the summer would be a boon.
223	Cafes open later
224	Evening market. Shops open. Open air activities during the summer months.
225	Evening shopping Cafes open till 9pm More arts type events
226	The town centre is geared up far too much for students and tourists - I don't want to spend my evenings sitting in a pub or restaurant full of drunken 18 yrs old. Where's the encouragement to locals to come out
227	Late night opening shops and cafes
228	Cinema, sporting events, musical events, theatre.
229	A nightclub that doesn't allow 12 year old in. A decent cinema chain (not Picturehouse). Better parking to the north and west of the walls. It's abysmal.
230	Night time markets
231	Family friendly eating. Cafes and ice-cream parlours. Continental markets food festival etc.
232	Sections of the city with better policing of acceptable behaviour - sometimes York doesn't feel particularly welcoming at night (beggars, drunks, etc.)
233	More productions like Blood and Chocolate, Illuminations. Later shopping in summer, live bands and musicians, various types or themes in evenings eg Parliament Square eg a jazz week a folk week etc
234	More real ale pubs and cheaper restaurants.
235	Music events, evening markets, Christmas carols, winter wonderland
236	More live music
237	I go for cinema and theatre and to eat out mainly
238	No idea
239	Theatre, outdoor theatre, art projects, museum special events
240	Shops and markets open after 5pm to complement the bars, cinemas etc. and late night buses to take us home safely.
241	Cultural activities, with a provision for parking

242	Parliament Street Market, Farmers Market, Outdoor music dance
243	Shops, cafes (tables outside) and museums open later. Street entertainment.
244	More music, bands, opera, ballet things like that, and some better venues
245	A full time LGBT venue
246	A proper music festival somewhere suitable for wheelchairs
247	If its not a regular night out I only come into the city at night for things such as Illuminating York or the festival of angels, these outdoor / street events are most interesting to me
248	None. I would be encouraged to use the city more at night if it wasn't full of drunks.
249	Better resident parking and access to city centre is the only thing we need.
250	Clean streets and many fewer drunks
251	More music / bands maybe
252	Live music
253	Wider range of better (non-chain) restaurants. Pubs (rather than bars/clubs) open after midnight. Wider range of more challenging theatre.
254	Theatre, cinema, eating, drinking, social
255	Better live music venues with better music. We often don't visit pubs in the city centre at the weekend due to being unable to get in on account of copious amounts of stag and hen dos. We'd spend more time in the city centre if we could get around that.
256	Early evening cultural events Evening classes that start at 5.30 or 6 pm
257	Cheaper bus fares
258	Longer retail opening hours or additional late night shopping nights. More fun activities e.g. bowling. The Ice rink at Xmas should be brought back into the centre. Some of the special markets could be run in the evening to encourage more visitors. Street plays etc

## Annex 2

**What factors influence your choice of transport into and out of the city centre after 5pm**

		<b>Ward</b>
1	Traffic queues, which are much worse at the moment with the restrictions on the bridge.	Other York
2	Since YCC have made me as a driver an outcast I no longer use the city centre I use Clifton Moor/Monks Cross	Huntington & New Earswick
3	Distance to travel	Holgate
4	Availability of buses. Whether I am having a drink	Huntington & New Earswick
5	The terrible traffic caused by bad decisions that mean that trying to drive and park a car in York is virtually impossible	Dringhouses & Woodthorpe
6	Car parking, weather	Other York
7	Can't rely on buses home in the evening so often have to use the car	Dringhouses & Woodthorpe
8	Location	Guildhall
9	Safety and how much energy I have after a night out! I take more taxis in the winter months. If I'm with friends, I'm likely to walk home.	Micklegate
10	Live close	Hull Road
11	Early evening I will walk or get the bus if possible. After 8pm when the park and ride finishes I will usually get a taxi.	Skelton, Rawcliffe & Clifton Without
12	If there is a bus	Hull Road
13	The Weather!	Clifton
14	Availability, price	Hull Road
15	Where I live.	N/A
16	Weather, location of social, whether I am alone or with friends	Heslington
17	Good bus service	Strensall
18	Convenience, speed, cost.	Fishergate

19	Preferences of others Time of travel Number of people travelling with me	Other York
20	Weather	Micklegate
21	Weather. How much of a rush I'm in. Cost.	Fishergate
22	Traffic, cost of parking, ease of parking	Fishergate
23	What time I will leave the centre	Clifton
24	Depends how late it is and whether buses are running	Holgate
25	There are no late buses where I live (Sutton on the Forest) and the taxi is a bomb.	N/A
26	Time of day - would much rather use a bus than a taxi but buses don't run late.	Hull Road
27	Personal safety late at night will encourage me to get a taxi	Clifton
28	Where we are, how frequent the buses are running, time	Heslington
29	Whether I'm drinking, the weather, the time, how much I have to carry.	Fishergate
30	Safety, I would not feel safe walking after dark	Fishergate
31	Buses stop around midnight	Hull Road
32	Weather, time, money	Hull Road
33	How far I live from the centre.	Heworth
34	Cycle if I'm not going to be drinking much, bus if the clubber's bus is running. Otherwise, taxi.	Heslington
35	Time, money	Haxby & Wigginton
36	Time and cost	Other York
37	Cost, how many are going, where we are going, and frequency of buses.	Heslington
38	Whatever is available, which does not make me colder and more tired than I already am.	Heworth
39	If I have my 12 year old with me, the weather and time of year. When dark prefer to be on bike than walk. Parking is often a problem....cost distance to location etc. Don't walk to bus stops at Rougher St or station.	Fishergate
40	Walking distance from centre - would take longer to walk to a bus stop and wait there.	Clifton
41	Bus frequencies	Heworth



42	Cost	Fishergate
43	If buses are still running, if I'll be drinking.	Heslington
44	Times of buses or the waiting time for taxi.	Other York
45	Accessibility	Fishergate
46	The time of night, and if I'm alone safety	Westfield
47	The temperature	Hull Road
48	What I'm planning on doing. The weather.	Clifton
49	Weather, amount of alcohol consumed/to be consumed.	Fishergate
50	Outwards: only one bus running east towards Tang Hall/Osbaldwick area, runs infrequently and stops running earlier than most nights out end, leaving only expensive taxi service as an option when walking at night feels unsafe	Hull Road
51	After midnight there aren't any buses to the University other than Clubbers on some nights. I'm forced to walk alone over three miles or take a taxi.	Other York
52	Cost , what friends are doing, time of day, weather	Heslington
53	Price, time, distance	Fishergate
54	How cold it is.	Fishergate
55	Time, weather	Other York
56	Bus times.	Heslington
57	Cost, ease	Hull Road
58	Availability of buses.	Heworth
59	Temperature.	Fishergate
60	The weather, distance	Fishergate
61	Distance. Who I'm with. Generally walk, always if starting from home.	Fishergate
62	Safety	Clifton
63	Traffic. I can get in faster on my bike than in a car. Though residents free parking after 6 is brilliant.	Heworth
64	The weather How far across town we're going How drunk we might get	Clifton
65	Availability of bus services	Acomb
66	Accessibility to bus routes continuing to at least 8 pm.	Clifton
67	Only cycle in the summer. Taxi if drinking.	Skelton, Rawcliffe & Clifton Without

68	Parking availability and charges Weather Personal safety	N/A
69	Ease of access, lack of parking, proximity to where we live. Ability to ride a bike after a few drinks!	Fishergate
70	After 5pm, I would only walk in summer months when it is light. Do not feel safe walking into town in my own the dark. I would like to get a bus but they don't travel frequently enough or late enough.	Clifton
71	Park and Ride shuts at 8 pm	Skelton, Rawcliffe & Clifton Without
72	Cost Reliability	Derwent
73	Convenience	Other York
74	Not applicable	Guildhall
75	I live 10 minutes away.	Micklegate
76	Weather. Choice if activity	Strensall
77	Coming from work	N/A
78	What time I shall be leaving town	Rural West
79	I live on the edge of the city centre.	Micklegate
80	My proximity to the city centre, lateness for coming home, darkness and level of inebriation.	Other York
81	Alcohol, traffic and timescale	Clifton
82	I live within walking distance	Other York
83	Park and ride timeliness, taxi availability	Dringhouses & Woodthorpe
84	I live within walking distance of town.	Clifton
85	Availability of buses. I can use park and ride during the day. No service to my village after this time.	Other York
86	How sleepy or drunk I am.	Holgate
87	Weather	Huntington & New Earswick
88	Not a bus service	Holgate
89	Bus regularity which is not so great later at night. Often choose taxi to get out of town asap (e.g. after the cinema or theatre) when it's full of drunks!	Holgate
90	Few buses after 8pm	N/A
91	How late it is. Whether I'm drinking.	Heworth

92	The bus timetable is a big deciding factor. I much prefer to travel in to the city by bus, but the lack of availability for a late night bus for the return journey makes this impossible, so I either choose to drive or to go somewhere more local. I live near Selby and my last bus is 6.30pm during the week, with only 1 late bus on a Saturday (11.00pm) with more cuts in the future this will make it even less likely that I will choose to travel to York in the evening. The trains suffer for the same time tabling issues.	N/A
93	Weather, where I'm coming from	Fishergate
94	Weather, availability of bus service	Fishergate
95	Journey type	Clifton
96	I live 10 minutes walk away	Heworth
97	Cost.	Heslington
98	Weather	Clifton
99	Usually I am returning from work in Leeds, and use the time after my commute to see friends, or I am coming in from home to go to the theatre, cinema or pub. I am also a non-driver.	Haxby & Wigginton
100	Safety, convenience	Westfield
101	Convenience Cost Time	Hull Road
102	I am disabled and cannot walk far so public transport is a problem for me	Acomb
103	Weather, friends	Fishergate
104	Convenience and availability	N/A
105	Distance.	Guildhall
106	Cost, exercise, convenience	Holgate
107	Weather.	Other York
108	Weather, what time I'm going home.	Haxby & Wigginton
109	We live within city walls	Guildhall
110	Cost	Other York
111	Availability of public transport	Fulford
112	Where I have to get to, going home is fine on foot - safety a consideration later on to other destinations, but distance main priority. Taxis often the only option.	Clifton
113	I live a 10min walk from the centre	Clifton

114	Past 8pm a lot of buses stop running. In other cities they have buses that run through out the night and were a useful and cheap way to get home at the end of the night.	Skelton, Rawcliffe & Clifton Without
115	The weather.	Clifton
116	I live close enough to walk.	Clifton
117	If I will be having a drink or not - if I am having a drink I will use a taxi. I live in Wigginton and the bus route is so long it can take nearly an hour to get there. taxi is quicker	Haxby & Wigginton
118	If I will be drinking alcohol. Time I am staying out until The weather	Clifton
119	Easy access.	Other York
120	Weather, tiredness, or if have elderly parents with us. If I'm late!	Clifton
121	I will take the bus if there is still one on schedule. Otherwise: taxi.	Heslington
122	I don't get the bus anymore because £2.20 for a single (for a 2 mile trip) is ridiculous. So I cycle or walk either way	Other York
123	Proximity of home Whether I intend to drink or not	Guildhall
124	Time Whether I'm drinking or not Money	Dringhouses & Woodthorpe
125	Cost/Health	Skelton, Rawcliffe & Clifton Without
126	Distance	Guildhall
127	Price and environment. We would bike but I don't think the cycle paths from Holgate are safe for children	Holgate
128	Ease of journey and safety	N/A
129	Weather, no. of stops / venues, anticipated / actual alcohol consumption.	Micklegate
130	The time of night and also the day	Hull Road
131	I live close to city centre so walk	Micklegate
132	Live within walking distance but don't always feel safe to walk home	Other York
133	Bus services tend to only run until about 8pm on the major routes	Other York

134	Buses finishing relatively early on weekends mean people have to use expensive taxi services or risk cycling home if they don't have the money.	Strensall
135	Cost and availability	Holgate
136	Weather	Skelton, Rawcliffe & Clifton Without
137	How frequent it is, cost and how quick it will be.	Heworth
138	Lack of public transport after 7.30	Skelton, Rawcliffe & Clifton Without
139	I don't have a car and the buses are incredibly unreliable. Therefore I walk.	Other York
140	If we're drinking we need to be on foot and if it's raining we get a taxi home! We use bikes most of the time as they're easier to park!	Heworth
141	Parking and bus times.	Derwent
142	Speed – girlfriend's high heels!! Weather	Micklegate
143	Ease and frequency - York is a night a nightmare to park in and also one of the most expensive I have been to.	N?A
144	Depends on type of social occasions	Dringhouses & Woodthorpe
145	Cost	Acomb
146	If I am to drink I would use a taxi, otherwise I would always use my car.	Huntington & New Earswick
147	I live close to the city so foot or taxi is best	Clifton
148	Distance from home vs energy level	Guildhall
149	Time of travel i.e whether buses are running. Parking options	Rural West
150	Weather, if children with us, general atmosphere, how light it is. Main preference is for walking. Above options, three only? I cycle daily, use bus a couple of times a month, drive weekly, walk weekly (wife daily) and get a taxi a few times a month.	Osbalwick
151	No buses after 11:30pm so forced to take expensive taxi.	Westfield
152	I live close enough to walk to the centre.	Other York
153	Weather, how late it is, what I'm wearing (i.e. impractical footwear for walking)	Micklegate

154	The convenience of bus services and the cost of parking.	Huntington & New Earswick
155	If has the possibility of turning up. Buses in York after 6pm are awful - most are late, a fair amount just don't turn up. You are going to struggle to get people into York when they can't park up or get the bus.	Skelton, Rawcliffe & Clifton Without
156	I live close	Fishergate
157	Weather and clothing for whatever I am going to	Micklegate
158	The ridiculous parking charges and buses that get in the way.	Acomb
159	Weather, time	Fishergate
160	Traffic & whether we are choosing to have a drink or not. Money - we walk to save money on buses/taxis	Fishergate
161	Has to be car as public transport not an option to get back home after theatre	N/A
162	I don't trust the reliance/safely of buses at night and taxis cost a fortune.	N/A
163	Weather - if it's colder/raining then I will get the bus, otherwise I am within walking distance.	Fishergate
164	Weather, tiredness, very rarely traffic	Micklegate
165	If there is someone to walk home with me (and it's not the middle of winter!) I prefer to walk home, if I'm on my own however I would get a taxi	Hull Road
166	Convenient, especially if eating in one part of York and then going to the theatre or a concert	N/A
167	Walking is very easy for me as I live about 10 to 15 mins walk from the centre. I might bus if weather bad and a bus comes along	Fishergate
168	Distance, sunset time	Micklegate
169	I finish work after the last bus twice a week so have to walk or get a lift Use bus in order to have a drink	Westfield
170	Safety	Osbaldwick
171	If I plan to drink alcohol I don't cycle.	Micklegate
172	What is most affordable and widely available.	Fishergate
173	Buses too infrequent in the evening	Rural West
174	Temperature, time of day, activity	Fishergate
175	Time, availability of bus vs Taxi, available money for taxi fare	Other York

176	Work or pleasure	Heworth Without
177	I live in the city walls so walk	Guildhall
178	Live close so walk	Guildhall
179	Speed, convenience, cost - and weather conditions	Hull Road
180	Public transport finishes too early in my village to use Car is easier and safer when I'm on my own	N/A
181	Buses home stop at 6pm	Rural West
182	Cost	Other York
183	Where I'm based when I'm not staying with friends (My family home) so I can only use the bus to get close. When I'm staying in York it's convenient when socialising to get taxis there and back with everyone and to walk in when you're on your own.	N/A
184	Cost and reliability	Holgate
185	The price and availability.	Heslington
186	Unreliability and cost of buses and not safe	Dringhouses & Woodthorpe
187	Cheapness and directness	Heworth
188	Lack of buses in the early hours of the morning	Heslington
189	Whether buses are running at the time I leave, how frequent they are, how much a taxi will cost.	Hull Road
190	Light and weather	Other York
191	I have a disability and I can get closer to where I want to go if I travel via taxi or car. I do sometimes travel by bus but I don't like walking around the city at night to get to a bus stop - or the taxi rank either for that matter.	Bishopthorpe
192	Accessibility of venue, cost, comfort	Other York
193	Live close by. Price of taxis.	Guildhall
194	The weather	Other York
195	Live within walking distance of the centre	Micklegate
196	Later buses always helps, put more on after midnight	Dringhouses & Woodthorpe
197	Whether I intend to drink alcoholic drinks or not.	Dringhouses & Woodthorpe
198	Cost and flexibility	Dringhouses & Woodthorpe
199	Prefer to use bus but often not convenient. Service ends too early	Dringhouses & Woodthorpe

200	Car most reliable. Infrequent buses that don't run late	Strensall
201	Car parking availability, bus convenience and cost and whether drinking or not.	Fulford
202	Ease	N/A
203	No buses to our village after 6.00pm	Rural West
204	The weather, parking, and the cost of busses.	Huntington & New Earswick
205	I live very centrally, so walking into the city is a no brainer. If I'm leaving the city I'm likely to be going to another nearby town, so it's usually by train as this is the quickest and most convenient.	Micklegate
206	No buses out of York to where I live late at night - too far to walk, only walk into the city centre from work location	Other York
207	Weather. Time that I will be coming out of town.	Huntington & New Earswick
208	I live in a rural village is no public transport after 18:00 hrs and no public transport back from they city.	Bishopthorpe
209	Whether alcohol has been consumed	Bishopthorpe
210	Buses to North of the A19 do not run after 8pm and having to get taxi nearly doubles the cost of the evening, or one of us drives and goes home early	N/A
211	None, I'm happy to walk home late	Holgate
212	If I am drinking alcohol or not. What event I am attending and if easy free parking is available in the area I am attending.	Haxby & Wiggington
213	It depends if I am going in alone or with friends, and what I am going to do. I live close to the centre, so often walk in and get a taxi back later.	Holgate
214	The weather and availability of taxis	N/A
215	Resident parking access and how close i can get to the centre in my bike	Huntington & New Earswick
216	I live in a suburb of Leeds so the car is most convenient for me.	N/A
217	Blood alcohol ratio	Heworth
218	Availability and cost	Westfield
219	No decent bus service number 11	Heworth
220	SAFETY	Other York



221	I use my car when I do not intend to drink, and I am transporting children or other for whom walking etc. is difficult. If I can't park for free at night, I won't use it.	Fishergate
222	Whether we will be drinking and also return bus times	Bishopthorpe
223	Locality to my house	Micklegate
224	Convenience	Rural West
225	Time of day, weather, number of people in the group	Guildhall
226	Cleanliness of the transport and standard of travel in terms of comfort etc. The amount of friends I am socialising with. The times I am travelling. My plans on drinking or not	Strensall
227	Convenience, free parking for York residents	Clifton
228	Plans for evening - drinking etc	Clifton
229	I live close to the city centre so always cycle or walk. However, why does the Park & Ride shut so early?? If you want to go to the theatre, see a film or have a meal later than 7pm, and use the Park & Ride you can't. Many friends who work in the city centre and use the Park & Ride are frustrated by this. Surely the car parks (and the bus services) should operate until at least 11pm! Otherwise, people are deterred from the city centre in the evening, or park in the city centre, adding to congestion.	Micklegate
230	Poor bus facilities and over priced taxis.	Clifton
231	I live close to York	Holgate
232	Weather. Bus frequency and reliability	Huntington & New Earswick
233	Car parking is awful expensive. Roads are poorly designed, as are ideas such as the Lendal Bridge closure. Very anti-cars. Buses and trains very overpriced.	Clifton
234	I have no bus service and live too far out to travel otherwise!	Wheldrake
235	Bus timetables, personal safety	Heworth Without
236	My reason for travelling	Bishopthorpe
237	Weather Time	Heslington
238	Convenience	Other York
239	The amount of people I am with	Heslington

240	Parking charges are too high	Skelton, Rawcliffe & Clifton Without
241	Frequency... Need more buses to and from the University at later hours. Even if it is at least on a seasonal basis. Winter is grim when you're waiting!	Hull Road
242	Prefer to travel by bus because have an annual season ticket for commuting so effectively free, but occasionally use car where more convenient (eg combining with other journey). Driving costs and parking charges discourage me from using the car without good reason.	N/A
243	None, I live close by so walk/cycle	Micklegate
244	I live 30 minutes walk from town so I usually walk or cycle, although if I am travelling in the dark I will often drive to avoid having to walk in poorly lit areas	Holgate
245	Who is going with me - bus fares expensive for a family compared to the cost of parking. Purpose of visit and likely time will be returning. Buses infrequent after 8pm and none to and from the station.	Fishergate
246	Ease of access to and from.	Other York
247	I don't drive. It's close. Greener to walk or cycle. Cheaper, quicker to cycle	Fishergate
248	Availability, no night buses.	Haxby and Wigginton
249	Alcohol, weather, what I am doing in Town	Osbaldwick
250	Lack of busses late in evening. Walk when taxi queues are too long ( most of the time)	Clifton
251	Safety	Haxby & Wigginton
252	I live in city centre	Guildhall
253	BUS SERVICE IS AWFUL	Acomb
254	Weather conditions. Days of the week. Reason for visiting the city, ie cinema or formal function.	Strensall
255	Cost	Holgate
256	Where I live	Other York
257	Availability and cost	Micklegate
258	Lack of buses after 8pm forces me to use other transport.	Clifton

259	Weather!	Heworth
260	Don't like walking after dark. Would use bus more to travel in and out if more frequent service (only every half hour then hourly).	Holgate
261	The weather - I will walk in unless it's pouring with rain! I would prefer to catch a bus home but the buses to my area don't run very late. I don't like to walk home later on at night so will get a taxi.	Heworth
262	Time (not all buses run late, or if they do they run infrequently) Depends on the activity I have been doing.	Dringhouses & Woodthorpe
263	Availability - usually no buses!	Rural West
264	In: Whether I'm already in town (e.g. after work), frequency/timing of buses (e.g. matching against meeting/cinema times). Out: frequency/timing of buses (e.g. last bus home is 11.30 therefore must leave before then to catch it). If there was a later bus(es) I would stay later.	Haxby & Wigginton
265	Health, and frequency of bus service, weather (snow, ice, etc)	Guildhall
266	There are no buses later than 7 and I couldn't drink if I drove	N/A
267	None, I live in South bank so I would always walk.	Micklegate
268	Alcohol, buses do not run often enough after a certain time which leaves a taxis only or walking 3 miles	Huntington & New Earswick
269	Convenience/Safety	N/A
270	My (unfortunate) residence in Selby, the cost of trains and the fairer price of buses	N/A
271	Availability of public transport	N/A
272	Weather and what I am there to do. If shopping, I take the car.	Rural West
273	Too expensive to park	Clifton
274	Usually I would go on my bike but if it is raining, we get a lift	Clifton
275	Weather. Starting point. Purpose of trip.	Other York
276	Time taken to get to YCC ie bus very slow from Wigginton. Parking availability and charges.	Haxby & Wigginton

277	I don't walk on my own in the dark as I have been followed on a number of occasions, so if buses are running I use them but if not I have to get a taxi.	Heworth
278	Unfortunately the bus lines to Fulford do not run late. This makes it hard to get out of the City Centre after 7 pm. From about 5-6 pm it is impossible to get from the centre to Fulford because the roads are incredibly congested. Therefore we avoid using the car at those hours.	Fulford
279	The park and ride closes too early to spend the afternoon and evening in York without worrying about parking. It would be better if the park and ride stayed open later but with fewer buses say one every 30mins instead of every 10mins like the daytime	Derwent
280	Not a very good bus service	Huntington & New Earswick
281	If drinking will use bus / taxi...often cheaper for family to get taxi than all get bus, plus bus frequency can be hit and miss after 6pm	Westfield
282	No buses go near me and the high cost of parking means the car is only used if I have someone who cannot walk very well	Guildhall
283	Traffic and whether I have had a drink/intend to drink	Osbaldwick
284	Distance.	N/A
285	Cost due to living well outside York and no public transport.	Rural West
286	Cost	Westcliffe
287	Alcohol consumption	Skelton, Rawcliffe & Clifton Without
288	The distance travelled and weather	Other York
289	Limited train times. Can't leave car at park and ride after 8	N/A
290	If we want to drink we cannot drive but the buses stop at 8 so cost is a factor as taxis are expensive.	N/A
291	If I'm alone I get a taxi because I think it is dangerous because of drunk/abusive people	Holgate
292	Safety.	Holgate
293	Depends on activity. Generally walk in, but get taxi out if going for late dinner or drinks. Sometimes drive if going to cinema and the weather is terrible.	Holgate

294	Which is the most convenient at the time and the weather	Dringhouses & Woodthorpe
295	Price and frequency of buses are not good enough. Our bus firm changes after 7 so it is not possible to get a return ticket, therefore it makes sense for us just to get a taxi! Absolute nonsense. Bus times are not frequent enough or reliable enough to get anywhere for the times you want. Bus prices too high for the short journey we have to make.	Acomb
296	Weather - will walk if not raining	Acomb
297	Bus availability. I would stay in the city centre longer if buses ran longer timetables.	Derwent
298	Taxi fares are too expensive, buses are too infrequent, taxi drivers are rude and frightening. If its raining or I am alone I have to get a taxi but am frightened waiting in the queue and of the driver	Hull Road
299	If it is after 6 I will usually take the car (free parking). Getting home on the buss is a bit hit and miss	Dringhouses & Woodthorpe
300	The weather	Guildhall
301	N/A as I live close to the city centre.	Micklegate
302	Time, cost, weather	Other York
303	Availability of public transport very limited. Personal safety high on my agenda.	Fulford
304	Secure bike parking. Rain.	Fishergate
305	Whether the buses are still running.	Hull Road
306	Park & Ride closing at 8pm. Infrequent buses	Other York
307	Weather and how much time I have and safety for coming home, if I am going out alone	Fishergate
308	Extortionate bus/taxi prices	Clifton
309	Price and convenience	Clifton
310	Parking. Weather	Fishergate
311	How much I've had to eat	Clifton
312	Available methods of transport. E.g. no busses after 12am to get home so use taxis if I can't drive	Haxby and Wigginton
313	Cost of bus. For my family it cost £14, you can get a taxi for cheaper	Westfield
314	I live within 20 minutes walk of the city centre. Public transport towards my home (just off Burton Stone Lane) is irregular so it wouldn't occur to me to use it.	Clifton

315	I live in a village outside of York. A bus journey takes too long and is inconvenient. I prefer to bring my car so that I can get home without having to wait for a bus. Although York has many bus stops, not many are sheltered sufficiently for the weather in the winter. This makes it uncomfortable for my family and I. York would benefit from a proper transport hub - but I appreciate this is difficult to deliver in a medieval city.	N/A
316	Buses are too slow and expensive. I don't want to support First by giving them any of my money, since they do not have good customer service.	Guildhall
317	Would not travel in or out on foot in the dark. Bus service is hit and miss. Much easier by Car	Hull Road
318	Weather Time Type of event	Guildhall
319	Needs more reliable bus travel - one bus every 1/2 hour is not good	Skelton, Rawcliffe & Clifton Without
320	The weather, bus timetables and my wife	Huntington & New Earswick
321	Buses stop after 11pm, so must take a taxi home. If the weather is OK, I will cycle, if not I will take a bus. Evenings in the city usually involve a bit of a drink, so I don't go by car, unless I'm not drinking.	Acomb
322	Cost, weather, available time, time of night.	Hull Road
323	The ability to park somewhere that doesn't charge me a fortune.	Westfield
324	How drunk I intend to get How cold it is	Micklegate
325	Prefer to walk.	Holgate
326	Whether I can get a lift with someone	Fulford
327	Free parking for York residents, times of buses, if alcohol is part of evening out, weather, proximity to venue, type of evening out planned	Other York
328	Distance from the station.	N/A
329	Weather, light, type of shoes, distance to venue	Heworth
330	Weather, type of event attending.	Holgate
331	Weather and bus times	Clifton
332	Weather	Holgate

333	Price and frequency (of buses - have found ourselves waiting for buses that never turn up in centre of York and have to resort to a taxi)	Osbaldwick
334	There is no bus service in Rawcliffe Lane. If I walk to where the bus goes and catch it the journey does so many detours it's quicker to walk. Park and Ride is useful but last bus from town is 8.10 pm so is quite restrictive no other option but to walk after 8pm	Skelton, Rawcliffe & Clifton Without
335	Lack of buses home	Micklegate
336	Availability of affordable public transport and/or cheaper parking places	Strensall
337	Filthy bus, wet nights waiting for a bus, the park and ride closes too early it should close at eleven pm	N/A
338	Timing, evening activity	Holgate
339	If I have to transport a load and how big it is.	Clifton
340	Weather; time; rowdiness.	Holgate
341	I live close to town, its easiest to walk or take the bike if I'm in a rush	Guildhall
342	Weather, parking near destination, purpose of visit into the City Centre.	Fishergate
343	Disabled	Huntington & New Earswick
344	Weather and how late it is.	Fishergate
345	The buses take 40 minutes to get from my home in Wigginton into town, combine the waiting time and it's just not an attractive option. Car or taxi takes 20 minutes	Haxby and Wigginton
346	Use bus if available. Drive if taking the children. Expensive taxis are a last resort.	Dringhouses & Woodthorpe
347	My choice	Other York
348	I live in the city centre so no transport required.	Micklegate
349	Cost, weather, convenience	Rural West
350	Cost and time	Dringhouses & Woodthorpe
351	Cost and availability.	Rural West
352	Weather	Micklegate
353	The weather	Heworth Without
354	Frequency of late trains to Harrogate	N/A

355	Parking, alcohol, weather	Heworth
356	Weather and traffic such as race days congestion	Dringhouses & Woodthorpe
357	We only live 20 mins walk from city centre so would almost never get transport. Sometimes we get a taxi if it is raining. There are not that many buses that go up Bishopthorpe road so we don't tend to use the bus	Micklegate
358	Times of buses	Heworth
359	Lack of enough buses at night to home location	Rural West
360	Cost, time of travel home	Dringhouses & Woodthorpe
361	Convenience	Other York
362	The weather and/or the time	Guildhall



## Annex 3

## What improvements, if any, would you like to see?

1	Keep The Gangs of Students out of the city centre Screaming & Carrying On Alarmingly
2	Pavements should we washed clean
3	Ban stag and hen parties, happy hours and student nights, then close cheap bars and cut price restaurants and replace with quality establishments
4	Emptying the river of debris. More bins.
5	More lighting and cleaning
6	More street lighting
7	The cleanliness declines as the evenings wear on due to fast food outlets and drunken people. I strongly believe that pubs and clubs should use their profits to pay for street cleaning and security; particularly the ones that encourage excess drinking with 'happy hours' and price promotions.
8	Cleaning teams out at night, more bins for 'takeaway' rubbish
9	More art works. More music (buskers?) Less drunkenness.
10	I would like to see in some areas no uneven pavements unless it is a historic pavement like the Shambles.
11	More lighting
12	I'd welcome initiatives to tackle disposable packaging, esp. from street food vendors.
13	Door staff fully enforcing licensing conditions around their premises. There are several venues where due to inaction of security staff I no longer have any desire to visit.
14	Interesting lighting - everything looks a bit stark.
15	Generally, more potted plants/trees would improve the attractiveness of the city.
16	More late night coffee shops and upmarket take away places that serve quality food
17	A better atmosphere... it even somehow feels dangerous in the late evening.
18	I like it as it is.
19	Re-pedestrianisation of Coney Street, Davygate, New Street, Stonegate, Petergate, Swinegate after deliveries etc have been made

20	More spaces open later, events taking a lead from bigger cities like Manchester and Leeds.
21	Maybe slightly more lighting in the older parts of the city
22	Less building work, but I guess that's unavoidable.
23	Get rid of stag/ hen culture. Reduce gangs of drinkers ... inappropriate behaviour too early on streets The homeless should be provided for in shelters Get rid of fast food vans selling trash food. I find pub culture clashes with culture of cinema, coffee bars, theatre....
24	Later at night there is a lot of waste from takeaway boxes etc. Not sure how much can be done about this - more bins, fines for littering, incentives for cutting down amount of packaging?
25	None
26	Removal of bin bags and litter
27	Less drunk people wandering the streets.
28	Better lighting, independent of storefront lighting, after dark
29	A lot of garbage because people are drunk heading home late and they litter a lot. The city is not pretty after 10pm.
30	n/a
31	Cheaper drinking.
32	More security, better lit side streets, taxi rank in the centre
33	Night buses.
34	Not to see every shop's rubbish bags out. More bins would help with litter as well.
35	Litter bins cleared out more often so they are not overflowing when you walk into town the next morning. Pavements cleaned up so you don't have to avoid vomit Why shouldn't those who "throw up" be made to pay a fine like those who throw down litter
36	Less/ no neon
37	Modernised lighting - especially the Minster and the bridges
38	Good street lighting in all city centre streets.
39	Would like to see less people vomiting / urinating in the streets.
40	Get rid of the pee smelling doorways - rank !
41	Less sick in the streets and pathways.
42	More illuminated buildings and features
43	Discourage people from - drinking in the street - assembling in loud intimidating groups Remove mobile burger vans and the like: they cause untold mess: discarded packaging; food smeared on car windows and left on windowsills. Active police presence in the evening. Wardens to keep students safe (like the pyjama wardens during freshers week) A night-time lorry ban Rules about the removal of waste (when it can be left out, picked up, etc) being

	enforced. A ban on bottle banks being used at night. Attractive and effective street lighting
44	Less vomit. Pedestrian control on the Ouse Bridge. Often feels dangerous to cross, particularly as drunk crowds outside pub spread onto street with oncoming vehicles.
45	The later it gets, the messier it looks, drunk people falling out of the bars on my walk in along Micklegate, sometimes rubbish to be collected. Later on it is rubbish from the drinkers thrown on the floor.
46	Clean streets
47	Control of hen dos and stag events from Thursday onwards. Our delightful city is fast becoming a no-go zone
48	I am not interested in bars/clubs/pubs as part of my social life, but in summertime when I maybe have a walk along the riverbank, I would like to sit and enjoy a coffee somewhere in the city centre.
49	Make more use of river frontage, extend raised river walkways, new footbridge near cinema, soften Park Inn hotel with planting or video projections. Demolish front part of Stonebow, make new Colliergate Square, keep tower part & turn into hanging gardens. More bins, street cleaners, instil more pride / respect for the city & environment. Ban chewing gum in city centre shops
50	Less drunk people. Less stag and hen parties
51	Get rid of the drunks and need for heavy policing! I've lived here for over ten years and am kind of used to it (though don't like it) but I know many people newer to the area that find it intimidating and off-putting so that you have to plan cinema, theatre trips etc to avoid the weekend. This isn't right.
52	No rubbish left in town.
53	Less clutter. Better lighting. More atmosphere
54	Better management of rubbish from shops and street litter - recycling points for bottles (plastic and glass) to help reduce waste filling the bins and going to landfill
55	Cleaning up all the trade waste left out for collection, fining people who leave litter or smash bottles/glasses on pavement or vomit all over the pavement
56	More lighting near taxi queue areas
57	More litter bins. Art on display e.g. the wallpaper applied to the derelict hotel on Piccadilly. Imaginative use of open space
58	Development and smartening of Piccadilly area.
59	More responsible landlords not serving very drunk people ergo less litter and vomiting and general ASB.
60	Fewer lairy drunken scum shouting and fighting. Close that

	McDonald's.
61	None
62	More buses to Fulford after 8pm and more shops open later
63	Need to open the pubs back up to the mainstream York public. Whilst not being old, there is a generation drinking at home then coming into town. Having more decent people around and able to enjoy a drink at a reasonable price provides a far better atmosphere. The only effect of expensive drinks in York is for the supermarkets to gain the revenue and the city to pick up the cost later on. Most people can enjoy a few pints without bother and it would be harsh to penalise the sensible drinker at the expense of those solely there to get more drunk than sensible.
64	Cleaner streets. Later opening for shops. More street events lasting into the early evening. Longer opening hours for the market.
65	Night time wardens to help and assist people around the city, if they are lost, need medical assistance or a police officer they could be a link, (are these Street Angels!?) I never see them! Ordinary people need tending to also not just the Micklegate drunk and can't get home end of town
66	Better offering of street food
67	Safe cycle storage facilities, perhaps in an enclosed staffed area.
68	Not so many lairy people about
69	More Christmas lights in the evening! Also lighting up the Minster at night.
70	City centre kept clean overnight particularly around taxi stands, bins etc
71	No vomit on the streets.
72	Less gangs of drunken people - wouldn't we all? More bins throughout the city.
73	Higher police profile and the abolishment of cheap evening trains back to the North East. York at the weekend has become nothing more than a beer garden for the North East.
74	More street cleaning after the shops have closed. Often commercial waste left out which gets kicked around by drunkards.
75	Rubbish outside shops been collected
76	The city itself is beautiful and very attractive.
77	Better policing and cleaning, control of antisocial behaviour
78	Bins emptied, look less grey and closed up!
79	Improved lighting and public spaces. Less drunks
80	More street cleaners
81	Cleaner, more litter bins and better street lighting
82	Nicer food outlets staying open later.

83	Litter tends to build up after midnight from flyers and takeaways foods. The council do a good job at clearing this up around 4am
84	Closure of internal supermarkets that sell cheap alcohol
85	Streets need to be cleaned
86	Generally, my 'poor' rating above applies after 8 - 9pm, when the drunks, takeaways, etc. get going.
87	Less drunk people
88	Shops opening even a little later- ie not closing at 17:30!
89	Parts of York can be intimidating or unattractive for families, especially at weekends (including weekend afternoons). Improving the management of this would help.
90	Impossible to solve, but commercial waste bags/bins look dreadful, especially as many appear in the little alleys that the City is famous for.
91	Less public urination
92	Fewer drunks.
93	I would like to be able to walk half a mile from my home and not see endless cigarette butts, vomit and/or blood on the street, bits of postcards advertising nightclubs, rubbish and dog mess. The city streets are absolutely filthy, visitors comment on it and I am ashamed and disgusted by the lack of care demonstrated by CYC towards street cleanliness. It is particularly bad on a weekend.
94	Designated safe areas - somewhere you can go on a night out if you lose your friends/your phone dies/need to ring a taxi.
95	More PCSOs to ensure those enjoying a night out stay in control
96	Sandblast the streets
97	Less hen and stag dos. Over the past few years I have become more intimidated to go into town later because of the increase on these!
98	Cleaner pavements and more attractive lighting (also a security thing as well as showing the old buildings) but mainly more control of stag/hen parties and drunken behaviour
99	Less buses and free parking. Small buses would also make the traffic move quicker.
100	The smell near Boots. Litter near Kuda/Subway
101	It's looks horrible along Coney street when shops have piled their rubbish bags outside for collection, and then worse when drunk people throw them about.
102	Better help for bars/pubs. Often seem to be left to deal with issues without police or council help and then blamed/punished if problems escalate.
103	Better lighting on the walking routes in and out of town would make

	me feel safer.
104	The main problem is stag and hen dos leaving takeaway wrappers, puddles of vomit and general detritus around on the weekend. I know it's a massive job and has to be done late at night when obviously it's harder to get workers
105	More rubbish collection and street cleaning
106	Some areas around clubs, eg Rougier Street, Tanner Row, are messy with vomit and some broken glass and discarded takeaways
107	Cleaner streets
108	Restaurants which encourage locals not tourists by giving consistent service or affordable bistros. More pubs that serve snack food.
109	Less stag and hen dos
110	Broken glass is awful around the city - I'd like that to be cleared up before the morning. The smell of urine in some of the alleyways is also bad. Perhaps pop-up urinals would be possible?
111	Better lighting, more litter bins, cleaning crews picking up rubbish as found on the continent
112	More cultural activities taking place in the city centre offering alternatives to drinking culture
113	Measures to control those who drop litter. CYC to re-assess waste bin needs to avoid overflowing locations
114	More street lighting, more police, less drunkenness. The amount of drinking and drunken people is frightening. We moved here from London last year and never experienced the same numbers of drunken people.
115	More bins, especially on Blake Street and area
116	Fewer 'wet bars' that encourage stag and hen parties - and localising the nightclub culture to a small part of city.
117	Bins emptied when full. Decorative lighting
118	More street cleaning
119	More business cleaning front of premises. Limit times rubbish is put out on the street
120	More pavement cleaning (It can be very grimy in places and it gives York a bad image to daytime tourists)
121	Answer to question above depends on day of weekend, time of night - on a Friday or Saturday night it is much less clean and attractive
122	More street cleaning /rubbish /vomit cleaning and lots of alleys used as outside toilets
123	The sewers/drains often smell very bad, especially in the evenings along Coney Street.

124	Fewer stag and hen parties. It really puts me off going into the city at the weekends
125	More parking spaces available in the city centre and either free or very low cost.
126	Clearing out the drunkards, splatters of vomit and stinking doorways where blokes go to pee.
127	Bin collections not being left out in the main streets on an evening
128	Better more effective lighting.
129	Less licences to sell alcohol granted to the numerous supermarkets that are opening in the centre and are magnets for anti-social behaviour. A reduction in the number of visiting drunken groups.
130	More bins, more enforcement of litter and other forms of anti-social behaviour, more street litter control notices requiring pubs, clubs and eating places to ensure the area around their premises is kept free of litter and rubbish.
131	Litter bins emptied
132	Proper policing to deal with drunks/gangs
133	Again citing other cities like Manchester and Liverpool - they embrace their nightlife culture rather than merely tolerating it. Better lighting, pedestrianised areas, colourful street signs, better signage in general to nightlife economies.
134	York needs to be cleaner - certain streets are covered in sick some morning after the students/race goes and stag/hen parties have been out!
135	More 'cafe type' bars open later.
136	Less people spilling out of the bars onto the pavements
137	As stated above
138	Cleaner streets, more shops staying open, more street vendors
139	If possible more cleaning of streets during the evening/ early hours.
140	A removal of the bouncer cartel in town.
141	More uplighting on buildings.
142	Greater outside cafe culture extended into the night
143	No stag and hen parties
144	TOO MANY BARS AND DRUNKS
145	Attractive lighting. Better use of Parliament Street. Some areas of the city are more attractive - e.g. the Minster area (because of the lighting) - better use of lighting to enhance the city would be good.
146	Some of the "Hen" and "Stag" parties York attracts at the weekend do nothing to promote couples or families to visit the city centre. We tend to visit during the week.
147	Reduced amounts of sick and food mess from the previous nights revellers

148	Less hen and stag dos, there has been a notable increase in large groups of men and women arriving on the train on a Thursday or Friday afternoon for weekends away in York. They can be intimidating and rowdy and lower the general tone of the city. Cheap hotels are, I am sure, a draw and these should be minimised.
149	Earlier (and more often?) cleaning of the streets the following day, including bin emptying. All too often the city centre (and surrounding areas) are full of over-flowing bins etc. from the previous evening and aren't emptied until late in the day.
150	This is a county wide problem not just York, but binge drinkers falling all over the place and generally making a scene puts me off coming out in York after dark. Because it's a small city the problem seems bigger, as you don't have the choice or distance to get away from the binge drinking culture that is a problem everywhere. Smaller the city the more concentrated the problem becomes.
151	Fewer drunken teenagers and groups of drunks thinking they are having a good time.
152	Streets and pavements need a good clean/wash
153	No cars or lorries in main centre pedestrian zone till after 5:30 when shops shut. Proper cycle paths away from pedestrians that are properly marked. ie. outside the Minster where there is no clear signage and cyclists are a nuisance.
154	Fewer stag/hen parties which create a poor atmosphere
155	York is now being overrun by large groups coming here with the only purpose of getting very drunk. I have primary school age children and am unable to bring them into town on a evening for a family meal as the centre of York is not family friendly after 5pm
156	More creative lighting, more street cleaners Micklegate/Rougiers St areas. More family friendly environment - too many lairy smokers outside bars etc even early on in the evening
157	Free parking for workers on a night time. The people that keep York going on a night time still having to pay to park, when the town is empty.
158	Later opening hours for shops
159	More overt policing presence. Better lighting. More establishments open other than pubs and restaurants
160	More flashing lights, not only at Christmas, but year round. Some city centres have little lights in the ground that come on at night, like a lit road to guide you between the different districts of nightlife
161	Better street cleaning and police presence to feel safe
162	Less litter from takeaways and flyers, not as many drunk hen and stag parties, better lighting up of attractive buildings



163	Better lighting in areas people walk e.g. by the riverside, more police visible to combat anti-social behaviour
164	Litter clearance during Friday and Saturday evenings and at special events so that bins are not overflowing. Early morning street washing every Saturday/Sunday morning and during festivals. Recycling bins with round holes at key locations eg near McDonald's for plastic bottles and cans Close Coney Street off at night to exclude cars taking short cut at inappropriate speed
165	Spot fines for individuals dropping litter to act as a deterrent to others.
166	Bins emptying near burger vans
167	Cleaner streets, less litter
168	Less dirt, fewer beggars, fewer drunks, fewer rowdy hen and stag parties
169	Increased litter collection
170	Reduce the indigents, and unruly behaviour. The last time I was in, a habitual drunk was yelling obscenities at Rougier Street.
171	Streets cleared of rubbish. Pavements washed. Cigarette butts removed. Greenery tended and cleared of bottles, cans and fast-food containers.
172	Less litter and less large gangs of group just milling around, very intimidating
173	Police / PCSOs etc patrolling areas like Coney St / Bridge St on Saturday evening as I often see drunken people causing trouble, urinating down alleyways / by the river etc. Better parking enforcement. E.g. on Swinegate cars park on double yellows, causing other cars/taxis/lorries to have to squeeze past or mount the kerb, putting pedestrians at risk.
174	Too much litter and dirty streets/footpaths after the normal working day.
175	Generally the city centre after 5pm is attractive and clean however when the races are on it becomes a different city. It is often very dirty and an uncomfortable place to be.
176	More things happening in the evening outside but that would need extra litter teams, good lighting and extra people (police officers) patrolling to feel safe and secure. Ban hen and stag parties.
177	The salmonella wagons around the city generate a lot of mess. Don't know if these could be monitored more effectively?
178	More people around (and not drunk ones!) would make it feel safer, More shops open, cannot believe how early some shops close.
179	Bin emptied litter removed
180	More control of litter/drunk residents by bars/restaurants, etc.

181	Less litter, better lighting
182	PLEASE PLEASE PLEASE do something about the groups of single sex drinkers in the city. 8.45pm last Saturday night and a large group of drunken men were shouting the most grotesque language across Micklegate. I cannot take my nephews into the city at night as the behaviour and language is awful, I don't want to expose them to this and it is such a shame. York is being ruined by this.
183	Emptying of bins in the evenings, in Europe the streets are jet washed in the early hours this would be great
184	I would honestly like to see a greater effort on cleaning up the city centre following the weekend when reputational damage is far more likely to be incurred through tourists observing vomit stains and other unattractive reminders of the night life while walking the streets. I'd like to see more lighting and bins utilised across the city centre (bins could be temporary night life usage).
185	More litter and recycling bins in public places and litter bins emptied more frequently. Areas near bus shelters cleaned during the day and evenings
186	More Street cleaning day & evening
187	Cleaner in the shared public spaces. More litter and recycling bins. More ambient lighting around the city.
188	More ambient lighting
189	I would really like to see a massive increase in city centre recycling bins. I would like to see recycling bins as an option at every waste bin. Often waste bins are overflowing in Parliament Street. I would like to see shops and cafes stay open until 8pm to prompt change in the way the city centre is used after 5pm. And also this may have a good impact on large bus queues clogging up the pavements and traffic building up at 5:30 when there is a mass exodus from town.
190	Less pubs and late night venues
191	York looks tired and many areas are full of litter graffiti and vandalised.
192	I think a really good job is done by the services there to keep our city looking nice.
193	It is difficult to shift emphasis of York from its current trend of hen and stag parties and drunks to an environment that is also attractive to families. Not sure how that can be achieved.
194	More bins more public toilets
195	Increase in coffee shops open after 6pm, fewer Hen and Stag parties.

196	I don't like drunken gangs of men and women shouting and swearing and being offensive. I also dislike all the takeaway rubbish on the floor in the evenings
197	Better lighting the centre is very dark and improved pavements often uneven and awkward especially in wet weather
198	Less vomit and fewer kebab boxes
199	Areas cleaned up after drunks have left broken glass etc.
200	There needs to be more lighting, it is very dark and quite scary for small children. Especially since York is governed by drunk people from 7pm and 2pm on weekends. They jump out from everywhere.
201	More street cafes, more seating
202	Many of the streets and alleys are dirty, with general litter, cigarettes or sick (or sick stains) & urine evident. All streets should be kept clean, as you would find in other major European destinations.
203	Light up the dark corners such as on Daveygate and Bootham
204	Build on successful evening activities such as City Screen, Piano and Pitcher etc. well lit and looked after. How about students putting on music activities in places to give them practice and some financial reward by charging small fees to listen to them in places such as Deans Court or Kings Manor hall?
205	More street art and inclusive areas - maybe a city park for children, more live performance, buskers at night- music/bands, a stage or bandstand in the centre.
206	Buildings and empty shops look run down and uncared for. There is often litter around from fast food places.
207	Less vomit on the streets ... The trees around town always look lovely when they have the fairy lights in. It generally feels a very safe city to walk in late at night, this is helped by seeing PCSOs etc walking around.
208	<b>BEING KEPT CLEAN AND SAFE</b>
209	We visited Ilkley recently, they had some areas lit up with special lighting, looked fab. York could improve Parliament Street area, make the most of the trees, light it up, make it a spectacle. Make York somewhere pleasant to walk around in the evening .
210	Bins need to be emptied more frequently especially on the river walks Graffiti teams out all the time - see Paris as example More rubbish bins
211	More attractive lighting No children in pubs. Pubs without people eating
212	Better lighting
213	Earlier collection of rubbish bags from shops

214	Reduction of drunken behaviour in the streets, especially before 10pm. If you are sick in the street you should have to pay to clean it up. Also, stricter policing of drinking and drug taking on the streets. I appreciate it is up to people to report it but I would not feel comfortable calling 999 if I saw (as I recently have done) drug taking in a public area. So perhaps some way of reporting anti-social that is easier than calling 999.
215	More bins and better cleaning on a weekend
216	Pavements around night clubbing areas unclean. Level of the 'very drunk' much higher than it used to be, pavements and alleyways smell of urine/vomit.
217	Remove it
218	Secure bike parking
219	REGULAR STREET CLEANING. FINES FOR THOSE CAUSING LITTER.
220	The amount of A-boards and adverts on the pavements are really excessive and really cause harm to the appearance of the City.
221	Better lighting, less trees, more shops opening later or cafes staying open
222	Less litter around streets
223	In the morning there are lots of vomit piles, mainly on weekends
224	The city centre has 'worked hard' through the day, and the wear, tear and debris of day visitors can make the streets less appealing. Litter bins are often full and overflowing. The main thoroughfares, like Coney Street, and Parliament Street get stacked up with rubbish from the shops and are reopened to traffic. It makes everything look 'closed for business', as though there is nothing to stay around for.
225	More lighting. York in general is not a well lit city. Also, signage and painting on roads are generally poor.
226	More lighting. More activities. Cleaner public areas.
227	More shops/cafes open Places to go that are not overwhelmed by loud/drunken people particularly groups of men. Improved lighting of the squares
228	Better litter picking, less drunken students - not worth coming into town to have to deal with all the nuisance they cause
229	Fewer drunken people!
230	Early morning street cleaning like in Paris.
231	Banning hen and stag parties
232	Main issue with cleanliness is due to weekend revellers, stag/hen parties & race days.

233	More street entertainers on an evening. Possibly something that would encourage audience participation.
234	Ban hen/stag parties
235	More businesses open.
236	Dissuading the drinking culture - make the streets feel safer to walk along later at night. Anything that would improve behaviour generally or create an area for events that felt safe.
237	Some way of controlling the behaviour of large number of hen stag type parties at weekends. Even before 5pm there is rowdy behaviour. The gatherings of people on Blake Street at all times of the day but especially at weekends and evenings. Sometimes the gatherings are so large it can be difficult to pass and can feel intimidating if I am walking on my own
238	Better Christmas and decorative lighting
239	Quicker rubbish removal, pavement pizza's cleaned up sooner
240	I have no issues
241	More activity encourages even more activity. . . . .
242	More lively and vibrant events and less hen and stag party crowds
243	Crack down on the large groups of rowdy and intimidating drunks that frequent the city centre on a night and particularly at weekends and race days.
244	Clean the streets, wash pavements, have men out on the streets all hours employ more men to clean.
245	No chewing gum on the pavement.
246	Something other than bars and restaurants - particularly for visitors with younger children.
247	Fewer drunk Geordies
248	Keep it clean (more bins, some they seem to have disappeared recently!) and light the centre well but attractively to show off the buildings unique architecture at their best.
249	Stopping piles of rubbish outside businesses!
250	Get the bins emptied more
251	Drunken people are often sick and urinating in the street, this needs to be cleaned and dealt with asap.
252	Give the street scene crews more resource / budget to enable them to hose down the pavements in key areas that get the nightclub slip out. Sweeping up the cig ends and sick on the streets I think should be a priority as it's the only things that lets the image of the city down
253	Vomit and cigarette ends cleaned up.
254	Employ more cleaners. Better street lighting as it is positively dangerous.

255	No company store rubbish at the front of shops/cafés.
256	CLEAN THE STREETS!
257	Clean the streets! It's becoming a dump....
258	More bins for takeaways, always overflowing come Sunday morning!
259	More decorative lighting. More bins (more frequently emptied).
260	PLEASE reduce the number of drunken stag and hen groups in the city - it really makes the city unattractive in the evenings. Also, on race nights the atmosphere goes from happily tipsy to nastily drunk.
261	Ease traffic congestion
262	More street cleaning and more penalties imposed for littering, vomiting in the street etc
263	Street cleaning beginning earlier, improved lighting to avoid black spots, greater deterrent for anti social behaviour
264	The city centre is a horrible place on Saturday afternoons / evenings with hoards of drunks coming to the city for the day
265	Less takeaway wrappers etc left lying around and no commercial waste outside shops in Coney street as sometimes it is kicked down the street or blown down the street and the road ends up covered in polystyrene and plastic etc

## Annex 4

## Do you have any comments on safety issues in the city centre after 5pm?

1	Street Angels do a great job.
2	More CCTV
3	Seems to be all down to alcohol
4	York is a relatively safe city but there are times especially during race days when I feel quite threatened by drunken louts of both sexes.
5	More police on foot would help
6	I think that the antisocial behaviour is mainly drink-fuelled high jinx and do not feel concerned for my personal safety. However, it does influence where I might go in the city and which route home I will take. I have driven through the city in the late evening / early morning and find this very difficult. Drunk people often walk out in front of me into the road; sometimes deliberately and sometimes without being aware that traffic is approaching.
7	The better the environment and more used it is by ordinary people/families the less likely it is to be swamped with drunkenness and antisocial behaviour
8	I like to see a police presence when they walk around the city.
9	It can occasionally be a bit hairy, but not seriously (this is York after all). They're not lowlife, they're just people having a good time.
10	As previously mentioned, better trained door staff could have avoided the incidents I have experienced directly outside venues
11	Problems are mainly large groups of drunken people commenting loudly on other people.
12	In general, city centres are less safe in evening hours. But I think York does not have any serious safety problems that are noteworthy.
13	I've seen a couple of fights in McDonald's and Salt and Peppers in the early hours of the morning, but less fighting than in other cities at this time.
14	On a Friday and Saturday night maybe slightly more police on the streets might help improve safety

15	Feel safe
16	I find drunken people scary, but there's nothing you can do about that.
17	It's about changing an entrenched British culture.....
18	York overall seems very safe compared to other places I have lived. The lighting down some of the more narrow streets does not seem adequate though.
19	There seems to be an increase in muggings
20	To be honest - the problem starts before 5pm on some days of the week/year but there is an incredible amount of horrendously drunk people around. I am from continental Europe and even though I have lived in York for 5 years and worked in multiple 'evening and late night' businesses it still disgusts and scares me. It makes me uncomfortable going places, especially if I am alone. Because of my job I commute back home after midnight and the amount of times I have been approached by strangers, commented at, and screamed at is not acceptable.
21	Every time it has been locals not students. Don't blame them
22	Particularly around the club areas and in the queues outside the club it can feel quite threatening.
23	If there's drunk people it's to be expected, not a problem
24	The emergency services do a fine job.
25	Having to explain to my child why people are lurching into us due to their being drunk. This is also not just after 5pm but in the run up to Christmas is often from lunchtime onwards!!
26	Taxis driving like lunatics late at night.
27	Not as bad as many cities but there are definite problem areas.
28	Lighting again - but a busier city centre would automatically make it safer
29	Some streets seem worryingly empty at times, and at other times full of groups on a night out and not behaving very sensibly.
30	Mainly related to alcohol, homelessness and clubs near Clifford's Tower
31	Where are the police at that time?
32	Went in 26/11 - groups of lads fighting / really frightened my little - the lads were off their heads drunk it was only 5.30 pm
33	The problem is drunkenness. One is always wary of drunks, whether alone or in groups, because there is always the possibility that they will become violent.



34	I don't think you're necessarily in harm's way in the evening in York, but you can't risk it with children in tow. You never know when a drunk is going to think you've looked at them the wrong way. Usually a visitor on a night out who doesn't know when to stop drinking.
35	See previous comment about pedestrian control.
36	There is a significant minority who come in to York looking to get very drunk and cause trouble. We all know the types of bars they attend and know to avoid them. More bars/clubs with a focus on more 'high brow' entertainment (eg. quality music, less emphasis on cheap drink and random snogging!) would make it less socially acceptable for the idiots to behave as they do.
37	I have lived in York all my life aside from going away to university. I am not a wallflower, and I am pretty assertive and very open minded. I HATED being aggressively flashed by a group of really drunk women at 6pm on a Friday night down Micklegate while I was 8 months pregnant. It was vile and shouldn't happen. They shouldn't have been served. I have seen people being punched and people chasing others, all along the Micklegate run area, it is just awful, and it is unsafe.
38	It's just like any other city centre, being able to handle other people's 'rowdiness' is just a life skill everyone should have....
39	People in York get very drunk, very early in the evening. It makes the environment really unpleasant. You don't see a mix of age groups out in the evening, it's mainly drunken younger people.
40	Street Angels seem to have good influence. Slow traffic down in city centre & semi pedestrianised streets
41	I think we need to tighten up on serving alcohol - when someone is drunk they should not be served - this clearly does not happen at the moment. I was shoved and yelled at whilst walking down the road at 4.45pm on Saturday

42	See previous answers. I used to cycle but got fed up of drunks staggering across the road in front of me. On race days I have been deliberately pushed off my bike by jobs for no reason! The large groups of men that tend to go around are very intimidating and unpleasant - shouting, weeing everywhere, etc. How about on the spot fines for urinating in public? I used to live near the racecourse (Albemarle Road) but had to move as I got fed up of men weeing in my front garden! I would never go into town after 5pm on a race night but feel that we shouldn't have to give our town up on days like this!
43	Police patrolling the car parks would be very helpful as I have come across anti social behaviour here many times and if I am returning to my car alone (as there are no buses!) it puts me off travelling alone.
44	Avoid coming in on race days and if there is a football match
45	A more visible police presence might discourage the rowdy drunks, who are violent towards innocent passersby
46	Large groups of men on nights out can be very intimidating for women, especially as catcalling and sexual harassment is very common. Campaigns in the city centre ( e.g. "Catcalling is not a compliment") would be a starting point in addressing this behaviour.
47	My experiences of anti-social behaviour in the city centre are only marginally worse than during the day time, and generally I feel safe in the city centre after 5pm. I feel *less* safe than during the daytime purely because of the more limited range of places which I can duck into in order to avoid anti-social or dangerous behaviour.
48	Better than most places, only seen a few fights which were broken up relatively quickly by police
49	Too weighted towards drinking culture. Ignorance of drug use amongst those also drinking
50	Large groups of drunken people moving through the streets en masse shouting at passersby is very intimidating
51	The 'Street Angels' and presence of Police are great. Big groups of lads/girls are an issue I think. My sister came to York for a hen do once (she's been to visit me loads of times and loves the city), and she said "God, I'm never going out in York at a weekend again, it was horrible, a typical chavvy northern city, really rough".

52	While I say "it has not affected my future decisions to visit" this is because I'm determined not to let drunken vermin ruin my life. However, it does make me less happy about going out at night and I certainly know a number of residents who say they DON'T go into the city at night because of anti-social behaviour. York really needs to get a grip of this. It is getting out of hand.
53	It can be noisy but we feel quite safe and rather enjoy seeing what's going on
54	Saturday afternoons + early evenings are awful
55	These questions aren't particularly helpful as clearly it's going to be less of a safe environment when the majority of people are out drinking than it is in the day. Generally I find if you don't cause bother, you don't get it. Always the odd idiot about though.
56	Again, buses that would run later would make me feel more comfortable getting home on an evening. I am not always comfortable waiting on my own for a taxi, or having to get a taxi on my own.
57	Close to Micklegate there are often drunk people who behave inappropriately.
58	Generally policing on race days is very good. However policing activity tends to "drop off" in the winter months. As the evenings get darker I would prefer to see more police presence (on foot) between 8pm and midnight - Friday/Saturday. More street lighting at taxi ranks and perhaps noticeable CCTV with signage at those ranks would be good too, this includes the railway station.
59	Some groups of drunk lairy people I don't really like and I can see that some visitors may be put off. I'm not scared or intimidated and I've not seen any ASB associated with them. They're just young people having a laugh for the most part, but might be nicer if they were fewer. I particularly dislike the racegoers as they have been drinking *all day* and I do think when the races are on the city centre is slightly different. My daughter 17 feels particularly intimidated by lairy racegoers when walking back from south bank through town to our northside house, so I do think it is a problem. I read somewhere that in cricket they close the bars for a few hours in the afternoon to stop people getting so drunk, and I think the racecourse should consider doing this, or it be a condition of their licence that CYC imposes this on them.
60	Better lighting needed. Some areas are very dark
61	Too many rowdy stag/hen dos sometimes, makes town pretty unpleasant

62	Nope. It happens. Just have to be aware of your own surroundings.
63	We need more police especially on a Thursday to Saturday
64	Where do we start? York City centre is a disgrace on a weekend evening after 5pm. As a business we take a huge dip in audience attendees on race meeting days.
65	Too many drunks - pubs still serving people who've had too much (contravening their licences). Too many drink promotions (3-for-1 etc) leads to too much / too soon. Not enough police visible on foot as a deterrent.
66	I think that like any city there are good areas to go to and bad areas. The Micklegate run is infamous for attracting aggressive, lairy types who can be problematic but they usually burn themselves out fairly early. If I was a girl I would be more concerned about safety, but staying in groups with friends can usually solve this and I haven't seen too many issues.
67	It's intimidating
68	We don't do enough to manage the influx of hen and stag parties No or little visible police presence. Certain areas are worse than others
69	Noise from drunken students is likely to have an impact on their safety; someone will sooner or later have a go at them when awoken at 3am for the fifth time in a week
70	I often don't feel hugely safe if I'm on my own - there's too many drunken people!! I actively avoid passing certain areas (bottom of Micklegate, parts of Coney Street) after 9pm if I can.
71	Everyone be happy.
72	More police foot patrols would be good
73	It's safe ... drunks / revellers not a problem, we've all been young, leave them to it
74	I have ticked the 'no' box above, as I have no choice about deciding to visit because I live there. I do, however, intend to move house because of the rowdiness and anti-social behaviour. In my opinion the root cause of the anti-social behaviour is drink, not helped by York being seen as a 'destination' for hen and stag parties.
75	Some issues are caused by low alcohol prices from supermarkets and some pub operators ie Wetherspoons
76	Race days are worse and weekends
77	I think it is quite safe but it doesn't always feel that way. Also, some language and behaviour I would prefer not to encounter whilst walking through the streets with children.

78	Same as any city. Licensing in York is done pretty well though. Wouldn't ever avoid city on an evening (except some race days), but more selective on the parts I'd visit.
79	Key trouble areas should have stronger enforcement against anti-social behaviour and the businesses that are causing this should be liable. Not every late opening bar should be penalised for the behaviour of people just in certain bars/area, especially looking at round bottom of Micklegate and Bridge Street.
80	It is fine if it is contained to Micklegate because I know to just avoid that area
81	Too many drunken louts.
82	It is only to be expected that things will kick off in the later hours, especially on a weekend and the door staff and police respond quickly to trouble. I have witnessed fights in the Rougier Street area on many occasions that have always been dealt with effectively so I don't feel unsafe if I end up alone.
83	Stop homeless people begging in the City centre
84	Without doubt the encouragement of large groups drinking excessively causes issues
85	Too many buses make it difficult to access the city centre
86	Poor question. I've experienced anti-social behaviour both before and after 5pm, especially on a Saturday during the daytime (before 5pm) and Bank Holidays. Pretty sure anyone everywhere has experienced antisocial behaviour after 5pm in a city centre. Question feels loaded towards being used as explanation for late night levy so refused to answer.
87	There are too many drunken people. This survey reads like I'm a tourist. I live in York. I do not 'visit' York. I'm a local, we do not visit. We just go into town.
88	I feel much less safe as a woman on my own when there are large groups of drunken men on stag nights or parties - they tend to gather in the main streets and I either take a different route to avoid them or end up getting harassed as I walk past.
89	It always feels exceptionally safe
90	Do not like going into the city on Saturday or Friday nights
91	Too many drunk people crowding onto Ouse bridge and Ousegate
92	I would not choose a night in York on a Saturday or Bank Holiday weekend due to the large number of drunken groups dominating bars.

93	More police presence, patrolling would be nice, or PCSOs.
94	It's horrible outside McDonald's late on
95	York usually feels like one of the safer cities I have lived in.
96	Drink-related, often focussed around closing times, outside pubs and McDonald's on Blake Street
97	In the most part police are around and accessible, however there are times as a female that certain routes and areas are to be avoided at night time
98	24 hr drinking culture and being a city with high student population
99	At the weekend parts of the city are no-go areas because of the number of drunks.
100	Alcohol fuelled revellers are biggest issues, so need to discourage stag and hen parties and race goes through licensing restrictions on key dates-
101	Street Angels do have a calming and reassuring presence.
102	York is one of the safest cities in the UK
103	There seems to be a large group of what people call "Louts" that congregate inside and outside McDonald's in the centre, it can be a little intimidating when large, loud groups gather and you have to walk by them. I've heard of a few thefts after 5pm when working. (People saying bikes, purses and bags have been stolen) but haven't ever witnessed any thefts. That is quite un-nerving to hear. Night-life wise it's mainly Clifford Street that sees a lot of drunken people blocking taxis and going too far, more police (Special Constables or Street Angels) would make everyone feel safer.
104	Discourage hen and stag parties drinking all day....
105	Lots of large groups of stags /hens often not appropriately dressed and with blow up dolls etc <b>OFTEN GROUPS OUT BY 5PM AND DRUNK</b>
106	More police patrolling would be an improvement, as I have been verbally harassed several times, even with a large group of friends.
107	An increased police presence around club areas and bars etc. would be very beneficial
108	Ease of access to alcohol for young people seems to be the main cause of antisocial behaviour issues. If there were more activities available that would interest young people and less cheap drink maybe that would help.
109	Try talking to the homeless guys about what they see on the streets at night. Truly disturbing.

110	The large number of groups of men and women that visit the city to get drunk in the city centre is a real problem. I have witnessed their intimidating behaviour in early evenings on a weekend in front of families and it is not pleasant. It makes me wonder what people think of our city.
111	Too many drunken people.
112	More police/specials visible on the streets
113	It happens every week. Unpleasant, loud drunken gangs with little visible policing
114	More commercial activity and evening events would reduce perceptions of less safe environment and encourage more family visits
115	At weekends the throngs of well inebriated "clubbers" who seemingly take over the city centre make the place feel "uncomfortable" for those not so engaged.
116	In general police, security staff and Street Angels do an excellent job in York and are always very visible. The city centre is very well lit. Though you will see anti-social behaviour (this will always be the case in night time economies) I never feel unsafe in York.
117	Believe that for a city that has a pretty good night life and evening economy that ASB is going to happen however compared to other cities that I have lived in this seems to be focussed to certain areas of the town and that overall I always feel safe in the city after 5pm.
118	No
119	There is a lack of Police Officers patrolling on foot in York City Centre. (Not Community Support Officers). On a Friday and Saturday nights only on rare occasions do you see police officers on foot in the city centre. They are a visible deterrent and are needed in the city centre every night after 8pm.
120	York is much safer than most cities, but if there are bars serving alcohol there is always going to be occasional trouble, especially with so many stag and hens coming to York. This would not affect my decision to go out, as it is part of the risk you take going out anywhere, and reduced if you know which areas to avoid
121	Just jobs on bikes outside McDonald's
122	More law enforcement on the streets
123	REDUCE THE BARS AND INCREASE THE POLICE PRESENCE

124	The best way to change people's culture of alcohol fuelled ASB and violence is to stimulate their natural internal inhibitors, and to ensure there are pro-good behaviour influences around. Heavy policing simply adds to the feeling of fear. More families, older people etc. would encourage improved behaviour on the part of those who currently have no curbs on their excesses.
125	Too many parties of people who seem to have the whole intention of getting drunk
126	More police presence needed in evenings for reassurance
127	Again large groups of men and women intent on nothing more than getting very, very drunk leads to verbal abuse as a regular occurrence. It is by no means the worst city for this, but we are in danger of losing the core attraction and values of York if this is allowed to continue
128	Areas of town are avoided due to stag and hen parties and general drunken idiocy
129	I think York is a very safe city, including evening and night-times. However, I can well understand that the large number of very drunk people (usually loud, sometimes good-natured, but sometimes more aggressive/violent) puts off many other people. I do think York's good reputation is being tarnished by its popularity as a stag and hen destination.
130	I think the bars and pubs need more accountability in allowing someone/anyone to drink themselves into oblivion. It's quite clear to anyone when someone has had enough and needs to go home. If you can't stand up straight and speak without slurring your words then it's definitely time to go home.
131	Please put the drunks into sobriety tanks
132	There appears to be an atmosphere, especially at weekends, of the place being on the edge of violence caused by the large numbers of groups wandering around having had too much to drink.
133	More arrests/fines, etc, needed for anti-social behaviour. Deterrents needed for hen and stag parties.
134	Personally I feel safe, but it is not safe for others - younger / females alone / etc.
135	Often feels threatening
136	There should be better police presence



137	The majority of safety issues and anti-social behaviour appear to be down to drunkenness, usually from large single-sex groups. There needs to be better enforcement of the prohibition on bar staff serving alcohol to people who are already drunk, and THIS MUST INCLUDE THE RACECOURSE.
138	It's not nice to see so many people drunk and being loud especially when children and families, some from overseas, are present. There always seems to be an undercurrent or at least a feeling of impending violence
139	Generally most of the city feels safe although I think there are some areas that people would give a wide berth e.g. Micklegate, outside Stonebow (although this can be bad during the day with anti-social people gathering) and sometimes along the river or in the parks.
140	Would generally avoid Rougier St /Micklegate areas on a Friday/ Saturday evening, especially after 11pm and on race days. Would avoid all of city centre on race days after the races have finished
141	Consider the city centre no less safe than say 20 / 30 years ago.
142	Drinking levy might help
143	Generally it is still a safe city.
144	Is fine usually until 11 onwards when there are more drink related problems, which all cities experience.
145	There are certain no-go areas which I will not frequent - certainly George Hudson Street and Rougier Street area I will not go near. There is a noticeable amount of rowdy groups around town from lunchtime onwards on Friday/Saturdays - I tend to avoid shopping at these times too now.
146	Not enough visible police presence, too many badly or unlit small streets and doorways, rowdy hen and stag parties should be monitored
147	Increased police patrols should help
148	Complete lack of police presence. Gangs of drunken males. Loud mouthed hen parties. Intimidating youths hanging around fast food outlets. People drinking on the streets.
149	As the previous comments. The city centre has a completely different feel to it on race weekends and we often decide not to go into the city centre at that time as a result. (Additionally, the only anti-social behaviour I have witnessed other than those weekends has been from stag & hen parties/other large groups)

150	Bus stops feel unsafe after dark. Taxi queues feel better as usually more people about, albeit there's sometimes anti-social behaviour. Crowds of drunken young people outside places like McDonald's etc very off putting.
151	Problems are generally alcohol fuelled and concentrated in certain areas. It can be unpleasant. I think the main safety issues are away from the actual city centre itself. However, I think we need to keep a sense of proportion as the problems in York are far less than in many other city and town centres.
152	Most of the stag and hen parties are fine. It's the groups of wandering young men (not usually stag parties who are usually good natured) who get drunk, foul mouthed and aggressive. Although the language used is not physically hurtful it's not something I want to expose my children to. PCSOs don't seem to intervene when there are just these verbal slanging matches going on but it really is off putting.
153	Can sometimes feel quite unsafe with the sheer number of highly drunk individuals wandering/staggering/shouting around.
154	If I didn't have mobility problems, I would be a lot braver in my after dark visits to the city centre.
155	It's not safe, it's not friendly, it's not attractive. York after 5pm is a totally different creature to that before 5pm and I don't know why it is such a magnet for large groups of drinkers from the North East.
156	Where are the Police?
157	I find from personal experience that other than fashion and noise, hen parties rarely cause any major crimes, but that the majority of incidents I've witnessed have come about from smaller groups and 2 guys fighting over 1 girl - those sort of scenarios
158	No
159	We have seen so many drunks and gangs of hen and stag parties in the town. I wouldn't go quite so far as to use the word "marauding" but they certainly give the city a bad name especially if they are excessively drunk and aggressive.
160	If I go to town 8-11 on a weekend I perhaps feel slightly less relaxed in terms of being more aware of not looking at the groups of girls/boys in case they shout something. Not a big deal but just a little more on guard perhaps.
161	Drinking culture is a national problem

162	The main issue is, obviously, alcohol. I've been followed by men as I try to get home, and I have witnessed some of my friends being threatened with violence (usually my male friends suffer this). However, I think York is probably the same or even slightly better than some cities in this regard (I used to live in Leeds) and I am always reassured to see quite a police presence in the area at these times, as well as students from YSJ doing charity night time patrols.
163	It just does not feel very safe. I am ashamed to take our guests from abroad into town but they get great entertainment out of watching the antics of people on the street. Unfortunately this only applies if they are safely within a restaurant. It is not very nice walking amongst these crowds.
164	I think there should be a better police presence and all anti social behaviour should be treated seriously
165	There is no obvious Police presence in the city centre. There is little actual violence thankfully but plenty of rowdy, abusive and threatening behaviour which makes you think twice about bringing visitors or the elderly into town. The bars surrounding City Screen attract a very dubious and drunk clientele making it an ordeal on occasion to go there.
166	Actually it starts from lunchtime Saturday- not just after 5pm.
167	It is mainly again from drunk people!! It does make you want to go out of York for a nice evening where there are little or no pubs.
168	It's a city centre; what do you expect
169	Have spaces better lit such as Newgate Market and other dark places where people take drugs, drink etc. and cause problems.
170	Because there is not a diversity of ages and people on the street at night there is a feeling that anything goes and becomes a no-go area for families, non-drinkers, people looking to drink less. Obviously a greater police presence would be beneficial but that can also be intimidating. York needs to set an example to the rest of the country and reclaim the streets for everyone, encouraging all of its residents to come out and enjoy attractions at night. This would make money for York and bring people together whilst creating more healthy social norms, changing what is acceptable behaviour on the streets.

171	Again, this has to be about numbers, density of pub choice, long opening hours etc. Race days are another example of the situation I'm referring to - my family and friends feel like many press reports of violence in the City this year have involved people who have travelled here from out of the area - although at least they do seem to get caught!
172	Race events make the city centre horrible evenings for residents - drunkenness from early on and irresponsible behaviour
173	I am concerned over the drunkard behaviour of stags, hens and race goers.
174	Feel safer in the town centre as more police. Feel less safe walking home as people are attacked on Melrosegate etc
175	Street Angels seem to have made a lot of difference. I am more confident when they are on duty
176	Too many drunks
177	There is a very well established binge drinking culture in York that makes it quite unsavoury on weekends and sometimes even during the week. I would say this is largely not students but young males mid twenties to 30s who feel that they can do whatever they like while they are 'out on the town' in York. Hen parties seem to fall into the same category. How people can be served alcohol when they are beyond even standing up is just incredible. Some students can be rowdy, messy litter creating gangs but apart from endangering their own lives I do not feel they add to an unsafe environment. I also think there is a strong presence of vagrants in the city centre.
178	The level of alcohol consumption affects the City.
179	Are Police off duty after 5pm?
180	Too many drunks / stag and hen parties, drunken race goers etc
181	Really dislike stag and hen parties and people being excessively drunk, like race goers. Think it gives bad impression to foreign visitors and makes local residents avoid going into town on a weekend evening. Think there should be reduction on cheap drink offers- I know from my children who are young adults that its cheaper to have doubles/ trebles at some bars. I also think bars should not serve people who are drunk.
182	The biggest issue is caused by alcohol, particularly when combined with Race Days or Stag and Hen parties
183	Too many stag & hen do's
184	No issue

185	York is like two different cities, before and after 5pm. It's a big issue that needs to be addressed. I'm very proud of the city but we are being known as a drinking city. I have had 4 friends (who live outside of York) organising stag nights here, this is because of the York's reputation. This shouldn't be what we are known for.
186	I consider the city to be generally quite safe. As a lone woman I don't have any concerns about walking home after dark.
187	The City Centre changes quite suddenly after 5pm and the drunken behaviour post 11pm is quite intimidating, loud and aggressive.
188	When walking through town at night, I do pick my route carefully to ensure that I avoid "hotspots" where you can be easily outnumbered, such as Willow or McDonald's. I think that stricter enforcement of not allowing bars and clubs to serve customers who are very much intoxicated would go a long way.
189	Groups of youths around the car parks - especially Foss Bank where in the past I have had to ask someone to go to my car with me. There are cameras in the car park but the parking people obviously do not study them.
190	I generally feel fairly safe in the city centre at most times. By my experience this is not the case for young men. I do have issue with hens/stags carrying lewd items around the town during the day
191	See previous comments
192	The later it gets, the more people are drunk and rowdy. A police presence helps, but it won't stop as people tend to pre-load before going out these days.
193	Too many idiot children hang around McDonald's throughout the evening.
194	There is not enough of a visible police presence.
195	If more places were open more families would visit and would hopefully see less anti-social behaviour.
196	I'm sure York is safer than many places at night, but I still don't feel safe, let alone welcomed, in York at night
197	I don't consider the city to be any more unsafe than any other city
198	Would like to see more police
199	York is as safe as it gets. Stop worrying about it. If you live in the centre like I do you have to expect the odd bit of trouble. Shouting drunks are not a safety issue. Police and councillors tend to over play problems. Be more worried about how dead it is most Fridays nowadays compared to Leeds .

200	I've experienced anti-social behaviour both before and after 5pm. But I've lived in York for 40 years and it's no better or worse than many other places. A late night culture in the UK would be great.
201	More policing and not promoting York as a Stag and Hen Party capital, even if it reduces the tourist traffic.
202	Large parts of the city centre are becoming no go areas after dark, populated only by the drunk and antisocial staggering from bar to bar. As a resident I find it unacceptable and I dread to think what tourists make of it.
203	More police on the streets
204	Far too many stag and hen parties, out of control with alcohol. Bars and clubs should be forced to take more responsibility on turning away people that have already had too much to drink
205	I get anxious reading in the news about homeless young violent gang attacks. i.e. the river walk near the rail station.
206	Don't feel there is any real danger, but as a ghost trail guide wouldn't feel safe walking home in a top hat or takings in my pocket.
207	I think its pretty safe compared to a lot of UK cities but, like most UK cities on Friday/Saturday and Sundays people drink too much and there's a lot of shouting and rowdiness, most of its in fun but after 10 it can get a bit desperate as some people have had way too much by then. I wouldn't go down Micklegate if you paid me on any of those nights, the last time I went down there on a Sunday (about 7pm) bank holiday there where people fighting outside Slug, people so drunk they could hardly walk staggering about the road stopping the traffic, people arguing and screaming at each other outside O'Neills, some police breaking up an argument on Lendal Bridge, it was like the end of the world (at SEVEN PM!) not a great advert for the city.
208	York, compared to other major cities I've visited, appears to have very little anti social behaviour!
209	Cars parking where the kerb is dropped. As a wheelchair user I have to go further round sometimes on the road but it's safer being pushed in a wheelchair on the road in Goodramgate than travel on the up and down uneven paths.
210	There is obviously a good police presence but there are far too many drunken idiots causing problems and making a mess.

211	I always feel safe in my city but there is always police milling around close by on an evening whether on foot or in a van there is a low key presence in the city
212	Stag and hen parties are intimidating.
213	We must have more and better street lighting.
214	Large drunk groups can feel very intimidating. Lack of police/PCSO presence at night.
215	The anti-social agenda of York Council is over-hyped. It's fine, the young get drunk, have fun, argue, kiss .. nothing i didn't do when I was in my teens and 20s, even 30s... I'm now 50+, never felt threatened...
216	Feels about the same as other towns/cities of similar size.
217	It's the drunkenness that causes the problems. If we could only prevent that / encourage more sober activities... Also, some of the antisocial behaviour seems to be caused by people travelling into York for an evening, they have less respect for locals who might live nearby.
218	York seems to be a destination city and it attracts large groups of same sex groups. This can get super rowdy and intimidating but I'm not sure what you can do about that.
219	Centred around Rougier St/Micklegate. Often caused by drink, would help if clubs closed at different times. Also trouble tends to flare at takeaways and taxi ranks. Increased number of taxis would help disperse people quicker. Rarely many available taxis at Rougier St rank after 12.30am
220	ASB happens everywhere, it is a fact of life,

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**In Your opinion, what is good about the city centre and the activities in York after 5pm?**

1	Nothing
2	Very little
3	Between 5.30pm and 7pm it is dead
4	Unique shops and the ability to support local trades people
5	Theatre cinema and restaurant
6	Very pretty, particularly in the winter and at Christmas
7	A pleasant city to walk round (if you keep away from the Micklegate end), decent pubs and restaurants, always something going on.
8	Great selection of pubs. The recent illuminating York festival was really good. York Explore library is open till 8pm which is very convenient. The new evening bus ticket on First buses is a good idea.
9	The City is still beautiful, well lit and has good cultural events
10	Good variety
11	The clubs and some shops that are open late. Some of the activities such as illuminating York.
12	Good atmosphere up to around 9pm
13	Beautiful city
14	It can be a really lively and convivial place. All sorts of different people are out on the streets - theatregoers, clubbers, buskers, the homeless, Food Not Bombs...
15	Good range of pubs
16	The buzz and atmosphere; it's a beautiful city by night and there's lots to do from a social point of view.
17	Restaurants and live music
18	The city centre always looks really pretty all lit up and there are lots of nice little bars. However all the cafes and shops are shut and there are never any evening markets or stalls or things to visit.
19	Density and variety for a small city
20	Plenty of nice restaurants, pubs and bars, as well as clubs. Also, they shut off all the roads except to taxis and buses.
21	The town is dead usually as so much is closed. I'd like more cafés and places like Borders used to be. Lots of live music.

22	There are a wide variety of restaurants bars and pubs open till late.
23	Lots of pubs
24	Very good pubs, bars and restaurants
25	The bars and clubs available.
26	Clubs are OK, pubs are fantastic!
27	Restaurants and bars and cinema (City screen)
28	Nightlife.
29	It's beautiful, especially towards Christmas as all the lights and decorations go up.
30	No shoppers Mid week can be calm and when light York looks fabulous and I'm proud to live her
31	Wide variety of activities available.
32	Quite a compact area for drinking and eating out.
33	Good variety
34	Very calm, picturesque and relaxing.
35	Day tourists have left and there's a more localised atmosphere
36	York ik beautiful in the dark - especially with the lighting! It should be enjoyed much more!
37	Lots of restaurants.
38	It's pretty and the pubs/etc are very good
39	After work.
40	Things are close together so it's easy to get around.
41	The choice of pubs is superb. There are also many great restaurants.
42	It's dense enough to have that "bustling" feeling.
43	Theatre and City Screen
44	The festivals and choice of places to eat and drink.
45	Choice
46	Restaurants and the theatre
47	Increase in cafes/restaurants opening until later.
48	Restaurants and bars
49	Very little - the cinema on Coney Street?
50	Musical concerts Wide range of restaurants
51	Lots of restaurants / coffee shops
52	The outdoor cultural shows are great (Museum Gardens, Illuminating York). They are also very child-friendly, so we attend those.

53	I LIKE that shops close at 5-6pm. Appreciate that there is a range of cultural activities - plenty of theatres, live music.
54	There are some very nice pubs!
55	I like restaurants, and there are some nice ones in town. There is also more live music available than many people credit York for, at the Basement, Fibbers, Duchess, Barbican as well as pubs, and this I like.
56	There is a good mix of things for people of all ages and interests
57	plenty of pubs and bars, plenty of people, all good
58	At the moment, very little. Special events like Illuminating York and the food festival are great.
59	Best things are the theatres.
60	Lively. varied pubs. Music scene getting better.
61	I particularly like the evening events aimed at everyone including families - such as Illuminating York and the walking around theatre type events - where there is a nice, friendly atmosphere
62	Xmas late night shopping - markets etc tend to give the place a nice glow and friendly atmosphere. Events such as Illuminating York facilitate a more family-friendly atmosphere.
63	Liveliness
64	Restaurants and cocktail bars
65	Lots of bars and restaurants. Proximity to everything.
66	The range of festivals, places to eat, bars and theatre.
67	Not a lot.
68	Good range of restaurants bars and cinemas/Theatre
69	The ability to cycle through the centre, it is a shame York cannot be more like European cities that conveniently and safely allow cyclists to cycle pedestrian areas all day
70	Large range of pubs, bars and restaurants
71	It's still quite busy after 5pm going into the evenings which is a bonus!
72	York has a vibrant cultural life after 5pm, with various bars and restaurants and cinemas and theatres. It is also a beautiful city in which to take a walk after 5pm.
73	Nice pubs
74	Variety of options available
75	The City Screen is great, as is Bettys.
76	Nice pubs and restaurants

77	It is compact and easy to get around on foot.
78	Good variety of restaurants . Live music in pubs. There is a buzz about.
79	The city is very attractive at night.
80	Cafés are still open
81	Good choice of pubs, plenty of people generally still about.
82	There are plenty of bars and restaurants to choose from.
83	Lots of nice pubs/bars.
84	Nice restaurants
85	There is plenty of variety in places to eat and drink and having the cinema is good too.
86	The range of festivals and events - though most of these happen in the winter months is seems
87	It feels safe to walk around compared to larger cities I have lived in such as Manchester
88	There is a lot, perhaps more than many cities of a similar size. Plenty of club/society friendly pubs which people can gather, many events (theatre, dance, art, live music).
89	Yes late night shopping would be great. It would help with restaurants too, and would be good if it was Wednesday or Thursday. Would also draw in a different crowd of people and 'dilute' the number of club goers etc, so they wouldn't appear so bad perhaps?
90	Lots of pubs, restaurants, clubs.
91	The City Screen is great for both films and gigs, however, if you find yourself in York after 8pm there really isn't a lot to do other than go to a pub or club. It's a shame!
92	Number of pubs and restaurants in the vicinity.
93	Lots of nice pubs
94	Not much. It's just a place to hang out and meet friends.
95	There are a lot of restaurants
96	Pubs, bars, restaurants, theatres.
97	The variety of restaurants, cocktails bars, pubs and clubs
98	The different bars, pubs and restaurants are good and varied.

99	The pubs are a brilliant part of the city and if they stayed open late I would happily spend all evening in them rather than the bars which open later. More Cafes should stay open later to offer alternatives, although City Screen is a good place to go if you want a chat and a brew.
100	The centre is beautiful and full of great places to eat and visit
101	Energy, excitement, sense of occasion - the night life of the city is a good thing it just needs to be balanced with other ways of being in the city centre. We don't want to gentrify York beyond recognition - just create a range of options and different ways of being out at night in York.
102	Great food and social scene
103	Not much
104	Real ale pubs and the local pub scene is great
105	Lots of choice so catering for all people
106	There is a diversity of offers
107	It's just a city centre.... nothing special..and that's fine
108	An excellent example of what I feel York should be like after 5pm was seen in the recent "illuminating York" festival - a good-natured throng of all ages, enjoying themselves. Unfortunately the usual rowdiness returned after 9 pm.
109	It is better than most towns. It would be good to have a more cafe society
110	Good choice of new bars in Minster Quarter. Decent Restaurants
111	Atmosphere of the city, social activities - food and drinks, cinema etc. It's a shame shops close so early because it means people leave the city early.
112	The city centre is very attractive after dark and there is a good selection of pubs and the restaurants seem to be improving. There is very little outside of that.
113	Good selection of craft beer bars
114	Live entertainment, lots of options for pubs, easy to walk around
115	Great range of cultural activities - the city screen in particular is fantastic

116	When shops are open later it encourages those who work in the city centre to shop later. I would be happy to shop later in the evening, especially in the summer months when it is lighter late on.
117	That it's full of bars and restaurants
118	Good bars and restaurants
119	Restaurants
120	The Cinema and theatres plus many of the restaurants and pubs do offer great variety and service
121	None, there needs to be more bike racks if you want people to bike into the city centre.
122	Great independent bars and restaurants. Theatre has good shows every now and again. Plus the opera house has good touring shows.
123	Restaurants and the arts venues
124	More shops seem to be opening later in the evenings until 6pm (e.g. Boots, H&M, Lush)
125	Looks nice, always safe, good events on Parliament St,
126	Lots of good places to eat
127	Generally easy to walk around and admire. Those small express shops help make the centre useful at night
128	Variety of activities
129	Currently the Christmas Lights add to the ambience Good theatres Choice of restaurants
130	Restaurants
131	Good variety of night life in terms of bars/restaurants but not much cultural activity except very rarely ie illuminate York, late museum openings etc, not many shops open
132	York is quite pretty in the dark too - I like the central cinema & nice pubs. I like that there's a bit of variety in the type of pub you can go to.
133	Vibrant and lively (although very drink focussed)
134	There is a vibrant and sociable atmosphere in the city at night
135	Shops open, lively restaurant culture and bar culture, cinema, live music, live comedy, lectures.

136	It would be hard to expect shops to stay open later regularly due to costs of staffing and heating etc. I can see that some would like a little longer though and would then possibly stay for food, drinks or cinema/theatre. If so the Park & Ride times would need extending, as they should be to help the city remain open
137	Nicely lit - some streets in the historical areas very attractive after dark
138	Ambience and general York historic buildings
139	It is an attractive and lively place and better than other comparable sites in Tyne/Tees/Yorkshire
140	Vibrant and historic - valid reason to promote tourism
141	Currently the good things about it after 5pm are, the pubs, clubs and bars. Also the cinema and various restaurants. Not a lot else shopping wise as everything closes at 5:30.
142	It is quiet on weekdays but that's not a good thing...
143	THE ACTIVITIES ALREADY MENTIONED BUT NOT ENOUGH AND TOO MUCH EMPHASIS ON THOSE WHO COME JUST TO DRINK AND GET DRUNK
144	Bars, clubs and restaurants are fantastic, and York is an ideal and rather beautiful place to visit in the evenings.
145	The city centre cinema; late night shopping at Christmas;
146	The fact that shops are not open late creates a different ambience to the night time city, it feels much more relaxed and sociable. Allowing later opening times in retail would spoil that atmosphere and make it less attractive.
147	Picturehouse Cinema. Great choice of places to eat and drink. Pubs have a good selection of quizzes, music etc.
148	Cinema, the places on Walmgate, things off the stag and hen party slalom. The theatre is great and Illuminating York this year brought the city to colourful life. This is a beautiful city - behaviour controls need bringing in.
149	Being a small city York does feel relatively safe on an evening and it is a pretty city whether on a summers evening or when decorated with Christmas lights so it is usually attractive. I also like it when you come across something unexpected like finding artwork hanging from the bar walls or the Minster lit up with lasers.
150	It is very picturesque, compact and full of wonder. However, we do not do our best to show the best parts off.

151	The pubs of the city are of national standing and are, on the whole, very well managed and very safe, pleasant places to have a social evening.
152	Lots of good pubs and restaurants, cinema and the theatre.
153	Very little. City screen is only thing that comes to mind
154	Many make the Most of the environment eg illuminating york, st Nicholas fair etc.
155	Poor
156	It is picturesque with plenty of eating, drinking and entertainment
157	The number of bars and experiences to be found in York is inexhaustible, and York attracts many people from outside the city meaning you can be guaranteed an eventful night.
158	Some varied activities at certain times of the year.
159	No activities for families
160	York is a beautiful city which buzzes at all times. It has plenty of venues and activities to suit all ages and tastes at night but one that surprises me is that the coffee bar chains close so early.
161	Bars and restaurants
162	Walking round the centre when it is less busy with shoppers to see the sights. But after 8pm, we do not stay in the centre if out for a walk, due to the drunken yobbish behaviour often seen.
163	Lots of variety, good bars, good cultural activities such as theatre and good venues for music, as well as interesting events throughout the year.
164	Pretty and so many cafes and bars. Still things to see in the streets
165	It's a safe and vibrant city centre.
166	Increasingly diverse eating and drinking experience that has emerged over last 2 decades.
167	NOTHING



168	When the shops/markets are open late, the atmosphere is completely different. York traders currently waste the opportunity that other European cities do not. I know the weather in the UK does not lend itself to Mediterranean style living, but the vibrancy of the Xmas shopping/market opportunities show that people are up for it. So, what is good are the evenings when more people are out, enjoying a range of activities, not just (predominantly) young people out boozing. What is poor is the lack of choice year round - I tried to get a cup of coffee (not in a pub) on Goodramgate on a weekday at 5pm, and failed.
169	There are lots of good attractions - places to eat, theatre, cinema
170	VARIETY
171	There are lots of nice pubs and bars all close together and in well lit safe areas
172	Early dinner offers and the abundance of cultural offerings
173	Lots of things to do, in a beautiful and pretty safe location.
174	I don't really use the city after 5pm. Once I have finished work I usually head home.
175	Markets in Parliament St. Festivals. Number of restaurants and bars giving a choice of different experiences.
176	One-off events like Blood and Chocolate Theatre.
177	Choice of beer and pubs
178	Not much
179	Late night shopping at Christmas is good, although the shops still are not open long enough!
180	Good selection of restaurants and bars, cinemas, theatres
181	Variety of activities
182	Theatre, Grand Opera House
183	The other students who make you feel like your among peers in a safe atmosphere
184	Great Bars and Restaurants
185	It's a pleasant surprise when shops stay open.
186	Stonegate area has a nice feel, particularly in the summer when can use outside seating areas.
187	Not much, unless there is a specific thing on I proactively avoid York city centre most evenings and weekends.

188	Generally safe and plenty of people around, generally good natured. Pedestrian streets and riverside is attractive setting especially in summer for wide range of activities. Festivals and artistic offer gives attractive range of activities
189	Good mix of restaurants, pubs, theatres and cinemas.
190	Variety
191	Plenty of variety in a relatively safe setting.
192	Good mix of bars and restaurants.
193	Bars and restaurants.
194	Many restaurants now make it easier to just walk in and get a table on spec.
195	Plenty of pubs and reasonable restaurants. Theatres OK but now difficult to access due to traffic restrictions and adequate parking for larger events
196	The sheer beauty and history.
197	Restaurants are of good quality and events such as illuminate York good for all the family
198	The real ale pubs and some of the restaurants
199	Plenty of choice, friendly.
200	Lots of theatre choice.
201	It is a very attractive place at night, and it is stil comparatively safe and pleasant.
202	Cultural event, Libraries open late so why not Galleries? Good bars and food offer, City Screen wonderful. All your Festivals especially Illuminating York - my kids love that and the atmosphere changes in the city at night time when that is on. Christmas events especially when the retailers open late for it. York is magical at Christmas times.
203	Range of activities.
204	I don't have an opinion as I rarely come
205	Good night life
206	Special events are good quality and very enjoyable, more please!
207	The first late night shopping days just before Xmas were great, nearly everyone open entertainment on the streets - interesting and bubbling its not just the shops that need to be open but there needs to be entertainment places bars and cafes more family friendly

208	Theatres etc.
209	The night life is much more vibrant then other local towns such as Selby and Doncaster and the setting is much more pleasant to enjoy. Plus there is a wider spread of cultured activity around the city than in other local areas.
210	Early evening offers various attractions
211	Currently, the cinema and the theatre.
212	Currently, not enough goes on in the centre after 5pm. It really feels like 5 o'clock rolls round and the city centre just stops.
213	It gives more options for people who are at work till 5 and also fo tourists to stay in the city longer and enjoy it.
214	Wide range of bars, restaurants both theatres are good but not having a venue for bigger acts is disappointing
215	There is often something happening, be that a festival by the market or a theatrical performance somewhere. It means that there is often something to do, and somewhere different to meet friends. Having a city like this improves the work-life balance.
216	City Screen
217	Eateries are good, but the centre looks drab because most of the shops are closed...if some of the bigger stores were open there would be less emphasis on drinking and getting drunk, and more focus on getting out and about
218	Not much unless you drink to excess.
219	There is little actually. If it wasn't for the fact that York is so beautiful in the dark, I would not venture in
220	Theatres.
221	Not a lot.
222	There are many good quality bars and restaurants in the city centre which seem to mainly what attracts me and others in the evening.
223	Places to eat and drink and the theatre and cinema
224	York can be vibrant and exciting, such as illuminating York, Ghost walks, and Plays in the Park but it is not viable to have these all the time. Not sure I would use late night shopping personally. Great theatres and plays but buses don't run after 8pm which means driving in or taking a taxi.
225	Pubs, cinema

226	We do have some particularly nice bars and eateries. It is a pleasure to live in such a place which is steeped in history, with amazing buildings and architecture.
227	I HAVE ALWAYS FOUND THE SOCIAL LIFE IN YORK TO BE GOOD ESPECIALLY THE PUBLIC HOUSES
228	Its mainly the nice restaurants and city screen cinema that brings us in Think about late night shopping on a Thursday like other cities. Xmastime really needs late night opening more
229	The nicer bars and restaurants.
230	Nothing much. All for tourists not residents
231	The city centre is dying, without good shops it has no future except as a tourist place. Without a radical change of plans by the council to encourage business it has no future
232	It's my home city - there's so much on offer, restaurants, entertainment, pubs, bars and cafes
233	I like that York is quite a busy town and that there is a mixture of old and new streets to walk along in the evening. For eating out, I think that York has got a good and growing foodie culture. Also, though there are issues with behaviour and safety in York, I still think it is a comparatively safe place to live and work in, and also to be out in during the evening. I have lived here for three years now and though I have had some not so nice experiences, they have not been too serious.
234	Good selection of pubs/bars/restaurants/theatres
235	Good range of cultural activities and restaurants and pubs, but atmosphere in City centre completely dominated by those drinking excessively.
236	Nothing apart from everything closing
237	Very wide range of pubs open
238	Good pubs and restaurants
239	City screen is excellent but there is no where else to go early evening. Shame bookshops don't even stay open late as Borders used to. Think many people who work in city would spend money in clothes shops etc if they were open til 7 pm as they are in other cities, as Weekends can be very busy.
240	Pubs restaurant's theatre pictures
241	Choice of pubs and restaurants, plus city screen and theatres
242	Plenty of pubs and restaurants, central cinema and theatres
243	Not a lot

244	There is a good range of options to take part in arranged activities, e.g. talks, walks, launch events. I appreciate have a city centre cinema, and the theatre. There is an excellent range of places to eat and to have a drink with friends; I particularly like the variety of venue from traditional pub to cocktail bar.
245	In summer, York is a lovely place to wander about and admire before the sun sets. There are some very good restaurants, regardless of season.
246	Nothing
247	Many different events going on. Lot of choice about where to go. Feels safe.
248	Nothing
249	Good range of pubs and restaurants
250	Some shops are open until 6pm or later. There's a great range of restaurants, bars and pubs to choose from.
251	The Minster looks nice when it's lit up. Stonegate can be quite nice as well.
252	It looks pretty
253	Nice to stroll around but not much to do.
254	City Screen is a great cinema with a good atmosphere & facilities, putting on a good variety of films and events
255	Variety of restaurants and other places to eat/drink three venues for shows/plays etc
256	Good selection of bars and restaurants
257	Mostly activities for adults
258	When it's not dead it's a lively city full of good pubs nice city centre to live in night and day
259	Number and variety of pubs and restaurants.
260	It's really nice to walk through the city centre in the evenings, the lighting is good and looks enchanting on the river and on the Guildhall and Minster. We have good theatres and now that the Barbican is open again we are getting good acts again. Activities that set us apart like The Mystery Plays, The light show at the Castle Museum, Ebor Vox and Blood and Chocolate make events interesting and want to attend. We have some fabulous restaurants and bars which are independent and welcoming.
261	The vibrancy of certain areas
262	Not much

263	Not a great deal, 1 cinema, 1 decent theatre, other than that, its bars and restaurants
264	The lighting on the cobbled streets. The cafe/bars. The trees in Parliament Street. The views from cafe windows. The cinema and theatre.
265	Swinegate area seems to do well, but the rest of the city is a bit bleak after 5.
266	York's pubs are excellent but shops should stay open till 8 or so
267	I actually love York between about 6pm and 8pm because it's at its quietest in the centre, it's really beautiful and you can walk around with plenty of space and few people about, it's nice to go sit by the river or have a drink at that time especially in spring/summer. It's that time where most people go home, leave college or go back to their hotels so it's really lovely, everyone comes out again after 8. I love a good night out but it's nice for a small city centre like York to have a couple of hours where there is a bit of space and quiet! I think it would be a bad idea to extend opening hours, shops are open 7 days a week, do we need anymore? Has anyone actually got any money to spend?
268	Vast array of eateries
269	City centre shops are shut more seating is available in parliament street.
270	Beautiful city with many nice places to go. It's the visitors that often cause the issues.
271	I think there is a good tea time bar scene, with major offices and in the city centre, these workers use the bars and restaurants after work and the bars actively advertise things such as 241 cocktails and dinner offers to them to pull them in.
272	The theatres. Restaurants are good, but if the children are with us, we would rather go out of town.
273	It can be quieter, and easier to move around.
274	Good variety of bars with quiz's and events. Excellent city centre cinema. Nice restaurants. Generally good touring productions/comedians at the theatre.
275	Theatres, cinema, restaurants
276	its fine, just let businesses do their thing....
277	The range of pubs and restaurants.
278	Good pubs

279	York is such an accessible city - small enough to traverse in a few minutes, small enough to care. It has some lovely, interesting, independent restaurants and bars.
280	Cultural, tradition and historical nature
281	York has excellent restaurants, and excellent pubs. I just wish we could use the pubs more at the weekend.
282	Plenty of theatre and cinema, and some good restaurants
283	Caters for all tastes, some fantastic bars and pubs with great character and personality
284	Its compact, don't have far to walk to get around. Lots of nice restaurants & bars

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**Please give one suggestion of what might improve your use or enjoyment of the city centre after 5pm?**

1	Summer jazz cafe - open air.
2	Freedom to use all of the Roads & Streets & I am not just on about Lendal Bridge but I do think we use too many unnecessary traffic lights, for instance prior to the Lendal change when the lights at the end of Gillygate/Bootham/Exhibition Square are off the traffic runs much smoother.
3	Stop pushing York to become Blackpool and more like London. Create pedestrian areas with outside bars and tables with heated areas
4	Shops opening later, films starting earlier
5	More things to do: museums, galleries, shopping, etc.
6	Shops open later
7	Less drunken people
8	Stop cars travelling in at night
9	If the park and ride buses ran later into the evening.
10	Street vendors/singers/events.
11	More open shops
12	As previously stated at the beginning of this survey.
13	Less drunk people
14	A slower speed limit - 30mph outside of foot street hours is crazy.
15	More non-pub opening
16	Better public transport. Not particularly relevant given how close I currently live to the city centre, but when I lived just slightly further out the fact that buses stopped running quite early often deterred me from visiting the city centre.
17	I would love to see shops open after 5pm. I don't understand why they would not stay open later. It seems that many people would like to shop after work, but can't. There is potential business being lost.
18	Allow for other activities than just drinking alcohol.
19	An evening market!!
20	Shops open later, more options for cinema in the town centre etc
21	Extended pedestrian hours on foot streets
22	More lighting in the older part of the city
23	More buses

24	More live music venues, shops opening later would be nice.
25	More frequent buses.
26	I would love to see occasional night markets - food related especially.
27	More police presence in the centre
28	Better maps/ information
29	Better lighting in some areas
30	More (social) control and policing of alcohol abuse. I am not referring to people drinking in public, but the people wandering around drunk looking for places to drink.
31	Late night shopping, I often don't finish uni until 6 so cannot enjoy shopping in York until the weekends when it is not enjoyable because it is crowded with tourist
32	More to do other than eat and drink.
33	Longer opening hours of shops, more deals on restaurants etc
34	Cheaper drinking.
35	More bars and clubs should be opened to develop York's nightlife. There are a lot of pubs, but these don't always cater to students.
36	Night buses.
37	More bars that aren't chain bars.
38	Get attractions opening later as well
39	More evidence of purposeful evening activities, including more shops being open until 7-8 pm-ish.
40	Better shows at the theatres - not much to choose from currently. No decent dance clubs eg. jazz or salsa, unless you want to go clubbing
41	Less drunkenness.
42	More frequent and later running buses Shops open longer on a couple of days a week
43	Start by opening Lendal Bridge
44	More non alcohol based establishments opening later.
45	Cheaper bus fares
46	Find some way to stop hordes of drunk young men shouting abuse, and inebriated women being sick on the street
47	I would prefer it if there were less bars and fewer drunk people.
48	Better parking

49	Bring back The Arts Centre (formerly at the bottom of Micklegate) or establish an equivalent space that supports serious clubbing culture (as opposed [offensive] culture of York on a Friday/Saturday night).
50	See earlier answer.
51	More live "street" entertainment. Maybe a monthly or bi-monthly event showcasing local musical talent. Could be with in conjunction with The Duchess, Fibbers, Basement Bar, MOR Music and other local businesses
52	Clean the streets!!!
53	More places to go where you don't have to drink alcohol - there are very few alternatives.
54	Later cafe opening times
55	Late night coffee shops. Few places to take kids for refreshment that wasn't a pub. eg. No where to go after illuminating York apart from rowdy McDonalds.
56	Clamp down on drunken people - particularly men who seem to think it is Ok to shout obscenities, urinate in public etc etc
57	Have more things open that aren't pubs (cafes, shops, library, museums, etc).
58	More shops and cafes open
59	More retail shops open later.
60	Opening supermarkets later in the night.
61	Buses to get home up until 11.30 at night both Friday and Saturday as a minimum, but preferably throughout the week.
62	Everything open later. Places to sit down and relax that aren't bars, pubs, or restaurants
63	More frequent evening bus service after 8pm serving both Railway Station and Fulford - why not keep the park and ride running every 20 mins on Friday and Saturday evenings?
64	Making the environment feel safer for women
65	Later opening hours for cafes and coffee shops - I am unlikely to be tempted into the city by later retail shopping opening hours, but options for places to meet that are not bars or restaurants would tempt me in, and bring more enjoyment.
66	Shops staying open later. Less traffic restrictions!

67	Cheaper public transport More buses after 8pm More taxis available in evening, better lit and more secure taxi ranks. Discounts for local residents Binge drinking & low-level drug taking culture tackled effectively
68	Developing Piccadilly/Parliament Street for family friendly cafe culture
69	Shops staying open later.
70	Less anti-social behaviour - shouting and screaming, [urinating] in doorways, fighting etc...
71	More late shops
72	Later shopping hours
73	More visible policing later on.
74	I would appreciate shops being open past 5pm as it would make it a lot easier for myself to do shopping after work.
75	Arthouse cinema
76	More variety of types of things to.
77	More events in the summer targeted at residents not tourists
78	Food markets summer and winter
79	It is very off putting to to go to the city centre on race days. Sometimes I do not venture into the city because of this. Too many drunk, loud, rowdy and sometimes aggressive race goers. However I'm not sure if the Council are able to make any measures to improve the situation and you hopefully know this is a common complaint of York residents. It cannot be a matter of control, as this would be exclusive, but I think a matter of behaviour of a minority of people travelling to York specifically for the race days. Although I think the policing is very good, the problem seems to either be the same or worse. Perhaps more policing is required on race day evenings? My cousin came through York by train on her way back to Newcastle. She was absolutely disgusted by the behaviour of the people on the train (they all had got on at York, from the races). Perhaps BTP should travel on these trains (like they do at football matches). To be honest I don't think York Racecourse do enough to support either the police or the City Council to help to improve the situation in the city centre or the railway station. Perhaps they should be thinking about providing their own city centre / railway station security patrols?
80	Fewer lairy people
81	Longer shopping hours,

82	Later opening for shops. No one who works full time can manage to get into the centre to shop before they close! Therefore I go out of town to Monks Cross/Clifton Moor. Would be better to keep the business in the centre surely?
83	More interesting clubs
84	Free buses to the city centre.
85	More family friendly activities
86	Abolishing cheap late night trains back to the North East. Make the last train that stops in York on a Friday and Saturday night 8pm and see an instant change for the better. It's not rocket science!
87	More cleaning & more Police, fewer drunks.
88	Later opening hours of shops would mean that I would stay in the city centre longer and more likely stay out for tea and a few drinks
89	Less hen parties!
90	The support of subculture. For a city which could be arts diverse York is very restricted by a facile choice between bars that all offer the same thing. For anybody who wants an alternative there currently isn't one.
91	The centre needs to be a safe, family friendly place that encourages good behaviour and discourages anti social behaviour
92	More cafes, low key music venues, different cultural offers
93	More for younger people to do, a place to go and meet friends that's warm and 'cool'
94	Improved safety
95	Making it illegal for students to spend 12 hours getting [drunk] every night
96	More shops being open to say 7pm
97	Live music, even if it's just coffee house sessions once a week.
98	More bars, not clubs with later licenses
99	Stop supermarkets opening in the evening selling cheap alcohol
100	Clean the streets
101	Limit alcohol sales.
102	Less drunks
103	Shops open later even one night a week
104	More regular shops open late
105	See previous answer, plus more variety of family entertainment and events.

106	Not much that a council can do about it but... more coffee shops staying open in to the evening would be great. 5pm is a misleading time, most people finish work at 6-6:30pm, so there evening is generally 7pm-10pm. Too many events etc stop at 7pm.
107	More Craft Beer Bars Less mass produced lager drinking Barns
108	Open the shops
109	A better atmosphere. It seems as though the city belongs to the drunks once the evening starts. I'd say 5 pm is not a good cut off; the drunks don't start that early, except on weekends.
110	Clean the footpaths. Don't mind the stag/hen do's per se, they're just having a good time, but the physical evidence left behind - the dirt, the vomit, the blood, the rubbish - is disgusting. Have seen no evidence of street cleaning in the 9 years I've lived here.
111	Pubs that don't play really loud music - early on, people are there to chat and socialise rather than dance so it doesn't really create a good atmosphere, it just ends up with everyone shouting to be heard. I love going out for dinner and drinks with friends but we find ourselves sticking to our local pub out of York as we can't hear each other talk.
112	More bars and restaurants and a bit of street entertainment
113	As above and also stop hen dos
114	See above about drinking control and cleanliness
115	Making the city centre more accessible with less buses would improve it dramatically.
116	If shops and cafes were open later.
117	York has a vibrant local art/music/bar/cinema culture and currently the council make it very hard for this to flourish due to lack of interest and punishing good local businesses for the faults of large chains, cheap deals in supermarkets and alcohol day-trippers.
118	More shops open! I prefer shopping in the week to on the weekend when the city is usually horrendously busy, so if even more shops opened later I would definitely visit them.
119	Opening shops longer would be the main thing. I work 9-5.30, Mon-Fri, it's impossible to buy a new shirt for work or any other non-supermarket item during the week unless I rush about at lunchtime. Even till 7pm would make a massive difference. And it's a virtuous circle, if there were more shops open, you'd have more people around the place buying stuff.

120	More police on the streets at the weekend
121	Clamp down on the rowdiness of clubs and late bars
122	More shops open later
123	Later buses so can stay out later or not have to walk home from work
124	Getting rid of stag and hen do's. Diverting race goes out of the city.
125	Cleaning up the broken glass.
126	Have stores stay open longer - especially for the holidays!
127	Better public transport, travel to work by Park & Ride but the sites close too early to leave the car there and this means a trip home and then back in by car, very few buses in the evening.
128	Improve access for cars and increase car parking spaces whilst reducing parking charges
129	More late night shopping, more cafes and coffee shops open in the early evening. More to do
130	More cultural festivals like Illuminating York that kept families involved in the city centre longer, moving around the city and adding the cultural vibrancy and feel of the city.
131	Free car parking on streets in all streets after 6pm til midnight except where emergency vehicles would be impeded. Europe has this in similar cities. Park & Ride should operate til much later-midnight and later on Fri/sats. This would encourage broader demographic and might encourage retailers to stay open later which would make city more popular.
132	Less drunkenness please.
133	During festive periods, improved Xmas lighting and evening events. More visible presence of security eg police/community support
134	Shops open till 8pm
135	Encourage more volunteers to join the Street Angels
136	Free park and ride after 6.00pm and extend certain routes after midnight
137	Have a few more shops and cafe's open in the centre, it would make things a little more exciting after finishing work.
138	If more shops were open, as I used to live in Newcastle and there all the shops are open until at least 8pm.

139	More shops open, more activities and cultural events. Need an arts, exhibition, entertainment and cultural centre (Bonding Warehouse would be ideal venue)
140	Later opening hrs for shops /more family friendly evening markets /street performers like at Covent Garden. Zero tolerance on drinking in the street. Clean up the Micklegate run. Have Street Angels/police to prevent anti social behaviour. York illuminated is so beautiful make the most of this
141	Extending opening hours of larger shops and smaller cafes.
142	Fewer drunks!
143	More activities
144	More parking space available at free or very low cost. It would greatly improve accessibility for more frequent visits and more time spent on the available activities. It may encourage new activities to become available if people knew they could access them easily and not have late night buses to wait around for, reduce the sense of vulnerability etc.
145	Stop the drunkards!
146	More lighting
147	More city centre activities, but not related to food or markets.
148	A reduction in the number of visiting groups that get drunk in the city.
149	Make it cleaner.
150	Properly manage the licences of pubs. Stop them serving drunk people. Shops open later. Cafés open later
151	Longer shop hours and free parking or improved bus links, park and ride opening later etc.
152	Better control of the drunken hoards later at night.
153	York very much attracts people whose main aim is to get drunk. It's very much a stag-do and hen-party destination. If York was able to create a strong after-hours identity - like Manchester or Liverpool - with a vibrant community atmosphere it would be much more attractive to other revellers from outside the city. Free outdoor festivals are an excellent way to make this happen. Hull Freedom Festival is an excellent example of an event which has helped to define a city's nightlife economy.
154	It needs to be cleaner - a lot cleaner and less sick!
155	Better transport options in and out of the city after 11pm - other than taxi's or driving myself in and out of town.



156	Free parking
157	If I was able to use public transport to get in and out of the city.
158	Installation of temporary portable urinals
159	Summer - pavement cafe/restaurants/bars open for longer - street entertainment (organised not blaring out same stuff all night) more relaxed atmosphere after finished work.
160	Already given
161	As previously stated re police uniform patrols on foot in city centre.
162	Apart from the over zealous bouncers I am very happy with all aspects of York on a night
163	More buskers and later shopping
164	Cheaper parking
165	Bigger 'cafe culture'
166	GET RID OF THE DRUNKS
167	Later opening of non-alcohol venues - I include shops and cafes in that suggestion.
168	Somehow - and I appreciate this will be difficult - but persuade less "hen" and "stag" parties to visit the city.
169	More late/all night takeaways, cheaper pubs and bars
170	Greater variety of shops open late.
171	Less ASB
172	Later opening hours of shops and cafes. Why not open an hour later and shut an hour later? If you work in the centre and have to hang around for, say, an exercise class there are very few places open after 5, unless you want to go to a pub (the library being a notable and welcome exception). Illuminating York is great at getting people into the city in the evening, but each year I wonder why the shops don't stay open (how about a very early Christmas Thursday evening late night shopping?) and why the cafes aren't open and doing a roaring trade in hot drinks and mulled wine!!
173	A better cinema - City Screen is great if you like alternative films, but it doesn't show many of the main stream films my son would like to see, I have to hike up to Clifton Moor to Vue. This costs me bus fare and is time consuming. I think it could do with a leisure centre for kids with activities aimed at getting them moving about. Somewhere you could leave them for a couple of hours whilst you shopped in peace. People would be prepared to pay for that luxury. Kids hate shopping and parents hate bringing their kids shopping. No brainer!!

174	Enforcement of law that says people shouldn't be served with alcohol if they are already drunk.
175	More things for younger people and non-drinkers. Cheaper pubs.
176	Discourage stag/hen parties and other big, often drunken, groups somehow
177	If the centre of York had a more safe, and family friendly feeling on an evening that would help.
178	More protective factors, PSCOs? Lighting
179	Better public bus service from Bishopthorpe/South Bank area
180	Less threatening atmosphere from drinkers particularly
181	If locals were more open and welcoming to their students population
182	Open shops later - retail argue they are losing money to Internet shopping but a lot of people now work full time and the shops are only open when you are at work. Open late and you will encourage more people to come into town and shop and then stay to drink and eat
183	More shops open for longer.
184	Get rid of the drunks.
185	More cafes, museums being open and more focus upon family/dining than getting smashed up on Mickelgate.
186	In Newcastle, many of the city centre shops are open until 8pm on Thursdays all year round. If a similar scheme operated in York I think it would help residents and tourists alike, who often feel stranded after 5pm. At present, the main use of York city centre after 5pm is for eating and drinking. If there were, for example, non-alcoholic options available (cafes, non-alcoholic bars), there would be a more 'family-friendly' feel and hopefully less drunkenness and anti-social behaviour.
187	Remove vehicular traffic entirely from key streets so operate more like Stonegate
188	Less rowdy and drunken behaviour.
189	Things are fine as they are.
190	Night buses, cheaper means of getting home after a night out.
191	Better public transport, but also to surrounding areas
192	Less tolerance of group dos? Is this possible?
193	More family orientated area/s. Better policing, particularly in winter

194	Improve bus services, more frequent and running later.
195	That the city and people using the facilities be treated with respect. Not having rude loud-mouthed drunks parading the streets.
196	Less stag and hen parties please but that's probably just my age creeping up on me
197	Better policing of licensing laws
198	Difficult to say as it is unrealistic to have greater enforcement on large groups.
199	Ban stag and hen parties - places selling cheap alcohol
200	If more cafes would stay open later so you don't just have to go to pubs for refreshment. This might encourage more families to use the city after 5pm with a corresponding change in atmosphere.
201	Later retail offer, including the Parliament Street markets
202	Shops open later
203	If only I could feel less apprehensive
204	Keep more cafes/coffee shops open for people that don't want a full blown meal but want a coffee and a snack with work colleagues/friends/partner. Not everyone wants to go straight to the pub and get leathered. Look at what Newcastle does, Live after Five.
205	The German bar in Parliament St was very good. More of that, the food festival staying open later
206	Higher crackdown on anti-social behaviour, gangs of youths, stag and hen parties all ruining the city.
207	Pop up bars, cafes, activities - temporary but effective and adds really difference and ingenuity to York's night life that Leeds and Sheffield don't have presently. Perhaps a pop-up film club that screens films in different exciting locations across the city?
208	Extended shopping hours and more pavement cafes
209	Removal of car parking charges at 5pm
210	More events like open air theatre performances and "moving theatre" like Blood & Chocolate would be more than welcomed.
211	Allow shops to stay open till 7pm year round not just during late night shopping up to Christmas.
212	Shops open later.
213	Make it look better because of high rents and business rates tenants cannot afford to look after their premises

214	If some of the shops stayed open longer - even on specific nights of the week if all the time wasn't feasible - it would mean that a lot of people who work in the city (for Aviva, the council, as well as lots of the shops and restaurants) would be able to make best use of the time. I work in the city centre but often end up going to Monks Cross to do my shopping after work because I finish at 5 and there just isn't enough time left in town. Also, this might cut down problems at the weekend a little bit, because people like me wouldn't try to come in on busier days if we could just as easily come in on a weeknight.
215	Later opening hours of shops. More residential areas within the centre
216	Guests visiting the city have to return to their cars at the park and ride by 8pm in summer and are reluctant to return to eat out of the city. If the buses ran later they would remain in town to eat. This is the comments I have received from guests and friends
217	More child friendly environments...some places don't welcome children after 6pm or 8pm...very different to Europe where families are made to feel welcome
218	Better offerings at the theatres, perhaps street entertainers - fire jugglers, singers. Late night shopping.
219	Just more open. Especially restaurants
220	Ban Hen/Stag parties.
221	Cafes staying open later, family events away from pubs and cheaper deals when eating.
222	Outside areas to sit to read, have a drink(coffee/or alcohol)
223	Free parking.
224	Being able to come to work on the park and ride and then go for a spontaneous drink after work without worrying about catching the 8 o clock last bus or being locked in the P & R. 8 o clock is far too early.
225	Not sure as more activities may not necessarily draw more people in, especially in the dark winter months when many just want to go home after work. There is already an excellent selection of pubs and restaurants in the city. Less anti social behaviour would certainly encourage more people to stay but a difficult one to address.

226	Shops, markets street art, buskers, street performance, music, film, non alcoholic communal drinking areas, dance halls, parks, river cruises, cafe culture, zero tolerance anti social behaviour fines, fairgrounds, free parking
227	I think it's a fine line between attracting the business of hen/stag parties and race-goers whilst maintaining civility and safety in the town centre after dark. Our City is a small place and with the best will we can't expand the pub scene to the four corners of it. However, in an ideal world, I would like to see a reduction in fun pubs and an expansion of the Stonegate Quarter
228	Lighting, like I have said before about Parliament Street area, make it into a spectacle and somewhere to visit. Improve lighting across the city centre and improve bus services. Improve train times too and from Harrogate. Improve bus services to and from outlying villages. The food festival was fab, champagne tent and real ales in Parliament Street was brilliant. Do something like this more often with additional activities encouraging people to visit. In summer that space could be used so much better.
229	Residents only evening offers
230	Later buses.
231	More pubs with entertainment for older people
232	Employ someone to organise "events/activities" in the city centre
233	Fewer drunks
234	I think that stricter policies on not serving customers who are already drunk would be good. It is not about how long people stay out for, it's what they do in that time. I don't think that places need to shut earlier or that there needs to be less pubs/clubs just tighter control on drinking.
235	As I work until 5 it would be good if coffee shops and shops staying open later.
236	Less excessive drinking, cleaner environment.
237	Greater police presence to deal with yobs
238	Good bookshop cafe to go and browse in and more shops open. Reduction in hen and stag dos and reduction in loud abusive drunks
239	Fewer Stag and Hen parties - they are giving York a bad reputation on Saturday nights. If I had a young family I would not take them near York city centre on a Saturday night for this reason.

240	On-street parking
241	Change the hours the shops are allowed to take deliveries
242	Friendly family to go areas, where drinkers aren't welcome
243	More businesses open after 5.30pm, especially coffee shops. Less rubbish in the street.
244	More events like the food festival in Parliament Street
245	In summer, York is still very much busy at 17:00 when a lot of shops are closing. A large campaign to extend opening hours to 18:00 could prove to be very beneficial to both customer and shopkeeper.
246	Less hen dos
247	Later Market, Open Shops, More activities other than drinking.....
248	A place like City Screen that is warm to sit in between October and April!
249	More events for locals
250	Later opening shops and cafés
251	Less beggars.
252	Later opening for shops; ban hen and stag parties, on-the-spot fines for drunkenness and lewd behaviour,
253	A decent cinema chain. Better parking on the north/west side. More active policing outside McDonald's. More outdoor entertainment.
254	Street food stalls.
255	Making the city feel safer and more pleasant to walk around at night
256	Visibility of security in terms of actual people be they police or others on foot
257	More events or things to do
258	Shops opening later as in bigger cities would encourage more shoppers and make it less drinking focused.
259	More coffee shops open
260	I can't
261	Public transport after 8pm in the Rawcliffe area
262	Better late night buses
263	A safer, more family friendly atmosphere with less antisocial and drunken behaviour.
264	Keep shops open
265	Being allowed to park right in the city centre after 6pm

266	No tramps in doorways. Sign posts with times of music/events/busking in the city that day and the next, at the entrance of the bar walls. The buskers would earn more as some are only on for less than an hour.
267	Shops and museums open later: until 8-8.30 at least. Something to keep Parliament Street alive; at least a cafe with tables where families could sit. Tourist information open later.
268	More street drinking like in London and Europe
269	Discourage stag and hen nights
270	Just keep it clean and tidy and light the place nicely, check out some European towns (Bruges, older areas of Paris) they light the places creatively and it can be very attractive, it brings the best out of the unusual or older architecture, it wouldn't necessarily cost much more. Maybe keep some of the coffee shops open a bit later? There's not really anywhere in the centre where you can sit outside and have a coffee after 5.30 they all seem to shut, its fine by the river but it would be nice to have that outside cafe culture that the Europeans have all day. York seems to have a bit of it but then it disappears about 5pm and turns into an English pub town.
271	LGBT Venue
272	Less street cafes during the day. York gets that full you can't get free seating all taken up by others but plenty of seats in street cafes but if you want to sit there you have to buy something. This affects the wife more, she is disabled. My carer and pushes me in the wheelchair. I have difficulty accessing most shops not having a standard wheelchair. There must be more like me.
273	Less [idiots].
274	The Swinegate area has nice feel to it, similar to that of Jesmond in Newcastle with the fairy lights / street lights all year round. It would be nice to see this sort of feel in the corner of pitcher piano/ revs city screen. Perhaps something in the dead space of that central area?
275	Less drunks and antisocial behaviour.
276	Better parking for residents - we do not use as much as we could due to there being extremely limited parking and not everyone rides cycles or uses dirty unreliable buses.
277	Feeling safer. Cleaner!!
278	Abandoning all the anti-car measures put in place over the last few years

279	Clean the rubbish off the streets
280	Better, more decorative lighting to lighten the streets (even main areas are quite dark sometimes).
281	Large bookshop (but Borders has gone)
282	It would be lovely to be able to have a coffee past 6pm in the city. Events like Blood and Chocolate are great for bringing people to the city in the evenings.
283	In the week York is fine and is a great place to be. The weekends are a different story due to huge rowdy same sex groups. Might I add the groups are not students - they are much older.
284	More things happening between 5 -8
285	Closure of Salvation! That plus the opposite takeaway = disturbances waiting to happen.
286	Would welcome more varied activities in the city centre. Shops to stay open later



## Night Time Corporate Economy Scrutiny Review

### Information on New City Marketing Organisation

A new city marketing organisation is being developed to build on the way York is promoted as a visitor destination and business location (referenced at paragraph 52 of the scrutiny review report for the Task group meeting on 25 February 2014).

A report setting out the specific productivity challenges the city faces went to Cabinet in November 2013, recommending the development of a number of new approaches to attracting investment. One of which was a new approach to delivering marketing, culture, tourism and business development for the city.

#### The aim and outcomes

The aim of pursuing this new approach is to build on the city's strong quality of life, culture and people assets to attract more investment and visitors to the city – creating a more professional and dynamic approach to promoting and securing interest in doing business in, visiting and living in the city of York.

The proposed outcomes are:

- To deliver greater inward investment, and thus market share, for York in its key growth sectors, including those sub-sectors in which the city has a strength of assets, particularly life science – related industries, high-tech industries and business services
- To increase the value of the visitor economy through promoting innovation and higher quality in the existing offer and encouraging high value visitor economy investment
- To achieve a stronger coordination and promotion of the city's profile and cultural offering underpinning that profile

#### The principles

A new way forward is sought on the basis of the following principles:

- **A joined up approach to “Brand York”** – Although there is a need for different marketing strategies to different audiences, the new model will

seek to coordinate those various “sub-brands” and strategies to align and work together to the overall “Brand York”

- **A joined up offer for business and visitors** – The new model will provide a truly joined up, professional and supportive front door for the city for visitors and business looking to explore what the city has to offer them. However, there are a multitude of agencies and organisations working in markets beyond the city every day, and it is recognised that a business or visitor should feel as welcome and get the right message at whatever point of contact they make.
- **Coordination not duplication** – the new model will establish a framework within which partners can come together to promote the city as a destination for living, working and visiting, and creating a coordinated offer.
- **The culture of the place is fundamental** – Culture, including the full spectrum of creative and cultural industries, including the heritage of the city, the arts, and innovation which is quickly developing in the city, is the city’s distinguishing asset and the golden thread that links both the visitor and business economy.
- **Commercial viability** – Whilst the Council and other public sector bodies may currently be able to support the activities envisioned in the new model, there is a growing recognition that the public purse is facing further constraints in future, such that any new model will need to develop commercial viability, partially in the short term but much more so in the future. This commercial basis can be derived from a number of income streams, several of which are explored later in this report and will be explored fully in the development of a new model.

From the outset the new model will deliver against the following remits:

#### Branding

- Develop and manage a **strong, clearly identifiable destination brand** that will help us to attract investment, talent, students and tourists. Engage all businesses and organisations as brand ambassadors along similar lines to what has been achieved with I Amsterdam
- Lead on a **proactive marketing strategy for the city** that will increase York’s share of domestic and international markets – both in terms of the visitor and wider economies

Culture

- **Attract / facilitate high impact, strategic cultural events commensurate with developing York as a world-class destination** - pulling in the cultural events function currently provided within the Council
- Coordinate and champion the development and delivery of a **city cultural strategy and ambition**, for the benefit of residents, businesses and visitors alike, including the development of a framework for monitoring performance and progress
- **Take a proactive role in “curating” a cultural programme that will deliver against the city’s cultural strategy**, directing strategic programmes and identifying key projects and partners to deliver them

*Business and Leisure Visitor Economy*

- Deliver an exceptional world-class service for leisure and business visitors using digital, telephone and face-to-face **communication**,
- Establish a joined-up approach to **product development** involving tourism, cultural and leisure businesses to generate investment in the city
- Deliver a city-wide approach to **lead generation for conference activity** –creating a “York sales team” to win convention and meetings business and resourcing a full conference desk support service
- Provide a **city-centre management function** to ensure the best quality environment for visitors, residents and businesses

Business development

- Where appropriate, coordinate **support to and encourage innovation with businesses** through local, regional and national partners
- Provide **proactive lead generation in inward investment** for the city, acting as a first point of contact for interested businesses, investors and developers looking to invest in or locate in the city.
- Scope and engage with **potential new domestic and international markets** for the city of York to target for business opportunities and connections – whether inward investment, joint venture or other such opportunities.

- **Provide sector intelligence** to the Council and other partners shaping public and other services for business.

This will be a **highly proactive, private-public sector led approach** fitting with the York Economic Partnership's aim to create the environment for business growth. It will sit alongside the proposed joint venture for development, which will target the establishment of the hard infrastructure – sites and physical infrastructure, including roads, rail, digital and energy provision.



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**Corporate & Scrutiny Management Committee**

10 March 2014

Report of the AD Housing &amp; Community Safety

**Safer York Partnership Update on the Work of AVANTE****Summary**

1. This report presents updated information on the work of Safer York Partnership's Alcohol & Violence in the Night Time Economy (AVANTE) multi-agency task group in support of the corporate scrutiny review into York's Night Time Economy.

**Background**

2. At its meeting on 24 June 2013, CSMC expressed interest in developing a theme around the Night Time Economy worthy of 'corporate review', and received a briefing paper in support.
3. The briefing suggested a number of possible areas for review associated with the Night Time Economy which would support the Council's current key priorities in its Council Plan 2011-2015. They agreed to proceed with the theme and requested each of the Overview and Scrutiny Committees identify a suitable review remit in line with their individual terms of reference.
4. The Community Safety Overview and Scrutiny Committee received an initial briefing from Tanya Lyon, Crime Reduction Manager, Safer York Partnership on the work that the Alcohol and Violence in the Night Time Economy (AVANTE) task group was delivering in relation to tackling crime and anti-social behaviour resulting from excessive alcohol consumption.
5. This report provides an update on the work of AVANTE.

## Performance Targets

6. To achieve a 5% reduction in violent crime across the City of York between 2009/10 and 2013/14

Violent Crimes in York / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	2712	2831	2443	2254	2070 (Est)
Target Based on 5% Reduction from 09-10 Baseline	2712				2576

7. To achieve a 5% reduction in violent crime in the Cumulative Impact Zone (CIZ) between 2009/10 and 2013/14.

Violent Crimes in York Cumulative Impact Zone / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	481	525	470	406	412 (Est)
Target Based on 5% Reduction from 09-10 Baseline	481				457

8. To achieve a 5% reduction in criminal damage in the Cumulative Impact Zone between 2009/10 and 2013/14.

Criminal Damage Crimes in York Cumulative Impact Zone / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	128	113	90	82	68 (Est)
Target Based on 5% Reduction from 09-10 Baseline	128				115

9. To reduce Violent Crime attributable to alcohol by 2013/14 from 2011/12 baseline of 4.65 per 1000 population

Violent crimes attributable to alcohol: Persons, all ages, crude rate per 1000 population / Source: LAPE					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	4.49	4.65	4.36	Not Published Yet	
Target Based on 5% Reduction from 09-10 Baseline (Set in line with Violent Crime reduction set in 2011-14 Community Safety Strategy)	4.49	4.44	4.39	4.34	4.27

10. To reduce A&E admissions for assault by 2013/14 from a 2012/13 baseline

York A&E Admissions for Assault / Source: YDH					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout					
Target Based on 5% Reduction from 09-10 Baseline				TBC	

## 11. Data Analysis

There is a decrease in reported violent crime with a predicted 250 decrease compared to last year. In the current CIZ, 46 crimes were recorded in December which was a slight increase on previous months, however there is no clear emerging pattern. ASB levels remain similar to last year with noise nuisance relatively low. MEDACS data (obtained from the police custody suite) is being monitored to build an evidence

base to support a possible Rest and Recovery Centre or static ambulance unit within the city centre. No problem premises have been identified, although data obtained from the Ambulance Service shows a high demand for service in Blake Street.

## **PREVENTATIVE ACTIVITIES IN RELATION TO VIOLENT CRIME/RISKY BEHAVIOUR ASSOCIATED WITH ALCOHOL MISUSE**

### **12. Operation Safari**

This is a multi-agency operational model to combat alcohol related violence and disorder at key times of the year e.g. Freshers Week, races, public holidays etc remains in place. A new contract has been awarded to APEX Radio Systems Ltd to run the Storenet/Nightsafe radio scheme. This is a new digital radio system with a host of new features allowing better monitoring of the radio usage by the police. The contract is due to begin at the beginning of April in time for the start of the tourist season.

### **13. Operation Erase**

This is a multi-agency operation to tackle the large number of people coming to York from the North East at weekends and consuming large amounts of alcohol, is to be revamped with a view to achieving greater impact. Options are being sought to fund police overtime and support from West Yorkshire's mounted section

### **14. Pubwatch**

Work is underway through Pubwatch to look at the issue of 5pm-8pm closure of businesses in the city and ways to encourage visitors to visit or remain in the city at this time. Police licensing are looking at ID confiscation and an operational standard for drinks promotions/pricing. Whilst it is not mandatory to attend Pubwatch, all licensees are encouraged to attend meetings. Much of the current discussion at Pubwatch is centred on the forthcoming Tour de France and ensuring that licensees are involved in work to ensure visitors and residents are safe in the city.

### **15. Links to the Universities**

Work continues with the universities and Student Unions to provide preventative advice on campus and improve co-ordination of activity around key student social events. Successful bids for funding from the PCC and SYP have resulted in the launch of a crime prevention campaign entitled 'Call it in'. The aim is to increase students' willingness to report crime and suspicious activity. By improving dialogue between

students, police and campus security, this provides help and support for students who have been victims of crime. The funding received is being used to provide an educational film, leaflets and victim crime packs. York University Students Union is also working with the Street Angels to introduce a similar initiative for their students on Club Nights. It is hoped this will ease pressure on NYP and the Emergency Department at York Hospital. There has been an increase in reports of drink spiking with students both on and off campus. Anti-spiking tops are being given out but as incidents have not been reported to the police, the increase is not showing in police data sets.

#### 16. **Rest and Recovery**

A multi-agency meeting was held at the hospital Emergency Department before Christmas to discuss the problems caused by those in drink, particularly during the St Nicholas Fayre weekend. At that meeting there was universal support for diverting those 'in drink' away from the ED and police custody by providing somewhere safe for them to be monitored whilst they sober up. A meeting was held on 22<sup>nd</sup> January to discuss this further and agreed that an initial evidence base for such a centre should be identified from police custody records and other relevant data sets. SYP's Crime Reduction Manager met with the Yorkshire Ambulance Service on 11<sup>th</sup> February to look at the possibility of establishing a static ambulance unit in the city centre which would be deployed each weekend at a regular time (until the early hours of the morning). This would allow agencies to signpost individuals to this facility and is based on a successful initiative in Leeds City Centre.

#### 17. **Street Angels**

Work continues with Street Angels with a pilot scheme using their Night Bus located in the city centre Friday and Saturday nights from 2130 until 0230. The bus will be clearly branded and will be located in Parliament Street. It is intended that one of the Street Angels team of three will be deployed on the bus to assist with 'rest and recover' and another team member will patrol the city. It has been suggested that the bus move location to Rougier Street later in the evening. Street Angels will be provided with a nightsafe radio under the new contract. *Further information on the work of Street Angels is included in the Health Scrutiny Review final report included elsewhere on the agenda for this meeting.*

#### 18. **Restriction on Sales of Super Strength Alcohol**

This is an initiative which has been successfully implemented in Ipswich and involves the banning of sales of super strength alcohol by Suffolk



Police as a mechanism to tackle problematic street drinking. A presentation will be given at the Institute of Licensing meeting on 4<sup>th</sup> March by a representative from Wakefield to talk about their experience of implementing such a scheme.

## **ENFORCEMENT ACTIVITY**

### **19. Refresh of City of York Council's Licensing Policy**

A report has been submitted to the Licensing Committee and has gone out to consultation until 7<sup>th</sup> February. The final stage is for the report to be submitted to full Council for approval in March. Work is underway to refresh the whole policy, including the inclusion of safeguarding services. The policy will refer specifically to the off license trade and include reference to possible sanctions that can be imposed on those businesses who fail to meet the requirements of the policy. These could include restriction on % alcohol sold or restricted hours.

### **20. Alcohol Restriction Zone (ARZ - previously Designated Public Place Orders)**

The ARZ has been approved. Legal notices are to go out and signage has been ordered funded by SYP. The ARZ will formerly be implemented on 31<sup>st</sup> March 2014 with associated PR to include British Transport Police and York Railway Station. The new ARZ covers the area within the Bar Walls. This will ensure simplify the current DPPO landscape, making it more obvious to the police where the powers to seize alcohol apply. Under the development of the joint police/City of York Council Anti-social behaviour Hub, Council Enforcement Officers will also have the power to seize alcohol granted by the Chief Constable under the Community Safety Accreditation Scheme.

### **21. Cumulative Impact Zone Review**

CIZ consultation is currently ongoing with a view to including off licence premises and extending the area of the current CIZ. Data from the CIZ has shown that this initiative does impact in reducing incidents of crime and ASB within the zone. The CIZ currently covers premises within the City Centre/Micklegate area but will be extended to include the Back Swinegate area, expansion to the Goodramgate area and expansion into the Fossgate area as well as inclusion of missing properties in Spurriergate.

### **22. Alcohol Referral Projects**

Lifeline, the organisation contracted by the DAAT to provide drug and alcohol treatment is currently in the process of recruiting a worker to

support the implementation of an Alcohol Referral Project. Alcohol referral is based on the evidence gathered from the Drug Intervention Programme that short term educational and awareness interventions are successful in changing behaviour associated with substance misuse (both alcohol and drugs). The Clinical Commissioning Group has funded two link workers who are working with street drinkers and the ED through Arclight. These drinkers are being encouraged into treatment services and accommodation. The posts are only being funded for three months however, it is hoped that there may be an option to increase the service as it is proving successful.

**23. Under-age drinking/test purchase operations**

A Christmas campaign was recently run whereby ten premises were visited with one illegal sale. The Test Purchasing Enforcement Policy on under-age sales has been approved.

**24. Irresponsible Drink Promotions**

This has been discussed at recent Pub Watch meetings where those in attendance were of the view that all venues would prefer not to be doing this. Further consultation is taking place with venues on this subject. Venues were, however, keen to stress that supermarkets were also responsible for cheap alcohol contributing to the culture of pre-loading.

**25. Intervention Programme**

This is a long term initiative being driven by Dr Gill Kelly at York Hospital to run an intervention project from the ED at York Hospital. Development of a business case is ongoing and this is very much a long term aspiration at this stage.

**Implications**

26. The implications associated with the information contained within this report form part of ongoing progress reports to O&S Committee.

**Risk Management**

27. There are no direct risks at this stage associated with recommendations in this report. Any risks associated with any implications which will be reported to the O&S Committee in future update reports.

**Council Plan 2011-15**

28. This review relates to the following key element of the Council Plan 2011-2015: 'to protect vulnerable people'.

## Report Recommendations

- 29 Corporate & Scrutiny Management Committee are recommended to:
- i. Note the ongoing work of Safer York Partnership's AVANTE Task Group when considering the findings from the other Night Time Economy related scrutiny reviews detailed elsewhere on this agenda.
  - ii. Consider the ongoing work of the AVANTE Task Group when making their commendations to Cabinet, to ensure there is no duplication of that ongoing work.

Reason: To conclude the work on this Review in compliance with scrutiny procedures, protocols and workplans.

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### Chief Officer Responsible for the report:

Sally Burns  
 Director Communities and Neighbourhoods

Report Approved  Date 24 February 2014

Wards Affected:

All



**Background Papers:** None

**Annexes:** None

### Abbreviations:

A & E – Accident and Emergency

ARZ – Alcohol Restriction Zone

ASB – Anti-Social Behaviour

AVANTE – Alcohol & Violence in the Night-Time Economy

CIZ – Cumulative Impact Zone

CSMC – Corporate and Scrutiny Management Committee

DAAT – Drug and Alcohol Team

DPPO – Designated Public Place Orders

ED – Emergency Department

ID – Identity

LAPE – Local Alcohol Profile for England

NYP – North Yorkshire Police

O&S – Overview and Scrutiny

PCC – Police and Crime Commissioner

SYP – Safer York Partnership

YDH – York District Hospital



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**Cabinet****6 May 2014**

Report from the Learning & Culture Overview and Scrutiny Committee

**School Meals Scrutiny Review Final Report - Cover Report****Introduction**

1. This cover report presents the final report from the School Meals Scrutiny Review and asks Cabinet to approve the recommendations arising from the review.

**Background to Review**

2. At a meeting in June 2013, this Committee considered an introductory briefing provided by the Head of School Services & Directorate Support on the take up of school meals in general, and the take up of free school meals (FSM). The committee agreed the topic was suitable for scrutiny review and requested a scoping report for their July 2013 meeting.
3. In July 2013, the Committee received an introductory paper on the current provision of school meals and FSM in York, and considered a proposed timetable for carrying out the review. Based on the information provided, the Committee agreed the review remit detailed below:

**Review Remit**

Aim: To improve the take-up of school meals and free school meals

Objectives:

- To explore reasons for the relatively small increase in take-up of school meals across all York schools.
- To investigate why some parents/carers who are entitled, do not register and claim for free school meals and consider how the Local Authority working with partners can encourage them to do so.

- To investigate the reasons why significant numbers of entitled pupils whose parents/carers **have** registered and claimed, do not take up the offer of a free school meal.
  - To look at the effectiveness of cashless payment systems for school meals and their impact on school meal take-up.
5. The Committee also agreed to set up a Task Group made up of the following members, to carry out the review on their behalf:

Cllr Fiona Fitzpatrick (Task Group Chair)

Cllr Jenny Brooks

Cllr Ruth Potter

Mr Andrew Pennington (Co-opted Statutory Committee Member)

### **Consultation**

6. In September 2013, the Task Group met with representatives of the Youth Council to gather their views on school meals – see paragraphs 38-42 of the final report shown at Appendix 1. They also carried out a number of school visits in support of their work on this review and gathered the views of parents – see paragraphs 44-46 of the final report attached.
7. Finally, during early 2014 the Task Group sought parents' views via a press release – see responses shown at Annex B to the final report attached.

### **Analysis**

8. Over a series of meetings the Task Group gathered evidence in support of the review. The final report at Appendix 1 and its associated annexes includes a full analysis of the information gathered, the Task Group's conclusions and the recommendations endorsed by the Learning & Culture Overview & Scrutiny Committee at their meeting on 19 March 2014.

### **Review Conclusions**

9. From the evidence from school visits carried out, the Task Group agreed:

- Most schools recognise the difficulties of managing school meals and therefore given the option would choose to stick with the contract they are in.
- Schools are happy with the quality of food being provided by the current LA contract
- Creating the right culture and ethos in school is important i.e. where school management see catering provision as integral to the business of the school in supporting children's well-being and achievement, there is greater likelihood of encouraging take up of school meals
- The current cost of a school meal in York is a prohibitive factor in increasing take-up (see paragraph 52).
- The new duty to provide free school meals for all KS1 pupils will lead to an increase in the number of schools meals being taken in each primary school which in turn should enable the providers to reduce their meal price. This will benefit those parents who pay for school meals for children in KS2 and above.
- The new duty will have a significant impact on the arrangements in primary schools, not only on the number having a school meal but on the schools facilities, timings of teaching periods and lunchtime breaks etc and staff resources. The Task Group anticipate that schools should be able to see an improvement in readiness for learning in the afternoons.
- Contract negotiations for a new CYC school meals contract will present challenges. The current provider is understandably seeking a longer term commitment in exchange for competitive pricing for the remainder of the current contract. However, there could be a risk that this reduces flexibility for individual or groups of schools to establish their own arrangements in the future.

10. In regard to Primary Schools:

- The relationship between the Head Cook and Senior Leadership Team is key to the successful provision of school meals
- The majority do not want the responsibility of running their kitchens
- There are some concerns about the frequency of the delivery of fresh produce
- All are working to increase the number of FSM claimed
- All encourage their children to have a meal
- The caring ethos is very apparent and from the evidence from visits carried out, it is clear that equality issues are being

addressed to ensure all pupils can participate in each school's lunchtime arrangements

- More flexibility in payment options is required to enable parents on low incomes to pay for school meals – this would assist in increasing take-up of school meals

11. In regard to Secondary Schools:

- A number may choose to opt out of the CYC contract in the future as they are aware that they are subsidising primary schools and some consider the management fees high.
- Having seen the potential for making a profit in the future some may decide to provide schools meals themselves or make alternative contractual arrangements, either on their own or in collaboration with other schools.
- The layout of some dining areas makes it more difficult for schools to monitor the uptake of meals & FSM.
- Healthy eating options are provided but the age and preferences of secondary pupils make monitoring and encouraging take up difficult
- Pupils want more choice.
- Where parental and student views have been collected by schools, the cost of school meals is seen as an issue.

**Review Recommendations**

12. In light of the Task Group's findings the Learning & Culture Overview & Scrutiny Committee agreed to make the following recommendations to Cabinet:

- i. That the School Services Team/ Benefits Team carry out an annual check to identify those parents who are entitled, but not registered for FSM, and write to them to encourage them to claim.
- ii. The Local Authority should consider whether there is a role for it to act as advisor and/or broker/facilitator of innovative arrangements between those schools not in York's Local Authority contract.
- iii. Schools should be encouraged to be more flexible in when and how often parents can pay for school meals to ensure those on a low income are not excluded.



13. Finally, as a result of the introduction of universal infant free school meals from September 2014 in key stage 1, the Learning & Culture Overview & Scrutiny Committee recommend that:
- iv. Catering providers who provide school meals in primary schools, be approached to work with the LA and schools to reduce the price of meals for those pupils in key stage 2, taking account of the expected significant increase in number of meals provided
  - v. Closer working relations be developed between the LA, schools and catering providers across York to promote the benefits of eating a healthy school meal - this to be run alongside the commencement of free school meals for all pupils in key stage 1.
  - vi. LA to monitor the introduction of free school meals in key stage 1 to look at the impact on primary schools with particular emphasis on space within the kitchen, access to appropriate equipment, the impact on the school day, and the possible knock on effects on key stage 2, with a report to Scrutiny in 12 months time

### **Council Plan 2011-15**

14. Protect vulnerable people – by increasing free school meal take up more children from low income families will be able access a daily healthy meal.

### **Options**

15. Having considered the final report at Appendix 1 and its associated annexes, Cabinet may choose to amend and/or approve, or reject the recommendations arising from the review as set out in paragraphs 10 & 11 of this report.

### **Implications & Risk Management**

16. The implications and risks associated with the recommendations above are detailed in paragraphs 70-73 of the review final report at Appendix 1.

### **Recommendations**

17. Having considered the final report and its annexes, the Cabinet is recommended to:

- i. Approve the recommendations shown in paragraphs 10 & 11 above.

Reason: To conclude the Scrutiny Review in line with CYC Scrutiny procedures and protocols.

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**Chief Officer Responsible for Report:**

Andrew Docherty

**Report Approved**

**Date** 14 April 2014

**Specialist Implications Officer(s)**

**Financial Implications:**

Richard Hartle  
Head Of Finance for Adults,  
Adults, Children & Education

**Legal Implications:**

Andrew Docherty  
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**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Background Papers:** None

**Annexes:**

**Appendix 1 – School Meals Scrutiny Review Final Report**

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**Report of the Learning & Culture Overview & Scrutiny Committee      19 March 2014****School Meals Scrutiny Review – Final Report****Purpose of Report**

1. This final report presents all of the information gathered in support of this review together with the review conclusions and recommendations.

**Review Background**

2. At a meeting in June 2013, the Learning & Culture Overview & Scrutiny Committee considered an introductory briefing provided by the Head of School Services & Directorate Support on the take up of school meals in general, and the take up of free school meals (FSM). The committee agreed the topic was suitable for scrutiny review and requested a scoping report for their July 2013 meeting.
3. In July 2013, the Committee received an introductory paper on the current provision of school meals and FSM in York, and considered a proposed timetable for carrying out the review. Based on the information provided, the Committee agreed the review remit detailed below, and set up a Task Group to carry out the review on their behalf.

**Review Remit**

4. Aim: To improve the take-up of school meals and free school meals
5. Objectives:
  - To explore reasons for the relatively small increase in take-up of school meals across all York schools.
  - To investigate why some parents/carers who are entitled, do not register and claim for free school meals and consider how the Local Authority working with partners can encourage them to do so.

- To investigate the reasons why significant numbers of entitled pupils whose parents/carers **have** registered and claimed, do not take up the offer of a free school meal.
- To look at the effectiveness of cashless payment systems for school meals and their impact on school meal take-up.

### **Review Terminology:**

6. Entitled to FSM – Pupils are entitled to receive a FSM if they live in households claiming qualifying benefits
7. Registered and claiming FSM – This relates to those who meet the entitlement criteria and register with the Local Authority to claim FSM. This is what is reported by the School Census and described in publications as ‘known to be eligible for and claiming FSM’
8. Taking FSM – This relates to how many of the pupils registered to claim FSM actually take the meal on any given day.
9. Pupil Premium – Additional Government funding of £953 per pupil per year for every pupil that has been registered for free school meals at any time in the last 6 years.

### **Consultation & Timetable for Review**

10. In August 2013 the Task Group agreed a timetable for the review detailing the work they would carry out and the consultation they would undertake - see Annex A.
11. In September 2013, the Task Group met with representatives of the Youth Council to gather their views on school meals – see paragraphs 39-43 below. They also carried out a number of school visits in support of their work on this review and gathered the views of parents – see paragraphs 45-47 below.
12. Finally, during early 2014 the Task Group sought parents’ views via a press release – see responses shown at Annex B.

### **Information Gathered**

13. School meal take up across all York schools (approx 34% of all pupils) has remained fairly static over the last few years with only a small

percentage increase since ISS (Education) became the main school meal provider. There are variations to this picture in individual schools.

14. School Meals – Cost of Current Provision

Of the 64 schools in York, 44 are in the Local Authority's school meals contract with ISS (Education). The Local Authority manages the ISS contract on behalf of those schools and was obliged to delegate the 17p subsidy for each meal provided to primary schools from September 2013. Whilst the LA encourages schools to keep their selling price as low as possible, schools are now free to choose whether to subsidise the selling price or pass the cost on to parents. The recommended current primary school meal price is £2.25, and the average cost for a secondary school meal is £2.40.

15. York's Local Authority contract with ISS was intended to ensure that the amount each school charges is not based on the size of each school or number of meals taken there. Each primary or secondary meal costs the same price across the authority. However, whilst this provides fairness, it is recognised that this does mean that the larger primary schools are likely to be subsidising the high number of York's smaller primary schools and York's special school, as those schools would find it extremely difficult to be able to provide freshly prepared school meals at the same price if the city-wide contract was not in place. From November 2013, because of the subsidy delegation and more schools expressing an interest in taking on-line payments, primary schools now bank the school meals income to their own accounts and are recharged for all meals taken at their school. Previously, only some primaries paid for their pupils' unpaid debts, i.e. having tried everything to collect payment for all school meals, primaries eventually wrote off unpaid debts. This meant that the council paid them by default.

16. Compared to neighbouring Local Authority (LA) areas the price of a school meal in York is high. The type of contracts in place in other LA areas and what they include dictate their cost. Variations in provision can include:

- Staff costs: for example, staff who transfer to a catering contractor under TUPE on local authority terms and conditions, as was the case in York, means that employer costs for pension contributions and sick pay will be substantially more than for those recruited by the contractor. These costs reduce through staff turnover over the duration of the contract.

- Whether all meals are freshly prepared on site from mostly raw ingredients. In York, all meals are freshly prepared in school except for two small schools which have dining centres served with freshly cooked meals daily taxied from nearby primary schools. No meals are periodically delivered frozen or chilled to be reheated as happens in some other authorities' small schools.
- What the contractor/provider is responsible for: contractor responsibilities also vary greatly seemingly with no two local authority models the same. For example, staffing, equipment repair, equipment replacement and annual gas appliance and PAT testing are all built into the York contract as contractor responsibilities. Whereas other contractors have none of these costly responsibilities and these lie with the local authority or schools.
- Level of subsidy from the local authority and/or schools, directly or by providing 'hidden' services. As the table below shows, York's 17p gap in selling price and contract prices is relatively modest compared to elsewhere:

Comparison of York's subsidies per meal with regional neighbours	Primary Paid	Primary FSM	Secondary
York	£0.17	£0.17	Management Fee
Local Authority 1	£0.35	£0.60	£0.67
Local Authority 2	£0.70	£0.70	No subsidy
Local Authority 3	£1.81	£1.81	tbc

17. Without these subsidies, selling prices in LAs 2 and 3 would be much more than York's selling price and subsidy. LA1 would be between York's selling price and subsidised price.
18. There are 18 York schools currently not in the ISS contract. Three of those schools - Burnholme Community College, Ralph Butterfield Primary and Robert Wilkinson Primary, have brought their school meal service in-house by employing their own staff. Ralph Butterfield and Robert Wilkinson primary schools both charge £2.20 for a meal. Burnholme Community College's pricing structure follows the authority's notional allowance of £2.40 for a free secondary school meal.
19. The other 15 schools have their meals provided by either North Yorkshire County Caterers (previous provider of LA contract), or by one

of two private catering contractors (Dolce or Chartwells) – see table below:

<b>Primary</b>	<b>Catering Provider</b>	<b>Selling price</b>
Haxby Road Primary	Dolce	£2.20
Hob Moor Oaks	Chartwells (PFI)	£2.15
Hob Moor Primary	Chartwells (PFI)	£2.15
Huntington Primary	Dolce	£2.20
New Earswick Primary	NYCC	£2.20
Ralph Butterfield Primary	In-house	£2.20
Robert Wilkinson Primary	In-house	£2.20
St Barnabas' CE Primary	Chartwells (PFI)	£2.15
St Oswald's CE Primary	Chartwells (PFI)	£2.15
Westfield Primary	NYCC	£2.25
Yearsley Grove Primary	NYCC	£2.25
<b>Secondary</b>	<b>Catering Provider</b>	<b>FSM allowance</b>
Archbishop Holgate's CE	NYCC	£2.35
Burnholme Community College	In-house	£2.30
Fulford	NYCC	£2.30
Huntington	NYCC	£2.35
Joseph Rowntree	Chartwells	£2.40
Manor	NYCC	£2.35
York High	NYCC	£2.30

20. Selling prices across the primary schools listed above are similar to what those schools in the LA contract charge (£2.25 with a 17p subsidy paid to the contractor):
- Chartwells: £2.15 primary schools only (to July 2013, the PFI contractor received a smaller subsidy of £0.08 from the LA to reflect less sub-contractor responsibility for equipment and facilities). Sewells advise they have recently re-tendered on the basis of no subsidy and therefore the selling and contract prices are the same at £2.15 for a paid meal and £2.25 for a free school meal.
  - Dolce: £2.20
  - North Yorkshire County Caterers: £2.20 - £2.25 (set by each school)
21. Inevitably financial reasons are a contributing factor to why the larger secondary schools choose to contract others to provide their school meals i.e. they benefit financially from not being in the LA contract as any profit made goes directly back to the school to cover the costs of their school meals provision rather than supporting other smaller schools, as is the case with York's LA contract (as detailed in paragraph 14 above).

If schools do not charge VAT to pupils for their meals then local authorities and schools are not allowed to spend any surplus on anything other than the costs associated with providing school meals.

22. In August 2013 the Task Group met with representatives from ISS (Education) the Local Authority's school meal provider. They provided detailed information on their contract and highlighted the challenges they had faced since taking up the contract three years before i.e.:
  - Ensuring Health & Safety environment was appropriate in each school i.e. food preparation and presentation areas
  - Catering Staff Training
  - Improving relationship and partnership working with each school
23. Take-up of School Meals  
Take-up of school meals across York Schools varies with some schools not in the ISS contract having a significantly better take-up particularly in the larger secondary schools e.g. Fulford and Manor, compared to those schools in the LA contract. However there are also other schools not in the LA contract whose take-up is lower than the LA average. For those York Schools with a Breakfast Club, there was no evidence to suggest an impact on whether pupils chose to take a meal at lunchtime or not.
24. The Task Group considered detailed data on the take-up of school meals and take-up of FSM for all York's primary and secondary schools, going back to Autumn 2009, one year before ISS took over the contract in 2010. Information on the current take-up of school meals and FSM is shown at Annex C.
25. In August 2013 the Task Group met with ISS to discuss what they perceive to be the barriers to increasing take-up. They acknowledged the small percentage increase in take-up they had achieved since taking on the contract (resulting in the current 34% take-up), was not the 40% they had been aiming for, and confirmed that the amount of take up directly affects their selling price.
26. In their view, in some York schools there is a need for a cultural change and improved engagement with some Head Teachers to improve approach and ethos, and a more inclusive attitude from schools towards their catering team. They also acknowledged that the culture in York is more pack-up based at lunch time. Anecdotal evidence is that families tend to eat together in the evening and prefer children to take a packed lunch. Whereas they referred to another large LA with high take up



which has several secondary schools that serve rural communities, and reported that a majority of their pupils who are from a farming background expect a hot meal at lunch time.

27. Acknowledging that the quality, type and variety of food being served, and the preference for a packed lunch affects the level of take-up, ISS highlighted some of the ways they had tried to encourage greater take-up and provided example menus and information on the varied promotions they run to try to increase take-up, including themed days, inviting parents and grandparents and taster sessions. ISS produces a calendar of promotions which they circulate around schools, and schools can choose which promotions to take part in.
28. Some of York's larger primary schools offer sandwiches, but take-up is variable. In addition, all primary schools now provide jacket potatoes as an alternative to the standard school meal. However there are some reservations about the provision of jacket potatoes in regard to nutritional standards compliance (see paragraph below and paragraph 53).
29. Nutritional Standards  
Many parents mistakenly imagine that a packed lunch is the healthiest option. ISS confirmed it is far easier to get the necessary nutrients into a cooked meal – even one of mediocre quality. A recent Government initiative led to the creation of a school food plan designed to support Head teachers to deliver healthy nutritional food that pupils want to eat – for detailed information see: <http://www.schoolfoodplan.com/contact/>
30. Free School Meals  
Pupils are entitled to receive free school meals if they live in households claiming qualifying benefits. At the start of the review, there were 2503 pupils in York schools whose parents/carers had registered and were claiming free school meals. 919 of these pupils attend secondary school whilst 1584 attend primary school.
31. Schools receive additional funding of £953 per pupil in 2013/14 (rising to £1,300 for primary schools in 2014/15) as a pupil premium from the Government, for every pupil registered for free school meals. Since the introduction of this pupil premium, some York schools have engaged with parents/carers to encourage more of those who are entitled, to claim.
32. A national Department for Education report (Data source: DWP December 2011) indicated that a further 400 pupils in York might be entitled to free school meals but their parents **had not** registered and

claimed for the benefit. This not only means that those pupils are missing out on a free meal but York schools are not receiving the additional funding per pupil as detailed above.

33. The Local Authority's School Services Team confirmed they also had data that suggested a further 400 pupils per day whose parents/carers **had** registered and claimed for free school meals were not taking up the offer of their free meal.
34. FSM Application Process  
The School Services Team is responsible for the administration of the free school meals process. Over the last three years significant changes have taken place to reduce the administrative bureaucracy associated with this process in an attempt to encourage all those eligible to apply, by reviewing the application process both in terms of the initial application and renewing a pupil's free school meal claim. The criteria for being eligible are based on eligibility for certain income-related benefits but not in receipt of any Working Tax Credit. This has not been affected by the introduction of Universal Credit.
35. Encouraging more applications from those families that are eligible has been the main focus of the team. Working in conjunction with schools has also been a priority particularly when for schools additional funding is available to the school, through the pupil premium funding for those pupils on free school meals. Improvements have included:
  - One application per family
  - One educational benefit form (free school meals, uniform grants and transport)
  - Automatic renewals – Applying only once
  - Application linked to school admission request
36. Although in-terms of reducing bureaucracy (2500 less application forms) the changes have been successful, there is still a gap between those parents/carers who are eligible and those parents/carers who apply. Since the latest data was received indicating that approximately 400 pupils in York whose parents were in receipt of benefits entitling their children to a free school meal had not applied, more work has been done to try and close this gap. In addition, contact has been made with those LA's where take-up is significantly higher than in York, and the clear messages coming back were:

- Closer liaison between education and benefits teams including the local Job Centre plus staff.
- Increasing options for application process including on-line applications
- Real time review of eligibility rather than annual review

37. CYC Colleagues across the schools services, benefits and the improvement teams met to consider possibilities of increasing the number of those eligible parents/carers applying. A number of options were considered and the following progress made:

- Being able to have identified all those families and their children who are eligible;
- All those families contacted before the start of term;
- An on-line application process has been identified which would allow parents/carers to apply and receive an instant decision as to whether they are eligible or not for free school meals;
- Changes have been made to the IT benefits system which will allow them to inform parents/carers immediately when they are in receipt of the appropriate qualifying benefit that their child(ren) will be eligible for free school meals. Benefits staff can then encourage or assist them in completing the application process.

38. Cashless Payment Systems

A number of schools within York, particularly in secondary schools have introduced cashless payment systems. Cashless systems allow parents to pay for school meals as well as other school costs (uniform, photograph, trips) on-line without pupils having to bring cash into schools. Other benefits for schools include a reduction in administration and less cash handling. These systems allow all pupils to be dealt with in the same way which helps to reduce the perceived stigma of receiving free school meals. However, the cost of installing and running these systems is expensive (£20-£25k to buy and approximately £3k a year to maintain), which deters some schools from purchasing them.

39. Meeting with Youth Council Representatives

In September 2013 two members of the Youth Council (both pupils at Fulford School) met with the Task Group to give their views on school meals. They confirmed that one of them regularly took up the hot food option while the other bought sandwiches. They both agreed that prices at Fulford were very reasonable - £1.80 for a hot meal and a hot pudding, but gave evidence that friends at other schools were paying

£2.20 for “just a small plate of food”.

40. They confirmed that Fulford School had in place a cashless payment system to which every pupil was registered. In regard to the ‘stigma’ attached to free schools meals they clarified that unless people physically looked at the screen there was no way of knowing how meals were financed. Other benefits to their cashless system included parents being able to log on to the system to check what their children had bought.
41. The Head of School Services confirmed that at some York primary schools had a cashless system which enabled parents and pupils to pick their meals at home and pre-book them online.
42. In regard to the health and nutrition of schools meals, the Youth Council representatives view was that while healthy and nutritious meals were available, there was no incentive to choose the healthier options because they were always more expensive. Both raised the issue of freshness, explaining that meals such as tray-bakes, pizza and pasta were made days in advance and while they were fine at the beginning of the week, towards the end of the week they were less fresh and less appealing. Queuing for meals at lunchtime was also considered a major issue; particularly for people on later sittings, and the reason why more pupils did not have school meals was simply because they did not like the food.
43. Finally, the pupils provided the Task Group with a copy of the York Youth Council Best Practice Guide regarding school meals recently published – see Annex D.
44. Food for Life Partnership & Flagship Award Scheme  
At their August meeting, the Task Group received information on a national Food for Life Partnership and its Flagship Award Scheme – see Annex E.
45. School Visits & Parents Views  
As part of the review the Task Group agreed to carry out a number of visits to schools. The 5 schools listed below were visited by the Task Group members in late 2013:
  - Carr Junior School: Cllr Potter and Andrew Pennington
  - Westfield School: Cllr Fitzpatrick and Cllr Brooks
  - Joseph Rowntree: Cllr Potter and Andrew Pennington

- York High: Cllr Fitzpatrick and Cllr Brooks
- Woodthorpe Primary: Cllr Fitzpatrick and Cllr Brooks

46. Most of the Task Group member's school visits took place during the lunchtime period. They carried out a brief survey to aid them in their discussions with pupils, school staff and catering staff. The detailed findings from the visits are shown at Annex F.
47. Finally, the Task Group agreed they would like to gather the views of parents so the Head of School Services was tasked with producing a press release requesting parent's feedback on school meals. Following advice from the Communications Team a decision was taken to delay the press release until early 2014, as the School Services Team were concerned there would be little or no responses either pre or during the Christmas period. The plan now is to put a piece in 'Your Voice' the first week in February 2014 along with a piece in the York Press, alongside a story on school meals. Any resulting feedback will need to be presented to this Task Group when it meets for a final time in early March 2014.
48. Universal infant free school meals from September 2014 in key stage 1  
In light of a recent Government announcement regarding their plans to provide free school meals for infant school children (school years Reception to Year 2, inclusive), the Task Group recognised this would lead to a substantial increase in the numbers receiving a school meal, and requested additional information to understand the knock on effects of this on schools and on the council's current contract with ISS.
49. The Head of School Services met with ISS to discuss this and provided feedback at a meeting of the Task Group in late November 2013. A representative from ISS also attended the meeting to explain their solutions to the challenges to come and what offer they had made to the authority. The likely cost implications were highlighted and the Task Group received information on how the Authority was working with schools to help address the knock on effects.

### **Analysis**

50. Cost & Take-up  
The Task Group noted that the cost in York was the highest in ISS's portfolio, but recognised that their cost prices for each LA were based on what was included in each contract.

51. The also noted that the selling price in York's primary schools was the highest in the Yorkshire and Humber region and in comparison to its statistical neighbours. Also, that York's secondary schools selling price was the highest in comparison to a majority of other LA areas – see comparison data at Annex G, which also includes details of the number of pupils in each LA area, the percentages known to be eligible for and claiming free school meals, and those actually taking up free school meals. The Task Group again acknowledged that all those selling prices were based on what was included in each LAs contract i.e. labour costs, food costs, overheads and margin costs. It was also influenced by the quality of food provided and in the case of York, the relatively high number of small primary schools within the LA contract.
52. Taking into account all of the information provided in regard to cost and take-up, the Task Group agreed that the cost of a school meal in York was a prohibitive factor in increasing take-up. They noted the cost in other Local Authority areas where take-up was good (£1.80-£2) and asked what level of take-up would be required in York in order to bring down the price in York schools to £2 (without needing to raise the Local Authority subsidy). The Head of School Services confirmed that ISS had estimated an increase in take-up to approximately 55% (currently 38%) would be required to reduce the selling price to £2.
53. Nutritional Standards  
The Task Group queried whether schools had considered providing a pack-up for those pupils entitled to a free school meal, but were informed it was difficult to provide a packed lunch that complies with the current nutritional standards in place. Only 1% of packed lunches meet the nutritional standards (both legislatively and contractually) that currently apply to school food – see copy of The Education (Nutritional Standards & Requirements for School Food) Regulation 2007 at Annex **H**.
54. Free School Meals & Application Process  
The Task Group were pleased to note the work recently undertaken by the Schools Services and Benefits teams to bring the application process for FSM in York in line with other LA areas exhibiting best practice and high take-up levels. They also acknowledged there was likely to be a number of reasons for non take-up of FSM in York, including the stigma of being on free school meals, quality, type and variety of food being served, the preference in York for a packed lunch, as well as pupils being absent from school and choosing not to take a meal.

55. Having considered the data collected by the Schools Services Team (see paragraph 24 above), they agreed that further research was required and queried whether it would be possible to identify all of the parents/carers of those pupils entitled to free school meals who had not registered and claimed.
56. Food for Life Partnership & Flagship Award Scheme  
The Task Group queried whether any schools in York had participated in the scheme, and was pleased to note that all schools within the LA contract had achieved the bronze award. They learnt that a small number of schools had been approached to consider the silver award but as yet no school has taken up the offer. The Task Group noted that the criteria for schools to achieve silver status had a financial implication e.g. the purchase of plates to replace plastic trays, and agreed to gather the views of schools on achieving the silver award within their questions for their forthcoming school visits.
57. Feedback from Parents  
At this meeting the Task Group will consider the feedback from parents shown at Annex B. In summary, the barriers to take up of school meals in primaries appear to be:
- The need for lump sum payments in advance. Some schools require payment half termly, others a month in advance. Parents would prefer more flexibility of payment (daily if possible, weekly maximum)
  - The requirement to commit to a full week of meals rather than just a few selected days per week e.g. they would like their children on low incomes to be able to join in Xmas meals/theme days without committing to an entire week or more.
  - Affordability
  - For those pupils who have special dietary requirements although caterers say they can provide for all needs the feedback suggests that often these needs are not being met - 3 out of our 17 responses highlighted this as an issue.
58. The School Services Team has confirmed that in general take up is much higher in those primary schools with cash collections. So, other than for admin convenience, the Task Group may question whether this disparity with secondary schools which allow daily payment/custom top up, can be justified.

59. In Secondaries, main barriers appear to be the time it takes to queue which reduces the time available to eat anything bought, and the cost. This suggests any profits have not paid off in providing a satisfactory customer experience.
60. In response to the issue of cost, the School Services Team have confirmed that there is nothing in government guidelines that prevents schools from subsidising their selling prices, only that they can't be free unless FSM. So in regard to Secondary Schools for example, they could choose to subsidise their healthy menu options.
61. Finally, feedback suggests that the view around primary schools is that schools would know whether a pupil had not eaten and would provide a meal if necessary - as identified by Task Group members during their visits. However in secondary schools that feedback was not forthcoming so the Task Group have not been able to evidence whether or not secondary schools are aware if all their pupils are eating or what action they would take if a problem was identified.
62. Universal infant free school meals from September 2014 in key stage 1  
The Task Group recognised the affect the forthcoming change was likely to have on schools, in particular on the current kitchen facilities, dining room space, pupils, staff and the running of the school day, and were pleased to learn that Local Authorities would be receiving financial assistance from central Government to support schools through the changes required.
63. They also recognised that the cost of a school meal was likely to reduce as the number of meals taken increased, which would benefit all children, not just those in key stage 1. The Task Group recognised that ISS were keen to work with schools to improve their current offer and support schools through the changes required as a result of the new duty. However they recognised the need for a proper procurement exercise to ensure the best deal for those schools in the Local Authority contract, be that an extension of the current contract with ISS or any new contract the Local Authority enters into in the future.

### **Review Conclusions**

64. From the evidence from the visits carried out:



- Most schools recognise the difficulties of managing school meals and therefore given the option would choose to stick with the contract they are in.
- Schools are happy with the quality of food being provided by the current LA contract
- Creating the right culture and ethos in school is important i.e. where school management see catering provision as integral to the business of the school in supporting children's well-being and achievement, there is greater likelihood of encouraging take up of school meals
- The current cost of a school meal in York is a prohibitive factor in increasing take-up (see paragraph 52).
- The new duty to provide free school meals for all KS1 pupils will lead to an increase in the number of schools meals being taken in each primary school which in turn should enable the providers to reduce their meal price. This will benefit those parents who pay for school meals for children in KS2 and above.
- The new duty will have a significant impact on the arrangements in primary schools, not only on the number having a school meal but on the schools facilities, timings of teaching periods and lunchtime breaks etc and staff resources. The Task Group anticipate that schools should be able to see an improvement in readiness for learning in the afternoons.
- Contract negotiations for a new CYC school meals contract will present challenges. The current provider is understandably seeking a longer term commitment in exchange for competitive pricing for the remainder of the current contract. However, there could be a risk that this reduces flexibility for individual or groups of schools to establish their own arrangements in the future.
- All of the schools visited were seen to be appropriately addressing any social inclusion /equality issues to ensure all children were able to participate in their school lunchtime arrangements

65. In regard to Primary Schools:

- The relationship between the Head Cook and Senior Leadership Team is key to the successful provision of school meals
- The majority do not want the responsibility of running their kitchens
- There are some concerns about the frequency of the delivery of fresh produce
- All are working to increase the number of FSM claimed

- All encourage their children to have a meal
- The caring ethos is very apparent and from the evidence from visits carried out, it is clear that equality issues are being addressed to ensure all pupils can participate in each school's lunchtime arrangements
- More flexibility in payment options is required to enable parents on low incomes to pay for school meals – this would assist in increasing take-up of school meals

66. In regard to Secondary Schools:

- A number may choose to opt out of the CYC contract in the future as they are aware that they are subsidising primary schools and some consider the management fees high.
- Having seen the potential for making a profit in the future some may decide to provide schools meals themselves or make alternative contractual arrangements, either on their own or in collaboration with other schools.
- The layout of some dining areas makes it more difficult for schools to monitor the uptake of meals & FSM.
- Healthy eating options are provided but the age and preferences of secondary pupils make monitoring and encouraging take up difficult
- Pupils want more choice.
- Where parental and student views have been collected by schools, the cost of school meals is seen as an issue.

67. Finally, as a result of the Task Group questioning whether all parents /carers entitled to claim FSM could be identified and encouraged to claim (see paragraphs 23 & 55 above), the School Services Team carried out a piece of work in conjunction with the Benefits Team, to identify all the parents/carers in receipt of the appropriate benefits, who were not already claiming. All were written to, encouraging them to apply and the Task Group were pleased to learn that a further 220 pupils are now claiming the FSM they are entitled to. The Task Group concluded therefore that it would be beneficial if the School Services Team/Benefits Team repeat this piece of work on an annual basis to encourage maximum take up of FSM.

### **Review Recommendations**

68. In light of the conclusions above, the Committee agreed to make the following recommendations to Cabinet:

- i. That the School Services Team/ Benefits Team carry out an annual check to identify those parents who are entitled, but not registered for FSM, and write to them to encourage them to claim.
  - ii. The Local Authority should consider whether there is a role for it to act as advisor and/or broker/facilitator of innovative arrangements between those schools not in York's Local Authority contract.
  - iii. Schools should be encouraged to be more flexible in when and how often parents can pay for school meals to ensure those on a low income are not excluded.
69. As a result of the introduction of universal infant free school meals from September 2014 in key stage 1:
- iv. Catering providers who provide school meals in primary schools, be approached to work with the LA and schools to reduce the price of meals for those pupils in key stage 2, taking account of the expected significant increase in number of meals provided
  - v. Closer working relations be developed between the LA, schools and catering providers across York to promote the benefits of eating a healthy school meal - this to be run alongside the commencement of free school meals for all pupils in key stage 1.
  - vi. LA to monitor the introduction of free school meals in key stage 1 to look at the impact on primary schools with particular emphasis on space within the kitchen, access to appropriate equipment, the impact on the school day, and the possible knock on effects on key stage 2, with a report to Scrutiny in 12 months time

### **Implications & Risk Management**

70. **Financial** – any financial implications resulting from the recommendations are minimal and could be contained within existing budgets.
71. **Legal** – There are no known legal implications associated with the recommendations arising from this review, which primarily are concerned with even closer collaboration between the Local Authority, schools and catering providers and do not relate to legal or contractual issues.

72. **Other** – There are no known Equality, HR or other implications associated with the recommendations arising from this review.
73. **Risks** – The recommendations arising from this review will help to limit the number of children from families on low incomes who are currently unable to have a school meal due to cost and methods of payment. They will also help to maintain the good working relationship between the LA, schools and catering providers across York throughout the period of change resulting from the introduction of universal infant free school meals, and beyond.

### **Council Plan 2011-15**

74. Protect vulnerable people – by increasing free school meal take up more children from low income families will be able access a daily healthy meal.

### **Contact Details**

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**Report Approved**  **Date** 5 March 2014

### **Implications**

**Financial:** Richard Hartle  
Head Of Finance:  
Adults, Children &  
Education

**Legal:** Andrew Docherty  
Assistant Director:  
Governance & ICT

For further information please contact the author of the report

**Background Papers:** None

### **Annexes:**

**Annex A** – Review Timetable

**Annex B** – Feedback from Parents on School Meals

**Annex C** – Data on current take-up of school meals and FSM

**Annex D** – York Youth Council Best Practice Guide to School Meals

**Annex E** – Food for Life Partnership & Flagship Award Scheme

**Annex F** – Feedback from School Visits

**Annex G** – Comparison data for other LA areas

**Annex H** – The Education (Nutritional Standards & Requirements for School Food) Regulation 2007

**Report Abbreviations:**

**CYC** – City of York Council

**FSM** – Free School Meals

**LA** – Local Authority

**PAT** – Portable Appliance Testing

**TUPE** – Transfer of Undertakings (Protection of Employment) Regulations

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## School Meals Scrutiny Review Timetable

Visits / Meetings	Area of Inquiry	Suggest Method
<p style="text-align: center;">Meeting 1- Information Gathering</p> <p style="text-align: center;">21 August 2013 @ 5:30pm</p>	<p>1. To consider how the Local Authority working with partners can encourage those parents/carers who are entitled to register and claim for free school meals for their children.</p>	<ul style="list-style-type: none"> <li>• To meet with representatives of ISS (Education) catering contractors to consider options/solutions to non-take up of school meals from pupils who are entitled and whose parents/carers have registered. To explore reasons for relatively small increase in take-up of school meals across all York schools</li> <li>• To consider the current free school meal application process and consider possible improvements by comparing the current process to those LA's where 100% of eligible parents/carers apply.</li> </ul>
<p style="text-align: center;">Meeting 2 - Information Gathering</p> <p style="text-align: center;">25 September 2013 @ 5:30pm</p>	<p>2. To investigate the reasons why significant numbers of entitled pupils whose parents/carers have registered and claimed do not take up the offer of a free school meal.</p>	<ul style="list-style-type: none"> <li>• To consider prohibitive factors affecting take up of school meals and FSM</li> <li>• To meet youth council representatives to discuss reasons for low free school meal take-up from their perspective.</li> </ul>
<p style="text-align: center;">School Visits Consultation</p>	<p>3. To look at the effectiveness of cashless school meals and there impact on school meal take-up</p> <p>4. To investigate why entitled parents &amp; carers do not register and claim for FSM, and why take up of school meals is limited.</p>	<ul style="list-style-type: none"> <li>• To meet with pupils, school staff and catering staff, including one which has a cashless payment system to: <ul style="list-style-type: none"> <li>a) Look at impact of cashless system and any resulting improvements.</li> <li>b) Explore reasons for low take up of school meals and FSM and explore options/solutions</li> </ul> </li> </ul>

<p>Meeting 3 - Information Gathering 27 January 2014</p>	<p>To consolidate information gathered to date and identify some initial conclusions</p>	<ul style="list-style-type: none"> <li>• To consult parent/carers to look at barriers and reasons for not registering and claiming.</li> <li>• To consider all the information gathered to date, identify what if any additional information is required, and if possible identify some initial conclusions</li> </ul>
<p>Meeting 4 3 March 2014</p>	<p>To identify suitable recommendations</p>	<ul style="list-style-type: none"> <li>• To consider a draft final report containing findings from all the information gathered and draft conclusions and recommendations</li> </ul>



## **School Meals Scrutiny Review**

### Parents Responses to Request for Feedback on School Meals

There were 17 responses received from parents/grandparents of at least 35 children, assuming two children in the family if respondents referred to their children but did not give a number. 8 of these families have three or more children. 4 families (approximately 10 children) either were currently in receipt of free school meals or had been at some point. Replies include the views and experiences of children as well as parental perceptions and preferences for the content and organisation of school meals. 10 primary schools were identified, 3 secondary and 2 respondents did not name the schools.

As schools make their own arrangements as to how their school meals service runs, and provision can vary according to the size of school, there was a wide range of topics covered. However, the main themes were about choice and flexibility:

- **Cost:** nearly half (8) of the replies found meals unaffordable, rather than too expensive (4). Some were willing to pay for two or three meals each week but could not afford any more. Most children generally liked the meals provided (9). Requiring lump sum payment in advance was identified as a barrier by three respondents at two primary schools, requiring one month and half a term respectively. Two of the three respondents on secondary schools felt secondary prices were too high.
- **Choice:** irrespective of whether someone was paying for a meal, parents and their children wanted to be able to have a real choice of food if it is advertised. Insufficient provision of popular choices was mentioned by 6 respondents. Whilst parents wanted children to be encouraged to make healthy choices (3) and eat unfamiliar vegetables (2), parents did not want their children to be distressed by a meal that they did not like, did not agree with them or would be wasted. One parent who had been in receipt of free meals wanted the optional element to be highlighted. Sandwiches as a default choice in primaries were suggested (4).

- Secondary lunchtime arrangements: 2 of the 3 responses on secondary schools highlighted long queues and therefore insufficient time to eat, which was also an issue at the third school which only had a small dining area. Expense was an issue at two secondary schools, with parents feeling obliged to give money for drinks and breaks as well as dinner money.
- Primary lunchtime arrangements: lunch is seen as being a sociable time for children: not being able to sit with friends who do not have a school meal was identified as a barrier (3) at two primary schools, and a deterrent to having a free school meal (1). One (paying) parent described not being able to sit with friends as a “huge issue... many arguments”. Not having a sandwich option in some primary schools for free meals was also a barrier if children were allowed to eat their sandwiches outside in the summer (1). Sandwich options were requested as a pre-selectable choice (4). Some parents (3) who had mentioned affordability objected to schools not allowing daily or weekly flexibility with meals – either having to choose when to have a meal a month or half a term in advance (3), have a meal every day or not at all (1) and therefore miss out on Christmas lunch or theme days.
- Online/top up card payments: respondents wanted this method in 6 schools for convenience and security but did not have it. The three secondary schools had cashless, with some (2) liking the anonymity it gave for free school meals and the other objecting that the school did not use their cashless system for school meals.

One respondent suggested publicising the benefits of registering for free school meals in that older children may get assistance with buying course books and travel to universities, as well as the pupil premium benefit to the school.

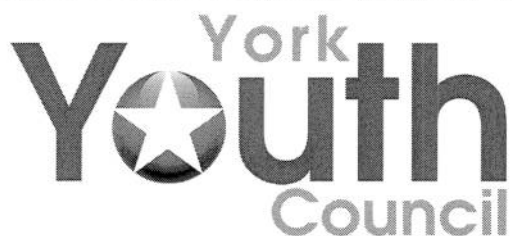
All responses have been replied to, thanking them for their feedback and responding to their issues, which will be raised with the named schools.

City of York Schools Catering: Take-up and meals per day (MPD) by school for academic year September 2012 - July 2013 using January census data for full-time pupil numbers on roll (NOR) and Free School Meal (FSM) eligibility.										
Primary, Nursery & Special <sup>1</sup>										
School	Contractor	No of Full-time Pupils on Roll <sup>2</sup>	Activity 2012-13			January 2013 census data				
			Pupil FSM per day	Total Pupil Meals per day (MPD)	% Total Pupil take up	No of pupils eligible for FSM (census)	No FSM Eligible Rank	% FSM eligible	% FSM Eligible Rank	% FSM take up (census)
Acomb Primary	ISS	221	11	95	43%	16	31	7%	31	81%
Applefields	ISS	142	21	71	50%	34	16	24%	9	53%
Archbishop of York's CE Junior	ISS	230	4	107	46%	8	42	3%	43	75%
Badger Hill Primary	ISS	142	9	45	32%	10	37	7%	32	90%
Bishopthorpe Infant	ISS	180	5	76	42%	8	42	4%	39	50%
Burton Green Primary	ISS	154	39	64	42%	54	8	35%	6	63%
Carr Infant	ISS	229	33	74	32%	49	10	21%	14	65%
Carr Junior	ISS	216	17	55	25%	30	18	14%	22	53%
Clifton Green	ISS	351	89	138	39%	129	1	37%	4	78%
Clifton with Rawcliffe Primary	ISS	532	18	151	28%	23	24	4%	40	70%
Copmanthorpe Primary	ISS	355	10	143	40%	11	36	3%	45	82%
Derwent Infant	ISS	46	18	24	52%	20	27	43%	2	95%
Derwent Junior	ISS	55	17	23	42%	19	28	35%	7	89%
Dringhouses Primary	ISS	298	17	91	31%	29	22	10%	27	69%
Dunnington Primary	ISS	247	5	78	32%	9	38	4%	42	56%
Elvington Primary	ISS	135	2	69	51%	3	50	2%	51	100%
Fishergate Primary	ISS	226	25	96	43%	30	18	13%	23	90%
Haxby Road Primary	Dolce	177	59	99	56%	79	4	45%	1	61%
Headlands Primary	ISS	281	3	47	17%	3	50	1%	54	67%
Hempland Primary	ISS	411	3	102	25%	5	47	1%	53	40%
Heworth CE Primary	ISS	142	10	53	37%	13	34	9%	29	92%
Hob Moor Oaks	Chartwells	60	10	23	39%	13	34	22%	13	100%
Hob Moor Primary	Chartwells	266	71	105	39%	95	3	36%	5	79%
Knavesmire Primary	ISS	281	14	65	23%	17	30	6%	33	82%
Lakeside Primary	ISS	330	32	79	24%	43	14	13%	24	79%
Lord Deramore's Primary	ISS	209	8	93	45%	9	38	4%	41	89%
Naburn CE Primary	ISS	87	4	37	43%	4	48	5%	38	50%
New Earswick Primary	NYC Caterers	184	30	63	34%	45	12	24%	8	69%
Osbalwick Primary	ISS	203	19	61	30%	30	18	15%	21	73%
Our Lady Queen of Martyrs Primary	ISS	400	31	127	32%	46	11	12%	25	74%
Park Grove Primary	ISS	268	20	96	36%	26	23	10%	28	69%
Poppleton Ousebank Primary	ISS	422	6	146	35%	9	38	2%	52	100%
Poppleton Road Primary	ISS	389	42	101	26%	58	7	15%	20	76%
Ralph Butterfield Primary	In-house	306	7	111	36%	9	38	3%	46	78%
Robert Wilkinson Primary	In-house	569	12	185	33%	16	31	3%	49	100%
Rufforth Primary	ISS	71	4	26	37%	4	48	6%	34	100%
Scarcroft Primary	ISS	325	31	110	34%	36	15	11%	26	97%
Skelton Primary	ISS	102	15	47	46%	18	29	18%	16	94%
St Aelred's RC Primary	ISS	187	24	52	28%	32	17	17%	17	59%
St George's RC Primary	ISS	183	20	74	40%	30	18	16%	18	73%
St Lawrence's CE Primary	ISS	190	33	69	36%	45	12	24%	10	76%
St Mary's CE Primary	ISS	106	2	58	55%	3	50	3%	48	67%
St Paul's CE Primary	ISS	167	2	57	34%	8	42	5%	37	25%
St Paul's Nursery	ISS	56	1	30	53%	3	50	5%	36	67%
St Wilfrid's RC Primary	ISS	262	17	114	44%	21	26	8%	30	81%
St. Barnabas CE Primary	Chartwells	142	21	46	32%	23	24	16%	19	83%
St. Oswald's CE Primary	Chartwells	296	10	85	29%	16	31	5%	35	69%
Stockton on the Forest Primary	ISS	70	2	16	23%	2	54	3%	47	50%
Tang Hall Primary	ISS	131	35	54	41%	53	9	40%	3	100%
Westfield Community Primary	NYC Caterers	482	85	184	38%	108	2	22%	12	77%
Wheldrake CE Primary	ISS	216	3	81	37%	7	45	3%	44	29%
Wigginton Primary	ISS	277	6	44	16%	7	45	3%	50	86%
Woodthorpe Primary	ISS	354	54	93	26%	72	5	20%	15	75%
Yearsley Grove Primary	NYC Caterers	299	46	87	29%	68	6	23%	11	71%
Averages/Total		12660	1130	4322	34%	1558	54	12%	54	75%
<b>Key</b>		<b>Highest</b>	<b>Lowest</b>							
<b>Notes</b>										
<sup>1</sup>	Does not include Huntington Primary (Dolce), who declined to take part. Danesgate not included as comparable data not available, except for Kestrels included in Tang Hall.									
<sup>2</sup>	Primary numbers on roll = No of Full-time Pupils, does not include part-time pupils unlike the census.									
	Relevant to take up as nursery/reception pupils need to be in school for sessions in the morning and afternoon to be eligible for a free school meal.									
	St Paul's nursery pupils: actual NOR halved to give full-time equivalent.									

**City of York Schools Catering: Take-up by school by academic year September 2012 - July 2013  
using January census data for full-time pupil numbers on roll (NOR) and Free School Meal (FSM) eligibility.**

Secondary <sup>3</sup>										
			Activity 2012-13			January 2013 census data				
School	Contractor	No of Full-time Pupils on Roll <sup>2</sup>	Pupil FSM per day	Total Pupil Meals per day (MPD)	% Total Pupil take up	No of pupils eligible for FSM (census)	No FSM Eligible Rank	% FSM eligible	% FSM Eligible Rank	% FSM take up (census)
All Saints RC	ISS	1192	34	263	22%	55	6	5%	7	100%
Archbishop Holgate's CE	NYC Caterers	1037	61	328	32%	79	5	8%	4	77%
Canon Lee	ISS	700	64	184	26%	87	3	12%	2	67%
Fulford	NYC Caterers	1327	36	635	48%	36	8	3%	8	100%
Huntington	NYC Caterers	1432	71	392	27%	104	2	7%	5	68%
Manor CE	NYC Caterers	940	49	368	39%	51	7	5%	6	96%
Millthorpe	ISS	944	55	200	21%	83	4	9%	3	64%
York High School	NYC Caterers	787	133	307	39%	185	1	24%	1	72%
<b>Averages/Totals</b>		<b>8359</b>	<b>503</b>	<b>2677</b>	<b>32%</b>	<b>680</b>	<b>8</b>	<b>8%</b>	<b>8</b>	<b>76%</b>
<b>Key</b>	<b>Highest</b>	<b>Lowest</b>								

<sup>3</sup> Data not supplied by Joseph Rowntree School and Burnholme Community College. Danesgate not included as comparable data not available.



## York Youth Council Good Practice Guide

### Maximising Free School Meal Numbers

#### Why?

York Youth Council thinks that Free School Meals are important because:

- ★ School food has to meet high nutritional standards which guarantee pupils a healthy, balanced menu.
- ★ Research proves that when students eat at lunchtime, in a decent environment, they do better in the afternoon. (School Food Trust 2011)
- ★ Recent years have seen an increase in the number of pupils entitled to Free School Meals in York.
- ★ The Pupil Premium is tied to Free School Meal registration, enabling schools to better support those children that most need it.

**Free School Meals matter and we think we should work together to ensure that:**

- ★ **all pupils entitled to Free School Meals are registered for them**
- ★ **all registered pupils claim and eat their free meal**

#### Improving take up across the board

Approaches which seek to increase the overall take up of school dinners have proved effective in increasing the uptake of Free School Meals as well. This included promotion through assemblies, PSHE lessons, strong links to healthy school programmes, promotion to parents and addressing issues around the quality of food and the dining experience.

#### Free School Meals – the figures

- ★ **1.2 million** - the number of pupils in England registered as eligible for Free School Meals. <sup>(1)</sup>
- ★ **500,000** - the number of pupils in England that are put off claiming, because of systems that single out those receiving free meals, and the poor quality of some of the food. <sup>(2)</sup>
- ★ **827** - the number of pupils in York secondary schools registered as eligible for Free School Meals. <sup>(3)</sup>
- ★ **162** – the number of pupils in York secondary schools registered for a Free School Meal that don't eat them. <sup>(3)</sup>
- ★ **Between 1050 and 2700** - the estimated number of pupils in York who may be eligible for Free School Meals but are not registered. <sup>(4)</sup>
- ★ **£430** - the amount of Pupil Premium funding that each school receives per registered child.
- ★ **14%** - of pupils in York are obese at the end of Year 6. <sup>(5)</sup>

(1) DfE: Schools pupils and their characteristics, Jan 2011.

(2) Children's Society, Fair and Square, April 2012.

(3) January free school meal Census 2012.

(4) Estimates based on national % of non-take up and a comparison of families in receipt of full housing benefit and council tax benefit against FSM applicants Feb 2012.

(5) School Food Trust Sept 2011.

**Things to try...****Parent involvement**

Communicating with parents about their entitlement to Free School Meals, how to claim, and what the benefits are. Giving parents the chance to try school meals at events like parent's evenings, and providing school menus and examples of what a Free School Meal could include.

**Listening to pupils, staff and parents**

Listen to feedback about lunchtime and tailor your service to address any issues. This will enable you to make school meals more appealing to both paid and Free School Meal pupils. We have developed an online questionnaire to help you do this- this can be found at [www.yorkyouthcouncil.co.uk](http://www.yorkyouthcouncil.co.uk) Get in touch if you want a link for your own website.

Supporting pupils who usually have pack-ups to mystery shop the dining experience can encourage them to try a meal- and provide you with feedback.

**Food and eating experience**

The quality, choice and quantity of food is important in promoting uptake of school meals. Research in Leeds suggested that parents concerns about portions not being big enough, restricted choices (limited to meal deals, or not including a drink) contribute to them not taking school meals. Addressing issues around the choice of foods, length of queues, dining environment and provision for pupils on special diets can help.

**Incentive schemes**

Providing rewards (e.g. entry into a raffle) when healthy choices are made have proved effective.

**Ambassadors**

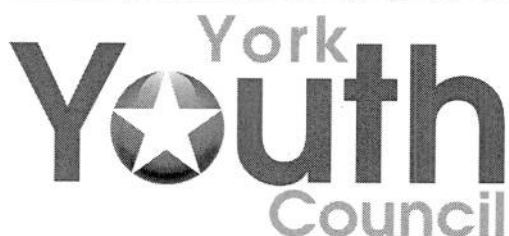
Consider adopting the School meal Ambassadors scheme which supports students to work with school catering teams to monitor, challenge and improve school food.

**Grab and go**

Providing a grab and go option, which can be pre-ordered and collected at break or lunch time lets pupils take part in lunch time activities, enables them to eat with their friends and eat outside, has been found to improve take up.

**Summary**

- ★ Improve the quality of school meals and the dining experience
- ★ Listen to pupils, parents and staff
- ★ Involve and communicate with parents
- ★ Introduce grab and go
- ★ Consider incentive schemes
- ★ Introduce School Food Ambassadors



## York Youth Council Good Practice Guide

### Removing the stigma from FSM

#### The problem

Nationally about 500,000 children and young people do not claim Free School Meals when they could (Children's Society). In York we estimate that somewhere between 1050 and 2700 children and young people fail to claim their entitlement. This represents between £451,500 and £1,161,000 of pupil premium money that isn't accessed. In secondary schools, in York in 2010-11 only 6.6% of the 8.3% of pupils who are entitled ate their Free School Meals. Meaning many went without the benefits associated with a nutritious school lunch.

#### Stigma

One of the reasons given for not claiming is stigma. Systems that use vouchers or having your name ticked at the till mean that it is **obvious** who receives Free School Meals. Some pupils find this **embarrassing**. Parents may feel **anxious** about their children being identified and others knowing they are receiving benefits. This can lead to **bullying** and name calling. It can also take longer than paying with cash, especially if they are topping up with cash.

#### The challenge

Completely removing peer to peer discrimination around free school meals in schools is a huge challenge. But there are things you can do to minimise the negative effect it can have on the pupil's willingness to eat a Free School Meal.

#### Non- stigmatised access

It is important that pupils who receive Free School Meals aren't identified. Explore ways to provide all pupils with exactly the same tokens or dinner tickets, so that no-one can tell who has or hasn't paid for them.

Make sure that queuing and seating systems don't separate out those who have Free School Meals and those who don't.

Ensure dinner staff are discrete in dealing with Free School Meal issues.

**FACTS: 9% of pupils did not feel comfortable getting free school meals, 17% felt embarrassed, 10% were worried about teasing.** (Education Leeds research)

#### Work with parents

Make sure you communicate with parents, letting them know what you are doing about ensuring access to Free School Meals is discrete.

#### Whole school approaches

Ensure that anti-bullying policy covers bullying related to Free School Meals.

Promoting the uptake of school meals to the whole school (and reminding people that it might be free) can increase uptake.

#### Cashless systems

York Youth Council recognises that cashless systems can be very expensive for schools. However they can be highly effective in tackling the problems of stigma associated with Free School Meals. They can reduce time queuing and ensure anonymity. They can also support the school in monitoring what pupils are eating.

#### More information...

The School Food Trust have produced an independent report that looks at cashless systems. You can find this at:

[www.schoolfoodtrust.org.uk/partners/resources/an-independent-review-of-cashless-systems](http://www.schoolfoodtrust.org.uk/partners/resources/an-independent-review-of-cashless-systems)

Education Leeds have done research and produced a tool kit about improving free school meal take up.

[www.educationleeds.co.uk/schoolmeals](http://www.educationleeds.co.uk/schoolmeals)

#### Summary

★ Embarrassment of being recognised as getting Free School Meals deters parents and pupils from claiming their entitlement.

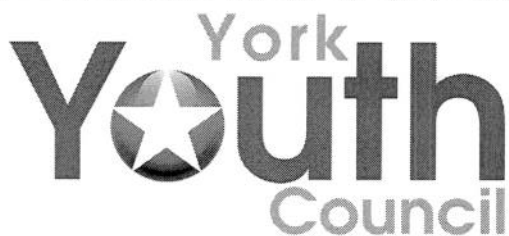
★ Reducing the stigma associated with this can lead to an increase in Free School Meal registration and take up.

★ Any system for giving out Free School Meals should ensure that pupils can not be identified.

★ Make sure you tell parents what you are doing to make sure that pupils can't be identified.

★ It is important that pupils choose to take a Free School Meal because they: enjoy the food, enjoy the dining experience and feel comfortable- not just because they are FREE.





## York's Free School Meal Charter

### Reducing Poverty in York

York's Poverty Strategy states that poverty is everyone's business. We want to keep people out of poverty and help those in poverty to have a better life. Nationally it is estimated that 4.3% of children who could have a free school meal are not currently registered. Assuming that York follows the national trend, an estimated 1050 children in York may be entitled but not registered, local research supports this assumption.

### What has been done...

- ★ The local Authority has improved the information about claiming free school meals.
- ★ The Local Authority is working with the Job Centre to see if people claiming benefits that entitle them to free school meals can be automatically entitled, rather than having to claim separately.

### To improve Free School Meals our school will:

- ★ Ensure that any information sent home to parents about school meals or school uniform includes information on how to apply for financial support.
- ★ Ensure school staff can support parents in applying for free school meals.
- ★ Ensure young people getting free school meal can't be identified by those who are not directly involved in administering the system. This includes other pupils, school dining room staff, teachers, volunteers working in school.
- ★ Run the School Food Ambassadors scheme to support pupil's involvement with school food.
- ★ Seek and act on regular feedback from pupils, parents, and staff about school food. York Youth Council have developed an online questionnaire to help you do this. Look on [www.yorkyouthcouncil.co.uk](http://www.yorkyouthcouncil.co.uk) for more information.
- ★ Ensure there are a range of options available to pupils who are entitled to free school meals, including grab and go options.

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## School Meals Scrutiny Review

### Food for Life Partnership & Flagship Award Scheme

1. The Partnership is a network of schools and communities across England committed to transforming food culture. It brings together the expertise of four food focussed charities, helping schools across England to change their food culture and revolutionise their school meals.
2. The Partnership uses food as a way to improve the whole school experience – making lunchtimes a positive feature of the day and enriching classroom learning with farm visits and practical cooking and growing.
3. Over 4,500 Schools across England are enrolled on the programme. They are growing their own food; organising trips to farms; sourcing food from local bakers, butchers and farmers; setting up school farmers' markets; holding community food events; providing cooking and growing clubs for pupils and their families; and serving freshly prepared, locally sourced meals that follow a rigorous Food for Life Catering Mark.
4. 'Food for Life Partnership' schools are also embedding food education into their curriculum, and a focus on 'pupil voice' means pupils take ownership and decide their own priorities. The Partnership is about bringing people together – teachers, pupils, families, cooks, caterers, farmers and the wider community – to enjoy good, wholesome food and change food culture in England significantly.
5. Three major independent research programmes have shown the impact the partnership is having. They reveal that due to the Food for Life Partnership children are eating more fruit and vegetables; that the programme helps 'close the gap' in health and academic attainment between disadvantaged children and their peers; schools show a significant increase in free school meal uptake which is crucial in encouraging healthy eating habits; and twice as many primary schools received an Outstanding Ofsted rating after working with the programme.
6. The Food for Life Partnership runs an Award Scheme designed to implement positive changes in schools, that are achievable and sustainable in partnership with the their caterers. The Food for Life Partnership Mark awards achievement at three levels – Bronze, Silver and Gold. For each award, there is a set of criteria centred around four areas of development:
  - Food leadership
  - Food education
  - Food quality and provenance
  - Food culture & community involvement

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## School Meals Scrutiny Review – Feedback from School Visits

### School Visit 1

- Does the school monitor the take up of school meals?  
Yes
- Does the school monitor the take up of school meals of those pupils entitled to free school meals?  
*Definitely - Very detailed figures kept. People premium made them try to increase numbers.*
- Does the school wish to see an increase in the number of pupils taking a daily school meal? If not why?  
*Yes, very much so, but wants the funding to go with it.*
- Does the school know or have any evidence to support the reasons for low take-up?  
*Parental choice and/or pupil choice. Too expensive, especially for more than one child.*
- Could the school accommodate an increase in the number of pupils taking a school meal? What would be the barriers?  
*Yes but couldn't say about kitchen equipment.*
- How involved are the school in the promotion of school meals?  
*Very - Push it at parents evenings. Menu is on the school website and sent home with children. Have special Mothers Day, Fathers Day and other special meals that parents/cares can attend. Good uptake and feedback. There is a garden and the cook uses the food grown. Governors asked parents eligible for FSM to apply even if child would not eat meal.*
- Does the school gather feedback from either parents/carers and/or pupils on the school meals provided in the school?  
*Yes - very positive. When 'Sunday roast' is on the menu it is very popular and numbers increase. (meal is subsidised from money made by break time trolley which sells cheesy bread, cookies, hot chocolate)*
- How satisfied is the school with its current school meals provider? What are they good at? What could be improved?  
*Very but this is because of the individual cook rather than the provider.*

- Is the school meal achieving value for money in terms of cost and quality?  
Yes
- How would you rate the quality of the dining facilities currently available in the school?  
*Absolutely freezing - Children wear coats. School has freshened up the decor.*
- Do you, or have you considered offering a cashless payment system for parents?  
*Has considered it and had lots of presentations but did not think it would be financially viable. School would be charged about 20p every time a payment is made and most parents would only be able to do it daily.*
- What is the payment frequency for dinners? Option to pay daily, weekly in advance, half termly in advance, etc?  
*Daily or weekly – mostly daily. Credit note issued if no money paid or pack up sent.*
- Does the school run Clubs over lunchtime? Is there time to eat hot dinner and attend club?  
*All clubs are after school.*
- Do pack ups and dinners eat together in the dining room?  
Yes
- Is the dining room a pleasant place to eat in? Are queues tolerable? Is there pressure to eat quickly and go?  
*Too cold. Queues OK. No pressure to eat up quickly, in fact KS1 not allowed to turn trays round to eat pudding without permission.*
- Does the school management have any input into the menu options? Do pupils have any input into menu options? Do the pupils get the meal they wanted ( in choice schools?).  
*No input into menus.*
- Can parents opt into dinners at any time or do they have to commit to a term etc?  
*Do it on a daily basis.*
- How are those entitled to free meals identified in the classroom/ dining room?  
They are identifiable in the cafeteria (pasta, baked potato etc) but not the canteen (2 course meal no choice)..

- Does the food look appealing? Is there much waste going in the bin?  
*Looks appealing. Did not know about waste. Children mainly ate everything and all those questioned liked school meals. Many only seemed to have a meal once a week even though child preferred it so probably down to cost.*
- Equalities.  
*Separate(warm) room for vulnerable children. Food cut up by server for child with CP. TA in hall for autistic child but did not sit next to him to keep him as independent as possible.*

## **School Visit 2**

Met with head teacher who gave a general over view of school meals at the school. The lunch break is short, only 35 minutes. There is a canteen for two course dinner and a cafe for snacks, pizzas etc. The cafe is open at break time and students can, and some do, spend their dinner money there. We then met a group of students from different year groups who make up a committee to look at school meals. The catering manager is part of this group.

We then had lunch in the canteen with the head and member of staff responsible for overseeing the catering. There are no vending machines in the school and students are not allowed out. Responses to the survey questions are shown below:

- Does the school monitor the take up of school meals  
Yes
- Does the school monitor the take up of school meals of those pupils entitled to free school meals?
- Does the school wish to see an increase in the number of pupils taking a daily school meal? If not why?  
Yes
- Does the school know or have any evidence to support the reasons for low take-up?  
*Feed back from pupils we spoke to:*
  - *Long queues, sometimes the 'thumb' system doesn't always work. (We were told this is usually because the thumb is not put on properly)*
  - *Cheaper to bring a pack up.*
  - *£1.30 for a bacon sandwich with one tiny bit of bacon is not good value and sometimes not good quality.*

- Could the school accommodate an increase in the number of pupils taking a school meal? What would be the barriers?  
*Yes, it would make sure it could.*
- How involved are the school in the promotion of school meals?  
*At parents and open evenings there is food to sample.*
- Does the school gather feedback from either parents/carers and/or pupils on the school meals provided in the school?  
*Yes*
- How satisfied is the school with its current school meals provider? What are they good at? What could be improved?  
*Very content. The meals have improved and are liked.*
- Is the school meal achieving value for money in terms of cost and quality?  
*Yes. The two course meal is subsidised by the profit from items such as bakes and soft drinks sold in the cafe*
- How would you rate the quality of the dining facilities currently available in the school?  
*Good, pleasant places to eat.*
- Do you, or have you considered offering a cashless payment system for parents?
- *Yes, have the thumb scan. Parents can put in money online and see what the child has bought.*
- What is the payment frequency for dinners? Option to pay daily, weekly in advance, half termly in advance, etc?
- Does the school run Clubs over lunchtime? Is there time to eat hot dinner and attend club?
- Do pack ups and dinners eat together in the dining room?  
*Yes, pack ups can usually eat wherever they like.*
- Is the dining room a pleasant place to eat in? Are queues tolerable? Is there pressure to eat quickly and go?  
*Yes it is. The students perceived the queues as long but they weren't too bad. There was no pressure to eat and go apart from the short lunch break – 35 minutes.*



- Does the school management have any input into the menu options? Do pupils have any input into menu options? Do the pupils get the meal they wanted (in choice schools?).
- Can parents opt into dinners at any time or do they have to commit to a term etc?
- How are those entitled to free meals identified in the classroom/ dining room?  
*Cashless system ensures FSM children are not identified.*
- Does the food look appealing? Is there much waste going in the bin?  
*Yes, don't know but very little left in cafe at end of lunch.*
- Equalities  
*TA sat with child with Downs Syndrome. Staff keep an eye on vulnerable pupils.*

### **School Visit 3**

The Headteacher outlined the catering arrangements at the school. The school was tied into a contract with a private provider (Chartwells) which had been part of the facilities management arrangements made with the building of the new school. All catering equipment was provided and funded by the school and the contract provides for a 50:50 split of the profits between school and contractor. Food is provided on a self-service basis offering a range of snacks, hot and cold meals etc. from a number of locations in the 'main street' of the school building. Food is provided before school starts (breakfast), break times and at lunch.

The contractor provides a range of healthy menus but other food is available too so healthy eating is determined by student choice.

Breakfast - toast, crumpets and bagels available.

Break 11 to 11.15am - bacon sandwiches. Lunch 1.15pm to 2pm

Chartwells also manage a Costa Coffee franchise in school.

The school operates a cashless payment system which parents and students can top on line or in school. There is therefore no means of identifying students in receipt of free school meals at the service points.

The Head went on to outline a number of concerns about the current contract and catering arrangements more generally:

- Despite its much-praised design, the new school building did not have a dedicated dining/eating facility and this caused a number of practical problems and was felt to militate against healthy eating. The school is functionally difficult to manage at lunchtime with 1,300 children and staff.
- The contract was not considered to be good value for money, particularly with regard to the pricing of food and excessive packaging.
- School maintain and repair equipment and are responsible for capital costs.
- The profit is split and the school receive on average £4,000 per annum. However the contract lacked transparency about costs and calculation of profit. The school felt strongly that there were not getting a fair share of the returns made by the contractor but had no way of verifying this.
- The school would not wish to renew the contract when it expired and would look re-contract with a different provider and better, more transparent terms.
- Potential for school to join CYC contract post 2015.
- Chartwells staff in school are good
- Food is expensive e.g. Panini cost £1.80. Lots of packaging. The average spend per pupil is £4. Cashless system where cards can be pre-loaded via the internet or at the machine in school
- Overall take up of school meals was not known but the daily turnover of some £1600 suggested that it was high.
- The head teacher is a new appointment and is seeking to re-focus the school ethos to emphasis a strong achievement culture. Any changes to catering arrangements would need to support this change.

Parental and student views - There had been no specific survey on school catering but no issues had been raised through the student council other than the cost of meals etc.

Re Free school meals:

- FSM cost £2.40 which included a main meal and a drink or a main meal and a pudding.
- FSM pre-loaded card prior to lunch. 200 FSMs.
- The school is working with CYC to increase FSM take up and sends a termly letter to parents with information about FSM, entitlement and how to claim.

#### **School Visit 4**

- Does the school monitor the take up of school meals?  
Yes
- Does the school monitor the take up of school meals of those pupils entitled to free school meals?

*Yes a regular updated letter is sent to parents. A pastoral worker has responsibility for this. The Headteacher feels there is an element of pride involved in not applying.*

- Does the school wish to see an increase in the number of pupils taking a daily school meal? If not why?  
*Yes to ensure every child is eating a healthy meal.*
- Does the school know or have any evidence to support the reasons for low take-up?  
*Expense mainly .many pupils eat only once or twice per week*
- Could the school accommodate an increase in the number of pupils taking a school meal? What would be the barriers?  
*Yes. There are no barriers but there will be implications in the long term when infants receive free school meals. Maybe it will encourage for juniors or maybe it will be divisive within families if cost is an issue.*
- How involved are the school in the promotion of school meals?  
*Very involved. Menus are on the website. Taster meals are provided on open nights. Grandparents are invited into school for meals. Carr has a curry club. Friday top table where certain where certain pupils are rewarded by sitting on a top table to eat with the H/T*
- Does the school gather feedback from either parents/carers and/or pupils on the school meals provided in the school?  
*Yes, via school book mainly.*
- How satisfied is the school with its current school meals provider? What are they good at? What could be improved?  
*The quality of food is fine. The issues are around delivery days for fresh food, the cost to the school and the effectiveness of communication with the contractor on a day to day basis (kitchen phone)*
- Is the school meal achieving value for money in terms of cost and quality?  
*Yes in quality. Cost is an issue for some.*
- How would you rate the quality of the dining facilities currently available in the school?  
*Very good. A warm, friendly atmosphere in the dining room.*
- Do you, or have you considered offering a cashless payment system for parents?

*This exists already. Nobody handles cash in the dining room. FSM are not obvious to other pupils.*

- What is the payment frequency for dinners? Option to pay daily, weekly in advance, half termly in advance, etc?  
*Weekly in advance.*
- Does the school run Clubs over lunchtime? Is there time to eat hot dinner and attend club?  
*Yes there are lunch clubs. First lunch passes are provided for club goers.*
- Do pack ups and dinners eat together in the dining room?  
*Yes.*
- Is the dining room a pleasant place to eat in? Are queues tolerable? Is there pressure to eat quickly and go?  
*The dining room is pleasant and queues are managed well.*
- Does the school management have any input into the menu options? Do pupils have any input into menu options? Do the pupils get the meal they wanted ( in choice schools?).  
*There is a 3 week cycle. Menus can be redesigned.*
- Can parents opt into dinners at any time or do they have to commit to a term etc?  
*Weekly commitment*
- How are those entitled to free meals identified in the classroom/ dining room?  
*The adults know who they are without making it obvious to pupils.*
- Does the food look appealing? Is there much waste going in the bin?  
*The food looks appealing. Waste is kept to a minimum.*

### **School Visit 5**

- Does the school monitor the take up of school meals?  
*Yes but it doesn't particularly act upon it.*
- Does the school monitor the take up of school meals of those pupils entitled to free school meals?  
*To some extent. The H/T is not responsible for the organisation or monitoring of school meals.*

- Does the school wish to see an increase in the number of pupils taking a daily school meal? If not why?  
*The school sees it as parental choice*
- Does the school know or have any evidence to support the reasons for low take-up?  
*Expense mainly - some faddy eaters*
- Could the school accommodate an increase in the number of pupils taking a school meal? What would be the barriers?  
*Yes. It would depend on the contract with the cook.*
- How involved are the school in the promotion of school meals?  
*Emails are sent home to advertise school meals. Only to those who communicate with the school by email.*
- Does the school gather feedback from either parents/carers and/or pupils on the school meals provided in the school?  
*Not to any real extent.*
- How satisfied is the school with its current school meals provider? What are they good at? What could be improved?  
*Generally happy but would like the meals to be cheaper.*
- Is the school meal achieving value for money in terms of cost and quality?  
*Yes in quality. Cost is an issue.*
- How would you rate the quality of the dining facilities currently available in the school?  
*Good*
- PDo you, or have you considered offering a cashless payment system for parents?  
*This exists already. Nobody handles cash in the dining room.*
- What is the payment frequency for dinners? Option to pay daily, weekly in advance, half termly in advance, etc?  
*Weekly in advance.*
- Does the school run Clubs over lunchtime? Is there time to eat hot dinner and attend club?  
*Yes there are lunch clubs and pupils have time to eat.*
- Do pack ups and dinners eat together in the dining room?

No

- Is the dining room a pleasant place to eat in? Are queues tolerable? Is there pressure to eat quickly and go?  
*The dining room is pleasant and any queues are managed well.*
- Does the school management have any input into the menu options? Do pupils have any input into menu options? Do the pupils get the meal they wanted (in choice schools?).  
*Not really*
- Can parents opt into dinners at any time or do they have to commit to a term etc?  
*Weekly commitment usually.*
- How are those entitled to free meals identified in the classroom/ dining room?  
*Staff don't always know who is FSM*
- Does the food look appealing? Is there much waste going in the bin?  
*The food looks appealing. Waste is kept to a minimum.*

<b>MAINTAINED &amp; STATE-FUNDED PRIMARY SCHOOLS BY SELLING PRICE</b>	Number on roll	Number of pupils known to be eligible for and claiming free school meals (5)	% known to be eligible for and claiming free school meals	Number of pupils taking free school meals (3)	Gap Eligible for FSM and taking FSM Number	% taking FSM	Selling Price 2013
<b>STATISTICAL NEIGHBOURS (top 10: all "Very Close")</b>							
<b>England</b>	<b>4,348,400</b>	<b>785,535</b>	<b>18.1</b>	<b>665,685</b>	<b>119,850</b>	<b>85%</b>	
<b>THIS GROUP</b>	<b>378,282</b>	<b>53,303</b>	<b>13.5</b>	<b>44,453</b>	<b>9,377</b>	<b>83%</b>	<b>£2.01</b>
York	13,814	1,534	11.1	1,154	380	75%	£2.25
Cheshire West and Chester	25,958	3,585	13.8	3,019	566	84%	£2.20
Warrington	17,962	2,212	12.3	1,935	277	87%	£2.10
Staffordshire	62,863	8,086	12.9	6,771	1,315	84%	£2.10
Swindon	17,822	2,346	13.2	1,941	405	83%	£2.00
Nottinghamshire	64,974	9,734	15.0	7,591	2,143	78%	£2.00
Bury	16,899	2,703	16.0	2,327	376	86%	£1.90
Warwickshire	42,023	4,836	11.5	3,859	977	80%	£1.90
Trafford	20,924	2,522	12.1	2,187	335	87%	£1.85
Lancashire	95,043	15,745	16.6	13,669	2,076	87%	£1.75
Stockport	24,295	3,298	13.6	2,771	527	84%	tbc
<b>YORKSHIRE AND THE HUMBER (5)</b>							
<b>York</b>	<b>13,814</b>	<b>1,534</b>	<b>11.1</b>	<b>1,154</b>	<b>380</b>	<b>75%</b>	<b>£2.25</b>
North Lincolnshire	13,992	2,527	18.1	2,109	418	83%	£2.10
East Riding of Yorkshire	25,554	2,812	11.0	2,254	558	80%	£2.10
North Yorkshire	44,008	4,216	9.6	3,370	846	80%	£2.10
Leeds	65,570	13,395	20.4	11,028	2,367	82%	£1.95-£2.05
Calderdale	19,445	3,345	17.2	2,985	360	89%	£2.00
North East Lincolnshire	13,960	2,852	20.4	2,454	398	86%	£2.00
Doncaster	27,065	5,750	21.2	4,935	815	86%	£2.00
Sheffield	44,102	9,404	21.3	7,336	2,068	78%	£1.98
Kirklees	38,709	7,149	18.5	6,126	1,023	86%	£1.85
Rotherham	23,915	4,706	19.7	3,850	856	82%	£1.85
Wakefield	29,337	4,909	16.7	4,127	782	84%	£1.80
Barnsley	20,887	4,494	21.5	3,837	657	85%	£1.70
Bradford	57,476	11,810	20.5	10,108	1,702	86%	£1.55
Kingston Upon Hull, City of	22,702	6,985	30.8	5,646	1,339	81%	£1.00
<i>Some primary schools make their own arrangements or set their own prices. Therefore some prices are only recommended by the authority as a guide.</i>							
<b>Other LAs in Region "Closeness" Other LAs in Region "Closeness"</b>							
East Riding of Yorkshire	Very Close	Kirklees				Close	
North Yorkshire	Very Close	Rotherham				Close	
Calderdale	Very Close	Wakefield				Close	
Leeds	Close	North East Lincolnshire				Close	
Sheffield	Close	Barnsley				Somewhat close	
North Lincolnshire	Close	Bradford				Somewhat close	
Doncaster	Close	Kingston Upon Hull, City of				Not Close	
<i>Source: Children's Services Statistical Neighbour Benchmarking Tool 2009</i>							
Roll & FSM census data: Table 8a SFR_21_2013_with additional calculations for FSM gap.							

STATE-FUNDED SECONDARY SCHOOLS BY SELLING PRICE	Number on roll	Number of pupils known to be eligible for and claiming free school meals (5)	% known to be eligible for and claiming free school meals	Number of pupils taking free school meals (3)	Gap Eligible for FSM and taking FSM Number	% taking FSM	Selling Price 2013
<b>STATISTICAL NEIGHBOURS (top 10: all "Very Close")</b>							
<b>ENGLAND (5)</b>	<b>3,210,120</b>	<b>486,260</b>	<b>15.1</b>	<b>386,325</b>	<b>99,935</b>	<b>79%</b>	
<b>THIS GROUP</b>	<b>287,810</b>	<b>32,346</b>	<b>11.2</b>	<b>26,600</b>	<b>5,746</b>	<b>80%</b>	<b>£2.17</b>
Lancashire	68,080	8,955	13.2	8,080	875	90%	£2.55
York	9,748	821	8.4	634	187	77%	£2.40
Staffordshire	54,645	5,237	9.6	4,194	1,043	80%	£2.20
Cheshire West and Chester	20,403	2,156	10.6	1,612	544	75%	£2.20
Warwickshire	33,573	2,821	8.4	2,203	618	78%	£2.00-£2.20
Warrington	13,149	1,291	9.8	981	310	76%	£2.10
Bury	10,860	1,635	15.1	1,386	249	85%	£2.00
Nottinghamshire	48,433	6,010	12.4	4,657	1,353	77%	£2.00
Trafford	16,564	1,718	10.4	1,426	292	83%	£1.90
Swindon	12,355	1,702	13.8	1,427	275	84%	
Stockport	14,151	1,904	13.5	1,483	421	78%	
<b>YORKSHIRE AND THE HUMBER (5)</b>							
<b>East Riding of Yorkshire</b>	<b>21,310</b>	<b>1,859</b>	<b>8.7</b>	<b>1,281</b>	<b>578</b>	<b>69%</b>	<b>£2.40</b>
York	9,748	821	8.4	634	187	77%	£2.40
Calderdale	15,583	2,084	13.4	1,695	389	81%	£2.20-£2.30
Bradford	35,504	8,024	22.6	6,711	1,313	84%	£2.15
Doncaster	19,547	3,267	16.7	2,490	777	76%	£2.10
Leeds	44,561	8,088	18.2	6,455	1,633	80%	£2.10
North Yorkshire	38,404	2,801	7.3	2,152	649	77%	£2.10
Rotherham	18,534	3,050	16.5	2,280	770	75%	£2.05
North East Lincolnshire	9,216	1,460	15.8	1,298	162	89%	£2.04
Sheffield	29,884	5,510	18.4	3,914	1,596	71%	£2.03
Kirklees*	25,189	4,208	16.7	3,393	815	81%	£2.00
Wakefield*	20,061	2,870	14.3	2,293	577	80%	£2.00
Kingston Upon Hull, City of	12,629	3,613	28.6	2,594	1,019	72%	£1.90
North Lincolnshire	9,353	1,370	14.6	1,090	280	80%	
Barnsley	11,099	2,153	19.4	1,674	479	78%	
<i>Most secondary schools make their own arrangements.</i>							
<i>Prices are only recommended by the authority as a guide.</i>							
<i>*Indicates all cashless secondary schools, although this may also apply to other authorities.</i>							
<b>Other LAs in Region</b>	<b>"Closeness"</b>		<b>Other LAs in Region</b>	<b>"Closeness"</b>			
East Riding of Yorkshire	Very Close		Kirklees	Close			
North Yorkshire	Very Close		Rotherham	Close			
Calderdale	Very Close		Wakefield	Close			
Leeds	Close		North East Lincolnshire	Close			
Sheffield	Close		Barnsley	Somewhat close			
North Lincolnshire	Close		Bradford	Somewhat close			
Doncaster	Close		Kingston Upon Hull, City of	Not Close			
<i>Source: Children's Services Statistical Neighbour Benchmarking Tool 2009</i>							
Roll & FSM census data: Table 8b SFR_21_2013_with additional calculations for FSM gap.							



## STATUTORY INSTRUMENTS

2007 No. 2359

## EDUCATION, ENGLAND

## The Education (Nutritional Standards and Requirements for School Food) (England) Regulations 2007

<i>Made</i>	- - - -	<i>9th August 2007</i>
<i>Laid before Parliament</i>		<i>17th August 2007</i>
<i>Coming into force</i>	- -	<i>10th September 2007</i>

The Secretary of State for Education and Skills, in exercise of the powers conferred by sections 114A and 138(7) and (8) of the School Standards and Framework Act 1998(a), makes the following Regulations:

**Citation, commencement and application**

1.—(1) These Regulations may be cited as the Education (Nutritional Standards and Requirements for School Food) (England) Regulations 2007 and shall come into force on 10th September 2007.

(2) These Regulations apply in relation to food provided to pupils of schools maintained by a local education authority in England.

**Interpretation**

2.—(1) In these Regulations—

“the Meat Products Regulations ” means the Meat Products (England) Regulations 2003(b);

“the Fruit Juices Regulations ” means the Fruit Juices and Fruit Nectars (England) Regulations 2003(c);

“confectionery” means chewing gum, cereal bars, processed fruit bars, non-chocolate confectionery (whether or not containing sugar), chocolate in any form (except hot chocolate), any product containing or wholly or partially coated with chocolate and any chocolate-flavoured substance, but excludes cocoa powder used in cakes, biscuits and puddings or in a drink listed in group F in Schedule 1;

“food” includes drink;

“fruit juice” means the products described by that name or by the name of “fruit juice from concentrate” in Schedule 1 to the Fruit Juices Regulations;

(a) 1998 c.31. Section 114A was inserted by section 86 of the Education and Inspections Act 2006 (c.40).

(b) S.I. 2003/2075.

(c) S.I. 2003/1564.

“meat” has the meaning assigned to it by Directive 2000/13/EC of the European Parliament and the Council on the approximation of the laws of the Member States relating to the labelling, presentation and advertising of foodstuffs(a);

“meat product” has the same meaning as in the Meat Products Regulations;

“oily fish” includes anchovies, herring, kipper, mackerel, pilchards, salmon, sardines, trout, tuna (but not canned tuna) and whitebait;

“portion” means an amount of a particular food provided to an individual as part of a meal;

“sandwiches” includes filled rolls and similar products which are ready to eat without further preparation;

“school lunch” means food provided for consumption by pupils as their midday meal on a school day, whether involving a set meal or the selection of items by them or otherwise;

“snacks” means pre-packaged items other than confectionery which are ready to eat without further preparation and which consist of or include as a basic ingredient potato, cereals, soya, nuts, seeds, fruit or vegetables, but does not include sandwiches, cakes or biscuits;

“transfer of control agreement” has the same meaning as in paragraph 2(7) of Schedule 13 to the School Standards and Framework Act 1998;

“vegetable juice” means juice extracted from vegetables or tomatoes with no other substance added, except that any water extracted during concentration may be restored;

“week” means the five days from Monday to Friday.

(2) Nothing in these Regulations applies to food provided—

- (a) at parties or celebrations to mark religious or cultural occasions;
- (b) at fund-raising events;
- (c) as rewards for achievement, good behaviour or effort;
- (d) for use in teaching food preparation and cookery skills, provided that any food so prepared is not served to pupils as part of a school lunch ; or
- (e) on an occasional basis by parents or pupils.

### **Food Groups.**

3. For the purpose of these Regulations food shall be divided into the groups shown in Schedule 1, and any reference to a group is a reference to one of those groups.

4. Where a school is open for fewer than five days in any week the requirements in Schedules 2 and 3 which refer to the number of times food must or must not be provided by reference to a week shall apply as if the school were open for the whole of that week.

### **Lunch requirements**

5.—(1) This regulation applies to a school lunch provided

- (a) to registered pupils at a primary or secondary school which is not a special school, and
- (b) to any other person on the school premises.

(2) Before the dates given in paragraph (5), the nutritional requirements set out in Schedule 2 must be complied with.

(3) But paragraph (2) shall not apply in relation to a school where the nutritional standards and requirements in Schedule 3 are complied with.

(4) On and after the dates given in paragraph (5), the nutritional standards and requirements in Schedule 3 must be complied with.

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(a) OJ No. L109, 6.5.2000, p. 29; as amended by Commission Directive 2001/101/EC (OJ No.L310, 28.11.2001, p.19).

(5) In relation to primary schools the date is 1st September 2008; and in relation to secondary schools, 1st September 2009.

**6.—(1)** This regulation applies to a school lunch provided

- (a) to registered pupils at a maintained special school or a pupil referral unit, and
- (b) to any other person on the school premises.

(2) Before the date given in paragraph (4), the nutritional requirements set out in Schedule 2 must be complied with.

(3) But paragraph (2) shall not apply in relation to a school where the nutritional standards and requirements in Schedule 3 are complied with.

(4) On and after 1st September 2009 the nutritional standards and requirements in Schedule 3 must be complied with.

(5) Where a maintained special school or a pupil referral unit provides both primary and secondary education a school lunch provided to a junior pupil must comply with the requirements for primary schools in Schedules 2 and 3; and a school lunch provided to a senior pupil must comply with the requirements for secondary schools in Schedules 2 and 3.

### **Provision of other food**

**7.** Food provided to pupils on school premises on a school day before 6 p.m. otherwise than as part of a school lunch must be provided in accordance with the requirements set out in Schedule 4, except on any part of those premises which is under the control of another person by virtue of a transfer of control agreement.

**8.** Food provided by the local education authority or the governing body to pupils on a school trip on a school day before 6 p.m. otherwise than as part of a school lunch must be provided in accordance with the requirements set out in Schedule 4.

### **Drinks**

**9.** The supply of drinking water required by regulation 22(1) of the Education (School Premises) Regulations 1999<sup>(a)</sup> must be provided free of charge at all times to registered pupils on the school premises.

**10.** Fruit juice provided in schools must not contain—

- (a) honey; or
- (b) any of the additional ingredients listed in paragraphs 1 and 3(b) of Schedule 3 to the Fruit Juices Regulations.

**11.—(1)** Subject to paragraph (2), drinks provided in schools must not contain any added substances other than—

- (a) food additives in accordance with Directive 89/107/EEC of the Council of the European Communities on the approximation of the laws of the Member States concerning food additives authorized for use in foodstuffs intended for human consumption<sup>(b)</sup>; and
- (b) any substances mentioned in group F in Schedule 1.

(2) Drinks included in group F2 in Schedule 1 (combination drinks) may also contain flavourings in accordance with Directive 88/388/EEC of the European Parliament and Council on the approximation of the laws of the Member States relating to flavourings for use in foodstuffs and to source materials for their production<sup>(c)</sup>.

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(a) S.I. 1999/2.

(b) OJ No. L40, 11.2.89, p.27; as amended by Directive 94/34/EC (OJ NO.L237, 10.9.1994, p.1) and Regulation EC/1882/2003 (OJ No. L284, 31.10.2003, p.1).

(c) OJ No. L184, 15.7.88, p.6; as amended by Commission Directive 91/71/EEC (OJ No. L42, 15.2.91, p.25).

**Nursery schools**

12.—(1) Subject to paragraph (2), school lunches provided in maintained nursery schools and nursery units within primary schools must comply with the nutritional requirements set out in Schedule 5.

(2) If at any time the nutritional standards and requirements in Schedule 2 are complied with in respect of school lunches provided in a maintained nursery school or a nursery unit within a primary school, paragraph (1) shall not apply in relation to that school or unit.

13. Regulations 5, 7 and 8 do not apply to nursery schools or nursery units within primary schools.

**Revocation**

14. The Education (Nutritional Standards for School Lunches) (England) Regulations 2000(a) and the Education (Nutritional Standards for School Lunches) (England) Regulations 2006(b) are revoked.

*K Brennan*

Parliamentary Under Secretary of State  
Department for Education and Skills

9th August 2007

**SCHEDULE 1**

Regulation 3

**Food Groups**

<i>Food Group</i>	<i>Foods included in group</i>
A. Fruit and vegetables	Fruit and vegetables of all types, whether fresh, frozen or dried. Fruit canned in water or juice. Vegetables canned in water or juice. Fruit salad, fresh or canned in water or juice. Fruit juice and vegetable juice.
B. Meat, fish and other non dairy sources of protein	Meat and fish (in each case whether fresh, frozen, canned or dried), eggs, nuts, pulses and beans, other than green beans. Ham and bacon. Other non-dairy sources of protein. Any food containing meat together with food from groups A, D or E, but excluding any meat product falling within group C.
C. Meat products (sub-divided as shown)	Any meat product falling within Schedule 2 to the Meat Products Regulations, and any other shaped or coated meat product. C1: Burger, hamburger, chopped meat, corned meat. C2: Sausage, sausage meat, link, chipolata, luncheon meat. C3: Individual meat pie, meat pudding, Melton Mowbray pie, game pie, Scottish (or Scotch) pie, pasty or pastie, bridie, sausage roll.

(a) S.I. 2000/1777

(b) S.I. 2006/2381

	C4: Any other shaped or coated meat product.
D. Starchy foods	All types of bread, pasta, noodles, rice, potatoes, sweet potatoes, yams, millet and cornmeal.
E. Milk and dairy foods	Milk (skimmed, semi-skimmed or lactose-reduced), cheese, yoghurt (including frozen), fromage frais and custard; but not butter or cream.
F. Drinks (sub-divided as shown)	<p><u>F1: Plain drinks:</u>  Plain water (still or carbonated).  Milk (skimmed, semi-skimmed or lactose-reduced).  Fruit juice or vegetable juice.  Plain soya, rice or oat drinks enriched with calcium.  Plain fermented milk drinks.</p> <p><u>F2: Combination drinks:</u>  Combinations of fruit juice or vegetable juice with—  (a) plain water, in which case the fruit juice or vegetable juice must be at least 50% by volume and may contain vitamins and minerals;  (b) milk (skimmed, semi-skimmed or lactose-reduced) or plain fermented milk drinks (in each case with or without plain water) in which case the milk or fermented milk drink must be at least 50% by volume and may contain vitamins, minerals and less than 5% added sugars or honey;  (c) plain soya, rice or oat drink (in each case with or without plain water) in which case the soya, rice or oat drink must be at least 50% by volume and may contain vitamins, minerals and less than 5% added sugars or honey.</p> <p>Combinations of milk (skimmed, semi-skimmed or lactose-reduced), plain fermented milk drinks or plain soya, rice or oat drinks (in each case with or without plain water) with cocoa, in which case the milk, fermented milk drink, soya, rice or oat drink must be at least 50% by volume and may contain vitamins, minerals and less than 5% added sugars or honey.</p> <p>Flavoured milk (skimmed, semi-skimmed or lactose-reduced) containing not less than 90% milk by volume and which may contain vitamins, minerals and less than 5% added sugars or honey.</p> <p>Tea, coffee.</p> <p>Hot chocolate containing no more than 20 calories per 100 millilitres.</p>

## SCHEDULE 2

Regulations 5 and 6

## School lunch requirements

1. Food included in the groups set out in Schedule 1 must be provided as part of a school lunch in accordance with the following requirements of this Schedule.

2.—(1) Not less than two portions each day must be provided of food from group A, at least one of which must be salad, vegetables or vegetable juice and at least one of which must be fruit, fruit salad or fruit juice.

(2) A fruit based dessert (with a content of at least 50% fruit measured by the weight of the raw ingredients) must be provided at least twice each week in primary schools.

3.—(1) A portion of food from group B must be provided every day except a day when a food from group C is provided as permitted by paragraph 4.

(2) Red meat must be provided at least twice each week in primary schools, and at least three times each week in secondary schools; except that a day when a food from group C which contains red meat is provided may count towards this total.

(3) Fish must be provided at least once each week in primary schools and at least twice each week in secondary schools.

(4) Fish required to be provided by sub-paragraph (3) must at least once every three weeks be oily fish.

(5) In primary schools a dairy source of protein may be provided in place of a food from group B.

4.—(1) A portion of food from each of the subdivisions in group C may not be provided more often than once every two weeks.

(2) Any shaped product comprising a mixture of meat and other ingredients which is not included in the reserved descriptions specified in Schedule 2 to the Meat Products Regulations may only be provided if it complies with the meat content requirements for “Burger” in that Schedule.

(3) No meat product shall be provided if it contains any carcass part listed in regulation 6(2) of the Meat Products Regulations, subject to the exception in regulation 6(3) of those Regulations.

(4) No economy burgers as defined in Schedule 2 to the Meat Products Regulations shall be provided.

5.—(1) A type of bread with no added fat or oil and another food from group D must be provided every day.

(2) A food in group D cooked in fat or oil must not be provided on more than three days in a week.

(3) On each day when a food in group D cooked in fat or oil is provided, a food from that group (other than bread) not so cooked must also be provided.

6. A portion of food from group E must be provided every day.

7. No drinks other than those included in group F may be provided, except that whole milk may be provided for pupils up to the end of the school year in which they attain the age of five.

8. No more than two portions each week may consist of food which has been deep-fried in the cooking or manufacturing process.

9. No confectionery or snacks may be provided except snacks which consist of —

(a) nuts, seeds, fruit or vegetables with no added salt, sugar, honey or fat (except that dried fruit may contain no more than 0.5% vegetable oil as a glazing agent); or

(b) savoury crackers or bread sticks which are served with food from group A or group E.

10. Cakes or biscuits must not contain any confectionery.

11.—(1) No salt shall be available to add to food after the cooking process is complete.

(2) Other condiments may be available to pupils only in individual sachets or in individual portions of no more than 10 grams or one teaspoonful.

## SCHEDULE 3

Regulations 5 and 6

Nutritional standards and requirements applying to school lunches in maintained schools from 1st September 2008 (primary schools) and 1st September 2009 (secondary schools, special schools and pupil referral units)

### PART 1

#### Food requirements

1. Not less than two portions each day must be provided of food from group A, at least one of which must be salad, vegetables or vegetable juice and at least one of which must be fruit, fruit salad or fruit juice.

2. Oily fish must be provided at least once every three weeks.

3.—(1) A portion of food from each of the subdivisions in group C may not be provided more often than once every two weeks.

(2) Any shaped product comprising a mixture of meat and other ingredients which is not included in the reserved descriptions specified in Schedule 2 to the Meat Products Regulations may only be provided if it complies with the meat content requirements for “Burger” in that Schedule.

(3) No meat product shall be provided if it contains any carcase part listed in regulation 6(2) of the Meat Products Regulations, subject to the exception in regulation 6(3) of those Regulations.

(4) No economy burgers as defined in Schedule 2 to the Meat Products Regulations shall be provided.

4. A food in group D cooked in fat or oil must not be provided on more than three days in a week.

5. A type of bread with no added fat or oil must be provided every day.

6. No drinks other than those included in group F may be provided, except that whole milk may be provided for pupils up to the end of the school year in which they attain the age of five.

7. No more than two portions in each week may consist of food which has been deep-fried in the cooking or manufacturing process.

8. No confectionery or snacks may be provided except snacks which consist of –

(a) nuts, seeds, fruit or vegetables with no added salt, sugar, honey or fat (except that dried fruit may contain no more than 0.5% vegetable oil as a glazing agent); or

(b) savoury crackers or bread sticks which are served with food from group A or group E.

9. Cakes and biscuits must not contain any confectionery.

10.—(1) No salt shall be available to add to food after the cooking process is complete.

(2) Other condiments may be available to pupils only in individual sachets or individual portions of no more than 10 grams or one teaspoonful.

## PART 2

## Nutritional standards

**11.** In this Part—

“average school lunch” has the meaning given by paragraph 13 below;

“menu cycle” means a plan of menus for school lunches lasting for no less than one and no more than four consecutive weeks during a term;

“non-milk extrinsic sugars” means any sugar which is not contained within cell walls, except lactose in milk and milk products;

“nutrient” means any substance listed in the table in paragraph 14 below.

**12.** There shall be excluded from the calculations required by this Schedule any bread provided by virtue of paragraph 5 of part 1 of this Schedule.

**13.** The average school lunch for a school must be calculated by totalling the amounts of energy and nutrients provided by all school lunches in a menu cycle, and then dividing that total by the estimated number of school lunches served to individual pupils during that menu cycle.

**14.** The average school lunch must provide –

- (a) an amount of energy which shall be either the figure shown in the table below or within 5% of that figure;
- (b) no more than the amounts of fat, saturated fat, non-milk extrinsic sugars and sodium shown in the table below; and
- (c) at least the amounts of other nutrients shown in the table below.

<i>Energy or Nutrient and amount of measurement</i>	<i>Maximum or minimum value</i>	<i>Primary Schools</i>	<i>Secondary Schools</i>
Energy in kilojoules (kilocalories)	-	2215 (530)	2700 (646)
Fat (grams)	Max	20.6	25.1
Saturated fat (grams)	Max	6.5	7.9
Non-milk extrinsic sugars (grams)	Max	15.5	18.9
Sodium (milligrams)	Max	499	714
Total carbohydrate (grams)	Min	70.6	86.1
Fibre (grams)	Min	4.2	5.2
Protein (grams)	Min	7.5	13.3
Iron (milligrams)	Min	3	5.2
Zinc (milligrams)	Min	2.5	3.3
Calcium (milligrams)	Min	193	350
Vitamin A (micrograms)	Min	175	245
Vitamin C (milligrams)	Min	10.5	14
Folate (micrograms)	Min	53	70



## SCHEDULE 4

Regulations 7 and 8

## Requirements for food provided otherwise than as part of a school lunch.

1. Foods from group A must be available in any place on the school premises where food is provided.
2. A portion of food in group C may only be provided if a portion permitted under paragraph 4(1) of Schedule 2 or paragraph 3(1) of Schedule 3 is not provided.
3. A portion of food from group D which is cooked in fat or oil may only be provided if a portion permitted under paragraph 5(2) of Schedule 2 or paragraph 4 of Schedule 3 is not provided.
4. No drinks other than those included in group F may be provided, except that whole milk may be provided for pupils up to the end of the school year in which they attain the age of five.
5. A portion of food which has been deep-fried in the cooking or manufacturing process may only be provided if a portion permitted under paragraph 8 of Schedule 2 or paragraph 7 of Schedule 3 is not provided.
6. No confectionery or snacks shall be provided except snacks which consist of nuts, seeds, fruit or vegetables with no added salt, sugar, honey or fat (except that dried fruit may contain no more than 0.5% vegetable oil as a glazing agent).
7. No cakes or biscuits shall be provided.
- 8.—(1) No salt shall be available to add to food after the cooking process is complete.  
(2) Other condiments may be available to pupils only in individual sachets or in individual portions of no more than 10 grams or one teaspoonful.

## SCHEDULE 5

Regulation 12

## Requirements for school lunches provided at maintained nursery schools and nursery units within primary schools.

Each day food from each of the categories (i), (ii), (iii) and (iv) below must be provided as part of the school lunch.

<i>Food Category</i>	<i>Foods included in category</i>
(i) Fruit and vegetables.	Fruit and vegetables in all forms (whether fresh, frozen, canned, dried or in the form of juice).
(ii) Starchy foods	Bread, chapatis, pasta, noodles, rice, potatoes, sweet potatoes, yams, millet and cornmeal.
(iii) Meat, fish and other non dairy sources of protein	Meat and fish in all forms (whether fresh, frozen, canned or dried) including meat or fish products, eggs, nuts, pulses and beans, other than green beans.
(iv) Milk and dairy foods	Milk, cheese, yoghurt (including frozen yoghurt and drinking yoghurt), fromage frais, milkshakes and custard, but not butter or cream.

**EXPLANATORY NOTE**

*(This note is not part of the Order)*

These Regulations require food and drink provided in maintained schools to comply with certain nutritional standards which are set out in the Schedules. These Regulations replace the Education (Nutritional Standards for School Lunches) (England) Regulations 2000 and the Education (Nutritional Standards for School Lunches) (England) Regulations 2006.

These Regulations were notified in draft to the European Commission in accordance with Directive 98/34/EC, as amended by Directive 98/48/EC.

Regulation 2(2) sets out certain exemptions to these Regulations.

Regulation 3 and Schedule 1 divide food which is the subject of these Regulations into six groups for the purpose of the Schedules which prescribe requirements for food according to the groups.

As some requirements in the Schedules refer to the frequency with which certain foods must or must not be provided by reference to weeks, regulation 4 provides that where a school is only open for part of a week the menus should continue as if it were open for the whole week.

Regulation 5 sets out the requirements for school lunches provided to registered pupils whether on school premises or not, and to other persons on school premises. The local education authority or the governing body have a duty to ensure that these requirements are complied with. Requirements coming into force from 10th September 2007 are set out in Schedule 2. From 1st September 2008 (primary schools) or 1st September 2009 (secondary schools) schools must comply with the requirements in Schedule 3 in place of those in Schedule 2. They may also do so at an earlier date.

Schedule 3 is in two parts. Part 1 sets out requirements for the types of food that must be provided or must not be provided as part of school lunches after the dates given in regulations 5 and 6. Part 2 requires a calculation to be made to ensure that the correct amounts of energy and nutrients are contained in an average school lunch.

Regulation 6 provides that special schools and pupil referral units must comply with the requirements in Schedule 3 from 1st September 2009. They may also do so at an earlier date.

Regulation 7 specifies that food provided on a school day otherwise than as part of a school lunch must comply with the requirements in Schedule 4, unless it is provided after 6 pm or on part of the premises which is controlled by another person for community use. Regulation 8 makes similar provision in respect of food provided by the local education authority or governing body to pupils on a school trip. By virtue of Regulation 13 these provisions do not apply to nursery schools or to nursery units within primary schools.

Regulation 9 provides that drinking water must be provided free of charge to pupils on school premises.

Regulation 10 limits the ingredients that may be used in fruit juice provided in schools.

Regulation 11 specifies that drinks provided in schools may only contain the additives which are permitted by Directive 89/107/EEC or by these Regulations; except that combination drinks may also contain flavourings.

Regulation 12 applies the requirements in Schedule 5 to nursery schools and nursery units with primary schools in cases where they do not comply with Schedule 2. Regulation 13 disapplies regulations 5, 7 and 8 in respect of nursery schools and nursery units within primary schools.

Regulation 14 revokes the earlier Regulations.

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STATUTORY INSTRUMENTS

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**2007 No. 2359**

**EDUCATION, ENGLAND**

**The Education (Nutritional Standards and Requirements for  
School Food) (England) Regulations 2007**

**£3.00**

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**Cabinet****6 May 2014**

Report from the Health Overview and Scrutiny Committee

## **Personalisation Scrutiny Review Cover Report**

### **Summary**

1. This report presents the Final Report and recommendations of the Health Overview and Scrutiny Committee arising from their Personalisation Scrutiny Review (Appendix 1).

### **Background**

2. This topic was put forward as a suggestion at the Scrutiny Work Planning event in May 2012 and at their meeting in July 2012 Members of Health OSC decided to proceed with the review and appointed a three member Task Group to undertake the work. In November 2012 the following remit was agreed

### **Aim**

To review, with key partners in the city, areas of strength and areas for development around Personalisation to enable people to exercise as much choice and control over their lives as possible.

### **Key Objectives**

- i. To bring together residents and service and support providers, in a workshop environment, to identify the areas of strength and weakness in City of York Council's current approach to personalisation
  - ii. And from the above to ultimately identify key priorities for the city around Personalisation to make improvements on.
3. The Task Group's request to use an independent facilitator to help them with this review, particularly in terms of planning and running the workshop mentioned in key objective (i) of the remit was approved by the

Committee in December 2012. Subsequently two workshops were held in April 2013 at the Council's Headquarters at West Offices.

### **Consultation**

4. During its review, the Task Group has ensured that it has co-opted a wide range of organisations to widen its understanding of the impact of the personalisation agenda and to secure the widest possible consultation and views. As can be evidenced by details of the Workshops set out in Appendix 1, the Task Group undertook further consultation of service users and carers.

### **Analysis**

5. At its meeting in November 2013, the Task Group agreed that the three key emerging priorities under Objective ii) of its remit were:
  - a need for better engagement with service users as evidenced by the low turnout at the workshops and the lack of cohesive stories about what was working well.
  - a need to improve the Council's care management culture and consultation as evidenced anecdotally from the workshops (see paragraph 22).
  - from anecdotal evidence there is a need to review the Council's existing arrangements relating to the provision of mental health support.

### **Conclusions**

6. At their meeting on 23 April 2014 the Committee found it was unable to properly scrutinise the implementation of personalisation in York and upon reflection felt it should have been more specific in its original objectives.
7. Within its limited investigations, the Committee acknowledged that there may need to be disinvestment in existing provision to enable resources to be available to fund personalisation.
8. The Committee acknowledged a need for cultural change amongst professionals within the organisations providing services.

9. From the information gathered it was clear that increasing engagement with personalisation participants was a priority.
10. The need for better engagement with service users was evidenced by the low turnout at the workshop events organised in April.
11. However, even though the number of people at the workshops was low, several conclusions emerged that are identified in paragraph 22.
12. During the workshops concerns were expressed about the provision of information and the language used, a view shared by Task Group Members, as detailed in paragraph 31. The Task Group agreed there was a need to look at how the Council communicates with service users and carers.
13. The Task Group recognised that people who took part in the workshops concluded there was a need for an open assessment process that people understood.
14. There are specific issues in mental health services, where people appear not to be able to find out their indicative budget. The Task Group considered it was apparent there were consistent issues with how Personalisation was working in mental health services.
15. In Control concluded, having considered the evidence above, that York was typical of a local authority doing some things well but noted that there were areas where improvements could and should be made. This applied particularly to mental health services.

### **Review Recommendations**

16. At a Health OSC meeting on 23 April 2014 Members expressed their disappointment that the review had not achieved what they thought it would achieve and that in no way could it be considered a complete scrutiny review. However, they endorsed the following recommendations:
  - i. That the language used in leaflets, literature, and all correspondence relating to personalisation is reviewed and simplified.
  - ii. That the Council improves and simplifies its communications with customers at each stage of the process to ensure that co-production underpins the approach

- iii. That the Council investigate how to provide better training and support services to enable people to manage their cash budgets.
- iv. Examine how the care management culture can be complemented by one of enablement and co production where individuals and families are better able to make their own decisions about their care and support needs as well as in managing their cash budgets.
- v. That the Council should consider what improvements could be made to the assessment process to ensure customers are satisfied their needs are fully discussed and support plans are accurately implemented.

### **Specific Recommendations for future work on Personalisation**

- a. That the topic of Personalisation be revisited in the future with a refined remit looking at how resources can be disinvested before they can be reinvested.
- b. That Health OSC be asked to consider carrying out a scrutiny review in relation to mental health services and commissioning as contracts are being reviewed. The learning from this more focused review can be shared across all personalisation services.

### **Council Plan**

- 17. This review is directly linked to the Protect Vulnerable People element of the Council Plan 2011-2015.

### **Implications**

- 18. There are no implications associated with this report. Implications arising from the recommendations in the Final Report are detailed in paragraph 58 in Appendix 1.

### **Risk Management**

- 19. There are no risks directly associated with this report.

### **Recommendations**

- 20. The Health Overview and Scrutiny Committee recommends Cabinet:
  - (i) Notes the content of the final report at Appendix1



- (ii) Approves the recommendations as shown in Paragraph 16 of this cover report.

Reason: To conclude the Scrutiny Review in line with CYC Scrutiny procedures and protocols.

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**Chief Officer Responsible for the report:**

Andy Docherty  
Assistant Director Governance and ICT

**Report  
Approved**



**Date** 24 April 2014

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Appendices**

**Appendix 1 – Personalisation Final Report**

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## Health Overview and Scrutiny Committee

23 April 2014

Report of the Assistant Director Governance and ICT

### Final Report – Personalisation Scrutiny Review

#### Summary

1. This report sets out the findings and recommendations of the Personalisation Scrutiny Review Task Group.

#### Background

2. The idea of doing some work around Personalisation had been an ongoing aim of the Health Overview and Scrutiny Committee for some time, issues around take up and administration of personal budgets having been raised on several occasions at various meetings of the Committee. The topic was put forward as a suggestion at the Scrutiny Work Planning event in May 2012.
3. The Health Overview and Scrutiny Committee considered a briefing note on this topic at their meeting on 23 July 2012. This is attached at **Annex A** to this report. They chose to proceed with the review and appointed a three member Task Group<sup>1</sup> to undertake the work. Their first task was to set a remit for the work.
4. The Task Group met to set a remit on 13 November 2012. To assist them they invited the Assistant Director of Assessment and Safeguarding and the Group Manager at City of York Council, Councillor Jeffries as Co-Chair of the Independent Living Network and the Chief Executive at York Mind to the meeting.
5. The Task Group again considered the information at **Annex A** and also some additional information from the Assistant Director of Assessment and Safeguarding as follows:
  - Think Local Act Personal – *Making it Real* (marking progress towards personalised, community-based support) – **Annex B**

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<sup>1</sup> The Task Group comprised of Councillors Funnell (Chair), Doughty and Cuthbertson

- Think Local Act Personal – Making sure personal budgets work for older people – **Annex C**
6. These documents are part of the Think Local Act Personal programme which is a sector wide commitment to transform adult social care through personalisation and community based support. Among other things it provides statements about what should be in place to make personalisation work. York is not currently signed up to the programme but has committed to work towards the same goals.
  7. The Task Group and other invitees discussed this information, in particular that the main premise of *Making it Real* was co-production<sup>2</sup>. They particularly highlighted the ten markers set out on page 5 of **Annex B** and were especially glad to note that while York was not formally signed up to the *Making it Real* Programme it was still committed to delivering on the ten markers.
  8. It was acknowledged that there was a need to change the way services were delivered and communities and individuals needed to be much more involved in deciding what was best for them. A significant number of people were now living with long term conditions and at the moment much of the energy and spend was channelled into the medicine linked with these rather than into social care/living.
  9. The Task Group felt that any remit needed to explore how well personalisation was being rolled out in York, what was working, what was not working and what an individual's experiences were. They also acknowledged that personalisation was a very wide reaching agenda with many strands; it was not just about personal budgets. It included:
    - Information and advice (having the information I need when I need it)
    - Active and supportive communities (keeping friend, family and place)
    - Flexible integrated care and support (my support, my own way)
    - Workforce (my support staff)
    - Risk enablement (feeling in control and safe)
    - Personal budgets and self funding (my money)
  10. Taking all information to date into consideration the Task Group set the following remit:

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<sup>2</sup> Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.

### Aim

11. To review, with key partners in the city, areas of strength and areas for development around Personalisation to enable people to exercise as much choice and control over their lives as possible.

### Key Objectives

- i. To bring together residents and service and support providers, in a workshop environment, to identify the areas of strength and weakness in City of York Council's current approach to personalisation
  - ii. And from the above to ultimately identify key priorities for the city around Personalisation to make improvements on.
12. This remit was subsequently reported back to and agreed by the Health Overview and Scrutiny Committee at their meeting on 19<sup>th</sup> December 2012. The Task Group's request to use an independent facilitator to help them with this review, particularly in terms of planning and running the workshop mentioned in key objective (i) of the remit was also approved.<sup>3</sup>

### **Setting the Scene**

#### What is Personalisation?

13. The Community Care website<sup>4</sup> describes personalisation as being a social care approach defined by the Department of Health as meaning that "every person who received support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care setting"
14. While it is often associated with direct payments and personal budgets, under which service users can choose the services that they receive, personalisation is also about ensuring that services are tailored to the needs of every individual, rather than delivered in a one size fits all fashion.
15. It also encompasses the provision of improved information and advice on care and support for families, investment in preventative services to reduce or delay people's need for care and the promotion of independence and self-reliance among individuals and communities. As such, personalisation has significant implications for everyone involved in

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<sup>4</sup> [www.CommunityCare.co.uk](http://www.CommunityCare.co.uk)

the social care sector. It was pointed out, however, that take up of personal budgets is particularly low in mental health services, where most of the budgets are invested in in-house services or residential care.

16. The Task Group initially spoke about what they ultimately hoped to achieve from this review and responses included transformation of service delivery, to push personalisation and what it can offer to those with mental health issues, improvements for the residents of the city, a multi-disciplinary and partnership approach to service delivery, creative and innovative ways of working, establishing a solid base to work from and build upon, finding a common language and joining things up to provide a seamless service, maximising the choice and control York residents have over their lives in a challenging financial environment and to help people to understand that personalisation is not just about direct payments. This means that personal budget holders have control over the way their money is spent, so they can plan their own lives but still receive the support they need to manage their money and decide how best they can live their lives

### **Achieving the Objectives**

17. The Task Group set about the work of achieving its stated objectives, firstly it considered how to meet the first objective:

*‘To bring together residents and service and support providers, in a workshop environment, to identify the areas of strength and weakness in City of York Council’s current approach to personalisation’*

The Group chose to bring all these people together in two workshops for the dual purpose of ‘bringing people with common interests together’ and to help identify what was good and bad in our current approach. They met on 17 January 2013 to plan these workshops with the involvement of the following:

- Councillor Jeffries – Co-Chair of the Independent Living Network
- David Smith – Former Chief Executive York Mind
- George Wood – York Old People’s Assembly
- Siân Balsom – HealthWatch York
- Tricia Nicoll – Independent facilitator

18. The independent facilitator appointed for the workshops suggested that the themes the Task Group had identified complemented the markers for change set out within the *Making it Real* document at **Annex B** to this

report and it was agreed that she would develop a workshop using the key themes and criteria from this document.

19. Further discussion led to the suggestion that two shorter workshops at different times of the day might be more suitable and maximise attendance. These were subsequently arranged for 1pm to 3pm and 4.30pm to 6.30pm on Tuesday 23<sup>rd</sup> April 2013 and were held at the Council's Headquarters at West Offices.

### **The Workshops**

20. The notes from both workshops are attached at **Annex D** and these set out clearly how the workshops were conducted around the *Making It Real* themes and identified what was working well and what not. It should always be remembered that the workshops were averagely well to poorly attended and therefore were not necessarily a truly representative sample of opinion on the success of personal budgets: Nonetheless, these workshops provided an opportunity for people using the services and for family carers in York to share their experiences.
21. Discussions at the workshops took place around 6 categories:
  - (1) Information;
  - (2) Community;
  - (3) Choosing my support;
  - (4) Support staff;
  - (5) Feeling in control & safe; and
  - (6) Money

The workshop sessions included small groups considering these themes and recording what was working well in York and what was not working so well. These revealed:

- i) Information
  - Working well - 8 comments. Community facilitators were said to be a good source of information as were other service users
  - Not working well - 24 comments. There was concern about how to get information on little things, such as putting on a coat.

Access to information was said to be limited and there was a need to know where to look for information.

ii) Community

- Working well - 10 comments. People said they were able to live independently with access to family and friends. They had a feeling of being in control
- Not working well - 15 comments. There were feelings of social isolation, not helped by “poor” transport links. While peer support was valuable it was not enough and more needed to be done by community networks. There was also concern that not enough was being done to open up employment opportunities.

iii) Choosing my support

- Working well - 12 comments. This was said to be a good way to promote a sense of value. People liked the idea of being in control of their support.
- Not working well - 21 comments. There were concerns as to whether the service was flexible enough. The process of getting support was frustrating and challenging and would only work with the support of family and friends. It was felt there was too much pressure on care managers to work quickly rather than well. Participants reported a specific issue in mental health services with people not being offered the opportunity to know their personal budget.

iv) Support staff

- Working well - 6 comments. Staff employed directly were more flexible and the Independent Living Scheme helped get support as and when needed.
- Not working well - 9 comments. The most critical comment was “Washed ... Fed ... You’re done!” Older people felt constrained by the shift patterns of home care staff. Peer support was said to be lacking in York while there was little support on employment issues.

v) Feeling in control and safe



- Working well - 3 comments. Being in control was said to be about being ordinary and sometimes things did no wrong.
- Not working well - 10 comments. Some said they did not feel safe in their community. A lack of control over shared spaces in residential care meant not feeling at home.

iv) Money

- Working well - 2 comments. It gave people independence over their budgets.
- Not working well - 18 comments. There was a feeling this was a fight, not a right. There were concerns about contributions to budgets and that debts were not taken into account. Some were worried that the service was not flexible enough to respond to changes in buying services and that block contracts were too rigid.

22. At the end of each workshop, participants were asked to suggest what needed to change to make things better and this is what the majority concluded:

- That care managers be kept up to date with personal budgets and they are allowed responsibility and flexibility;
- A need for more investment in and training for support staff;
- An honest, open assessment process that people understood;
- More creative use of volunteers to tackle social isolation;
- Ensuring social services staff understood about Personalisation;
- That care agencies should be given contracts based on quality care, not just the cheapest;
- That information was accessible.

23. Having gathered some evidence from services users and carers and brought them together to share experiences, the Task Group then looked at other significant data to help it achieve its second objective:

*'to ultimately identify key priorities for the city around Personalisation to make improvements on.'*

## The POET Survey

24. The POET (Personal Outcomes and Evaluation Tool) survey was commissioned by City of York Council and carried out by In Control - a national charity which helps people to live the life they choose - to provide data collected from personal budget holders in the area. It compares numerical responses of personal budget holders to the survey in this area to those from other budget holders in other parts of England. The outcomes are attached at **Annex E** to this report.
25. Again, it should be noted that in total only 34 personal budget holders in the city completed the survey (200 people who had access to a personal budget to fund their social care support were contacted and invited to take part out of a total of 1,566 eligible in the city). So, it is difficult to argue with complete certainty that the responses given are truly representative of all personal budget holders in the area. Nonetheless, it is possible to identify some key learning points for the future. Equally, it is arguable that the low response rate to the survey and the workshops could reflect some concerns around 'accessibility to information' identified as a potential area of improvement through the workshops.
26. In the survey, the data attached for York is benchmarked against the responses of 1,114 personal budget holders throughout England.
27. It is clear to see that some similarities have emerged between York and national responses, e.g. the vast majority of personal budget holders both in York and nationally felt their views were very much or mostly included in their support plan and that people who felt their views were more fully included in their support plan were more likely to report positive outcomes across all 14 outcomes domains.
28. From the Poet Survey, the Task Group were able to identify the following trends for York personal budget holders:
  - At least 60% of personal budget holders in the City of York reported that their personal budget had made a positive difference to them in nine of the 14 outcome areas they were asked about - dignity in support, mental wellbeing, getting the support you need, feeling safe, staying independent, control of support, physical health, control of important things in life and relationships with paid support.
  - A majority of personal budget holders in the City of York reported that personal budgets had made no difference in four areas of life: getting a paid job, being part of local community, where or who you live with and

relationships with friends. However, generally less than 12% of personal budget holders in the City of York reported a negative impact of personal budgets in any of these areas of life.

- York was below the “made things better” national average in relationships with friends; relationships with family and dignity in support but above the national average in relationships with paid support; feeling safe; getting support; control of support; staying independent; control of important things and physical health.
- Just over two thirds of the personal budget recipients in York (68%) said they had been told the amount of money in their personal budget, a lower figure than personal budget holders in other parts of England (77%).

### Other Information Gathered

29. The Task Group also received details of the Council’s public accessible leaflets ‘My Life My Choice’ explaining the personalisation approach in York.

[http://www.york.gov.uk/site/scripts/google\\_results.aspx?q=my+life+my+choice+leaflets](http://www.york.gov.uk/site/scripts/google_results.aspx?q=my+life+my+choice+leaflets)

30. Members were keen to establish whether the information the Council provided on personalisation was provided and presented in an appropriate way to the maximum benefit of service users and carers.
31. Pursuant to their concerns that the information should be presented in the right way, Members discussed keeping the language used as simple as possible and in that regard had reference to Social Care Jargon Buster, a summary of the 52 most commonly used social care words and phrases and what they mean, produced by the Social Care Institute for Excellence (**Annex F**).
32. At a Task Group meeting in September, Members noted that from the anecdotal evidence gathered, improvements to the Council’s care management culture and understanding were required. It was also apparent there are consistent issues with how Personalisation was working in mental health services.

## Emerging Trends

33. From the survey it is evident that:

- A majority of personal budget holders in York felt the Council had made things easy for them in six of the nine aspects of the personal budget process in the survey - getting advice and support, assessing needs, understanding restrictions, control of money, planning and managing support, and making views known and making a complaint.
- As was the case nationally, the areas that York respondents were least likely to report as easy was choosing different services.
- In only one of the nine areas - getting the support wanted - were personal budget holders in York less likely than people elsewhere to report that the Council made the process easy.
- In some areas York had both a higher number of people reporting good outcomes and a higher number reporting a worse outcome, suggesting that we have some good practice, but this is not consistent i.e. Easy to complain *and* difficult to complain; Easy to plan and manage support *and* difficult to plan and manage support

34. From the workshops held, the majority of attendees expressed concerns around the following:

- That care managers be kept up to date with personal budgets and they are allowed responsibility and flexibility;
- A need for more investment in and training for support staff;
- An honest, open assessment process that people understood;
- More creative use of volunteers to tackle social isolation;
- Ensuring social services staff understood about Personalisation;
- That care agencies should be given contracts based on quality care, not just the cheapest;
- That information was accessible.

35. In relation to the following:

- Ensuring social services staff understood about Personalisation;
- That information was accessible

The Task Group has looked at the information provided on its website by the Council and at the Social Care Jargon Buster as identified in paragraph 31 above.

### **Consultation**

36. As part of its review to date, the Task Group has ensured that it has co-opted a wide range of organisations to widen its understanding of the impact of the personalisation agenda and to secure the widest possible consultation and views. As can be evidenced by the Workshops set out in paragraphs 19-22 above, the Task Group undertook further detailed consultation of service users and carers.

### **Analysis**

37. At its meeting in November 2013, the Task Group agreed that the three key emerging priorities under Objective ii) of its remit were:

- a need for better engagement with service users as evidenced by the low turnout at the workshops and the lack of cohesive stories about what was working well.
- a need to improve the Council's care management culture and consultation as evidenced anecdotally from the workshops (see paragraph 22).
- from anecdotal evidence there is a need to review the Council's existing arrangements relating to the provision of mental health support.

### **Further consultation**

38. Having identified the above three priority improvement areas, the Task Group were offered the opportunity to work with In Control to help establish these priority areas and clarify any implications associated with them. Caroline Tomlinson from In Control attended a Task Group meeting on 13 February 2014 to give some indication of what support

they can offer the Council in any of the three identified priority areas.

39. At the meeting the Task Group again considered evidence gathered at the workshops, paragraphs 19-21 above, concentrating on the positive and negative responses from those who took part. They considered that when the responses were pulled together in two columns they told a more comprehensive story:

### **Positives**

- Community Facilitators
- Living independently with access to family and friends
- A feeling of being in control
- Being in control of their support
- Staff employed directly were more flexible
- Independent Living Scheme helped get support as and when needed
- Being in control is about being ordinary and yes sometimes things did go wrong
- Independence over their budgets

### **Negatives**

- Access to information limited - need to know where to look for information
- Feelings of social isolation - not helped by poor transport links
- Peer support was valuable but not enough - more needed to be done by community networks
- Not enough being done to open up employment opportunities
- Process of getting support was frustrating and challenging and would only work with the support of family and friends
- Too much pressure on care managers to work quickly rather than well
- Older people felt constrained by the shift patterns of home care staff  
Some people did not feel safe in their community
- Lack of control over shared spaces in residential care meant not feeling at home
- A feeling that money was a fight not a right
- Concerns about contributions to budgets and that debts were not taken into account
- Services not flexible enough to respond to changes in buying services  
- block contracts were too rigid.

40. Members felt there was a need to clarify that personalisation was more than personal budgets. Things that improved people's lives, such as friendships and not feeling isolated, did not require funding and the

community can play an important role in improving outcomes. These could be achieved by neighbourhoods providing informal support, or with the support of Churches, schools, community organisations and community groups.

41. In Control noted that while people contributing to the workshops were not significant in terms of numbers, the quality of the information was excellent. However, engagement with local people was a key issue and there was a need to talk to them in a language they can understand.
42. Social isolation was a problem that could not be solved by personalisation but it could be improved by community involvement. The Task Group accepted there was a need to encourage people in the community to look after each other, that being in the company of others and eating with others is important. There was a need to develop community resilience and building stronger communities.
43. In Control considered that the Transformation Programme, in which health and social care partners work together to increase quality and innovation, shared the key emerging priorities identified in paragraph 37, ie:
  - Early Intervention and Community Resilience – that there should be co-production, co-design and co-delivery of services and co-decision making;
  - Support Planning – looking at further innovations to deliver cohesive support plans;
  - Mental Health Services – the creation of more local community opportunities.
44. In Control stressed the importance of support planning and gave an example of how by going into the community to ask people to be carers, using a citizen leadership approach, local people had been trained to do good quality support plans.
45. In regard to mental health services In Control suggested developing a Shared Lives Scheme which could provide an alternative to current day support.
46. In York there was a need to refocus the way residents are supported and to look at bringing together neighbourhood care teams.

## Options

47. The Committee can either endorse the recommendations of the Task Group in relation to its personalisation review or it can consider whether there are any issues it would wish the Task Group to look into further, prior to progressing this draft final report to Cabinet. The Task Group has, however, been undertaking its review for some time and felt that it had achieved as much as it could bearing in mind the remit and the contributions at its last meeting from In Control.

## Conclusions

48. At their meeting on 23 April 2014 the Committee found it was unable to properly scrutinise the implementation of personalisation in York and upon reflection felt it should have been more specific in its original objectives.
49. Within its limited investigations, the Committee acknowledged that there may need to be disinvestment in existing provision to enable resources to be available to fund personalisation.
50. The Committee acknowledged a need for cultural change amongst professionals within the organisations providing services.
51. From the information gathered it was clear that increasing engagement with personalisation participants was a priority.
52. The need for better engagement with service users was evidenced by the low turnout at the workshop events organised in April.
53. However, even though the number of people at the workshops was low, several conclusions emerged that are identified in paragraph 22.
54. During the workshops concerns were expressed about the provision of information and the language used, a view shared by Task Group Members, as detailed in paragraph 31. The Task Group agreed there was a need to look at how the Council communicates with service users and carers.
55. The Task Group recognised that people who took part in the workshops concluded there was a need for an open assessment process that



people understood.

56. There are specific issues in mental health services, where people appear not to be able to find out their indicative budget. The Task Group considered it was apparent there were consistent issues with how Personalisation was working in mental health services.
57. In Control concluded, having considered the evidence above, that York was typical of a local authority doing some things well but noted that there were areas where improvements could and should be made. This applied particularly to mental health services.

### **Review Recommendations**

58. Having taken into account the evidence above and the key priorities identified in paragraph 37, as endorsed by In Control, paragraph 41, the Task Group recommended:
  - i. That the language used in leaflets, literature, and all correspondence relating to personalisation is reviewed and simplified.
  - ii. That the Council improves and simplifies its communications with customers at each stage of the process to ensure that co-production underpins the approach
  - iii. That the Council investigate how to provide better training and support services to enable people to manage their cash budgets.
  - iv. Examine how the care management culture can be complemented by one of enablement and co production where individuals and families are better able to make their own decisions about their care and support needs as well as in managing their cash budgets.
  - v. That the Council should consider what improvements could be made to the assessment process to ensure customers are satisfied their needs are fully discussed and support plans are accurately implemented.

### **Specific Recommendations for future work on Personalisation**

- a. That the topic of Personalisation be revisited in the future with a refined remit looking at how resources can be disinvested before

they can be reinvested.

- b. That Health OSC be asked to consider carrying out a scrutiny review in relation to mental health services and commissioning as contracts are being reviewed. The learning from this more focused review can be shared across all personalisation services.

Reason: To enable the review to proceed in accordance with scrutiny processes.

### **Council Plan**

59. This review is directly linked to the Protect Vulnerable People element of the Council Plan 2011-2015.

### **Implications**

60. The Task Group has drafted its recommendations to reflect, appropriately, the need for review or assessment in places. There may well be some minor cost implications for instance with reviewing literature provided to improve customer understanding of the language presently used around personalisation. The Task Group recognised that this Committee would monitor the implementation of any recommendations agreed by Cabinet, which, in turn, would mean that any further implications arising from implementation would be picked up and addressed. The implications identified so far in relation to specific recommendations are:
  - i. To be included in business plan for 2014-5 but there may be some cost implications
  - ii. To be addressed as part of Re-wiring of Public Services programme
  - iii. Can be looked at as part of Re-wiring Programme, but there may be financial implications
  - iv. Support planning training is now being developed, within current budgets
  - v. New approaches to assessment will need to be considered as part of the Re-wiring Programme.

## Risk Management

61. Whilst the Task Group did not identify any specific risks associated with its recommendations, it did consider there was a pressing need to review some of the Council's arrangements around personalisation. It felt there was a greater risk in demystifying personalisation and the benefits of this approach to the wider community, if it did nothing and made no recommendations.

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**Report  
Approved**



**Date** 03/04/2014

### Wards Affected:

All

**For further information please contact the authors of the report**

**Background Papers:** None

## Annexes

**Annex A:** Briefing paper for Personalisation topic

**Annex B:** Think Local Act Personal – Making It Real

**Annex C:** Think Local Act Personal – Making sure personal budgets work for older people

**Annex D:** Summary of Personalisation workshops

**Annex E:** Poets Survey

**Annex F:** Social Care Jargon Buster

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## **Briefing paper for potential scrutiny topic - Personalisation**

### **Health Overview and Scrutiny Committee 23<sup>rd</sup> July 2012**

#### **Background**

Personalisation aims to shift to a position where as many people as possible are supported to stay healthy and actively involved in their communities for longer and for those that do need help to have maximum choice and control.

Putting People First looked at four elements: information and advice; prevention and early intervention; personal budgets and choice and control and market development.

Think Local Act Personal focuses on customer focused outcomes, lean processes, building community supports and increasing Direct Payments

#### **What is already happening in York**

Information and advice We are in the top quartile of outcome data for 2011-12, benchmarked with our regional and comparator authorities, on the proportion of people who use services and carers who say they find it easy to find information about services. We have increased capacity in our ACE Customer Contact Worker team and commissioned Age UK's First Call 50+ service. We have a web based self assessment tool for simple equipment and are developing our web based information.

Early intervention and prevention. Telecare use is increasing with 1800 people now using telecare sensors in their homes. Reablement home care has been provided since 2006 and the new provider is now increasing capacity. We are working with health colleagues to develop Neighborhood Care Teams to deliver more care in the community.

Personal budgets and increasing Direct payments We know we are not offering enough people a personal budget and we know that, as many other authorities, we have a low number of people who then choose to take a direct payment. However we are in the top quartile for customer reported outcomes for the proportion of people who use services who say they have control over their daily life. We are in the process of introducing a new Resource Allocation Tool to give people a clearer and more accurate idea of what resources they may have available to plan

their support. We are changing the way we show the costs of support for customers for whom we still commission support to be more like the personal accounts that people with Direct Payment use. Generally many customers still seem to prefer the Council to arrange their support so we need to find ways that allow more choice and control without people feeling burdened with the task. Take up of personal budgets is particularly low in mental health services, where most of our budgets are invested in in-house services or residential care.

Market development and building community capacity Council wide programmes such as the Ageing Well programme and Dementia Without Walls led by Joseph Rowntree Foundation are helping to identify what we can do as a city to support people live independently for longer. We have two part time Community Facilitator posts. We have supported the establishment of York Independent Living Network and an independent carers' centre and we have supported and encouraged collaborative working in the voluntary sector. We will introduce a regional e-market place website next year, to help people find and buy support.

Measuring customer outcomes We have not formally signed up to Making it Real, but will be using the markers to shape our Annual Account.

Lean processes Care management processes were reviewed and redesigned last year. This is broadly in line with the Think Local Act personal model for workflow with a focus on signposting and reablement. There is still work continuing to improve our workflows.

### **Value that Scrutiny might be able to offer**

Exploring the barriers, or concerns, that discourage people from taking a Direct Payment. Are there other ways people would be able to take more control if they do not want a Direct Payment?

Are there ways we can develop a more personalised approach in mental health services when most of our resources are tied up and not available for use as Direct Payments.

Kathy Clark

Interim Assistant Director Assessment and Safeguarding

# MAKING IT REAL

Marking progress towards personalised, community based support.



# What is Making it Real?

***“A truly honestly co-produced product – extremely good practice”***

Bill Davidson member of the National Co-production Advisory Group and co-chair of Think Local Act Personal

***Think Local Act Personal (TLAP) is the sector wide commitment to transform adult social care through personalisation and community-based support. It committed over 30 national organisations to work together and to develop, as one of the key priorities, a set of markers. These markers are being used to support all those working towards personalisation. This will help organisations check their progress and decide what they need to do to keep moving forward to deliver real change and positive outcomes with people.***

The result is *Making it Real*, a framework developed by the whole Partnership, but very much led by members of the National Co-production Advisory Group, which is made up of people who use services and carers. This signals a new phase in which we use a citizen-focussed agenda to change the kind of information that the sector values, and the way in which we judge success.

*Making it Real* highlights the issues most important to the quality of people's lives. It helps the sector take responsibility for change and publicly share the progress being made.

*Making it Real* is built around “I” statements. These express what people want to see and experience; and what they would expect to find if personalisation is really working

well. We used these statements, for example, to guide our response to the government's *Caring for Our Future* White Paper and the members of our Partnership will use it to check their progress and guide their actions.

## **What it is not...**

*Making it Real* is not a performance management tool. *Think Local Act Personal* is a voluntary movement for change – the sector taking on ownership and responsibility for personalisation. We think that councils and organisations will want to sign up to *Making It Real* as a way of helping them to check and build on their progress with personalisation, and also as a way of letting others know how they are



doing – especially their local community and the people they serve.

## How will it help?

The markers are a practical tool grounded in the expectations of citizens that can be used to develop business or improvement plans, and can help with putting together local accounts from individual services to wider systems.

Using *Making it Real* means that councils, organisations and all partners can look at their current practice, identify areas for change and develop plans for action. It can be used by any organisation involved in providing care and support including councils, providers of home based support and those providing residential and nursing care.

*Making it Real* can also be used by people who use services and carers to check out how well their aspirations are being met. *Making it Real* supports co-production with local commissioners and providers.

## Links with the work of our partners

We are very pleased that the Association of Directors of Adult Social Services (ADASS) and key national service provider groups have endorsed *Making it Real* as

part of their membership of the *Think Local, Act Personal* Partnership. They will be encouraging their own members to make good use of *Making it Real* in their work.

The Care Quality Commission have undertaken a mapping exercise to see how the markers fit with relevant essential standards of safety and quality.

The Towards Excellence in Adult Social Care programme and the ADASS personalisation policy network have both endorsed *Making it Real* and prioritised its implementation as part of their support for *Think Local Act Personal* in the regions. The Local Government Association Community Wellbeing Board have also signed up to *Making it Real*.

The Department of Health have also declared their intention that the work on *Making it Real* will complement and inform the development of their Outcomes Framework – ensuring that citizen experience and sector leadership is central.

Across the country, TLAP Partner organisations have led self-organised events and meetings to ensure that *Making it Real* is shared at a national, regional and local level. Strong connections with user led organisations, including the DPULO Ambassadors are being continuously developed to ensure *Making it Real* is fully co-produced.

## What does it mean for you?

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Following a short period of testing with different kinds of organisations from various parts of the sector, everyone involved in social care has been invited to:

- declare a commitment to use the markers, and to
- publicly share actions they will be taking to make progress towards achieving them.

A web-based process has been developed to enable organisations to publicly declare their commitment to Making it Real. This will also help them to co-produce action plans with people who use services, carers and citizens so that the delivery of personalisation in social care can be improved.

Not all the markers will be relevant to all, so organisations are encouraged to sign up to the ones that are the most meaningful for the people who use their services.

If you sign up to report on your action plan and progress, you will also be authorised to display the *Think Local, Act Personal* logo as a signal that you are fully committed to moving forward with personalisation.

## What's next?

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Since the official launch of Making it Real at Community Care Live in May 2012, organisations have been able to sign up and declare a commitment to personalising social care, and using Making it Real to report on the progress being made.

To get involved, register your details on the Making it Real website [www.thinklocalactpersonal.org.uk/Browse/mir](http://www.thinklocalactpersonal.org.uk/Browse/mir).

The website also includes a range of support materials, easy read and large print versions of documents, case studies, films and examples of Making it Real action plans.

## What will happen to the information?

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The key to *Making it Real* is that progress is reported publicly – most importantly for your local community and the people who use your services.

We will use this information and information from other sources to build a national picture of progress and the challenges requiring action.

For more information please visit: [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)

# Marking progress towards personalised, community-based support

To demonstrate commitment to personalisation and community based support, we invite councils, sector organisations and groups to sign up to *Think Local, Act Personal's Making it Real* markers. This means a commitment to:

- Ensuring people have *real* control over the resources used to secure care and support.
- Demonstrating the difference being made to someone's life through open, transparent and independent processes.
- Actively engaging local communities and partners, including people who use services and carers in the co-design, development, commissioning, delivery and review of local support.
- Ensuring that leaders at every level of the organisation work towards a genuine shift in attitudes and culture, as well as systems.
- Seeking solutions that actively plan to avoid or overcome crisis and focus on people within their natural communities, rather than inside service and organisational boundaries.
- Enabling people to develop networks of support in their local communities and to increase community connections.
- Taking time to listen to a person's own voice, particularly those whose views are not easily heard.
- Fully consider and understand the needs of families and carers when planning support and care, including young carers.
- Ensuring that support is culturally sensitive and relevant to diverse communities across age, gender, religion, race, sexual orientation and disability.
- Taking into account a person's whole life, including physical, mental, emotional and spiritual needs.

# Marking Progress – Key Themes and Criteria

"I" statements include people who use services, including self-funders and carers.

**1) Information and Advice:** having the information I need, when I need it

*"I have the information and support I need in order to remain as independent as possible."*

*"I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date."*

*"I can speak to people who know something about care and support and can make things happen."*

*"I have help to make informed choices if I need and want it."*

*"I know where to get information about what is going on in my community."*

WHAT I WANT...

- Trusted information sources, are established and maintained that are accurate, free at the point of delivery, and linked to local and community information sources.
- Skilled and culturally sensitive advisory services are available to help people access support, and to think through support to think through their options and secure solutions.
- A range of information sources are made available to meet individual communication needs, including the use of interactive technology which encourage an active dialogue and empower individuals to make their own choices.
- Local advice and support includes user led organisations, disabled people's and carer's organisations, self advocacy and peer support.
- Local, consistent information and support that relates to legislation around recruitment, employment and management of personal assistants and other personal staff is available.

IN PRACTICE...

## 2) Active and supportive communities: keeping friends, family and place

*"I have access to a range of support that helps me to live the life I want and remain a contributing member of my community."*

*"I have a network of people who support me – carers, family, friends, community and if needed paid support staff."*

*"I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities."*

*"I feel welcomed and included in my local community."*

*"I feel valued for the contribution that I can make to my community."*

WHAT I WANT...

- People are supported to access a range of networks, relationships and activities to maximise independence, health and well-being and community connections (including public health).
- There is investment in community activity and community based care and support which involves and is contributed to by people who use services, their families and carers.
- Effective programmes are available that maximise people's health and well-being and enable them to recover and stay well.
- Longer term community support and not just immediate crisis is considered and planned for. A shift in resources towards supportive community activity is apparent.
- Systems and organisational culture support both people and carers to achieve and sustain employment if they are able to work.

IN PRACTICE...



### 3) Flexible integrated care and support: my support, my own way

*"I am in control of planning my care and support."*

*"I have care and support that is directed by me and responsive to my needs."*

*"My support is coordinated, co-operative and works well together and I know who to contact to get things changed."*

*"I have a clear line of communication, action and follow up."*

WHAT I WANT...

- People who use services and carers are able to exercise the maximum possible choice over how they are supported and are able to direct the support delivered.
- Support is genuinely available across a range of settings – starting with a person's own home or, where people choose, shared living arrangements or residential care.
- Processes are streamlined so that access to support is simple, rapid and proportionate to risk. Assessments are kept to a minimum, are portable, where possible, and do not cause difficulty or distress.
- People who access support and their carers, know what they are entitled to and who is responsible for doing what.
- Collaborative relationships are in place at all levels so that organisations work together to deliver high quality support.
- Support is 'joined-up', so that people and carers do not experience delays in accessing support or fall between the gaps, and there are minimal disruptions when making changes.
- Transition from childhood to adulthood support services are pre-planned and well managed, so that support is centred on the individual, rather than services and organisational boundaries.
- Commissioners and providers of services enable people who access support to build their personal, social and support networks.

IN PRACTICE...



**4) Workforce:** my support staff

*"I have good information and advice on the range of options for choosing my support staff."*

*"I have considerate support delivered by competent people."*

*"I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers."*

*"I am supported by people who help me to make links in my local community."*

WHAT I WANT...

- People who receive direct payments, self-funders and carers are supported in the recruitment, employment and management of personal assistants and other personal staff including advice about legal issues. People using council managed personal budgets have maximum possible influence over choice of support staff.
- There is development of different kinds of workforce and ways of working, including new roles for workers who work across health and social care.
- Staff have the values, attitude, motivation, confidence, training, supervision and tools required to facilitate the outcomes that people who use services and carers want for themselves.
- The workforce is supported, respected and valued.
- There are easy and accessible processes to enhance security and safety in the employment of staff.
- The formal and informal workforce is increasingly focused on and able to help people build and sustain community connections.



IN PRACTICE...

**5) Risk enablement:** feeling in control and safe

*"I can plan ahead and keep control in a crisis."*

*"I feel safe, I can live the life I want and I am supported to manage any risks."*

*"I feel that my community is a safe place to live and local people look out for me and each other."*

*"I have systems in place so that I can get help at an early stage to avoid a crisis."*

WHAT I WANT...

- People who use services and carers are supported to weigh up risks and benefits, including planning for problems which may arise.
- Management of risk is proportionate to individual circumstances. Safeguarding approaches are also proportionate and they are co-ordinated so that everyone understands their role.
- Where they want and need it, people are supported to manage their personal budget (or as appropriate their own money for purchasing care and support), and to maximise their opportunities and manage risk in a positive way.
- Good information and advice, including easy ways of reporting concerns, are widely available, supported by public awareness-raising and accessible literature.
- People who use services and carers are informed at the outset about what they should expect from services and how to raise any concerns if necessary.



IN PRACTICE...



## 6) Personal budgets and self-funding: my money

*"I can decide the kind of support I need and when, where and how to receive it".*

*"I know the amount of money available to me for care and support needs, and I can determine how this is used (whether its my own money, direct payment, or a council managed personal budget)."*

WHAT I WANT...

*" I can get access to the money quickly without having to go through over-complicated procedures."*

*"I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this."*

- Everyone eligible for on-going council funded support receives this as a personal budget. Direct payments are the main way of taking a personal budget and good quality information and advice is available to provide genuine and maximum choice and control.
- Council managed personal budgets offer genuine opportunities for real self-direction.
- People who use social care (whether people who use services or carers) are able to direct the available resource. Processes and restrictions on use of budget are minimal.
- There is a market of diverse and culturally appropriate support and services that people who use services and carers can access. People have maximum choice and control over a range of good value, safe and high quality supports.
- People who use services and carers are given information about options for the management of their personal budgets, including support through a trust, voluntary or other organisation.
- Self-funders receive the information and advice that they need and are supported to have maximum choice and control.
- Councils understand how people are spending their money on care and support, track the outcomes achieved with people using social care and carers, and use this information to improve delivery.

IN PRACTICE...



To sign up to Making it Real, visit:  
*[www.thinklocalactpersonal.org.uk/MIR](http://www.thinklocalactpersonal.org.uk/MIR)*

**Think Local, Act Personal** is a sector-wide commitment to moving forward with personalisation and community-based support, endorsed by organisations comprising representatives from across the social care sector including local government, health, private, independent and community organisations. For a full list of partners visit [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)



Making sure  
personal budgets  
work for older people

**BRIEFING FOR THE NATIONAL CHILDREN'S  
& ADULTS SERVICES CONFERENCE**

October 2012



social care  
institute for excellence



**think local  
act personal**

## Challenges and examples of emerging positive practice

**1** Reluctance to use personal budgets and especially direct payments amongst older people and their carers for reasons including preferring existing arrangements, fear of loss or reduction of services, fear of trying new alternatives, complexity, time consuming processes and burdens of responsibility.

- Some councils have provided creative support to think about outcomes and non traditional models of support; often working closely with trusted voluntary organisations like Age UK or Alzheimer's Society to provide training, information and advice.
- Other councils are undertaking systems reviews to reduce form filling, dispense with panels for smaller support packages, introducing pre-paid envelopes and changing time tables for financial monitoring.

**3** Workforce issues including cultural, training and practice development issues.

- A range of approaches have been identified to help staff adapt, including systematic and medium term training and development investments for front line staff.
- Some councils have developed comprehensive staff guidance and quick look guides or toolkits produced for staff to support older people with options. Others have employed senior practitioners to mentor and coach workers.
- Other councils are restructuring teams to amalgamate older people services with younger adults staff to help with cultural change or are working with user led organisations to help change staff culture.

**4** Lack of suitable information, advice and guidance including limited knowledge and understanding of personal budgets and direct payments. Trusted information sources are not always providing positive advice.

- Some councils are focusing on educating GPs, district nurses and other health staff so that first conversations with older people are positive about options for directing own care through personal budgets.
- Other councils are coproducing information kits and leaflets with user-led organisations or are working with voluntary sector like Age UK on provision of information.

**2** The circumstances within which older people use social care including crisis situations, rapidly fluctuating needs and modest budgets focused on personal care.

- Some councils are re-thinking PBs as one element of the social care pathway and are linking their re-ablement strategies to personal budget processes and practice.
- Others are providing assistive technology, community equipment and specialist services at point of pre-determination of eligibility, followed by a proportionate support planning process that allows time for older people to consider their options once they have stabilised, and recuperated.

**5** Lack of suitable support for people to plan and make good use of personal budgets.

- Some councils are externalising their brokerage function and actively seeking user-led or carers organisations to become new providers of this service.
- Other councils are using community groups and peer support networks to assist with support planning, or are working with family members (where they are able to) to share roles.

Older people form the largest proportion of users of adult social care, and the largest part of adult social services expenditure goes on the over 65s. We must make sure this group benefits well from personal budgets (PBs).

Issues concerning PBs for older people and their carers have been prominent since the original DH research on individual budgets in 2005. In April 2012, ADASS published *The Case for Tomorrow*, calling for "an overhaul" of personal budgets for older people. They did this because they identified a range of challenges that the association believes need to be addressed - These built on issues identified by others, including the Alzheimer's Society in their report on personal budgets for people with dementia *Getting Personal*.

In response, Think Local Act Personal (TLAP) agreed to lead a review of personal budgets for older people including people with dementia. It is doing this alongside its partners the Social Care Institute for Excellence (SCIE), and with a steering group from ADASS, Department of Health, Alzheimer's Society, Age UK and the Standing Commission on Carers.

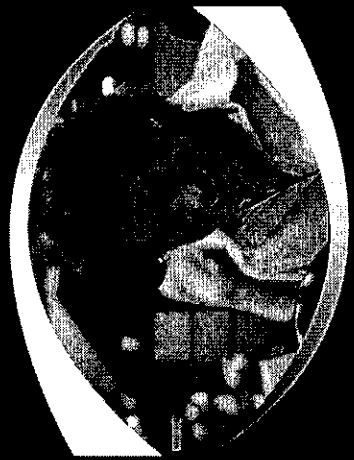
This review, led by Martin Routledge from TLAP working closely with Sarah Carr from SCIE, started in July. To date it has reviewed key challenges to successful implementation of personal budgets for older people and has started to identify positive practice and solutions.

Data and research confirms:

- Strong average progress with numbers for people aged 65 and over, but with very high variability from council to council.
- Significant increase in numbers has been via more managed personal budgets.
- Steady numbers for direct payments, but these remain significantly lower for older people than for under 65s. Again there is significant variation in direct payment numbers across councils and regions.
- For people receiving PBs generally positive outcomes in most areas of life, (found by the National Personal Budget survey) and generally few reported negative effects.
- Significant frustrations with personal budgets processes.

- Good indications of the factors that lead to positive outcomes, which are currently less present for older than younger people and with big cross council variation.

From looking at council returns to the ADASS PB survey, the review has identified that most are identifying significant challenges in implementing personal budgets with older people - and in particular achieving good numbers while also being confident they are making a positive difference. However we have also highlighted that there is considerable emerging positive practice in each of the areas identified as challenging.



## Challenges and examples of emerging positive practice (continued...)

- 6** Lack of market development, including existing contracts that constrain creativity, people buying what they bought before and difficulties commissioning smaller packages with providers unwilling to support at lower costs.
- Some councils are commissioning support from specific organisations through spot contracts while others are remodelling individual service funds that supports more direct relationships between providers and the older person.
  - Reorganising in house supports to better support people with managed personal budgets has been found to a helpful approach, as too paying attention to workforce supply and suitability e.g. personal assistant registers and apprenticeship schemes, and expanding involvement of third party support agencies.
- 7** A focus on helping people stay safe
- Some councils are coordinating safeguarding and information teams.
  - Others are focusing on risk enablement systems.

## Next steps

The full review will be published shortly on [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk).

From October 2012 to March 2013, we will focus on drawing out the promising approaches to tackle the challenges highlighted. That's where we need your help. If you're one of the councils making good progress in implementing personal budgets for older people or a provider, support agency or user/carer organisation making a difference in this area, please get in touch [thinklocalactpersonal@scie.org.uk](mailto:thinklocalactpersonal@scie.org.uk).

We will be commissioning further work around some of the specific elements of positive practice, with a specific emphasis on cost effective and

sustainable approaches. This will become the basis for recommendations to central and local government and others to improve results for older people. These recommendations will place personal budgets firmly in the context of other elements of systems and practices to support the health and well being of older people.

We'll develop recommendations for implementation by national and local government so that in 2013/14, we can move ahead with sharing this practice regionally and nationally.

## Contact us

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# York Health Overview and Scrutiny Committee Personalisation Review

## Summary of issues raised during workshops May 2013

### Introduction

As part of the Health Overview and Scrutiny review into Personalisation, Tricia Nicoll Consulting was commissioned to facilitate two workshops for people who use services and family carers and other people involved in the Personalisation agenda. These were held on 23rd April 2013 at the City of York Council West Offices. The aim of the workshops was to offer participants the chance to share their views and experiences of how Personalisation and self-directed support is working in York and to offer suggestions for what needs to change. 15 people attended the first workshop and 9 people attended the second workshop.

The workshops used the Think Local Act Personal *Making it Real* markers for progress ([www.thinklocalactpersonal.org.uk/MIR](http://www.thinklocalactpersonal.org.uk/MIR)) as a framework:

1. Information and advice: having the information I need, when I need it
2. Active and supportive communities: keeping friends, family and place
3. Flexible integrated care and support: my support, my own way
4. Workforce: my support staff
5. Risk enablement: feeling in control and safe
6. Personal budgets and self-funding: my money

For each of these markers, participants were asked to consider;

- ★ What is working well at the moment in York?
- ★ What is not working so well at the moment in York?
- ★ What needs to change?

There is a photographic report of both events available, showing people's responses across all the markers. This report is a summary of the issues.

## 1. Information and advice: having the information I need, when I need it

- *I have the information and support I need in order to remain as independent as possible*
- *I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date*
- *I can speak to people who know something about care and support and can make things happen*
- *I have help to make informed choices if I need and want it*
- *I know where to get information about what is going on in my community*

### **What's working well at the moment in York?**

People were particularly happy with the information and support provided by the Independent Living Scheme (ILS) and by the Community Facilitators, both of whom were seen as extremely valuable resources. There was complete support for the theory behind Personalisation and self-directed support and how this is articulated by City of York through My Life My Choice. People talked about getting good information from other people who use services and family carers and from user-led groups such as Lives Unlimited.

### **What's not working so well at the moment in York?**

Participants felt that the knowledge of staff within the Council is patchy and that organisations and services do not always share information; *'if I walked into West Offices and asked about Personalisation and how I could get information, what would happen?'* People talked about not knowing where to go for information, about needing to ask for rather than automatically receiving it, about a reliance on families and loved ones to source the information they need, and about language being confusing (individual budget, personal budget, Direct Payment, Personalisation). People questioned the 'buy in' from some staff about Personalisation as a way of thinking and working, and, in particular cited the experience of older people and people living with mental health issues; do they get the right message about Personalisation? Participants wanted to see more sharing of stories of people's experience of self-directed support - how things can be different.

### **Participants' ideas about what needs to change:**

- Care Managers are kept up to date with personal budgets
- Ensure social services staff understand about Personalisation
- Promote/sell Personalisation as the 'the way'



- The public to have/be equal stakeholders in decision making. Consultation to be taken seriously
- Prepare a comprehensive database in partnership with Healthwatch
- Better transition support from children's to adult services
- Information is accessible (we all know what we mean by that - recognisable standards)

## 2. Active and supportive communities: keeping friends, family and place

- *I have access to a range of support that helps me to live the life I want and remain a contributing member of my community*
- *I have a network of people who support me - carers, family, friends, community and if needed paid support staff*
- *I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities*
- *I feel welcomed and included in my local community*
- *I feel valued for the contribution that I can make to my community*

### **What's working well at the moment in York?**

Everyone talked about how self-directed support and personal budgets have given them the chance to live ordinary lives and be involved in their communities, with access to live, learn and progress at their own pace, supported by family and friends.

A specific comment was made about how getting support from personal assistants had 'set boundaries' in the person's relationship with their family and enabled them to become a mother/friend again. Another participant talked about how it had, '*lifted worry about my mother's wellbeing*'.

### **What's not working so well at the moment in York?**

Several participants felt that social isolation is still a problem. They shared practical problems, e.g. with the way transport is organised in the city (focused on into and out of the centre rather than on more circular routes) and in the accessibility of buildings - including availability of changing places. Participants also noted a more fundamental issue about how we view older and disabled people and acknowledge the skills and knowledge people bring to their communities; moving from a deficit focus to an asset-based approach requires more investment than currently exists in community support systems, e.g. time-banking.

### **Participants' ideas about what needs to change:**

- Care Management could work in creative ways - in area teams
- The Police are able to support people experiencing hate crime to stop it happening. Reporting a hate crime is easy
- More creative use of volunteers in communities - tackling social isolation etc
- All agencies work together to make York a welcoming place for all citizens
- Society - people's views need to change and reduce ignorance
- I feel part of my community and play an active role in it
- Neighbourhood based teams - with other departments as well as health, developing community care/enabling networks

### **3. Flexible integrated care and support: my support, my own way**

- *I am in control of planning my care and support*
- *I have care and support that is directed by me and responsive to my needs*
- *My support is coordinated, cooperative and works well together and I know who to contact to get things changed*
- *I have a clear line of communication, action and follow-up*

### **What's working well at the moment in York?**

Participants talked about the importance of being genuinely in control of choosing support staff (for themselves or for a loved one) and how the self-directed support process has enabled this to happen. Support from personal assistants has enabled people to get support that is more flexible, is from people who share the same interests and who facilitate greater independence and a, *'better quality of life'*

The role of ILS in supporting people to put together a job description, advertise and recruit for personal assistants was really appreciated.

### **What's not working so well at the moment in York?**

The biggest issue people brought was, *'the gap between rhetoric and reality'*. Participants all shared examples of issues with the end to end process of self-directed support; assessment taking a long time, support plans being completed by a worker and issues around changing eligibility and charging; *'the process of getting a personal budget/Direct Payment was frustrating and challenging'*.

Participants reported a specific issue in mental health services with people not being offered the opportunity to know their personal budget; *'no one understands the system and people get passed round and around'*.

Some people felt that they were not allowed to make their own decisions about the support they get and that they had a, *'feeling of no choice or control'*. Some people said that they could not find the right person to speak to about getting the support they want.

People talked about the need for good support in the self-directed support process; *'impartial, independent brokerage and support planning'* and some people felt there was an over reliance on the role of a supportive family, particularly if someone has complex and complicated needs.

Some participants talked about the lack of a varied marketplace to choose services from.

### **Participants' ideas about what needs to change:**

- Ensure support plans promote recovery and independence and reduce reliance: improve their quality
- Offer choice, e.g. Brokerage or training to manage own budget - not just ILS
- Allow Care Managers responsibility and flexibility - they know the family don't they?

## **4. Workforce: my support staff**

- *I have good information and advice on the range of options for choosing my support staff*
- *I have considerate support delivered by competent people*
- *I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers*
- *I am supported by people who help me to make links in my local community*

### **What's working well at the moment in York?**

Again, the importance of being able to directly employ personal assistants was seen as central to Personalisation and self-directed support, and the role of ILS in supporting people through the employment process was really appreciated. Participants talked about getting continuity, flexibility and more person-centered support through personal assistants.

### **What's not working so well at the moment in York?**

The main issue participants shared was the difference in the experience of people who are not managing their own budget and who are using Council managed or agency staff; *'there is limited choice if you are not managing your own budget'*. In

particular, people talked about the inflexibility of Home Care shift patterns and of support being very task focused; *'washed .... Fed ... you're done'*. People also felt frustrated when they did have good support from an agency and then the rules appeared to change about what tasks carers could carry out.

Another key issue for people was the limited range of formal peer support in York; *'peer support is valuable but there is not enough'*.

Some people felt that there was little support around employment issues for personal assistants.

Some people were concerned that, if they were successful in using self-directed support then their budget would be cut.

### **Participants' ideas about what needs to change:**

- Support planning cafe - open to the public
- Set up a support network for individual employers to support and share experiences
- Nothing about us without us
- Things to be user-led and support to be user-decided
- Underpin everything with the social model of disability
- Create simple contracts/structures to facilitate creative carer/personal assistant working
- Care agencies get contracts based on quality of care, not just based on the cheapest
- Training, supervision and team leading for personal assistants should be included in budgets
- Providing care is seen as a vocation and is celebrated
- Before embarking on employing personal assistants, training and support manual given to the person/main support/family member
- Forum or lobby a service group to promote Personalisation and share experiences
- Set up own personal assistants group of family members to collectively manage our budgets
- Positively support and fund user-led organisations to give information and support to other people

## 5. Risk enablement: feeling in control and safe

- *I can plan ahead and keep control in a crisis*
- *I feel safe, I can live the life I want and I am supported to manage any risks*
- *I feel that my community is a safe place to live and local people look out for me and each other*
- *I have systems in place so that I can get help at an early stage to avoid a crisis*

### What's working well at the moment in York?

Participants reflected that the framework of self-directed support enables everyone to take a more practical and pragmatic approach to risk and accept that, *'being in control is about being ordinary and sometimes things go wrong'*.

### What's not working so well at the moment in York?

People talked about having to, *'wait until its too late'* before things got changed, and of a feeling that, *'City of York Council don't want Personalisation to work - too costly?'*. Some people shared an anxiety about support from personal assistants; *'great when all in place but who can help when it goes wrong? What is my back-up support system?'* There was a sense of a huge time commitment and contribution from wider family and other networks in ensuring plans are successful.

People brought specific examples of not feeling safe at home or in their local community and people agreed that, *'we need to tackle disability hate crimes to allow me to feel safe...'*

**There were no suggestions about what needs to change.**

## 6. Personalisation and self-funding: my money

- *I can decide the kind of support I need and when, where and how to receive it*
- *I know the amount of money available to me for care and support needs, and I can determine how this is used (whether its my own money, Direct Payment, or a Council managed personal budget)*
- *I can get access to the money quickly without having to go through over-complicated procedures*
- *I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this*

### **What's working well at the moment in York?**

Participants appreciated the principles of Personalisation and that Direct Payments and personal assistants give people more independence. One person reflected that, *'the flexible use of Direct Payments allows me to employ personal assistants to help me in work'*.

### **What's not working so well at the moment in York?**

Participants had many concerns about the process of assessment and calculating an indicative budget, the result of which people felt varied depending on who supported the assessment process; *'assessments and the process of getting a budget is traumatic.'* and *'It feels like a fight not a right - we all want it to work don't we?'*

People talked about confusion over what personal budgets can be spent on.

Financial contributions were an issue, with some people not having the financial assessment process explained to them. People also shared frustrations about the lack of an independent appeals process if they were unhappy about their indicative budget.

People felt that the unpicking of block contracts is an issue, with a reliance on providers to lead this work, and there was a particular frustration at the lack of use of individual service funds.

There are specific issues in mental health services, where people appear not to be able to find out their indicative budget.

### **Participants' ideas about what needs to change:**

- Look at the hourly rate for Direct Payments - is it giving you full choice in who you can employ (compared with agencies)?
- Why is York Direct Payments rate lower than other local authorities?
- Make better use of resources
- Think about creative solutions, not default positions
- Need an honest and open assessment process that families and everyone understands
- The process of getting a personal budget is easy and understandable
- Person-centred review process
- Centralised funding pot, i.e. Simplified
- Support voluntary sector to transform into fee-paying providers



# The POET Survey

## City of York Council Data Report:

### December 2012

### Personal budget recipients

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#### **Introduction**

This report presents data collected from personal budget holders in the City of York using the POET survey tool. It also compares the numerical responses of personal budget holders to the POET survey in the City of York with the responses we have from personal budget holders in other parts of England.

#### **Who took part in the survey?**

In total, 34 personal budget holders in the City of York completed the POET survey. We are able to benchmark the City of York data against responses from 1,114 personal budget holders in other parts of England. As people could choose not to complete particular questions within the survey, the totals reported throughout the report are unlikely to add up to these overall totals.

The graphs in figures 1 to 6 show the characteristics of the City of York personal budget holders responding to the survey compared to respondents from other local authorities in England. City of York respondents were more likely to be female, they were more likely to be aged under 45 years of age, and more likely to report having a physical disability or health condition. City of York respondents were significantly less diverse than other respondents in terms of ethnicity and religion, and were more likely to report their sexual orientation.

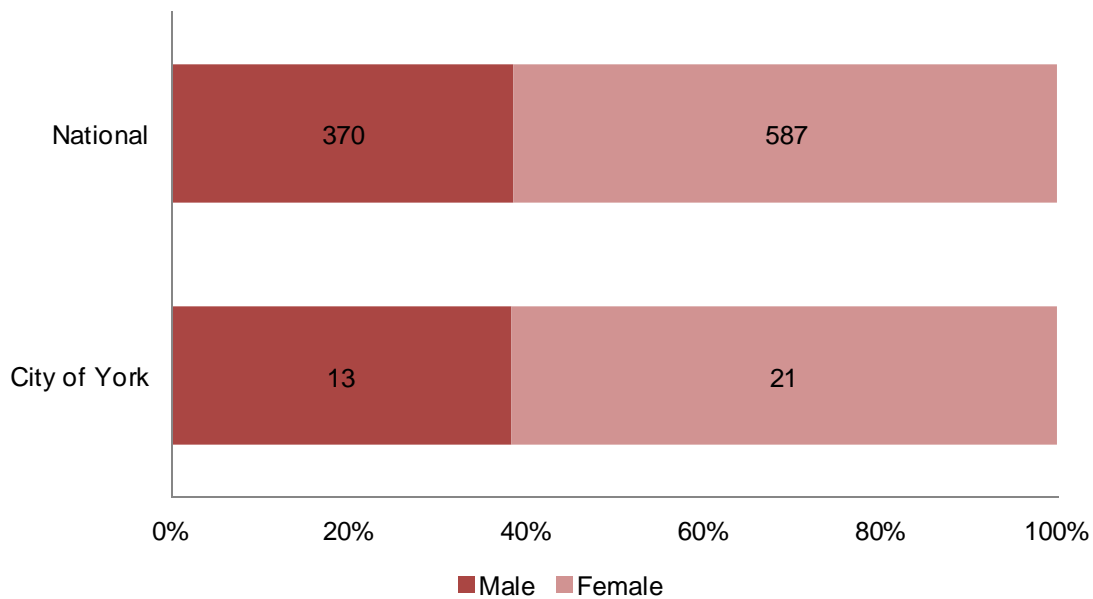


Figure 1. Personal budget recipients: Gender

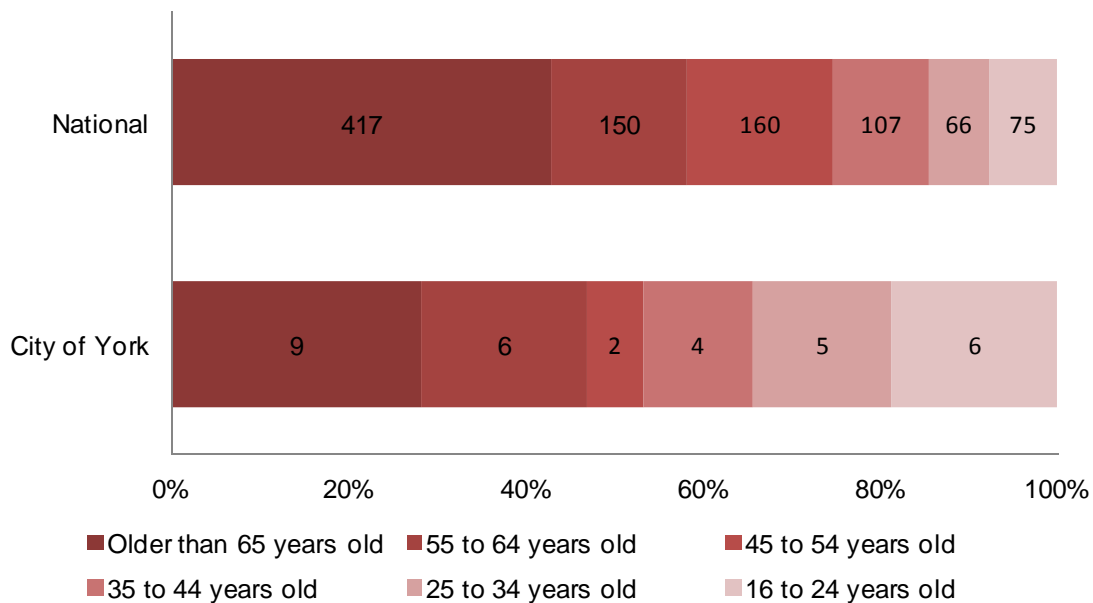


Figure 2. Personal budget recipients: Age



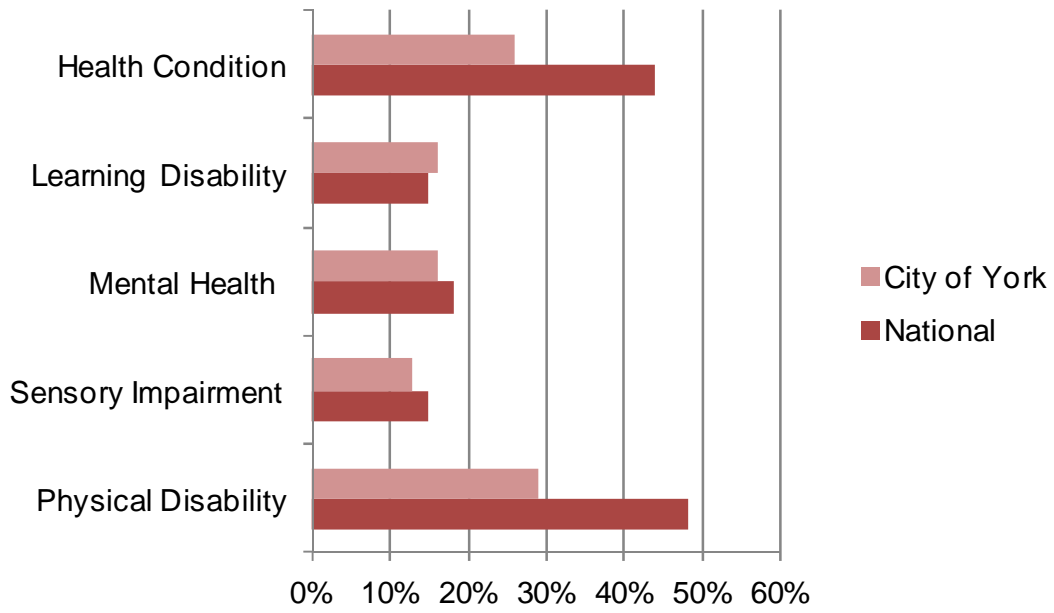
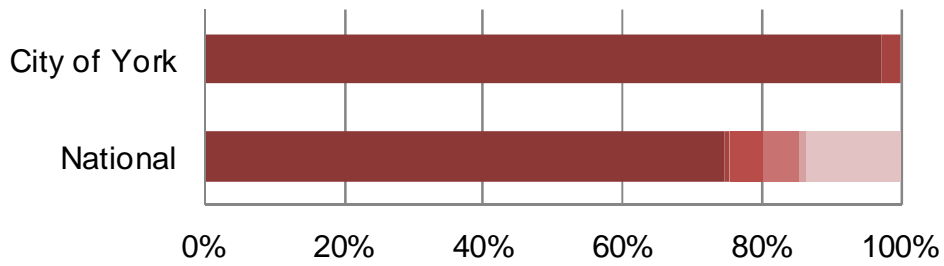


Figure 3. Personal budget recipients: Disability



	National	City of York
Any White	831	33
Mixed	10	1
Asian/Asian British	54	0
Black, B. British	55	0
Chinese, Other	13	0
No Info	151	0

Figure 4. Personal budget recipients: Ethnicity

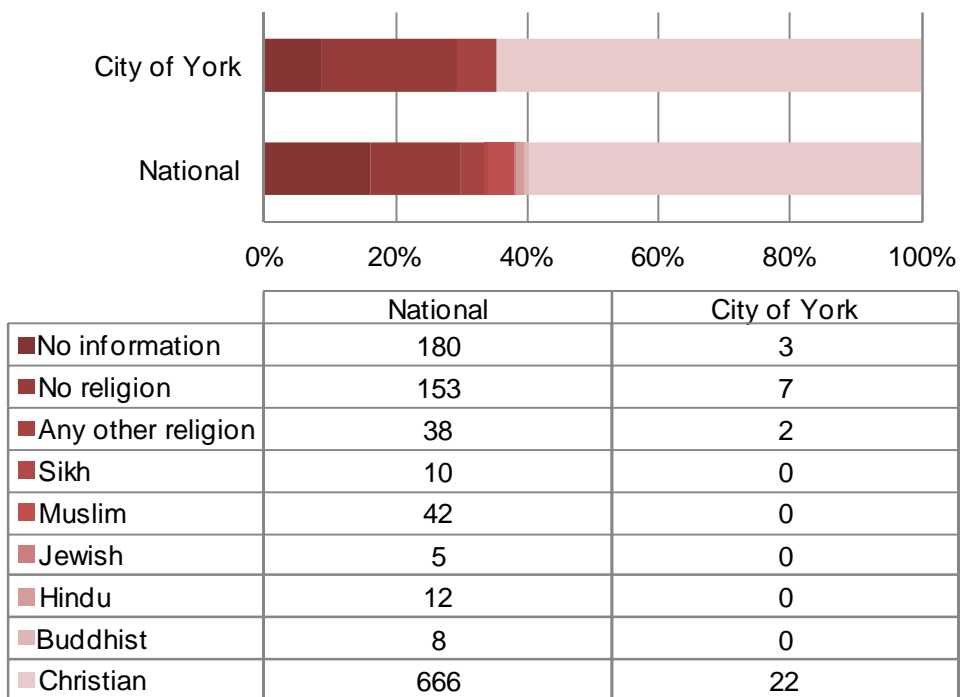


Figure 5. Personal budget recipients: Religion

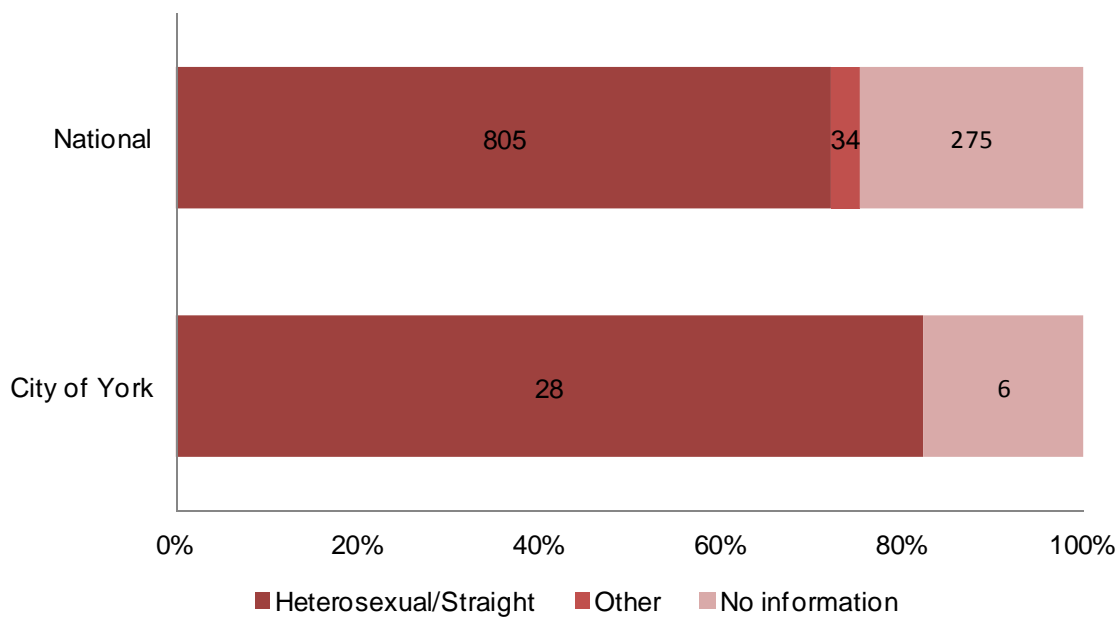


Figure 6. Personal budget recipients: Sexuality

### How did people answer the questions?

The graph below shows how people answered the questions in the POET survey. In the City of York approximately 35% of personal budget holders answered the questions on their own, with all other respondents having help from someone else.

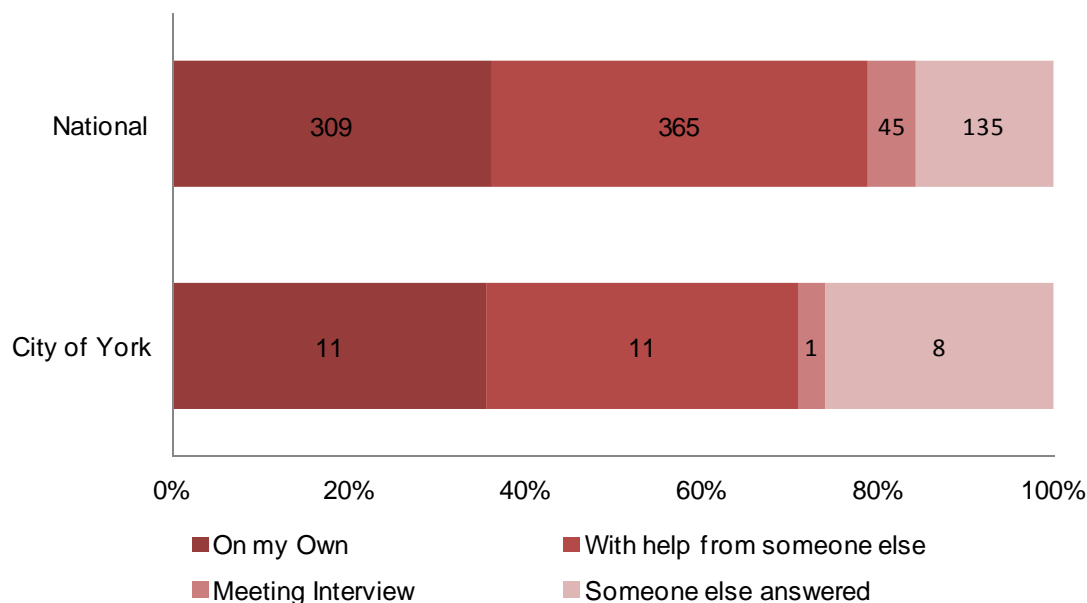


Figure 7. Personal budget recipients: How people answered the questions

### How long have people held a personal budget?

The graph below shows the length of time that personal budget holders had held their personal budget. For personal budget holders in the City of York, a similar percentage of people had been using their budgets for three years or longer compared to people in other parts of England, with a higher proportion locally holding their budget for between one and three years.

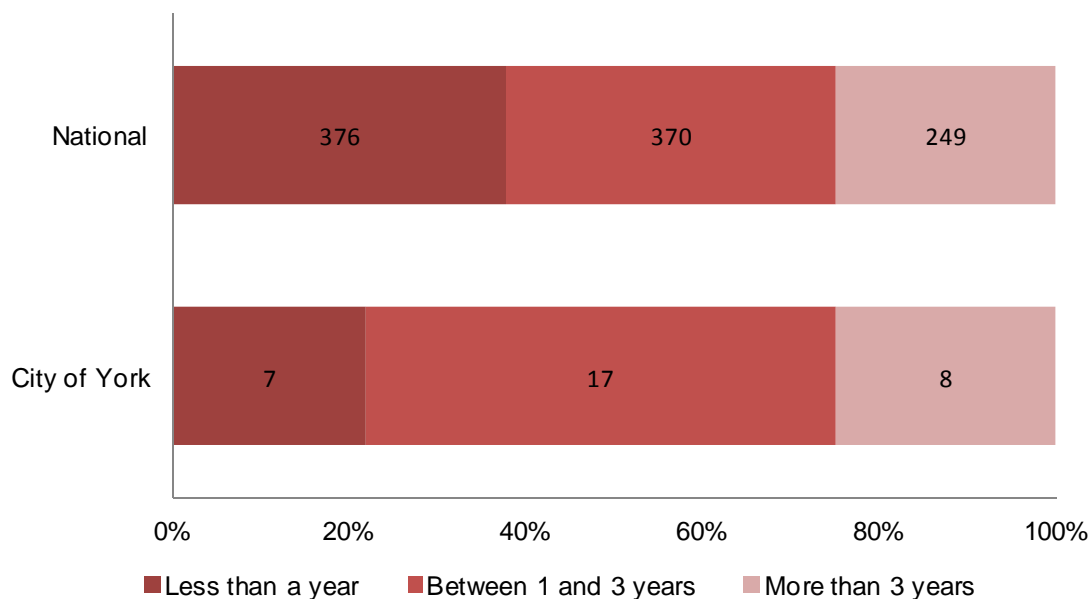


Figure 8. Personal budget recipients: How long have people held a personal budget?

**Did people get local authority support before their personal budget?**

The graph below shows how many personal budget holders had been receiving local authority support before they got their personal budget. For personal budget holders in the City of York approximately 60% of personal budget holders had been receiving local authority support before their personal budget; a slightly lower figure than that for personal budget holders in other parts of England.

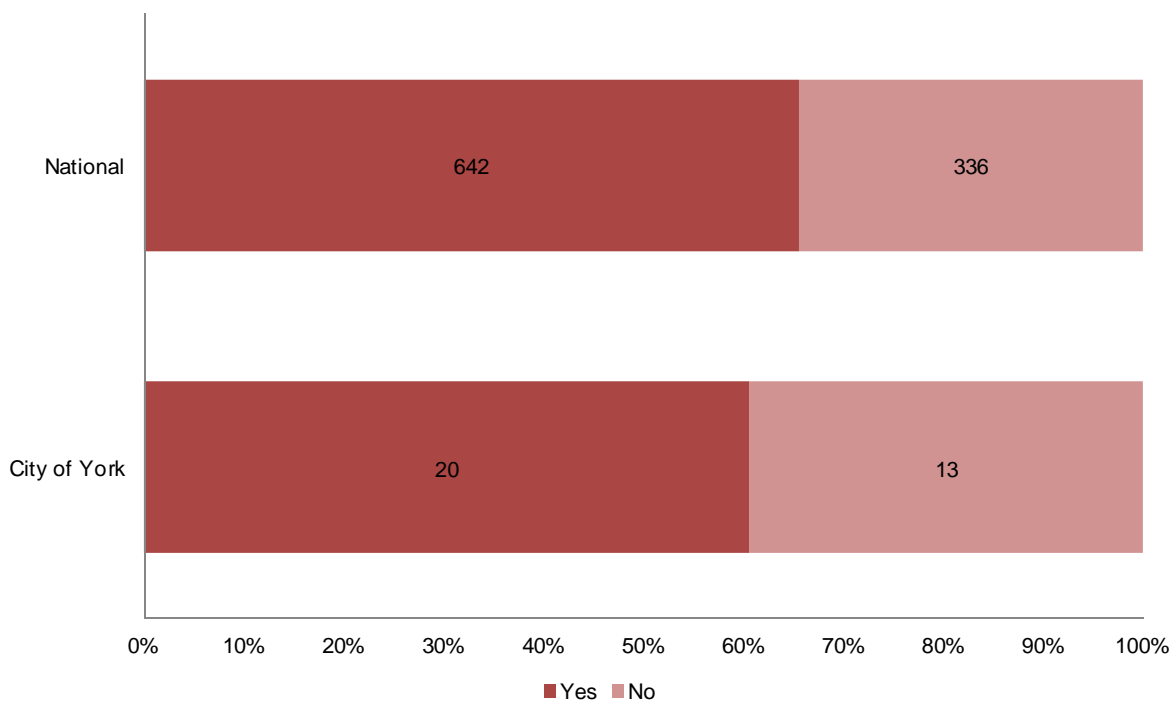


Figure 9. Personal budget recipients: Did people get local authority support before their personal budget?

**How do people manage their personal budgets?**

The graph in figure 10 shows how people managed their personal budgets. In the City of York, personal budget holders were most likely (44%) to have a direct payment paid directly to them. Direct payments looked after by someone else were also reported by 22% of personal budget holders in the City of York. Significantly more personal budget holders in the City of York reported using an individual service fund when compared to elsewhere in England. A lower proportion of personal budget holders in the City of York reported that they did not know whether they had a personal budget or not.

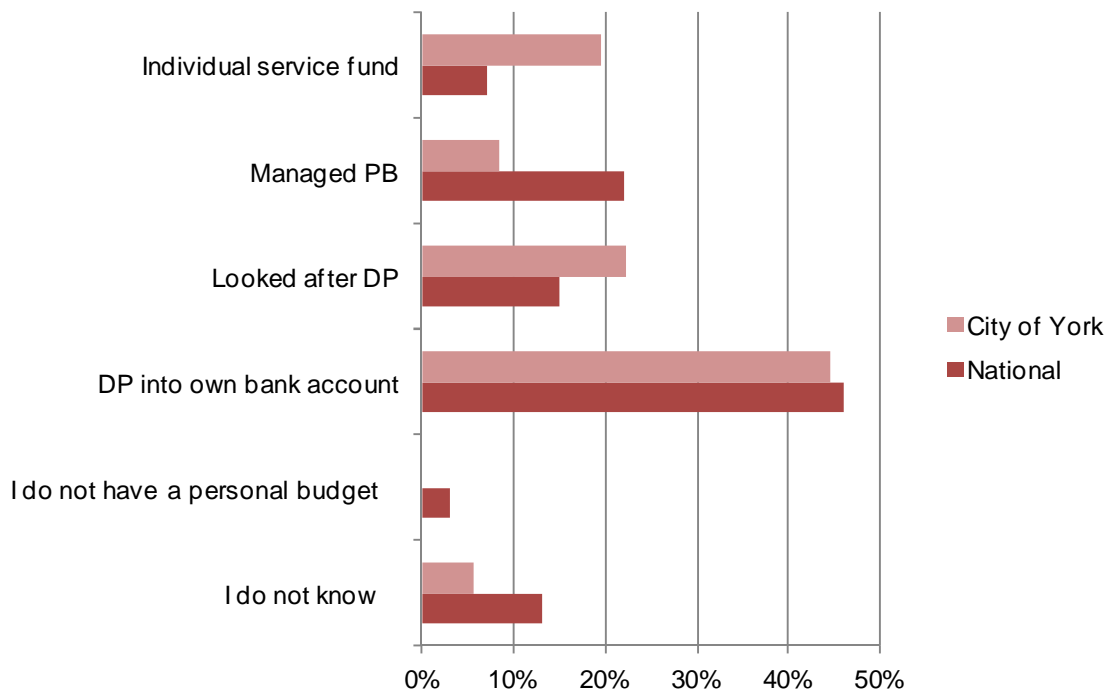


Figure 10. Personal budget recipients: How was the personal budget managed?

**The level of personal budgets and support for planning**

The POET survey asked personal budget holders whether they were told the weekly amount of their personal budget and whether they could provide an estimate of the amount. The survey also asked a range of questions about how people were supported when planning their personal budget, and whether their views were included in the personal budget support plan.

Over two thirds of the City of York personal budget recipients (68%) said they had been told the amount of money in their personal budget, a lower figure than personal budget holders in other parts of England (77%).

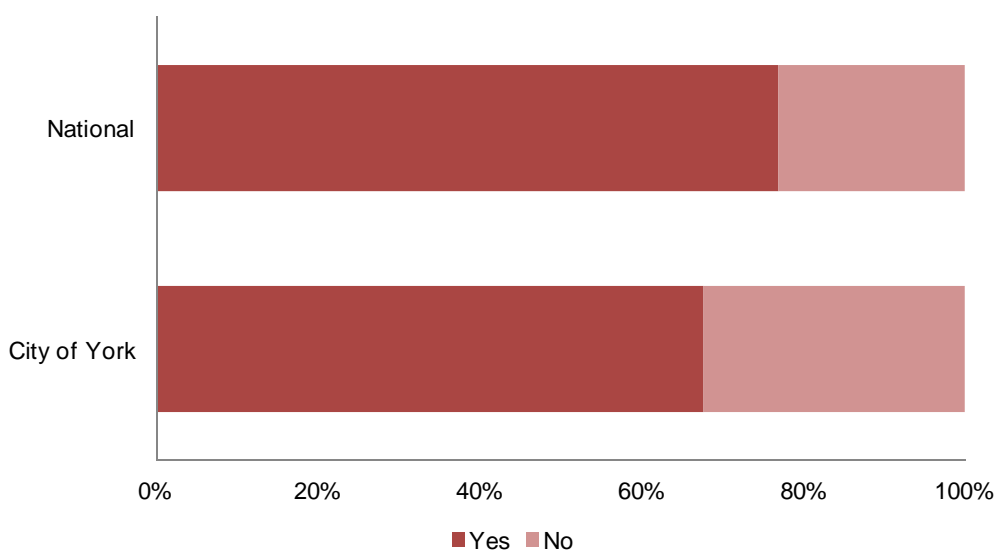


Figure 11. Personal budget recipients: Have you been told how much your support costs each week?

The graph below shows whether personal budget holders reported getting help to plan their personal budget. Nearly 77% of personal budget holders in the City of York reported that they had received help to plan their personal budget, a slightly lower proportion than personal budget holders in other parts of England.

Secondly, the graph below shows who helped people to plan their personal budgets. In the City of York, the most common sources of support were help from someone from the council (46%) and from family/friends (33%).

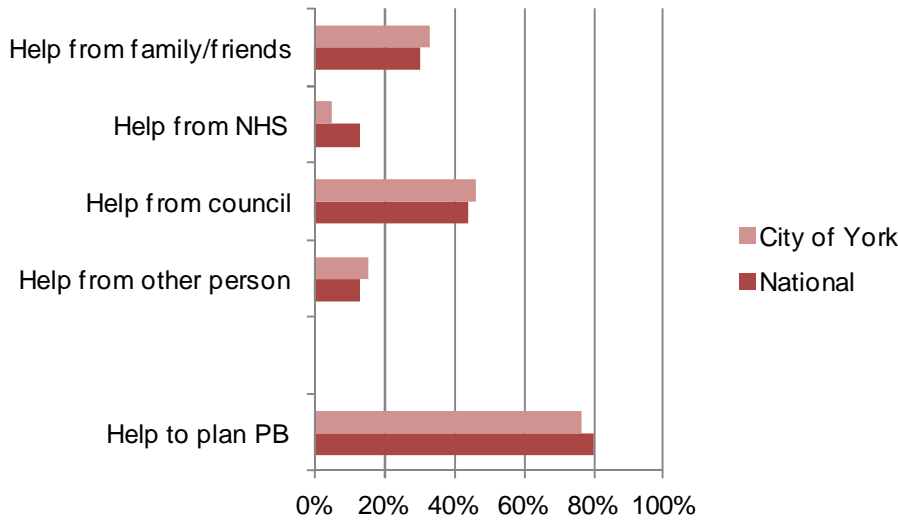


Figure 12. Personal budget recipients: planning support

Finally, the graph below summarises whether personal budget holders felt their views were fully included in the support plan for their personal budget or not. In the City of York, just over 91% of personal budget holders felt their views were very much or mostly included in their support plan, slightly higher figures as for personal budget holders in other parts of England.

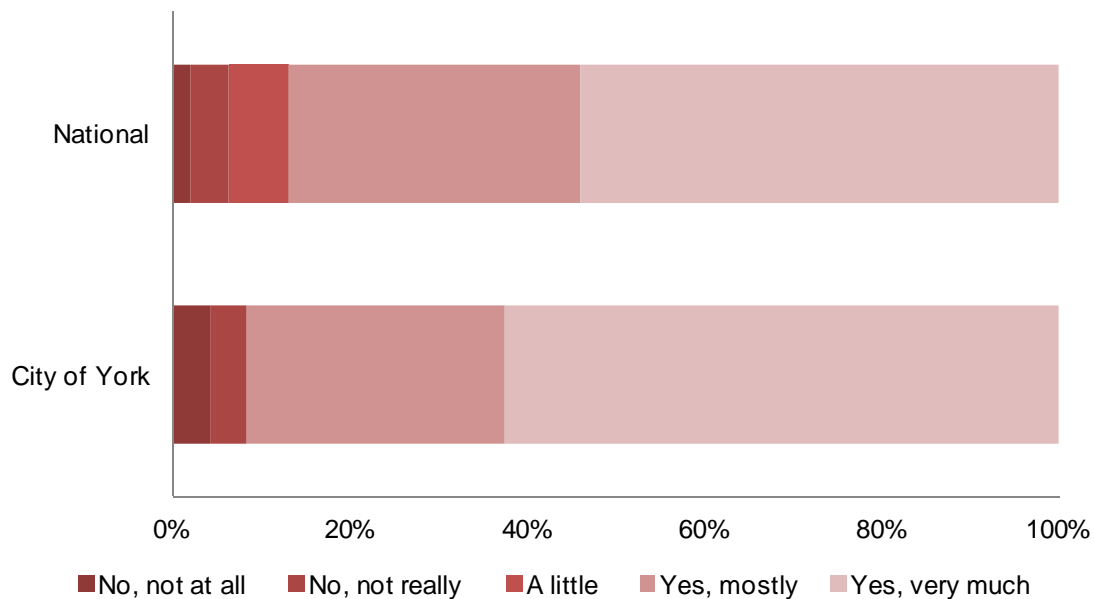


Figure 13. Personal budget recipients: Were your views fully included in support plan?

### The role of the council in supporting personal budgets

As the graph below reports, the POET survey asked several questions about how the council was performing throughout the personal budget process.

A majority of personal budget holders in the City of York reported that the council had made things easy for them in six of the nine aspects of the personal budget process we asked about; getting advice and support, assessing needs, understanding restrictions, control of money, planning and managing support, and making views known and making a complaint.

As was the case nationally, the areas we asked about that respondents in the City of York were least likely to report as easy was choosing different services.

In only one of the nine areas, personal budget holders in the City of York were less likely than people elsewhere to report that the council made the process easy. This was getting the support wanted.

In the City of York, similar to elsewhere in England, approximately 12%-24% of personal budget holders reported that the council had made things difficult for all nine aspects of the personal budget process we asked about. Approximately 24% said it was difficult to make views known and have control of money.

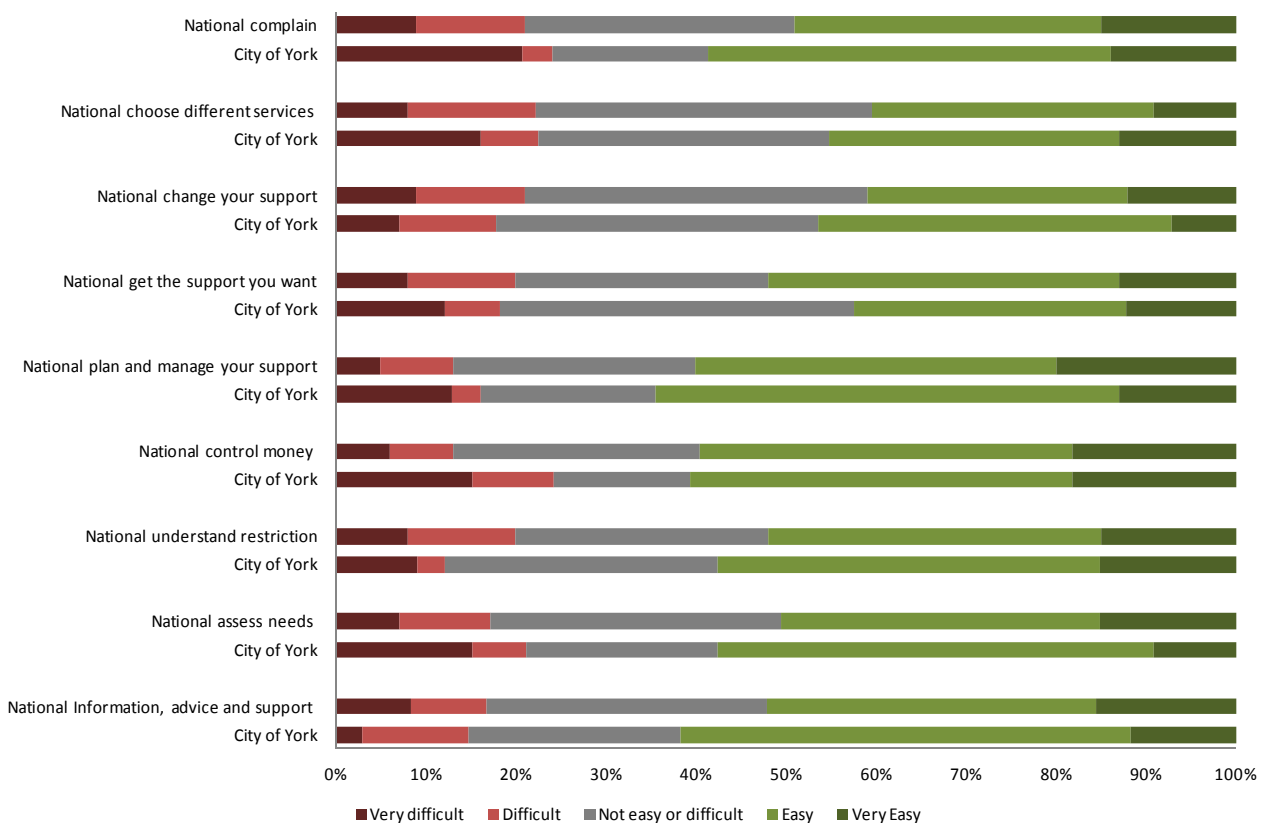


Figure 14. How easy was the personal budget process?

### **Have personal budgets made a difference to people's lives?**

The POET survey asks personal budget holders whether their personal budgets have made a difference to various aspects of their lives, and if so whether this difference has been positive or negative.

The graph below summarises the findings from the set of questions we asked for personal budget holders. At least 60% of personal budget holders in the City of York reported that their personal budget had made a positive difference to them in nine of the 14 outcome areas we asked about; dignity in support, mental wellbeing, getting the support you need, feeling safe, staying independent, control of support, physical health, control of important things in life and relationships with paid support. A majority of people reported that the personal budget had had a positive impact on their lives in one further area. However in the areas of getting a paid job, less than 17% reported a positive impact.

With the exceptions of relationships with family, relationships with friends and dignity in support, personal budget holders in the City of York were more likely to report that their personal budget had had a positive impact compared to personal budget holders in other parts of England.

A majority of personal budget holders in the City of York reported that personal budgets had made no difference in four areas of life: getting a paid job, being part of local community, where or who you live with and relationships with friends.

However, generally less than 12% of personal budget holders in the City of York reported a negative impact of personal budgets in any of these areas of life.



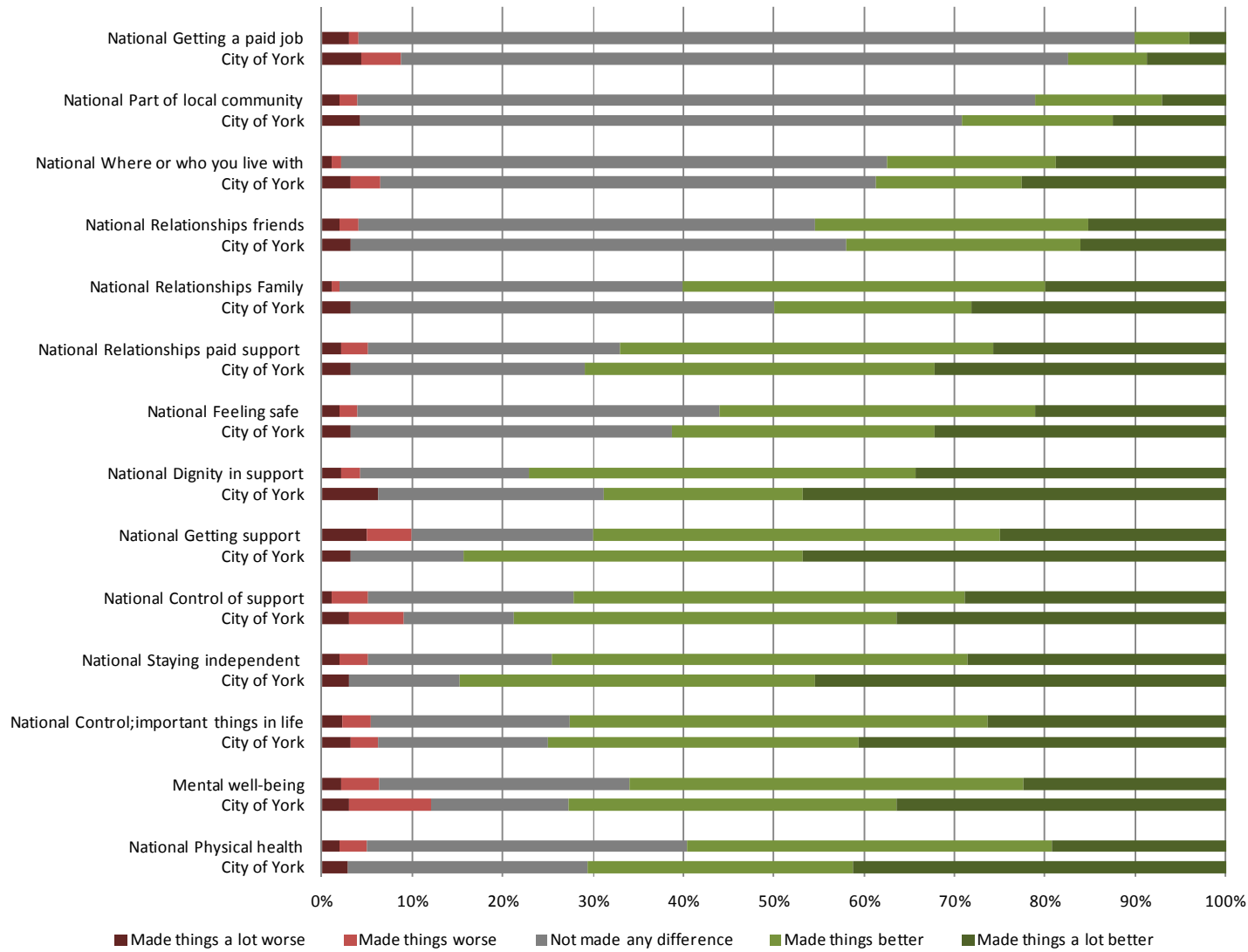


Figure 15. Has your personal budget changed these things at all?

## Conclusion

Throughout this report local findings have been benchmarked against national data. This is intended to provide an indicative relative position. Care should be taken however when making precise direct comparisons. This is because responses varied greatly across local authorities, levels of satisfaction being spread across a wide range, the national figures here are averages of these ranges. Responses also varied somewhat across social care groups and across personal budget types, proportions of these sub groups varied from local authority to local authority. It is not necessarily the case that where scores indicate a less or more positive impact of personal budgets than in other parts of England that this is due to the performance of the council. The National Personal Budget Survey found and reported a number of key process conditions that coincided with better or worse outcomes. Where local performance appears to be low these process factors may be at play, and provide a steer where local authorities are seeking to improve in an outcome domain.

<http://www.in-control.org.uk/4466.aspx>

# Social Care Jargon Buster

52 of the most commonly used social care words and phrases and what they mean





TERM	DEFINITION
1) Abuse	<p><b>Harm that is caused by anyone who has power over another person</b>, which may include family members, friends, unpaid carers and health or social care workers. It can take various forms, including physical harm or neglect, and verbal, emotional or sexual abuse. Adults at risk can also be the victim of financial abuse from people they trust. Abuse may be carried out by individuals or by the organisation that employs them.</p>
2) Adult social care	<p><b>Care and support for adults who need extra help to manage their lives and be independent</b> – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult social care includes <b>assessment</b> of people’s needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.</p>
3) Advocacy	<p><b>Help to enable you to get the care and support you need that is independent of your local council.</b> An <b>advocate</b> can help you express your needs and wishes, and weigh up and take decisions about the options available to you. They can help you find services, make sure correct procedures are followed and challenge decisions made by councils or other organisations.</p> <p>The advocate is there to represent your interests, which they can do by supporting you to speak, or by speaking on your behalf. They do not speak for the council or any other organisation. If you wish to speak up for yourself to make your needs and wishes heard, this is known as <b>self-advocacy</b>.</p>
4) Aids and adaptations	<p><b>Help to make things easier for you around the home.</b> If you are struggling or disabled, you may need special equipment to enable you to live more comfortably and independently. You may also need changes to your home to make it easier and safer to get around. Aids and adaptations include things like grab rails, ramps, walk-in showers and stair-lifts.</p>
5) Assessment See also: Pre-assessment Self-assessment	<p><b>The process of working out what your needs are.</b> A <b>community care assessment</b> looks at how you are managing everyday activities such as looking after yourself, household tasks and getting out and about. You are entitled to an assessment if you have social care needs, and your views are central to this process.</p>
6) Benefits	<p><b>Payments from the Government that you may receive because of your age, disability, income or caring responsibilities.</b> Some benefits are universal – paid to everyone regardless of their income. Others are paid to people who have particular types of needs, regardless of their income. And others are means-tested – only paid to people whose income or savings fall below a certain level. Benefits in England are paid by the Department of Work and Pensions, not your local council.</p>

TERM	DEFINITION
7) Broker (also called 'care navigator') See also: Advocacy Signposting	Someone whose job it is to provide you with advice and information about what services are available in your area, so that you can choose to purchase the care and support that best meets your needs. They can also help you think about different ways that you can get support, for example by making arrangements with friends and family. A broker can help you think about what you need, find services and work out the cost. <b>Brokerage</b> can be provided by local councils, voluntary organisations or private companies.
8) Care plan See also: Support plan	A written plan after you have had an assessment, setting out what your care and support needs are, how they will be met (including what you or anyone who cares for you will do) and what services you will receive. You should have the opportunity to be fully involved in the plan and to say what your own priorities are. If you are in a care home or attend a day service, the plan for your daily care may also be called a care plan.
9) Carer	A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.
10) Care Worker	A person who is paid to support someone who is ill, struggling or disabled and could not manage without this help.
11) Client contribution See also: Self-funding	The amount you may need to pay towards the cost of the social care services you receive. Whether you need to pay, and the amount you need to pay, depends on your local council's charging policy, although residential care charges are set nationally. Councils receive guidance from the Government on how much they can charge.
12) Client group	A group of people with social care needs who fit within a broad single category. Client groups include older people, people with physical disability, people with learning disability, people with mental health problems, and so on.
13) Commissioner	A person or organisation that plans the services that are needed by the people who live in the area the organisation covers, and ensures that services are available. Sometimes the commissioner will pay for services, but not always. Your local council is the commissioner for adult social care. NHS care is commissioned separately by local clinical commissioning groups. In many areas health and social care commissioners' work together to make sure that the right services are in place for the local population.
14) Community care services	Social care services that can help you live a full, independent life and to remain in your own home for as long as possible.
15) Community health services	Health services that are provided outside hospitals, such as district nursing.

TERM	DEFINITION
16) Continuing health care	Ongoing care outside hospital for someone who is ill or disabled, arranged and funded by the NHS. This type of care can be provided anywhere, and can include the full cost of a place in a nursing home. It is provided when your need for day to day support is mostly due to your need for health care, rather than social care. The Government has issued guidance to the NHS on how people should be assessed for continuing health care, and who is entitled to receive it.
17) Co-production	When you as an individual are involved as an equal partner in designing the support and services you receive. Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care.
18) Direct payments See also: Personal budget	Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of personal budget.
19) Eligibility	When your needs meet your council's criteria for council-funded care and support. Your local council decides who should get support, based on your level of need and the resources available in your area. The eligibility threshold is the level at which your needs reach the point that your council will provide funding. If the council assesses your needs and decides they are below this threshold, you will not qualify for council-funded care.
20) Home care	Care provided in your own home by paid care workers to help you with your daily life. It is also known as domiciliary care. Home care workers are usually employed by an independent agency, and the service may be arranged by your local council or by you (or someone acting on your behalf).
21) Independent living	The right to choose the way you live your life. It does not necessarily mean living by yourself or doing everything for yourself. It means the right to receive the assistance and support you need so you can participate in your community and live the life you want.
22) Integrated Care	Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual, their carer and family. This may also involve integration with other services for example housing.

TERM	DEFINITION
23) Occupational therapist	A professional with specialist training in working with people with different types of disability or mental health needs. An OT can help you learn new skills or regain lost skills, and can arrange for aids and adaptations you need in your home. Occupational therapists are employed both by the NHS and by local councils.
24) Older people	Older people are the largest group of people who use adult social care services. Many councils define people over the age of 50 as 'older', but social care services for older people are usually for people over the age of 65 – unless you have particular needs that make you eligible before this age.
25) Outcomes	In social care, an 'outcome' refers to an aim or objective you would like to achieve or need to happen – for example, continuing to live in your own home, or being able to go out and about. You should be able to say which outcomes are the most important to you, and receive support to achieve them.
26) Personal assistant	Someone you choose and employ to provide the support you need, in the way that suits you best. This may include cooking, cleaning, help with personal care such as washing and dressing, and other things such as getting out and about in your community. Your personal assistant can be paid through direct payments or a personal budget.
27) Personal budget	<p>Money that is allocated to you by your local council to pay for care or support to meet your assessed needs. The money comes solely from adult social care. You can take your personal budget as a direct payment, or choose to leave the council to arrange services (sometimes known as a managed budget) – or a combination of the two.</p> <p>An alternative is an individual service fund, which is a personal budget that a care provider manages on your behalf. A personal health budget may also be available: it is a plan for your health care that you develop and control, knowing how much NHS money is available.</p>
28) Personalisation	A way of thinking about care and support services that puts you at the centre of the process of working out what your needs are, choosing what support you need and having control over your life. It is about you as an individual, not about groups of people whose needs are assumed to be similar, or about the needs of organisations.
29) Pre-assessment	The point at which you make contact with your local council and a decision is made about whether a full assessment is necessary. This is based on the information given by you or the person who refers you to adult social care. It is often conducted over the phone.



TERM	DEFINITION
30) Preventive services	Services you may receive to prevent more serious problems developing. These include things like <b>reablement</b> , <b>telecare</b> , befriending schemes and falls prevention services. The aim is to help you stay independent and maintain your quality of life, as well as to save money in the long term and avoid admissions to hospital or residential care.
31) Primary care	The part of the NHS that is the first point of contact for patients. This includes GPs, community nurses, pharmacists and dentists.
32) Reablement	A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability. It is similar to rehabilitation, which helps people recover from physical or mental illness. Your council may offer a reablement service for a limited period in your own home that includes personal care, help with activities of daily living, and practical tasks around the home.
33) Referral	A request for an assessment of a person's needs, or for support from a social care organisation. A referral to adult social care may be made by your GP, another health professional or anyone else who supports you. You can also refer yourself, or a member of your family, by contacting the adult social care department at your local council.
34) Residential care	Care in a care home, with or without nursing, for older people or people with disabilities who require 24-hour care. Care homes offer trained staff and an adapted environment suitable for the needs of ill, frail or disabled people.
35) Resource Allocation System	The system some councils use to decide how much money people get for their support. There are clear rules, so everyone can see that money is given out fairly. Once your needs have been assessed, you will be allocated an indicative budget – so that you know how much money you have to spend on care and support. The purpose of an indicative budget is to help you plan the care and support that will help you meet your assessed needs – it might not be the final amount that you get, as you may find that it is not enough (or is more than enough) to meet those needs.
36) Respite care	A service giving carers a break, by providing short-term care for the person with care needs in their own home or in a residential setting. It can mean a few hours during the day or evening, 'night sitting', or a longer-term break. It can also benefit the person with care needs by giving them the chance to try new activities and meet new people.
37) Review	When you receive a re-assessment of your needs and you and the people in your life look at whether the services you are receiving are meeting your needs and helping you achieve your chosen outcomes. Changes can then be made if necessary.

TERM	DEFINITION
38) Rights	What you are entitled to receive, and how you should be treated, as a <b>citizen</b> . If you have a disability or mental health problem, are an older person or act as a carer for someone else, you have the right to have your needs assessed by your local council. You have a right to a service or direct payment if your assessment puts you above the <b>eligibility threshold</b> your council is using. You and your carers have a right to be consulted about your assessment and about any changes in the services you receive.
39) Risk assessment	An assessment of your health, safety, wellbeing and ability to manage your essential daily routines. You might also hear the term <b>risk enablement</b> , which means finding a way of managing any risks effectively so that you can still do the things you want to do.
40) Safeguarding	The process of ensuring that adults at risk are not being abused, neglected or exploited, and ensuring that people who are deemed 'unsuitable' do not work with them. If you believe that you or someone you know is being abused, you should let the adult social care department at your local council know. They should carry out an investigation and put a protection plan in place if abuse is happening. Councils have a duty to work with other organisations to protect adults from abuse and neglect. They do this through local <b>safeguarding boards</b> .
41) Self-assessment See also: Pre-assessment	A form or questionnaire that you complete yourself, either on paper or online, explaining your circumstances and why you need support. A social care worker or advocate can help you do this. If your council asks you to complete a self-assessment form, it will use this information to decide if you are eligible for social care services or if you need a full <b>assessment</b> by a social worker.
42) Self-directed support See also: Personalisation	An approach to social care that puts you at the centre of the support planning process, so that you can make choices about the services you receive. It should help you feel in control of your care, so that it meets your needs as an individual.
43) Self-funding	When you arrange and pay for your own care services and do not receive financial help from the council.
44) People who use services	Anyone who uses care services, whether you are in your own home, in residential care or in hospital. The NHS is likely to describe you as a 'patient', while the council and other care providers may also describe you as a 'client' or 'service user'. You may also be described as a 'cared-for person', in relation to your carer.
45) Signposting See also: Broker	Pointing people in the direction of information that they should find useful. Your local council should signpost you towards information about social care and <b>benefits</b> through its helpline or call centre (if it has one), website and through local services such as libraries and health centres.

TERM	DEFINITION
46) Single assessment process	An attempt to coordinate assessment and care planning across the NHS and councils, so that procedures aren't repeated and information is shared appropriately. It was introduced because people sometimes have a wide range of needs and can end up being assessed more often than necessary, and information can end up getting lost. The single assessment process is widely used for older people, and increasingly for other adults with care needs.
47) Social worker	A professional who works with individual people and families to help improve their lives by arranging to put in place the things they need. This includes helping to protect adults and children from harm or abuse, and supporting people to live independently. Social workers support people and help them find the services they need. They may have a role as a <b>care manager</b> , arranging care for <b>service users</b> . Many are employed by councils in adult social care teams; others work in the NHS or independent organisations.
48) Support plan	A plan you develop that says how you will spend your personal budget to get the life you want. You need to map out your week, define the <b>outcomes</b> you hope to achieve, and show how the money will be used to make these happen. Your local council must agree the plan before it makes money available to you.
49) Telecare	Technology that enables you to remain independent and safe in your own home, by linking your home with a monitoring centre that can respond to problems. Examples are pendant alarms that you wear round your neck, automatic pill dispensers, and sensors placed in your home to detect if you have fallen or to recognise risks such as smoke, floods or gas-leaks. The monitoring centre is staffed by trained operators who can arrange for someone to come to your home or contact your family, doctor or emergency services.
50) Universal services	Services such as transport, leisure, health and education that should be available to everyone in a local area and are not dependent on <b>assessment</b> or <b>eligibility</b> .
51) Voluntary organisations	Organisations that are independent of the Government and local councils. Their job is to benefit the people they serve, not to make a profit. The people who work for voluntary organisations are not necessarily volunteers – many will be paid for the work they do. Social care services are often provided by local voluntary organisations, by arrangement with the council or with you as an individual. Some are user-led organisations, which means they are run by and for the people the organisation is designed to benefit – e.g. disabled people.
52) Wellbeing	Being in a position where you have good physical and mental health, control over your day-to-day life, good relationships, enough money, and the opportunity to take part in the activities that interest you.

**Acknowledgements:** *Social Care Jargon Buster* was commissioned by Think Local Act Personal and undertaken by the Social Care Institute for Excellence (SCIE). We are very grateful for the contribution of the project steering group including representatives from Association of Directors of Adult Social Services, Age UK, Carers Trust, Department of Health, Independent Age, Local Government Association, National Coproduction Advisory Group, Royal College of General Practitioners, SCOPE and Voiceability.

We would also like to extend particular thanks to all those involved in the wider consultations contributing to the development of this resource including people who use services, carers, representatives from local authorities and key stakeholders from across the sector.

**Think Local Act Personal** is a sector-wide commitment to moving forward with personalisation and community-based support, endorsed by organisations comprising representatives from across the social care sector including local government, health, private, independent and community organisations. For a full list of partners visit [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)



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**Cabinet****6 May 2014**

Report from the Economic & City Development  
Overview and Scrutiny Committee

## **Construction Skills Scrutiny Review – Cover Report**

### **Summary**

1. This report presents the final report of the Construction Skills Scrutiny Review – see Appendix 1, and asks Cabinet to approve the review recommendations.

### **Background**

2. At a meeting of the Economic and City Development Overview and Scrutiny Committee (ECDOSC) held in July 2013 the Committee considered a briefing paper on a proposed scrutiny review of construction skills in York. The briefing paper forecast a recovery in the construction industry with increased demand for people with construction skills. The Committee agreed that this review should proceed and set up a Task Group to carry out the review on their behalf.
3. The Task Group met in August and September 2013 to consider a draft remit and as a result the following aim and objectives were agreed:

### **Aim**

To investigate ways of increasing the supply of local people with building and construction skills.

### **Objectives**

- i. Identify what skills gaps and shortages there are in York and will be in the future, against planned development in the city over the next 5 years and beyond

- ii. Examine the opportunities for local people, including NEETs, 16-24 year olds and those looking to retrain, to enter the construction industry to enable the industry to take advantage of new and emerging projects
- iii. Identify what strategy and funding is in place by building companies and training organisations to develop a suitably qualified workforce to meet projected demands including retention and recruitment strategies, and identify best practice.

### **Consultation**

4. As part of the review the Task Group met with apprentices at York College and attended meetings of the Property Forum of York's Chamber of Commerce and YorCity Construction Steering Group, which provided the opportunity to talk with representatives of construction firms, training providers, training agencies and the Armed Forces. Further details of the consultation that took place are contained within Appendix 1 to this report.

### **Conclusions**

5. York is going through a significant period of change with plans for up to 22,000 homes over the next 15 years with the creation of 1,000 jobs per year and a sustainable skilled workforce.
6. From the evidence collected by the Task Group all indications point to a boom in the construction industry in York and a way to narrow the gap in the skilled workforce was needed to best take advantage of any upturn in construction.
7. York has the protocols in place through YorCity Construction's Skills Model to secure locally targeted recruitment and training opportunities on larger sites and this model is being rolled out to smaller developments.
8. Employers acknowledged there was a major skills gap in York and they were struggling to recruit skilled staff. Many were committed to taking on apprentices but this training took two or three years and apprentices are not able to satisfy the immediate requirements.
9. The construction industry needs to be better promoted in schools as a worthwhile career with a wide variety of jobs available from tradespeople to professional, technical and commercial and sales positions.

10. That more needs to be done to attract women into the construction industry, not just in an office environment but at all levels.

### **Review Recommendations**

11. As a result of the evidence gathered the Task Group made the following recommendations which were endorsed by the Economic & City Development Overview & Scrutiny Committee at a meeting on 25 March 2014.
  - i. That the Council support the Delivery and Innovation Fund bid submitted by the Education and Skills team to promote in schools within the next academic year and beyond the varied career opportunities in the construction industry and in particular the career opportunities in the construction industry for women.
  - ii. That CYC support the YorCity Construction network to:
    - a) agree a realistic target for growth in the number of construction industry apprentices within the city and in the number of businesses in the construction industry taking on apprentices.
    - b) work with the Planning and Regeneration team to establish a framework at commercial pre-planning inquiry stage whereby firms in the construction industry are made aware of the support available from YorCity Construction.
    - c) work with the Planning and Regeneration team to develop a framework so that once a commercial planning application has been approved the Education and Skills Team can broker relationships between the developer and local training providers to ensure that potential apprenticeship opportunities are levered and in order to upskill the local workforce;
    - d) continue to work with training providers to make the skills offer more accessible for existing staff working in the industry, regardless of age, and others looking to retrain.
  - iii. Learning City York Partnership Manager provides ECDOSC with six monthly progress reports from YorCity That the Construction Steering Group.

## **Options**

12. Having considered the scrutiny final report attached, the Cabinet may choose:
  - (i) To approve the recommendations
  - (ii) Not to approve some or all of the recommendations listed above.

## **Council Plan**

13. The work on this review and its arising recommendations supports the 'create jobs and grow the economy' priority within the Council Plan 2011-15.

## **Implications**

14. The implications associated with the recommendations arising from the review are listed within the final report at Paragraphs 78 to 81 – see Appendix 1.

## **Risk Management**

15. There are no specific risks arising from the recommendations in the final report (Appendix 1). However, there is potentially a risk that the gaps which the Task Group has identified during its review may continue to present a growing problem for the skills of young people and the construction industry in particular, if Cabinet decides not to recommend any further work with the YorCity Construction network.

## **Recommendations**

16. The Economic & City Development Overview and Scrutiny Committee recommends Cabinet:
  - (i) Notes the content of the final report at Appendix 1
  - (ii) Approves the recommendations as shown in Paragraph 11 of this cover report.

Reason: To conclude the Scrutiny Review in line with CYC Scrutiny procedures and protocols.



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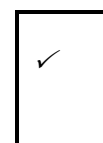
Report  
Approved



Date 8 April 2014

Wards Affected:

All



**For further information please contact the author of the report**

## Appendix

**Appendix 1** – Final Report

## Annexes

**Annex A** – Review aims, objectives and timetable

**Annex B** – Training provision and funding landscape

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**Economic & City Development Overview & Scrutiny Committee**

25 March 2014

**Construction Skills Scrutiny Review –Final Report****Summary**

1. This report presents the findings and recommendations of the Construction Skills Scrutiny Review Task Group.

**Background to the review**

2. At a meeting of the Economic and City Development Overview and Scrutiny Committee in July 2013 the Committee considered a briefing paper on a proposed scrutiny review of construction skills in York
3. The briefing paper provided information on the Construction Industry Training Board's (CITB) latest labour market forecast which predicted the industry will show some signs of recovery from 2015/16 with increased demand for roles in wood trades, bricklaying, flooring and tiling, and plant operatives.
4. However, it confirmed that York and North Yorkshire has a large amount of SMEs (small and medium enterprises employing fewer than 250 workers), which obviously preclude mass recruitment drives. In York there are 611 construction related companies, 99.7% are SMEs, with 85% of these (521) employing fewer than 10 people. In addition, the recruitment and selection of staff in the sector has to be flexible, able to expand and contract according to demand. Many companies take on external contractors - small businesses and self employed tradespeople to fulfil their requirements.
5. A June 2013 Construction Industry Training Board report highlights that 18% of construction workers in Yorkshire & the Humber are aged 55 and over, with a further 26% aged between 45 and 54. This suggests a continued risk of a skills shortage in construction if today's young people shun construction in favour of other industries. Nationwide, CITB's

Construction Skills Network (CSN) forecast that more than 29,000 new construction workers will be required each year over the next four years in order to meet the industry's demand.

6. Having recognised the national and, particularly, northern England shortage of skilled builders the Committee agreed that any review should focus on what the Council and its partners could do to address that skills gap and prepare for future growth.
7. However, the Committee also received information on the significant number of York residents that would need pre-employment / pre-apprenticeship training in employability and functional skills linked to the construction sector, before they would be able to benefit from more substantial training and work based learning opportunities.
8. The Chair suggested that the review should look at how City of York Council and its partners could work together to ensure that local York people were able to support the city's ambition for housing and construction growth that is predicted to require over 4,000 building jobs within the next two years.
9. The Committee decided to proceed with the review and appointed a Task Group comprising Cllrs Watts, D'Agorne and McIlveen to carry out the work on their behalf.
10. The Task Group held an initial meeting in August 2013 to discuss their ideas on what the review should cover, and in September 2013 they met again to consider:
  - A draft remit and timetable for their review as shown at Annex A.
  - Details on the existing training provision and funding landscape based on information from the Skills Funding Agency (SFA) – see Annex B.
11. As a result the Task Group agreed the following review aims and objectives:

### **Aim**

To investigate ways of increasing the supply of local people with building and construction skills.

## Objectives

- i. Identify what skills gaps and shortages there are in York and will be in the future, against planned development in the city over the next five years and beyond
- ii. Examine the opportunities for local people, including NEETs, 16-24 year olds and those looking to retrain, to enter the construction industry to enable the industry to take advantage of new and emerging projects
- iii. Identify what strategy and funding is in place by building companies and training organisations to develop a suitably qualified workforce to meet projected demands including retention and recruitment strategies, and identify best practice.

## Consultation

12. As part of the review the Task Group met with apprentices at York College and attended meetings of the Property Forum of York's Chamber of Commerce and YorCity Construction Steering Group, which provided the opportunity to talk with representatives of construction firms, training providers, training agencies and the Armed Forces.

## Information Gathered

13. Regional Initiatives  
At a Skills Officer Meeting in November 2012 officers discussed the complexity of Section 106 agreements (made under Section 106 of the Town and Country Planning Act 1990 to enable development proposals to meet the needs of the community by securing contributions towards community infrastructure) and how the focus of a 106 agreement leans towards what employers can receive.
14. At the meeting Local Authority representatives agreed that Section 106 agreements were not the main avenue for promoting locally targeted Employment & Skills issues and that voluntary agreements achieved more. All provided information on the alternative methods they were putting in place to achieve this:
15. Wakefield: The LA felt the Section 106 process did not maximise opportunities and as a result a new strategy was put in place to encourage employment and skills linkages with all new actions taken

through a procurement skills strategy. This new framework ensured everything procured by the LA was passed on via the planning team. A Job Centre Plus (JCP) secondee was working with Wakefield LA concentrating on working with planners, regeneration, other departments and the private city centre development team looking to join up economic development within LA departments.

16. Bradford: The authority was working closely with JCP to capture community benefits. Officers in planning and procurement were working to develop a framework (similar to 106) and were looking to develop a 'Bradford Offer' - a single gateway for developers and businesses via the Employment and Skills Partnership.
17. Barnsley: In regard to new developments, those bidding for building contracts have to include opportunities for local jobs and skills. Cabinet and colleges agreed to fund a Business Development Manager to work within the supply chain. In addition they look to increase competitive levels for supply chains by working with contractors to increase skills and staff training levels, including up to date certificates. They also provided information on how to apply for funding etc.
18. Kirklees: The LA was seeking to create a joined up offer for inward investment. All service delivery teams have to articulate how they will build employment and skills into their plan. They were also starting to look to voluntary agreements to simplify the offer to employers by bringing all different teams together. A property pilot (renovating empty properties) was also being developed.
19. Calderdale: All 106 funding goes into the regeneration budget and the Employment and Skills team look at how to use this, e.g. work experience grants, apprenticeship grants. A youth employment worker was being recruited to work with JCP to develop youth employment opportunities. Resources were in place to look to developing apprenticeship planning. Due to the internal restructuring all teams must now be focused and interconnected.
20. Selby: Funding via North Yorkshire. An amount of Homes and Communities Agency funding looked to develop an empty homes scheme. They were also developing working relationships with partners to smooth the way for large investments.

21. In York, protocols are in place via the YorCity Construction Skills Model between CYC – Skills and Planning Departments, Higher York<sup>1</sup>, North Yorkshire Business and Education Partnership and JCP to secure locally targeted recruitment and training opportunities through developers and sub-contractors supporting major capital development sites across the city. Through the model the city is looking to develop a more joined up offer for inward investors and investigating how it can influence procurement to increase take-up of apprenticeships and other locally targeted recruitment and training opportunities.
22. YorCity Construction  
In 2001 a number of key York organisations came together to form Higher York. The partnership has since developed YorCity Construction, a targeted training and recruitment model to encourage broader local community engagement during the development stage of major sites in the city, with the aim of:
- Increasing choice and improving opportunities for people to access Higher Education and training;
  - Helping local businesses to develop their skill base through Higher Education and training and making links between employers, staff, students and graduates;
  - Sharing best practice, resources, knowledge and expertise in order to maximise effectiveness and impact on skills for the local economy.
23. Higher York also helped develop a training and development facility at the University of York's Heslington East site for education, training and community engagement activity.
24. In 2010 the facility at Heslington East was awarded National Skills Academy status by the CITB-Construction Skills, and the Higher York Team started to seek ways to roll out the model across the city.
25. Under the model each site developer and main contractor is initially approached to discuss what kind of activities they would be prepared to be involved in. Activities can include:

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<sup>1</sup> A partnership of Askham Bryant College, City of York Council, the University of York, York College and York St John University with one associate member – Craven College.

- Working with local Job Centres and recruitment agencies to source local labour;
  - Working with local providers on pre-employment training programmes to support and encourage local residents, in particular those who are unemployed, to access job opportunities;
  - Taking on apprentices from local colleges and training providers;
  - Offering internships or work placements to undergraduate or postgraduate students;
  - Offering work experience to school and college students;
  - Getting involved in employer events focused on school and college students;
  - Providing support for professional development of teachers and tutors;
  - Providing site visits for the local community, schools, universities, and colleges;
  - Working with local colleges and universities to up-skill site staff or potential employees;
  - Ensuring that local businesses are aware of the work packages available on site;
  - Working with the supply chain to get them involved in the types of activities mentioned above.
26. This approach provides developers, contractors and suppliers with an opportunity to influence, contribute to and access recruitment and training of a future and current workforce, which in turn raises a positive profile for the developer not only with local residents but also with other businesses and stakeholders in the local area. In addition, the local community benefits from access to training and potentially jobs, as well as a better understanding of the development in its own right, and the benefits it can bring to their community and the city in the long term.
27. Since then North Yorkshire Business and Education Partnership (NYBEP) has been coordinating activities on behalf of the University with



companies on the Heslington East site. The project is long term and has and will continue to involve a large number of companies. To date companies such as BAM, Shepherds, GMI, McAlpine and their supply chains have all been involved in the academy.

28. As the local planning authority and a procurer of services, City of York Council takes a lead in promoting the model through its processes and practices. An example of this would be working with housing services and housing associations to look at employment for ex-offenders.
29. All planning applications of above an agreed size/value are flagged as being potential projects within the model. The 'client' (e.g. developer) is made aware of the model and those who can support. Examples of this include:
  - The new City Council headquarters - Miller Construction (the main contractor) and S Harrison (the developer) were both committed from the outset to work with local schools, colleges and the local economy, and supported local businesses with opportunities to tender for work and individuals with employment.
  - The Joseph Rowntree Trust eco-housing project in Derwenthorpe - David Wilson Homes has been involved in targeted training and recruitment activities including actively seeking local people to work on site. JRT had already put requirements on the developer to engage with local people and communities while David Wilson Homes had the support of CITB-Construction Skills. The City of York Council team responsible for developing the Community Stadium project also embraced the concept of the model.
30. In order to maintain its links with the construction industry, YorCity Construction held a free event in May 2013 to inform companies how they could get involved in working with schools, colleges, universities and community projects in and around York.
31. The agenda allowed for an overview of the YorCity Construction model including achievements, business benefits and case studies and there were round table discussions on the benefits and how the model can be improved. Feedback from employers included:
  - Widespread acknowledgement of a joint apprentice scheme offered by YorHub. While the scheme was welcomed it was felt the 16-19 age range was a little restrictive considering 19+ young people

tended to be more work ready and flexible. However, there was general agreement that the shared apprentice initiative was an excellent idea as it allowed apprentices to gain a wider learning experience across a broader spectrum of the sector and, secondly, a small business could struggle to take an apprentice on their own.

- Agreement by employers that City of York Council operated a balanced approach to tendering.
- A willingness to explore how more local contractors could win local contracts. They agreed there was a need for increased stability of local contracts, rather than national contracts, to make the taking on of apprentices more feasible for local employers.
- That recruiting apprentices at an early age often paid dividends in the future, but smaller employers (in the supply chain) often faced barriers as a result of larger employers not allowing under 18s to work on construction sites.

32. At their meeting in early November 2013 the Task Group learnt that a Steering Group was being established to support the next stage of development for the YorCity Construction model and examine how the model can be rolled out to benefit firms of every size. The Steering Group included the Council's Director of City and Environmental Services, the Assistant Director Development Services, Planning & Regeneration and the Head of Economic Development, employers and training providers and was to look at how they could better support the locally targeted training and recruitment needs of small to medium sized businesses, not just large developers

### **Analysis**

33. Having considered the information from the Skills Funding Agency (SFA) on the existing training provision and funding landscape (shown at Annex B), the Task Group recognised there is a skills gap in York which has yet to be clearly identified, and noted that work was ongoing through engagement at local level to identify that gap.
34. It appears the YorCity Construction targeted training and recruitment model has had some success in securing opportunities for young people still in education and some apprenticeship roles, as identified in paragraph 25. However what is not clear is how successful it has been in securing job opportunities for local residents, NEETs, the up to 24 year

olds, those looking to retrain and the up-skilling of the existing workforce.

35. The feedback from employers attending the YorCity Construction event held in May 2013 suggests the need to examine what opportunities are available for the 19+ age group to enter the construction industry – see paragraph 31 above. However, members had previously been made aware that a significant number of potential construction industry recruits in York would need pre-employment / pre-apprenticeship training linked to the construction sector before they would be able to benefit from more substantial training and work based learning opportunities.
36. At a meeting in early November 2013 Task Group members recognised that the YorCity Construction model was working very well with large construction companies on large development sites but acknowledged there was a need to engage with smaller firms to investigate what barriers, if any, there are to taking part in the scheme.
37. In noting that each major site developer and main contractor is approached to discuss which elements of the targeted training and recruitment model they would be prepared to be involved in, it would be helpful to understand how many do not take up the model and why. It is hoped this would be addressed at meetings with employer groups detailed below.
38. While the recruitment and training of staff is recognised as being a key issue in the Review, there is a need to identify a strategy whereby companies that have a suitably qualified workforce can best retain their skilled employees.
39. At the November Task Group meeting Members welcomed the formation of the YorCity Construction Steering Group, recognising it will ensure a more cohesive approach for development of the model for medium and small firms. Members expressed an interest in attending the first Steering Group meeting, which was arranged for 8 January, 2014.

### **York Property Forum**

40. In support of objective (i) of the review remit listed in paragraph 10, the Task Group agreed they would like to meet with the Property Forum of York's Chamber of Commerce to investigate how local firms and organisations within the supply chain currently source new staff and apprentices.

41. As a result Task Group Members attended a meeting of the Property Forum on 10 December 2013. The Director of City and Environmental Services told the meeting the Council's aim was to create 22,000 homes over the next 15 years in addition to other major developments within the city, such as the former Terry's factory, the former British Sugar Factory and the former Nestle site. The challenge for construction industry employers was to meet recruitment needs over the next 10-15 years.
42. The Task Group Chair told the meeting there were great opportunities in York with a projected construction boom and it was important young people and local York residents were involved in this boom.
43. A Forum member told Task Group Members that there was a major skills gap in York and the UK generally and they were struggling to recruit staff. His company had recruited 25 people in York over the past six months but were still having to take on people from outside the area. The problem was that as the industry downsized the supply chain became inhibited.
44. Another Forum member told the meeting he had three sons and a career in construction was never mentioned at school. The industry was now coming out of the doldrums. For the past four or five years it had not been able to take on apprentices but now it is starting to recover and can start recruiting apprentices again.
45. Following the meeting the Task Group Chair noted:
  - The perception that York's secondary schools have a low regard for the building and construction industry as a trades career path;
  - There is a long lead time for the procurement of basic materials – such as bricks – that could compromise efforts to expand the industry and its supporting training;
  - There may be difficulty getting the industry to adopt modern pre-build technologies – which could have knock-on effects to the training and planning processes for these technologies.
46. Another Task Group Member suggested schools could better market a career in construction, although it was accepted the reality over the past five or six years has been that the industry has shrunk to 25% of what it was in some areas which has meant a big drop in wages and poor job security. However, now was a good time to start as the opportunities are

sky high and these need to be stressed to young men and women.

### **YorCity Construction**

47. On 8 January 2014 the Task Group Chair attended a YorCity Construction Steering Group meeting along with representatives of construction firms, training providers, agencies, the Armed Forces and CYC officers.
48. The purpose of the Steering Group is to:
  - Advise on how YorCity Construction can continue to develop a multi-agency, partnership approach in York to meet the skills and recruitment needs of the construction sector both now and for the future;
  - Advise on the skills needs of the sector;
  - Advise on how YorCity Construction can maximise targeted recruitment and training opportunities available to local residents through developers, contractors or supply chain businesses that are either based or operating in the city;
  - To oversee the implementation of the YorCity Construction initiative and to receive and comment on progress reports relating to YorCity Construction.
49. The meeting acknowledged that York is going through a significant period of change as it recovers from recession and there were massive opportunities for long-term gain with plans for up to 22,000 homes over 15 years and the creation of around 1,000 jobs a year.
50. Construction company representatives said their firms were recruiting but agreed the industry did not have the skills pool it required and there was a limited amount of tradespeople in the York area. They have vacancies that need to be filled immediately but there were not enough skilled employees such as bricklayers and joiners.
51. Construction companies were committed to apprenticeships but these take two to three years and would not be able to satisfy the immediate requirements.

52. The meeting agreed that many schools had misconceived ideas about the construction industry as a career and were largely unaware of the wide variety of jobs available from tradespeople to professional, technical and commercial and sales positions. One training provider did a presentation to a school and could see the shock when people realised the careers opportunities available in construction.
53. The Armed Forces representative said redundancies meant a large, motivated workforce was to be released into the labour market, each with a retraining package which could be used to learn a new trade.
54. The meeting acknowledged that construction was a transient market but as it was entering a period of growth it could now offer employment in the York area for the next five to 10 years during which time a locally based workforce could provide sustainability, which was not the case five years ago.
55. As a result of the Steering Group meeting eight key issues / opportunities were identified and shared with Task Group Members:

<b>Key issue/ opportunity</b>	<b>Action</b>
Career Education Guidance in schools / college	Roadshow for Construction Sector (supported by employers) to engage with young people still in education to inspire interest and change perceptions of opportunities available.  'Steps to Success' – annual event in October at York racecourse, to which all parents and young people in Year 9 (13) and Year 11 (16) are invited to meet with education and training providers and employers about course choices and career pathways.
<b>Advanced Apprenticeship Recruitment Event – Feb 27 at City of York Council, West Offices, 5-8pm</b>  (supported by funding from Leeds City Region)	Talent match evening to bring together young people completing their A Levels or Level 3 BTECs / Diplomas with employers interested in hiring to Advanced Apprentices or to jobs with training in any discipline  £1500 for SMEs new to Apprenticeships for 16-24 year olds
<b>Apprenticeships (16-24 year olds)</b>	£1500 for SMEs new to Apprenticeships for 16-24 year olds (any framework)

(construction or non-construction related)	£2275 for taking on a longer-term unemployed 18-24 year old as an Apprentice
<b>Head Start – unemployed 18-24 year olds into work</b>  (supported by funding from Leeds City Region)	Pre-employment training - including Construction Skills Certification Scheme (CSCS) card - and wage subsidies available of up to £2275 for a minimum of 26 weeks paid employment (16-30 hrs per week)
<b>Service Leavers – talent match</b>	To talent match service leavers with training and job opportunities locally  Package of support being developed between: <ul style="list-style-type: none"> <li>• CITB</li> <li>• City of York Council</li> <li>• Armed Forces</li> </ul>
<b>Other unemployed tradesmen back into work</b>  (supported by Government funding via training providers e.g.: York College)	Pre-employment training available to refresh or up-skill unemployed tradesmen if interviews can be guaranteed for job opportunities
<b>York Jobs Fair</b>  (supported by funding from City of York Council)	Two Jobs Fairs annually to 2016 – end March and October.  Circa 70 employers and training providers exhibit, with circa 1000 people attending to seek jobs or career changes.  No cost to exhibitors or attendees
<b>Graduate Recruitment</b>	Talent matching graduates into construction sector roles  Develop internship opportunities and/or programmes to train recent graduates in roles such as sales, marketing, project management.
<b>Training and Workforce Development</b>  (supported by regional	<b>Construction Plant Operations</b> Unit qualifications at NVQ Level 2 – maximum three per employee to achieve their Blue Card 30% cash contribution only from employers (£40

Skills Enhancement Funding)	<p>per unit) with less than 5000 people</p> <p><b>Site Environmental Awareness Training Scheme (SEATs)</b>          Endorsed by the UK Contractors Group &amp; Environment Agency, this enables SMEs to become compliant with the environmental best practice requirements ahead of it becoming mandatory.</p>
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### York College

56. To support objectives (ii) & (iii), the Task Group agreed to consult with current apprentices on their route into the industry and the barriers they faced and a meeting was arranged for 11 December 2013 at York College and the college's Osbaldwick Training Centre.
57. However, these meetings were cancelled at short notice as the college was notified that it was to have an Ofsted inspection that day and they were rearranged for 3 February 2014.
58. All three Task Group Members took part in the visits as were told that there were more than 700 apprentices at the college with between 250 and 300 involved in learning construction industry related skills. The college accepted that there was a gender imbalance on construction skills courses with about 90% of the apprentices being male.
59. Of the construction apprentices some were on full time courses and others on block release. The majority of the block release apprentices, who attend college for 25 weeks over two years, were linked to SMEs and even micro businesses.
60. The college has long-standing contact with the CITB which is able to help place some construction apprentices in the industry.
61. The College also offers traineeships as a precursor to apprenticeships on which trainees who do not have the required functional skills are able to upskill in English and maths to increase their employability. In addition the college runs a programme for NEETs which is a stepping stone for the next level of qualification and covers employability skills such as English and maths.



62. During their first session Task Group Members met electrical, plumbing, painting and decorating and stonemasonry apprentices and at the second talked to apprentice joiners.
63. The majority had obtained their apprenticeships by word of mouth having been told of an opportunity by a family member or a “friend of a friend”. Some worked for their family business and others had been placed with an employer by the college.
64. All agreed that it was difficult finding an apprenticeship and that there had been no guidance at school towards a career in construction. This lack of information was such that some did not realise you needed an apprenticeship to get into a trade.
65. Task Group Members were interested to hear the story of a 46-year-old apprentice stonemason. He was working as a labourer and did not realise at first that apprenticeships were available for people his age. He asked his company to send him on a course and after four years, when a fellow employee left the company, they gave him the opportunity. He is partly funding the course himself.
66. The college is always proactive in trying to challenge gender stereotypes and makes sure where possible that case studies and images in marketing material reflect this. Two years ago the college ran a “Girls Allowed” day (for year 9 and 10 girls) for STEM (Science, Technology, Engineering and Maths) activities which was well attended. The college offered the event again last year but there was no take up from schools so it was not able to run.

### **Funding Bid**

67. At a Task Group meeting on 21 February the Learning City York Partnership Manager told members of a Delivery & Innovation Fund bid to connect young people with economic opportunities in York.
68. The aim of the project is to develop, with employers, a set of Key Sector (construction, tourism & leisure, retail, business, financial & professional services, creative & digital industries) information and advice packages for delivery, by them, in schools across the city.
69. The project, if approved, will:

- Contribute to delivery of priorities in the 14-19 Local Area Statement of Need and Skills Strategy;
- Raise awareness in young people of key economic sectors;
- Support employers to deliver economic growth by addressing skills gaps and recruitment difficulties;
- Address concerns in the Careers Education Information and Guidance (CEIAG) Scrutiny Review approved by the Learning and Culture Overview and Scrutiny Committee in September 2013 that all young people receive appropriate careers education, information advice and guidance through improved employer links;
- Respond to recommendations in Ofsted's review of Careers Guidance (September. 2013) to improve provision for young people;
- Deliver greater employer engagement with schools and young people as envisaged in the Department for Education's response to Ofsted's report.

## **Conclusions**

70. York is going through a significant period of change with plans for up to 22,000 homes over the next 15 years with the creation of 1,000 jobs per year and a sustainable skilled workforce.
71. From the evidence collected by the Task Group all indications point to a boom in the construction industry in York and a way to narrow the gap in the skilled workforce was needed to best take advantage of any upturn in construction.
72. York has the protocols in place through YorCity Construction's Skills Model to secure locally targeted recruitment and training opportunities on larger sites and this model is being rolled out to smaller developments.
73. Employers acknowledged there was a major skills gap in York and they were struggling to recruit skilled staff. Many were committed to taking on apprentices but this training took two or three years and apprentices are not able to satisfy the immediate requirements.
74. The construction industry needs to be better promoted in schools as a worthwhile career with a wide variety of jobs available from tradespeople to professional, technical and commercial and sales positions.

75. That more needs to be done to attract women into the construction industry, not just in an office environment but at all levels.

### **Review Recommendations**

76. Having considered the evidence above, the Task Group recommends:
- i. That the Council support the Delivery and Innovation Fund bid submitted by the Education and Skills team to promote in schools within the next academic year and beyond the varied career opportunities in the construction industry and in particular the career opportunities in the construction industry for women.
  - ii. That CYC support the YorCity Construction network to:
    - a) agree a realistic target for growth in the number of construction industry apprentices within the city and in the number of businesses in the construction industry taking on apprentices;
    - b) work with the Planning and Regeneration team to establish a framework at commercial pre-planning inquiry stage whereby firms in the construction industry are made aware of the support available from YorCity Construction;
    - c) work with the Planning and Regeneration team to develop a framework so that once a commercial planning application has been approved the Education and Skills Team can broker relationships between the developer and local training providers to ensure that potential apprenticeship opportunities are levered and in order to upskill the local workforce;
    - d) continue to work with training providers to make the skills offer more accessible for existing staff working in the industry, regardless of age, and others looking to retrain.
  - iii. That the Learning City York Partnership Manager provides ECDOSC with six monthly progress reports from YorCity Construction Steering Group.

### **Council Plan**

77. This review is linked to the *'create jobs and grow the economy'* element of the Council Plan 2011-15.

## Implications

78. **Financial:** If the Education and Skill Team's Delivery & Innovation Fund bid is successful then there will be financial implications for the Council. The bid is for £15k to support various career roadshow activities including construction.
79. **Legal:** There are no known legal implications for the Council arising from the recommendations.
80. **HR:** There may be minimal resource implications for the Planning and Regeneration Team arising from recommendations 76(ii)(b)&(c) above in terms of staff time committed to the development of a framework and relationship as set out in those recommendations.
81. **Other:** This review has identified one potential equalities implication in relation to the lack of women currently being attracted to the construction industry. Recommendation 76(i) proposes a way forward in an effort to address the challenge of encouraging women to enter the construction industry.

## Risk Management

82. There are no specific risks arising from the recommendations in this report. However, there is potentially a risk that the gaps which the Task Group has identified during its review may continue to present a growing problem for the skills of young people and the construction industry in particular, if Members decide not to recommend any further work with the YorCity Construction network.

## Contact Details

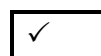
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Report  
Approved



Date 10/03/2014

Wards Affected:

All

**For further information please contact the author of the report**

## **Annexes**

**Annex A** – Review aims, objectives and timetable

**Annex B** - Training provision and funding landscape

## **Abbreviations used in this reports and annexes**

**BTEC** - Business and Technology Education Council

**CITB** – Construction Industry Training Board

**CSCS**- Construction Skills Certification Certificate

**CSN** – Construction Skills Network

**FE/HE** sector – Further Education/Higher Education

**JRT** - Joseph Rowntree Trust

**JSP** – Job Centre Plus

**LA** – Local Authority

**NEET** - Not in Education, Employment, or Training

**NVQ** - National Vocational Qualifications

**NYBEP** - North Yorkshire Business and Education Partnership

**OFSTED** - Office for Standards in Education

**SEAT** – Site Environmental Awareness Training

**SFA** – Skills Funding Agency

**SME** - Small and Medium Enterprises

**STEM** – Science, Technology, Engineering and Maths

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## Construction Skills Task Group Scrutiny Review

Review Aim: To investigate ways of increasing the supply of local people with building and construction skills

Objectives	Method	Meetings
i. Identify what skills gaps and shortages there are in York and will be in the future, against planned development in the city over the next 5 years and beyond	Map the existing training provision and funding landscape to support the skills and employment needs of the industry	23 Sept 2013 @ 5:30pm
	Consider interim report providing: <ul style="list-style-type: none"> <li>• Information on current practice in York</li> <li>• Feedback from Employers gathered July 2012</li> <li>• Information on best practice from other Local Authorities detailing how they work with developers and training organisations to ensure they have a skilled workforce available to achieve their future development demand</li> </ul>	4 Nov 2013 @ 2:30pm
	Meet with Property Forum of York's Chamber of Commerce and other contacts to investigate how local firms and organisations within the supply chain currently source new staff and apprentices	10 Dec 2013 @ 5pm
ii. Examine the opportunities for local people, including NEETs, 16-24 year olds and those looking to retrain, to enter the construction industry to enable the industry to take advantage of new and emerging projects	In support of objectives (ii) & (iii): <ol style="list-style-type: none"> <li>1. Carry out site visit to consult with current apprentices to:                             <ul style="list-style-type: none"> <li>• Investigate their route into the industry and;</li> <li>• Identify any barriers they faced</li> </ul> </li> </ol>	3 February 2014 @ at York College and Training Centre, Osbaldwick

<p>iii. Identify what strategy and funding is in place by building companies and training organisations to develop a suitably qualified workforce to meet projected demands including retention and recruitment strategies, and identify best practice</p>	<p>2. Meet with representatives from training providers such as York College, CITB, and Job Centre Plus to:</p> <ul style="list-style-type: none"> <li>• Map existing capacity and potential gaps and;</li> <li>• Identify possible obstacles in the recruitment process</li> </ul>	<p>8 January, 2014 @ YorCity Construction Steering Group meeting.</p> <p>3 February 2014 @ York College</p>
	<p>Consider Interim Report detailing information gathered to date and additional information on Delivery &amp; Innovation Fund bid</p> <p>Identify conclusions and draft recommendations to be included in Draft Final Report.</p>	<p>21 February 2014</p>



### Construction Sector Training and Workforce Development

	Unemployed		Employed/ existing work force		Funding criteria
	New entrants	Re-enter and up skill	Employees aged 19+	Leaders and managers	
Core SFA funding (York College)	Classroom infill against a range of L1 – L3 quals.  Free to unemployed residents	EWPA in (Experienced Worker Practical Assessment) in <ul style="list-style-type: none"> <li>• Decorative Occupations</li> <li>• Trowel Occupations</li> <li>• Wood Occupations</li> </ul> <p>These qualifications together with a Health and Safety Test certificate will enable these individuals to qualify for a CSCS Card.</p> <p>Free to unemployed residents</p>	Range of short courses and qualifications from L1-4.  Range of Apprenticeships for 16-18 & 19+	<ul style="list-style-type: none"> <li>• National Certificate in Building Studies</li> <li>• BTEC Level 3 Diploma or Extended Diploma</li> <li>• CIOB Site Management Certificate</li> <li>• Diploma (SMETS).</li> </ul>	<ul style="list-style-type: none"> <li>• Unemployed individuals should qualify for free programmes as these would be fully funded by the Skills Funding Agency</li> <li>• Short Course programmes are fully funded by students or their employers</li> <li>• Qualifications are part funded by the Skills Funding Agency and students or their employers</li> <li>• Apprenticeship programmes are part funded by the Skills Funding Agency and students or their employers</li> </ul>

ESF workplace learning			<ol style="list-style-type: none"> <li>1) Birkwood Plant Training – (plant/ construction operations)</li> <li>2) Integrated Training Solutions – (plant operations)</li> <li>3) Leeds College of Building – (various L2 diplomas, ranging from glazing, roofing, steel, fenestration).</li> </ol>		<ol style="list-style-type: none"> <li>1) Up to 1,000 employees.</li> <li>2) Up to level 2</li> <li>3) Fully funded</li> <li>4) Some larger employers</li> <li>5) Some funding L3 19-24 SMEs</li> <li>6) To June 2015</li> </ol>
Skills enhancement fund			<ol style="list-style-type: none"> <li>1) <b>Construction Plant Operations – Unit</b> Qualifications NVQ L2 max 3 per learner</li> </ol> <p>This Framework seeks to fund additional units of the Plant Operations NVQ level 2 allowing operatives to show competence in a wider range of equipment which will in turn; increase their prospects of remaining in employment and achieve their Blue Card.</p>		<ol style="list-style-type: none"> <li>1) PO -Employers in the Construction Sector that employ less than 5000 people.</li> <li>2) Until June 2014</li> <li>3) 30% cash contribution from employer ~£40 per unit.</li> </ol>



			<p><b>Site Environmental Awareness Training Scheme –</b></p> <p>Framework seeks to provide funding towards the costs of undertaking the SEATS which will enable Construction Companies to become compliant with the requirements ahead to it becoming a mandatory.</p> <p>Endorsed by the UK Contactors Group &amp; Environment Agency. Provides workers with knowledge on environmental best practises, enables the industry to become more aware of environmental issues and reduce carbon emissions and wastage.</p>		<p>SME for workers with responsibility for environmental issues</p> <p>30% employer cash contribution (maximum of £100 per learner) max group 10.</p>
CITB Construction for growth via LEPs Employer funds	✓ Growth through people	✓ Targeted skills needs	✓ Improving employer's capabilities and capacity to respond to business opportunities	<ul style="list-style-type: none"> <li>• 500k of CITB employer levy monies to support activity across LCR.</li> <li>• Jan 2013 – Dec 2016.</li> <li>• Match required.</li> <li>• Registered CITB employers/businesses.</li> </ul>	

<p>ESF skills support for work place</p>					
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Cabinet

6 May 2014

**Report of the Assistant Director (Highways, Waste and Fleet)**

**Additional £2m Capital Funding for Improving the Condition of the Unclassified Carriageway and Footway Network**

**Summary**

1. An additional £2m has been allocated by the Council to the highway maintenance budget to improve the unclassified carriageway and footway network condition. It is the intention to target the carriageway and footway within the 40mph speed limits which represent the vast majority of the unclassified network (86.9%). This report details the proposed programme of works and seeks approval for implementation within the 2014/15 financial year.

**Background**

2. The Council undertake annual condition surveys of the highway network to produce both national and local indicators (Annex 1). The data is used to identify maintenance works and trends in the condition of the highway network. The network is divided into three classifications of principal, non-principal and unclassified roads. The details below demonstrate the distribution of the network between the different classifications.
  - a. Principal Road Network 9.6%
  - b. Non – principal road Network 21.6%
  - c. Unclassified Road Network 68.8%
3. Annual condition data from both the national indicators and CYC surveys indicate that the unclassified carriageway network has the largest percentage of poor and very poor condition categories (see annex A). The unclassified carriageway network represents 68.8% of the total highway network and equates to the largest proportion of the road classification.

4. The condition of both of the Council's principal and non-principal classified road network compares favourably with most other authorities network. The latest APSE service report for 2012/13 places both indicators in the top quartile mark.
5. Unfortunately there are no national comparisons of the unclassified road network condition since 2010/11 when the indicator became optional to collect. The final year of results showed the Council's unclassified road network to be in the mid quartile range when comparing with other unitary authorities. The Council has continued to collect the condition data and the indicator has stayed static at between 9 and 10 percent of the network where maintenance should be considered.
6. The annual process of identifying highway schemes ranks all condition categories of 4 and 5, poor and very poor. A proportion of the ranking takes into account location, usage and the hierarchy of the network. It is important that the Council continue to focus spending on the principal, non-principal and busy urban roads to maintain the traffic movement throughout the main distributor network which in turn has a direct affect on the economy and wellbeing of the York area. The ranking process has achieved a high standard of condition for this network when compared with other local authorities.
7. The Council recognise the need to maintain the remainder of the unclassified road network within the service. The result of the Big York Survey indicates residents concerns as to the condition of the unclassified carriageways and footways assets. In 2013 there were over 500 sections of unclassified carriageway that were graded 4 and 5 condition and there are 11 schemes in the 2014/15 highway maintenance scheme programme. This represents 2% by section number each year in relation to the current budget levels.
8. The footway network distribution is similar to the carriageway network and although the percentage of grade 4 and 5 condition is lower it still represents a significant proportion of over 150 sections.
9. The proposal in this report is to target the additional funding on the unclassified network within the 40mph speed limits and divided the scheme costs equally between carriageway and footway network elements. The proposed maintenance schemes in annex 2 are the highest ranked that was not included in the approved annual programme for 2014/15. It is anticipated that investment in the unclassified network will result in a decrease in the number of

defects such as potholes being recorded and further reduction in complaints and third party claims for damage against the Council.

### **Option**

10. There are no options applicable to this report as it seeks approval of a programme of highway maintenance schemes. The additional schemes are the result of an additional £2m funding being made available for improving the condition of the unclassified network.

### **Analysis**

11. Due to paragraph 9 no analysis is required.

### **Consultation**

12. Due to the nature of this report no consultation has been undertaken.

### **Council Plan**

13. Through the proposed measures CES supports delivery of the Create jobs and grow the economy, Get York moving, Build strong communities, Protect vulnerable people and protect the environment priorities from the Council Plan.

### **Implications**

#### **Financial Implications**

14. The proposed schemes for the additional £2m capital allocation are shown in Annexe 2. The highway schemes identified are in addition to the maintenance service provided in accordance with the 2014/15 approved budgets and there are no financial implications.

#### **Human Resources (HR) and other implications**

15. There are no human resource implications in this report.

#### **Equalities**

16. This report has taken into consideration the impact of the Council's Equality Strategy when recommending the proposed budget allocation and highway maintenance operations. Equalities Impact Assessment (EIA) is addressed in the global budget saving assessment.

### **Legal**

17. The Council has a statutory duty to carry out highway maintenance under Section 41 of the Highways Act 1980 and this report sets out the proposals and budgets to allow this to happen in the forthcoming financial year.

### **Crime and Disorder**

18. There are no crime and disorder issues.

### **Information Technology (IT)**

19. There are no IT implications in this report.

### **Property**

20. There are no property implications.

### **Other**

21. There are no other implications in this report.

### **Risk Management**

22. In compliance with the Council's risk management strategy, the main risks that have been identified in this report are:
  - Strategic Risks, arising from judgements in relation to medium term goals for the service
  - Physical Risks, arising from potential underinvestment in assets
  - Financial Risks, from pressures on budgets
  - People Risks, affecting staff if budgets decline
23. Measured in terms of impact and likelihood the risk score for all of the above has been assessed at less than 16. This means that at this point the risks need only to be monitored, as they do not provide a real threat to the achievement of the objectives of this report.

### **Recommendations**

24. Cabinet is recommended to:



- (i) Approve the allocation of £2m to be split evenly between carriageway and footway highway maintenance schemes on the unclassified network.
- (ii) Approve the implementation of the additional highway maintenance scheme programme

**Reason:** To improve the condition of the unclassified highway network.

### Contact Details

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	<b>Report Approved</b>	√	<b>Date</b>	17 April 2014
<b>Wards Affected:</b> All Wards			<b>All</b>	√
<b>For further information please contact the author of the report</b>				

### Annexes:

Annex 1 - 2013/14 Highway Condition Survey Results

Annex 2 - Proposed Additional Highway Schemes 2014/15 by War

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**2013/14 Highway Condition Survey Results****2013 Annual Condition Survey Results**

Networks Type	Condition Category Banding (% of Network Type)					Total
	1	2	3	4	5	
<b>Carriageway</b>						
Principal (All)	31.5	35.6	26.5	6.3	0.1	100
Within 40mph only	(2.4)	(16.1)	(19.5)	(4.9)	(0.1)	
Non principal (All)	6.2	26.2	50.9	14.7	2.0	100
Within 40mph only	(3.0)	(19.1)	(24.4)	(7.2)	(0.7)	
Unclassified All	2.8	35.3	44.8	11.3	5.8	100
Within 40mph only	(2.8)	(31.3)	(37.2)	(9.6)	(4.8)	
<b>Footway</b>						
Principal (All)	1.8	41.4	52.8	4.0	0.0	100
Within 40mph only	(1.7)	(43.1)	(44.1)	(2.1)	(0.0)	
Non principal (All)	1.9	37.5	54.5	6.0	0.1	100
Within 40mph only	(1.9)	(33.3)	(50.7)	(5.9)	(0.1)	
Unclassified All	3.3	43.2	49.6	3.1	0.4	100
Within 40mph only	(3.3)	(42.9)	(49.6)	(3.1)	(0.4)	

**2013/14 Highway National Indicators**

Indicator	2013/14
NI 168 Percentage of Principal Road network where maintenance should be considered	2
NI 169 Percentage of Non-Principal Road network where maintenance should be considered	4
BVPI 224b Percentage of Unclassified Road network where maintenance should be considered	10

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**Proposed Additional Highway Schemes 2014/15 by Ward**

WARD	Cway / Fway	SCHEME	ESTIMATE	WARD TOTAL
Acomb	F	Granger Ave (part)	£26,500	
Acomb	F	Paddock Way	£33,000	
Acomb	C	Woodlea Avenue	£49,000	
				£108,500
Clifton	F	Burril Avenue	£42,050	
Clifton	F	Clifton Place	£9,200	
Clifton	F	Grosvenor Terrace (part)	£38,600	
Clifton	F	Hillsborough Terrace (part)	£13,500	
Clifton	C	Burdike Avenue	£77,500	
				£180,850
Derwent	C	Holtby Lane (part)	£26,500	
				£26,500
Dring/Woodthorpe	F	Leeside (part)	£19,300	
Dring/Woodthorpe	F	Lerecroft	£31,000	
Dring/Woodthorpe	F	Windermere	£10,200	
Dring/Woodthorpe	C	North Lane (part)	£54,500	
Dring/Woodthorpe	C	Nelsons Lane	£23,000	
Dring/Woodthorpe	C	Chalfonts	£12,000	
Dring/Woodthorpe	F	Highmoor Close	£16,200	
Dring/Woodthorpe	F	Wains Road (part)	£36,200	
Dring/Woodthorpe	F	Middlethorpe Drive (part)	£40,800	
				£243,200
Fishergate	C	Fulford Cross	£19,000	
				£19,000
Fulford	C	Fulford Park	£24,000	
				£24,000
Guildhall	C	Union Terrace	£23,650	
				£23,500
Haxby/Wigginton	F	Coppice Close (part)	£20,100	
Haxby/Wigginton	F	Forest Close	£19,200	
Haxby/Wigginton	F	Middle Banks	£14,200	
Haxby/Wigginton	F	Old Orchard (part)	£40,800	
Haxby/Wigginton	F	Plantation Way (part)	£20,150	
Haxby/Wigginton	F	St Marys Close	£14,000	
Haxby/Wigginton	C	Holly Tree Lane	£107,500	
				£235,950
Heworth	F	Muncastergate	£3,950	
Heworth	F	Redeness Street	£20,500	
Heworth	C	Redeness Street	£30,500	
Heworth	F	Cinder Lane (part)	£8,550	
				£63,500
Heworth Without	F	Elmfield Terrace/Stray Garth	£34,800	
				£34,800
Holgate	F	Hamilton Drive (part)	£12,750	
Holgate	C	Harlow Road (part)	£13,000	
Holgate	C	Mattison Way	£22,000	

Holgate	F	Carrick Gardens	£19,750	
				£67,500
Hull Road	C	Brentwood Crescent	£18,000	
Hull Road	F	Arthur Street	£33,700	
Hull Road	F	Hull Road (part)	£4,650	
Hull Road	C	Burlington Avenue	£40,000	
				£96,350
Hunt/New Earswick	F	Alder Way (part)	£12,000	
Hunt/New Earswick	F	Brockfield Road (part)	£21,600	
Hunt/New Earswick	F	Cleveland Way	£46,200	
Hunt/New Earswick	F	Garthway (part)	£10,700	
Hunt/New Earswick	F	Juniper Close	£13,200	
Hunt/New Earswick	F	Monks Cross Drive (part)	£40,700	
Hunt/New Earswick	C	White Rose Avenue (part)	£11,500	
				£155,900
Micklegate	F	Dewsbury Terrace	£30,050	
Micklegate	F	Knavesmire Ave (part)	£3,400	
Micklegate	F	Knavesmire Crescent	£6,500	
Micklegate	F	Mount Vale Drive (part)	£19,750	
Micklegate	F	St Martins Lane	£13,400	
				£73,100
Osbaldwick	C	High Field	£20,000	
				£20,000
Rural West York	F	Allerton Drive (part)	£55,350	
Rural West York	F	Bowyers Close	£12,200	
Rural West York	F	New Road Hessay (part)	£27,500	
Rural West York	F	Pike Hills Mount (part)	£3,800	
Rural West York	C	Back Lane, Copmanthorpe (part)	£12,000	
				£110,850
Skelton/Rawc/Clifton W'out	C	Brecksfields (part)	£77,000	
Skelton/Rawc/Clifton W'out	F	Oakdale Road (part)	£14,000	
Skelton/Rawc/Clifton W'out	F	Green Lane Trading Estate	£18,300	
Skelton/Rawc/Clifton W'out	C	Rawcliffe Drive	£33,500	
Skelton/Rawc/Clifton W'out	F	Galtres Grove	£15,150	
				£157,950
Westfield	F	Fir Heath Close	£5,350	
Westfield	F	Huntsmans Walk (part)	£43,000	
Westfield	F	Tudor Road (part)	£4,200	
Westfield	C	Vesper Drive	£24,000	
Westfield	C	Front Street / Green Lane (part)	£282,000	
				£358,550
				£2,000,000
		Total		£2,000,000



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**Cabinet****6 May 2014**

Report of the Cabinet Leader

**Economic Infrastructure Fund – May 2014 Funding Decisions****Summary**

1. This report sets out proposals for funding two projects from the Economic Infrastructure Fund (EIF).

**Background**

2. In place since April 2012, the **Economic Infrastructure Fund (EIF)** is a pot of funding developed to ensure we maintain and grow our successful economy. There are five themes for the EIF which have been agreed by Cabinet to target the benefit of the fund: (1) Get York Moving, (2) Digital York, (3) Reinvigorate York, (4) Economic Inclusion, and (5) Sustainable Economy.
3. Projects are considered first by officers through internal programme management arrangements which bring together senior officers with responsibility for areas of activity related to this agenda, and by extension the aims of the EIF. Officers have reviewed the business cases and due diligence has either been undertaken or is underway.
4. The EIF has committed £27.692m of funding to date, of a total £28.5m. Before consideration of the investment considered in this report, the balance of EIF uncommitted is £808k.
5. An overview of each of the projects is provided here; the detail of the projects under consideration are included in **Appendix A**. Full business cases have been considered by senior officers with responsibility for bringing forward, overseeing and managing delivery for the EIF.

**Proposed project: Public realm investment at Hungate (EIF Theme: Reinvigorate York)**

**Funding requested: £175,000 (Grant)**

6. The first project proposed in this report entails investment in the public realm in and around Peasholme Green and Hungate to create a world class district for commercial and residential development, with the potential to deliver against the EIF Reinvigorate Theme.
7. The project will see the development of a more pedestrian-friendly and higher quality public realm in the Hungate area, creating a new pedestrian circuit in the city centre. It will link the new improved spaces and streets and also bring footfall to this currently underutilised area of the centre.
8. The project would build on the Reinvigorate York programme of work currently underway across the city in bringing a refreshed a high quality urban landscape. The proposed investment will match s106 investment from developments in and around the Hungate area of the city centre to bring forward a step change improvement in the quality of the public realm in this area, which in turn should lead to increased investment and footfall in the area.
9. The business case for the project has been considered by senior officers with responsibility for bringing forward, overseeing and managing delivery for the Economic Infrastructure Fund.

*Rationale*

10. The project delivers against the original rationale on which the EIF was established – to create an environment which supports investment into and thus value added to the city's economy.
11. The specific rationale for investment in the public realm as identified by this report is based on the need for the city to compete with not only other English, but indeed international, cities in attracting visitors and businesses to the city. A high quality public realm is as vital to attracting visitors to the city for the first time and indeed to return, as it is to attracting and retaining business investment.



*Strategic Fit*

12. The project presented here is a key contributor to the **Council's Priority 1, Creating Jobs, Growing the Economy** and the **York Economic Strategy's Ambition 4, World Class Place**.

*Deliverability*

13. The project is considered to be deliverable from a financial perspective, given that the funding can be matched with s106 funding received from recent and current development in the area.
14. Resource will need to be identified from within the Council to manage development and delivery of the project, and this will need to be programmed to coordinate with existing commitments to deliver Reinvalidate York works across the city.

*Value for Money*

15. With the funding requested, the project will create a step-change in the environment in this part of the city centre – itself a potentially valuable gateway for residents, business and visitors – and will principally have an impact on sustained return visits and footfall by visitors, but also greater confidence by businesses either already located in the centre, or looking to locate in the centre, to invest in locations in the city centre. In other examples of similar projects across the UK, English Heritage has found that projects tend to create £1.6 value for every £1 invested in the public realm.

**Biovale (EIF Theme: Sustainable Economy)**

**Funding requested: £75K (Grant)**

16. A commitment to EIF investment is also recommended to support the development of the 'BioVale' cluster, as led and is being rolled out by the University of York and the Biorenewables Development Centre.
17. The commitment to invest is being sought to provide support to working with the University in developing the fundamental components of the proposed cluster – including business plan, masterplan for physical premises, and engagement of private sector. This support will be critical in ensuring that the project can effectively draw down and unlock further investment being proposed through both Leeds City Region and York and North

Yorkshire Local Enterprise Partnerships in their bids for Local Growth Fund and ESIF monies.

18. An overview and the case for the project is provided at the project website: <http://www.biovale.org/>.
19. There are several business development activities which may require resource over the next 12 months, including but not limited to the following:
  - Development of the '**BioHub**' project as a Bio-economy Innovation Hub for 'BioVale' on the Heslington East campus
  - Establish and market a comprehensive and professional set of **communication** materials to regional, national and international audiences
  - Engagement with a broad range of industry and public sector partners to develop collaborative interactions and begin to establish **new supply chains**.
  - Production of a 'BioVale' **training** programme in collaboration with the region's Higher Education and Further Education providers
20. The Council will work with the University to confirm the business plan for this resource, and it is recommended that responsibility is delegated to the Council's Chief Executive and Director for Customer and Business Support Services (and CYC's s151 Officer) for receiving and approving the business case for this funding when it is prepared.

#### *Strategic Fit*

21. The project delivers against Council Plan **Priority 1: Creating Jobs, Growing the Economy** as well as **York Economic Strategy Ambition 2: A More Competitive Business Base**.
22. The city's recently published York Economic Strategy sets out the ambitious targets of becoming a top 5 UK city and top 10 European mid sized city, and critical to achieving this ambition is the attraction of higher value added employment to the city. As biorenewables and industrial biotech is a particularly high value added employment sector in which the city is internationally leading, the project provides a significant boost to the city's ability to support growth in high value added employment.

### *Deliverability*

23. The project is deliverable on the basis that there is a commitment by the University to lead and drive the project, and as such, there is already expertise in this area and a network that can be used to hone the city's engagement with and identification of projects to create growth in these sectors.

### *Value for Money*

24. The project is considered good value for money, given the potential returns that the funding will provide by unlocking growth in the sector that has the highest potential for increase in GVA over the medium term, which in turn will have a significant impact throughout the York economy. Contributing to a 40,000 jobs boost and a £12bn increase in the regional economy by 2025, the project should serve to pump prime a much more significant effect in the wider economy.

### **Analysis**

25. The projects presented provide deliverability, value for money and strategic fit as per the Council's priorities and those of the city in creating jobs, growing the economy.
26. In both cases, there is a challenge in estimating the exact impact of the projects proposed. With respect to the Hungate public realm project, estimating the exact impact of investment in public realm can be difficult, but estimates provided in this report from respected authorities suggest that the impact provides value for money.
27. The estimates of impact provided by the Biovale are based on econometric modelling undertaken using the Regional Econometric Model and are subject to the same caveats as would need to be considered with any economic projections – and in particular, the fact that projections are subject to macroeconomic trends which are subject to change over the period of the modelling.

### **Consultation**

28. The themes and governance for the taking of decisions on EIF projects were agreed at Cabinet in April 2012.

29. The proposals presented have been considered by senior officers internal programme management arrangements for Council Plan **Priority 1: Creating Jobs Growing the Economy**, and the projects included represent the Board's recommendations to Cabinet.
30. This Board includes the Chief Executive, the Director for CBSS, the Assistant Directors for Economic and Asset Management (City Strategy), Planning (City Strategy), Transport and Integrated Strategy (City Strategy), Education (ACE), Lifelong Learning and Culture (CANs), and Office of the Chief Executive (OCE); as well as the Housing Strategy Manager.
31. Further consultation with residents and businesses in the Hungate area will be undertaken when detailed proposals are prepared for the scheme.

## Implications

### Financial

32. The total value of the EIF in terms of direct Council contribution is £28.5m. Allocations to date, before consideration of projects in this report, total £27.692m and are shown in Table 6 of **Appendix B**, which sets out the detailed financial information relating to the fund.
33. Recommended allocations within this report total £250,000 and are shown below
- 34.

<b>Scheme</b>	<b>EIF funding (£000)</b>	<b>Total value of investment (£000)</b>
Hungate Public Realm	175	250
Biovale	75	150
<b>Total</b>	250	400

35. If the investment proposed in this report is approved, the total approvals to date will be £27.942m.

Human Resources

36. There are no human resources implications arising from this report.

Equalities

37. There are no equalities implications arising from this report.

Legal

38. There are no legal implications arising from this report.

Crime and disorder

39. There are no crime and disorder implications arising from this report.

Information Technology

40. There are no information technology implications arising from this report.

Property

41. There are no property implications arising from this report.

Other

42. There are no other implications arising from this report.

**Risk Management**

43. The main risks associated with the proposed project include:

<b>Risk</b>	<b>Likelihood</b>	<b>Mitigation</b>
<b>All projects</b>		
Outcomes identified may not be achieved to their full extent	Medium	The project will be monitored and delivery supported by the Programme Management Board
<b>Hungate Public Realm</b>		
Difficulties in resourcing project with commitments to existing Reinvigorate programme	Medium	The project will be programmed to coordinate with Reinvigorate programme activities, and timetable monitored to ensure as few delays as possible

## Recommendations

44. Cabinet is recommended to:

- Consider and approve the funding for the proposed project of £175K for the EIF Hungate Public Realm project, pending appropriate consultation with residents and businesses in the area, and with the intention that detailed plans for the development will be brought back to Cabinet in due course for final sign off.
- Approve in principle and subject to business case, the £75K from EIF to support development of the Biovale cluster
- Delegate responsibility to the Council's Chief Executive and Director for Customer and Business Support Services (and CYC's s151 Officer) for receiving the business case for this funding when it is prepared, and if approved, releasing the £75K for spend.

**Reason:** To approve investment required (a) to create a world class quality destination in and around Hungate as a vital gateway to the city centre and (b) to support development of the Biovale innovation cluster.

### Contact details:

<b>Author:</b>	<b>Cabinet Member and Chief Officer responsible for the report:</b>		
Katie Stewart Head of Economic Development (01904) 554418 <a href="mailto:katie.stewart@york.gov.uk">katie.stewart@york.gov.uk</a>	Cllr James Alexander, Leader of City of York Council		
Ian Floyd Director of CBSS <a href="mailto:ian.floyd@york.gov.uk">ian.floyd@york.gov.uk</a>	Lead officer Kersten England Chief Executive (01904) 552000 <a href="mailto:kersten.england@york.gov.uk">kersten.england@york.gov.uk</a>		
	<b>Report Approved</b>	√	<b>Date</b> 24 April 2014
<b>Specialist Implications Officer(s)</b> None			

<b>Wards Affected:</b> All	√
<b><u>For further information please contact the authors of the report</u></b>	

**Annexes:**

**Appendix A.** Project business cases

**Appendix B.** EIF spend profile

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## APPENDIX A: EIF Project business case: Hungate public realm – a gateway to the city centre

### EIF Ambition

Reinvigorate York

**Proposal Summary:** Outline the proposal for investment from the Economic Infrastructure Fund. Please outline the intended investment and the economic growth and employment benefits that this will provide.

### Proposal summary

#### Background

The city centre area of Hungate has recently seen a gradual upturn in the investment and development of the area, including the decision by Hiscox to bring a Northern HQ to the area, the development of student residences for York St. John University, and progress of residential development in the area.

However, the area suffers from the quality of public realm that would contribute to its further development, and there is a genuine opportunity with the development of office and residential provision in the area to create a space that is an attractive gateway to the city for residents, visitors and business alike.

At the same time, there is a need to attract and support new footfall to the city centre at a time when high streets across the country are facing a transformation and traditional uses of the city centre are evolving from the high street model and being challenged by the steady increase in online shopping.

There is the potential for York's gateway streets to the transformation of the city centre to respond to these challenges, creating new opportunities to welcome visitors and residents to the centre, and to keep them in the city to the benefit of city centre trading, as was recognised in the New City Beautiful vision for the

city.

### **Strategic Need**

Strategically, the investment to be made in this next phase of Reinvigorate York will be a critical step in potentially unlocking further such investment in the form of either increased visitors and/or business investment to the city centre.

#### *Strategic impacts*

The power of heritage and the distinctiveness of York city centre cannot be underestimated in the generation of economic growth for the city's future.

The city centre has the potential to attract increased numbers of businesses, residents and visitors. As Centre for Cities has found in its Making the Grade Office Report, small cities tend to have higher demand in the centre for office accommodation, but limited ability to accommodate that demand given current constraints on city centre space and capacity.

Equally, the city centre and particularly the heritage offer available in the city centre is a strong draw for international visitors to the UK. 40% of the 10 million holiday trips made by overseas visitors to the UK each year cite heritage as the primary motivation for their trip to the UK – more than any other single factor (Oxford Economics, 2009, [Heritage and the UK Tourism Economy](#)). At the moment, however, international visitors only make up 13% of overall visitors to the city (Fact 09, Visit York).

This is backed up by the research for *Heritage Counts*. 91% of survey respondents to the on-street survey considered that the historic environment was either important or very important in decisions on where to visit. It was also an important factor in deciding where people live (74%) and work (68%).

In addition, the attraction of greater footfall to the area can increase the turnover of indigenous businesses. According to

English Heritage, just over one in four of the businesses surveyed (26%) said that their turnover had directly increased as a result of the historic environment investments. The organisation also finds that investment of this kind generates a greater mix of business investment – greater diversity and likelihood of independent businesses to locate in city centre

The impact of investing in the historic public realm is estimated at £1.6 for every £1 invested over ten years.

#### *Likely project impacts*

The project thus has the potential to generate the following impacts:

- **Increased inward investment** from businesses locating or growing in the city centre
- **Increased return and new footfall from visitors**, and therefore, increased overall footfall year on year, measuring from 2011-2012 figures. Given 99% of visitors are likely to recommend the city to a friend, any increase in visits is likely to generate further multiplier effects in the number of visitor trips to the city.
- **Increased GVA** – overall impact at £1.6 for every £1 invested

#### **Strategic Fit**

The project supports Council Plan Priorities for Creating Jobs, Growing the Economy, Get York Moving, Protect the Environment and Protect Vulnerable People. It also supports Ambition 4 in the York Economic Strategy, that of a World Class Place.

#### **Proposal**

The project will see the development of a more pedestrian friendly and quality public realm in the Hungate area, creating a new pedestrian circuit in the city centre. It will link the new improved spaces and streets and also bring footfall to this currently

underutilised area of the centre.

The project would build on the Reinvigorate York programme of work currently underway across the city in bringing a refreshed urban landscape.

The project is part of a wider programme of activity emerging to create the York city centre of the future as a more competitive and distinctive USP in the York economy – capable of attracting new investment and generating growth in the existing business base, and attracting new visitors and residents.

To date, the Reinvigorate York programme has £3.3m programmed across a range of city centre sites. The package presented here provides the next phase of this programme, to be rolled out across Hungate as the city's main southeastern gateway to the centre. It can be matched with S106 investment into public realm from Hiscox and the residential development in the area.

The project would draw on the vision set out by the New City Beautiful work by Professor Alan Simpson, and would be supported by the new Streetscape Design Manual.

In this way, the project presented here is a key contributor to the **Council's Priority 1, Creating Jobs, Growing the Economy** and the **York Economic Strategy's Ambition 4, World Class Place**.

It represents the Council's further investment in the city centre as an economic asset, and has the potential in the context of the work being undertaken through an expanded Retail Strategy Group to become a York City Team to bring forward further investment from the private sector.

It is intended that plans developed for the site using EIF monies, if approved by Cabinet, will be subject to consultation and brought back to Cabinet in due course.

**Outcomes/outputs:** Outline the proposed outcomes and outputs, detailing contribution to CYC economic, social and environmental targets.

<b>Outcomes</b>	
<ul style="list-style-type: none"> <li>• <b>An increase in visitor numbers</b> – most likely from repeat visits</li> <li>• <b>An increase in business investment and diversity of that investment</b> – either through growth of existing city centre businesses and/or the attraction of more new investment</li> <li>• <b>An increase in GVA</b> – initially this investment will provide £280K added value; more indirectly, this added value will increase on the back of further investments made by the private sector in the public realm</li> </ul>	
<b><i>Contribution to economic targets</i></b>	
<b>Direct Economic Growth</b>	See below
<b>Indirect Economic Growth</b>	£280K + additional investment from private sector to be determined
<b>Direct jobs created</b>	Jobs associated with projects
<b>Indirect jobs created</b>	TBC
<b><i>Contribution to social targets</i></b>	
The project will enable a more inclusive city centre environment through greater accessibility and a public realm that a greater range of residents and visitors alike can enjoy.	
<b><i>Contribution to environmental targets</i></b>	
The project will contribute directly to attracting greater economic activity and investment in the city centre – which by its very nature enables lower CO2 emissions through agglomeration effects (i.e. greater concentration in a smaller area of activity, thereby	

minimising the need for CO2-hungry transport modes and contributing to greater density of development).

Through encouraging greater investment in the city centre, the city will take pressure off otherwise less sustainable development outside the centre.

**Timetable:** Outline the proposed project timetable for the investment, including key milestones in the development, implementation and return stages.

<b>Timetable</b>
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Works could be brought forward in collaboration with Hiscox building works if possible, and would need to take account of .
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**Financial Projection:** Clarify the level of investment required along with the budget, per year, for the life of the proposal. Additional investment and income forecasts should be detailed, along with the amount of the investment that will be returned to the Fund.

<b>Financial Projection</b>	
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<b>Investment sought</b>	£175K
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<b>Additional investments/income/funding</b>	Matched with S106 commitments from development in the Hungate area
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<b>Recycled return on investment if any</b>	N/A
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**Options:** Outline the options explored and indicate the preferred option and how it was decided.

### Options

#### **(1) Status quo – no investment**

The Council could choose not to invest in the proposed project, given budget pressures and other priorities. This option, whilst incurring no direct cost in the immediate term, would ultimately result in an indirect opportunity cost from the potential for lost investment and a loss in repeat visitors to the city as a result of a tired city centre environment.

#### **(2) Investment by the Council in an initial package of projects – Preferred**

The Council could stimulate investment in the city centre through investment through EIF and other resources (including officer time) to kickstart the evolution of the future of the city centre economy. Although an immediate cost of £175K and officer time, the project has the potential to unlock further investment in future – either through visitor spend, business investment, inward investment and the potential for generating interest in private sector-led initiatives like a business improvement district or some other mechanism.

**Other funding sought:** Outline other funding options explored and whether there is potential for matching EIF funding with other sources.

### Other Funding sources

Core budget was explored for this project, but given budget pressures, it is necessary to look to EIF for investing in this project.

Whilst s106 funding will be used to invest in the project, the EIF monies will enable this investment to make a more significant contribution to the city centre as a whole by creating a new city centre circuit and world class gateway to the city centre.

**Project Team:** Please provide basic information about partner organisations and key project team members. Indicate whether partners are contributing investment, staffing or other resources to the proposal and how they will benefit from the investment (if at all) relating this back to the anticipated benefits of the proposal.

<b>Project Team</b>
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The project team would be made up of a subset of Major Projects and Initiatives in CES and Economic Development Unit, as well as development management, culture and other relevant teams.
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**Lead project manager details:** Please provide a named contact person for communication with regards to the proposal.

<b>Name:</b> Katie Stewart
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<b>Organisation:</b> City of York Council
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<b>Position:</b> Head of EDU
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<b>Phone Number:</b> 01904 554418
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<b>Email address:</b> <a href="mailto:katie.stewart@york.gov.uk">katie.stewart@york.gov.uk</a>
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<b>Postal address:</b> West Offices, York YO1 6GA
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**Confidentiality:** Administration of the Fund will be carried out in an open and transparent fashion. Please indicate any aspects of your proposal that you believe to be commercially confidential.

<b>Confidentiality statement</b>
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N/A
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1. **Biovale**

**EIF Theme: Sustainable Economy**  
**Project for May 2014 decision**

**Title: BioVale Cluster Development**

**EIF Business Case Template**

<b>EIF Ambition</b>
Sustainable Economy

**Proposal Summary:** Outline the proposal for investment from the Economic Infrastructure Fund. Please outline the intended investment and the economic growth and employment benefits that this will provide.

<b>Proposal summary</b>
<p><b>Background</b></p> <p>There is a global paradigm shift from oil-based towards bio-based materials: the US, China and Europe have all declared the bio-economy a priority and put in place ambitious policies. Across Europe the bio-economy sectors have a reported worth of some € 2 trillion in annual turnover and employ over 22 million people or around 9% of the workforce.</p> <p>The emerging global bio-economy offers multi-billion pound opportunities for sustainable, low-carbon economic growth. York and the wider Yorkshire and the Humber region have a unique combination of industry, agriculture and a very strong knowledge base that will allow it to capitalise on these opportunities. This combination includes internationally recognised industrial biotechnology Research &amp; Development at the University of York and agri-technology Research &amp; Development at FERA, innovative chemicals-using industries, bio-fuel and bio-energy suppliers, forward-looking agricultural enterprises and the largest concentration of food and drink businesses in the UK.</p> <p>‘BioVale’ is proposed as an innovation cluster that will support the</p>

development and promotion of Yorkshire and the Humber as an international hub for the knowledge-based bio-economy. With a focus on high value chemicals, natural products, next generation bio-fuels and valorisation of bio-wastes, it will bridge the gap between the local knowledge base and industry, acting as a 'one-stop shop' on biorenewables for business from initial R&D through to commercial products. It will enable, Development of much needed business 'grow on' space, access to open access research, development and demonstration facilities, development of regional bio-based supply chains, provision of specialist business advice, training and exchange of skilled staff and it will act as a magnet for inward investment. 'BioVale' will also provide a key interface with policy makers at all levels.

### **Project development to date**

BioVale is now gaining significant momentum as a Bio-economy Innovation Cluster for Yorkshire and Humber with a broad range of stakeholders expressing their support for the initiative. These include the Leeds City Region (LCR) and the York, North Yorkshire and East Riding (YNYER) Local Enterprise Partnerships, both of which have indicated future capital support (through their SEPs) to meet the infrastructure requirements associated with the project (i.e. provision of new grow on lab space). Consultation with small and large industry stakeholders, investors, and regional networking organisations, have also revealed strong support for the 'BioVale' concept.

In addition, the concept has received support and engagement from UKTI sector specialists in the biosciences sector team, and within the Technology Strategy Board.

To date, 'BioVale' has been developed in partnership using resource provided by the University of York, Biorenewables Development Centre, City of York Council, Science City York and the Food and Environment Research Agency (FERA) in the form of staff time and some financial input from the BDC. However, in order to maintain the momentum, and ensure that the foundations for the successful delivery of these activities are properly laid we now need to ensure

that in the short term the project is properly resourced.

A fuller explanation of the project is provided at the project website:  
<http://www.biovale.org/>.

### **Proposal**

Funding is being sought to provide support needed to drive forward the initiative in collaboration with resource being developed by the University.

Some of the activities of the 'BioVale' initiative that may need resource over the next 12 months include:

- Development of the '**BioHub**' project as a Bio-economy Innovation Hub for 'BioVale' on the Heslington East campus (The capital Infrastructure funding and future revenue support required is currently being sought through the LGF and EISF respectively)
- Establish and market a comprehensive and professional set of **communication** materials to regional, national and international audiences
- Engagement with a broad range of industry and public sector partners to develop collaborative interactions and begin to establish **new supply chains**.
- Production of a 'BioVale' **training** programme in collaboration with the region's HE and FE providers

The funding will support development of the sustainable business model for the cluster matching existing University, BDC and SCY resource going into the project to develop both hard and soft infrastructure required for the 'Biovale' cluster.

### **Strategic Need**

Whilst the York economy has traditionally performed well, recent data indicates that productivity levels in the city have fallen. York has growing and significant levels of employment in retail, leisure and tourism related industry. Whilst these sectors are and will remain

vitaly important to the economy it is also important that the city also seeks to grow its employment base in high value sectors if it is to raise productivity and generate the growth it desires.

The 'Biovale' project will seed fund development of an innovation cluster helping to maximise the city's incredible skills and research base in the industrial biotechnology and related industries and position the city at the top of the value chain, which in turn will create the high value jobs and economic growth needed.

### *Strategic impacts*

The project will help to position York and its wider hinterland at the forefront of a growing and emerging sector. The dedicated resource will help grow businesses, connect people to training, skills and employment, and encourage increased Inward Investment into the city from businesses looking to locate near the research expertise, novel open access facilities and other similar companies.

### *Project impacts*

The project will directly support the creation of new positions that will help facilitate the following impacts:

- Increased Inward Investment
- Increased Jobs
- Improved Skills
- Increased GVA

### **Strategic Fit**

The project directly supports Council Plan Priorities for Creating Jobs, Growing the Economy.

It also supports Ambition for Globally Connected and Locally Integrated Knowledge Base, and Ambition for Competitive Business Base in the York Economic Strategy,

Recent sector analysis as part of the work to develop the new Inward Investment Strategy for the city (endorsed by the YEP board) have

identified Industrial Biotechnology and Agri Technology as key sectors for the city. This project will directly support development in these sectors, helping to create high value jobs and growth.

**Outcomes/outputs:** Outline the proposed outcomes and outputs, detailing contribution to CYC economic, social and environmental targets.

### **Outcomes**

- Increased Inward Investment
- Increased Jobs
- Improved Skills
- Increased GVA

### ***Contribution to economic targets***

<b>Direct Economic Growth</b>	See below
<b>Indirect Economic Growth</b>	Total impact of project will be £12bn by 2025
<b>Direct jobs created</b>	See below
<b>Indirect jobs created</b>	Total impact of project will be 40,000 jobs regionally by 2025

### ***Contribution to social targets***

By contributing to the development of high value jobs, the project will have supply chain impacts which will create employment opportunities indirectly throughout the city and sub-region.

### ***Contribution to environmental targets***

The project will provide a platform for innovation and enterprise in an industry which is at the forefront of developing low carbon solutions to energy and materials production. The industrial biotech and biorenewables industry offers the processing technologies required to turn bio-based inputs into products across

developed and developing economies.

**Timetable:** Outline the proposed project timetable for the investment, including key milestones in the development, implementation and return stages.

#### Timetable

The proposals will be implemented immediately. Funding will provide additional resources for up to 12 months, enabling momentum to be maintained ahead of other funding being drawn down.

**Financial Projection:** Clarify the level of investment required along with the budget, per year, for the life of the proposal. Additional investment and income forecasts should be detailed, along with the amount of the investment that will be returned to the Fund.

#### Financial Projection

<b>Investment sought</b>	£ 75,000
<b>Additional investments/income/funding</b>	Matching investment from the LEPs and University, as well as other partners
<b>Recycled return on investment if any</b>	N/A

**Options:** Outline the options explored and indicate the preferred option and how it was decided.

## Options

### (1) Status quo – no investment

The Council could choose not to invest in the proposed project, given budget pressures and other priorities. This option, whilst incurring no direct cost in the immediate term, would longer term result in an indirect opportunity cost from the potential lost investment BioVale will be able to generate.

### (2) Investment in Biovale project via EIF as described above (Preferred Option)

The BDC have to date provided much of the staffing and financial input to the project. All existing work has been managed via their systems and processes with much success. They are experts within the field and have developed strong relationships with key businesses and organisations. They are in a strong position to effectively manage/lead the proposed activity and will be able to attract the best talent.

**Other funding sought:** Outline other funding options explored and whether there is potential for matching EIF funding with other sources.

## Other Funding sources

Core budget was explored for this project, but given budget pressures, it is necessary to look to EIF for investing in this project.

The funding will match existing and planned commitments from the University of York, BDC and SCY. The funding will act as ‘pump priming’ and it is anticipated that substantial further public and private sector funding will be attracted to deliver longer term aspects of the project. This will include Local Growth Fund and European Structural Funds.

**Project Team:** Please provide basic information about partner organisations and key project team members. Indicate whether partners are contributing investment, staffing or other resources to the proposal

and how they will benefit from the investment (if at all) relating this back to the anticipated benefits of the proposal.

<b>Project Team</b>
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Overall project activity has been led by the University of York and Biorenewables Development Centre, and has been developed through the 'BioVale' steering group made up of representatives from City of York Council, University of York, Biorenewables Development Centre , SCY, and FERA.
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A project team for the proposed resource will be confirmed on submission of final business case.
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**Lead project manager details:** Please provide a named contact person for communication with regards to the proposal.

<b>Name:</b> Katie Stewart
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<b>Organisation:</b> City of York Council
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<b>Position:</b> Head of EDU (BioVale Steering Group Member)
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<b>Phone Number:</b> 01904 554418
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<b>Email address:</b> <a href="mailto:katie.stewart@york.gov.uk">katie.stewart@york.gov.uk</a>
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<b>Postal address:</b> West Offices, York YO1 6GA
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**EIF element summary by project**

## APPENDIX B

<b>Current Approvals</b>		<b>£000</b>
- Park & Ride		3,250
- Better Bus Fund		1,470
- Reinvigorate York - All		3,500
- Newgate Market Refurbishment		1,614
- Targeting Growth in Key Sectors		80
- Tour de France - Campaign		550
- Growth Analysis		30
- Officer delivery team		430
- Financial Inclusion Policy and Action Plan		300
- Promoting York		250
- MIPIM 2013		25
- Xmas Stimulus Package		34.5
- Arts Barge Project		100
- Living Wage		338
- Transport Package		550
- LCR Revolving Investment Fund		1,672
- Economic Inclusion Programme		200
- Super Connected Cities		869
- Infrastructure Investment Plan		1,000
- Acomb Community Economic Deveopment		30
- Infrastructure Investment Plan for Growth		10,000
	Total Approved	<b>26,292.5</b>
<b>Subject to Business Case/ Cabinet Approval</b>		
- Digital and Media Arts Hub	£400k approved	1,400
	Total STBC/CA	<b>1,400.0</b>
<b>Total Approved (All)</b>		<b>27,692.5</b>
<b>Schemes proposed as part of this report</b>		
- Public Realm Hungate		175
- Biovale		75
		<b>250.0</b>
<b>EIF Balance remaining</b>		<b>557.5</b>

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## Cabinet

6 May 2013

Report of the Cabinet Member for Homes and Safer Communities

### **New social housing downsizing opportunity**

#### **Summary**

1. The Housing Revenue Account business plan has identified a £20m investment fund for new affordable housing. The purpose of this report is to propose an opportunity to acquire 14 new apartments proposed to be built on the site of the former Pack of Cards Public House for a council housing down-sizing scheme in an 'off-the-shelf' purchase from a housing developer.

#### **Background**

2. Analysis of the council housing stock has shown that a proportion is under-occupied and a significant amount of those under-occupying are elderly. There are approximately 580 households currently under-occupying and affected by spare room subsidy reform, and of the 2,300 households on the council waiting list 480 are under-occupying (as of 1 April 2014). Over recent years a number of downsizing opportunities have been developed aimed at encouraging those tenants who are under-occupying to move to smaller accommodation.
3. When considering opportunities for downsizing schemes and the learning from earlier schemes, it is clear that there are three key criteria that if brought together can result in a successful scheme. Evidence has shown that when moving from what has often been the long standing family home, moving into something that is new and purpose built is critical to incentivising tenants to move home. Ensuring that any new scheme is 'ring fenced' to tenants of a similar age group is also critical; it is proposed that the scheme be for over 55's<sup>1</sup>. The final key criterion is the location of the new homes and their proximity to key amenities, i.e. shops, doctor's surgery and post office.

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<sup>1</sup> First lettings will be over 55s, going down in 5 year age bands subject to demand.

4. Investment in new council housing is a key objective of the Get York Building project and meets a number of key council priorities. There is an identified housing need for 790 new affordable homes per annum<sup>2</sup> and recent increases in the discounts available on Right To Buy applications has resulted in an increase in the sale of existing stock. Conversely, this has released further funds to build new council housing. Additionally, any investment in new housing will increase the size and quality of the council's asset base and rental income streams.
5. Of the £20m investment fund £6m was identified by Cabinet in May 2013 to build a first phase of 50 to 70 new council homes. The Housing Strategy and Development Team are currently identifying additional options to provide new council housing. As part of this work the council have been approached with the following opportunity to purchase a new development of 14 apartments on the former Pack of Cards public house site in Holgate ward.

### **Proposals**

6. The Pack of Cards public house site is situated on the corner of Lindsey Avenue and Sowerby Road. The site had been marketed as a development opportunity since the summer of 2012, following no interest in the public house as a business or the site as a commercial development opportunity it went to auction on the 18 September 2013 where it was purchased by RHW Developments, a small housing development company based in York with experience in delivering affordable housing. The public house has since closed.
7. RHW Developments have approached the council with the option of selling all 14 apartments (subject to planning) for the use as council housing on completion. The proposed mix of apartments would be 8 x 2 beds and 6 x 1 beds, built to Homes and Community Agency and Lifetime Homes standards. The council would also take the freehold of the building.
8. The intention would be for the apartments to be prioritised for down-sizers as part of the council's strategy to release family housing which is currently under-occupied. To date the council have completed three down-sizing schemes with housing association partners (Tang Hall, Huntington and Acomb), with a further scheme to complete in June of this year (Water Lane, Clifton). This is in addition to new council house build programme, where four of the sites currently propose down-sizing apartments (Beckfield Lane, Chaloners Road, Fenwick Street, Newbury Avenue).

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<sup>2</sup> North Yorkshire Strategic Housing Market Assessment 2011, York Annex

9. It is proposed that if Cabinet approve the recommendation to purchase the homes, the new scheme is a downsizing scheme with first lettings aimed at those over the age of 55. There is demand for homes in this area and it is close to key amenities, i.e. Doctors, shops, Post Office etc.

### Costs and delivery

10. The total purchase price of the completed homes would be:
- **£1,649,060** (or £117,790 per unit) if built to Code for Sustainable Homes Level 3
  - **£1,676,500** (or £119,750 per unit) at Code for Sustainable Homes Level 4.

The detailed breakdown of these costs is contained in a confidential annex to this report. The acquisition price would be in the form of staged payments throughout the construction period.

11. The planning application was submitted at the end of March 2014. It is anticipated that the application will be determined in June 2014 with a start on site that summer. Based on a year build programme the completed homes would be ready in the summer of 2015.

### Funding

12. The proposed funding route is identified below, drawing on a range of available streams that can be applied towards the delivery of new council housing. The proposals are as follows (based on Code for Sustainable Homes Level 4 and a purchase price of £1,676,500):

Funding route	Amount
HRA investment fund	£1,023,550
Right to Buy receipts	£502,950
Commuted Sums	£150,000
<b>TOTAL</b>	<b>£1,676,500</b>

13. The HRA investment fund is a £20m pot of money identified for a 5 year programme of new council house building as part of the Get York Building project. To date £6m of this has been earmarked for phase one of the new council house build programme.
14. At this stage the use of Right to Buy (RtB) receipts is preferred to accessing Homes and Communities (HCA) grant funding, as the two can not be applied in conjunction and RtB receipts have a number of

advantages. The council are required to apply RtB receipts to provide new affordable homes. If the money is not spent it is returned to central government with interest payable. The recent increase in the discounts available has led to a considerable increase in RtBs, and consequently the council has a greater amount of money available to spend than anticipated at time the HRA Business Plan was set.

15. The condition attached to the expenditure of the RtB receipts is that it must be matched by the council at a ratio of 1:3. In real terms this means that to build a £120k unit the council would need to spend £84k, with RtB receipts accounting for the remaining £36k. This is £14k more than is likely to be secured through HCA grant funding. Furthermore, if using grant funding the homes would need to be for affordable rents and not social rents, which are set at a higher rate and are therefore less affordable for tenants.
16. There are a number of other advantages to using RtB receipts. The most obvious is the requirement to spend the receipts on providing new homes or return the money with interest. This would result in losing significant amounts of potential investment into the city as well as incurring costs. Furthermore, there would be no guarantee of securing HCA grant as the application would be part of an open bidding process with other Registered Providers. Finally, HCA funding has a considerable number of conditions attached and bureaucratic administration processes which consume a considerable amount of officer time.
17. The council currently hold £1.33m commuted sums that are ring-fenced towards the provision of new affordable housing. To date £1m has been earmarked towards council house build phase one.
18. The annual rental income for all 14 properties will be approximately £52,600.

## **Contract**

19. Should the scheme be granted planning permission it is proposed that the council would enter in to a payment contract. This would commit the council to staged payments of the agreed purchase price throughout the construction period, with the council inspecting the scheme for quality at each stage. The contract would set out the agreed standards expected of the completed homes. Should Members approve the purchase of the homes then the detailed contract form will be agreed with legal services.

## Options

20. Cabinet are presented with three options:

- Option 1- To approve an 'off-the-shelf' purchase of the Pack of Cards development for new council housing at Code for Sustainable Homes Level 3, subject to the satisfactory conclusion of due diligence.
- Option 2 – To approve an 'off-the-shelf' purchase of the Pack of Cards development for new council housing at Code for Sustainable Homes Level 4, subject to the satisfactory conclusion of due diligence.
- Option 3 - To reject the opportunity to purchase new council housing at the Pack of Cards development, with the Housing Strategy and Development Team attempting to broker a deal with partner housing associations to purchase the completed homes.

## Analysis

21. Option 1- To approve an 'off-the-shelf' purchase of the Pack of Cards development for new council housing at Code for Sustainable Homes Level 3, subject to the satisfactory conclusion of due diligence.
22. It is the view of officers that the proposals represent a good opportunity having been considered against the following criteria: value for money, quality and strategic fit. These criteria would be applied to any other opportunity that was brought to the council by a developer.
23. **Value for money** - The purchase price is comparable to the total scheme costs of the apartments being built directly by the council in phase one of the new build programme. The current estimated costs for the Hewley Avenue site (based on the drawings submitted for planning) equate to £116,000 per unit at Code for Sustainable Homes Level 4. Whilst this is cheaper than the above proposal, the council's costs do not account for officer time in project managing the development and it requires no acquisition costs for the site (as it is to be built on HRA owned land).
24. **Quality** – the homes will be built to a minimum of Code for Sustainable Homes Level 3, and potentially level 4), and will be fully compliant with Homes and Communities Agency and Lifetime Homes Standards. This will replicate the high standards being achieved on phase one of the new council house build programme. These standards would form part of the contract to purchase the homes.

25. **Strategic fit** - This acquisition would (subject to planning) allow the council to add 14 much-needed new apartments to the council's housing stock, help to meet housing need, potentially release under-occupied family housing, and provide an asset which will generate a rental income stream. The site is outside of the council's ownership, which will allow the council to use its limited land resources for alternative additional homes, maximising the supply of new council housing. The purchase price is broadly equivalent to the cost to the council of building new homes, and would form part of a wider strategy considering all options to deliver new affordable homes in the city.
26. The developer also proposes to employ a contractor with a local base, who use local sub-contractors, sustainable materials where ever possible, and are committed to using apprentices - key tenets of the Get York Building project.
27. Option 2 – To approve an 'off-the-shelf' purchase of the Pack of Cards development for new council housing at Code for Sustainable Homes Level 4, subject to the satisfactory conclusion of due diligence.
28. For the reasons given in option 1, this represents a good opportunity to purchase new council housing on land not owned by the council. However, this option would ensure the homes are built to Code for Sustainable Homes Level 4, which is consistent with the standard being achieved on all other homes being built in phase one of the new council house build programme. Increasing from Code 3 to Code 4 is expected to achieve a further 25% reduction in carbon emissions and an estimated potential 15% saving on running costs<sup>3</sup>. It is in-line with the council's objectives to provide environmentally sustainable housing and minimise the impact of the city's carbon footprint. The uplift in cost from Code 3 to Code 4 is marginal at only £1,960 per unit, which is lower than the CLG identified average uplift cost of £2,900 for a 2 bed flat<sup>4</sup>.
29. Option 3 - To reject the opportunity to purchase new council housing at the Pack of Cards development, with the Housing Strategy and Development Team attempting to broker a deal with partner housing associations to purchase the completed homes.
30. This option would mean the council do not have to spend any capital investment to potentially secure new affordable housing in the city. The

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<sup>3</sup> <http://www.sustainablehomes.co.uk/blog/bid/104136/Code-for-Sustainable-Homes-level-4-energy-bill-savings>

<sup>4</sup> Department for Communities and Local Government (2010) '*Code for Sustainable Homes: A Cost Review*', Table 32, p.57



council would look to encourage housing associations to purchase the homes, leaving the HRA investment fund to pursue other opportunities. However there are a number of risks and issues for consideration. Firstly, there is no guarantee that a housing association would want to take the homes (dependent on their investment strategies at this time), and it is the preference of the developer to deal directly with the council. It should be noted that it is likely that a housing association would be interested in taking this opportunity given it does reflect a value for money investment. However, it would add uncertainty to the development at this stage.

31. Secondly, any new homes provided by a housing association are likely to be for affordable rent rather than social rent, which would impact on affordability (increasing the rent from c. 60% of market rents to 80% of market rents). It would also mean the council are not able to add to its asset base, with the housing association instead benefiting from the opportunity. Most importantly, the key challenge at this stage is not the availability of money in the HRA invest fund, but opportunities on which to provide new council housing. This is a relatively quick and low time intensive option to secure new council housing in comparison to other procurement routes.

## **Council Plan**

32. Any approval to progress with the purchase would have a positive impact on four of the five council priorities.
33. Create jobs and grow the economy – As set out in a previous Get York Building Report (Feb 2013) investment in the construction industry has a direct positive impact on economic activity, with every £1 spent generating a total of £2.84 in extra economic growth. The developer proposes to use a locally based contractor, directly investing in the local economy and creating employment in the house building sector.
34. Build strong communities – New council housing will provide high quality accommodation for those unable to access housing on the open market. Access to high quality housing in places where people want to live at a price they can afford is a key tenet of the Housing Strategy (2011-15), and is crucial to happiness and well-being.
35. Protect vulnerable people – The new homes will be built to Lifetime Homes standards which are designed to adapt with people's changing care needs, enabling them to remain in their own home and independent for as long as possible.

36. Protect the environment – The recommended option would see new homes built to Code for Sustainable Homes Level 4, which exceeds the council's mandatory requirement to meet code 3 and will reduce carbon emissions on the completed homes and throughout the build process.

## Implications

37. The following implications have been identified:

- (a) **Financial** – The total purchase cost is £1,676,500 and will be funded from the HRA investment fund, right to buy receipts and commuted sums as outlined in paragraph 8. After the purchase of these apartments there will be £12.3m of the HRA investment fund still uncommitted. The apartments will generate an annual income of £52k for the HRA.
- (b) **Equalities** - It is considered that there are no negative equalities implications.
- (c) **Legal** - The Council has statutory power under S.120 of the Local Government Act 1972 to acquire by agreement from the owner any land for achieving any of its statutory functions or for achieving the benefit, improvement or development of its area. Once planning permission has been granted to the land owner for the proposed development, the Council could enter into a contract to purchase the site including the completed apartments. The timescale for construction of the houses, design and specification/construction standards should either be specified in the purchase contract or in a separate simultaneous building contract between the Council and the developer.

The purchase price will be payable in phases/stages during the construction period (rather than being payable in a single payment on completion of construction). It is recommended that the Council requires that ownership of the land is transferred to the Council on making of the first stage payment (to avoid the risk that the developer goes insolvent after the Council has made several payments to the developer but before the land has been transferred to the Council). If the developer will not agree to this, then the Council should at least require the developer to agree that the Council's interest in the land be noted at the Land Registry against the developer's registered title to the Site and insist the developer consents to the Council registering a Restriction against the developer's title prohibiting the developer from disposing of (or mortgaging) the Site without the Council's consent.

Stamp Duty Land Tax on the purchase price at the rate of 5% (i.e. circa £82,250) will be payable by the Council to HM Revenue & Customs (unless the Council can show HMRC it should receive a relief).

## **Risk Management**

38. The purchase represents a considerable investment on the council's behalf, although for the reasons stated in this report it is the view of officers that it represents value for money. In pursuing an 'off the shelf' purchase the key risk is that the development is not being led by the council and is not therefore directly within its control. However, in pursuing staged payments the council will be able to inspect the properties at regular intervals through the build process. The contract will commit the developer to provide the new homes to an agreed quality and identified standards. They will also be required to provide a 12 months defect period post completion.
39. Legal Services have provided advice on the contract options to protect the council's position should the developer become insolvent during the building of the new homes. However, in any new development this remains a risk, and contractor insolvency would result in delays and potential additional costs, although this will be mitigated as far as possible through the form of contract.
40. Due diligence will be undertaken before entering in to any contract to ensure that the developer is capable of delivering the development and on the title of the site.

## **Recommendations**

41. Members are asked to approve:

- (a) Option 2 - To approve an 'off-the-shelf' purchase of the Pack of Cards development for new council housing at Code for Sustainable Homes Level 4, subject to the satisfactory conclusion of due diligence, to be funded from the HRA investment fund, affordable housing commuted sums, and Right to Buy receipts.

Reason: To allow the council to add 14 new homes to its existing asset base and help to alleviate the acute housing need in the city, through an opportunity that does not require the use of any of the council's land assets.

**Contact Details**

<b>Author:</b>		<b>Cabinet Member and Chief Officer Responsible for the report:</b>	
<b>Andy Kerr</b> Housing Strategy Manager Housing Services Tel: 01904 554 153		Cllr Tracey, Simpson-Laing, Cabinet Member for Homes and Safer Communities	
		<b>Steve Waddington</b> Assistant Director – Housing & Community Safety	
		<b>Report Approved</b>	<input checked="" type="checkbox"/>
		<b>Date</b>	22 April 2014
<b>Specialist Implications Officer(s)</b> <i>List information for all</i>			
<b>Financial</b> Patrick Looker Finance Manager 01904 551 633	<b>Legal</b> Glen McCusker Deputy Head of Legal 01904 551 048		
<b>Wards Affected:</b> <i>List wards or tick box to indicate all</i>			<b>All</b>
<b>Holgate</b>			<input type="checkbox"/>
<b>For further information please contact the author of the report</b>			

**Background Papers:**

Get York Building – A Case for Change.

**Annexes**

**CONFIDENTIAL** Annex A - Summary of purchase price for homes at the former Pack of Cards pub site

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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Cabinet

6 May 2014

Report of the Cabinet Member for Finance and Performance

## **Draft Revised Financial Regulations**

### **Summary**

- 1 The purpose of this paper is to present to Cabinet for discussion, comment and approval to Audit and Governance Committee (A&G) the draft revised Financial Regulations.

### **Background**

- 2 The council's current Financial Regulations were approved in 2009 and form supplementary guidance to the Constitution. The purpose of the regulations is to lay down the rules and guidelines to be followed by the organisation in ensuring the integrity of its financial arrangements.
- 3 The current regulations provide an effective regulatory framework that allows the organisation to operate with minimum risk. There have been minor amendments made since 2009 and these have been approved by the Chief Financial Officer (CFO) under the powers delegated to the role by Full Council in 2009. These changes have been made using version control and the council is currently using V10 of the 2009 regulations. The new draft regulations attached at Annex A are V11 and a number of the draft amendments are outside the powers granted to the CFO to make minor changes and require the approval of Full Council.

### **The Regulations**

- 4 A key focus of the draft amendments is in relation to External Arrangements and specifically the provision of grants & loans to outside bodies. There are a number of other proposed draft amendments that are aimed at providing a more flexible set of regulations maintaining the key principles of the

current regulations but reflecting the changing nature of the environment in which the council operates. This also includes a recommended increase in the limit for acquisitions and approvals before Cabinet approval is required subject to specific caveats in relation to best consideration and the contract procedure rules.

- 5 The Loans & Grants Scrutiny Review Final Report on the 4<sup>th</sup> March 2014 made a number of recommendations with regard to the awarding of grants and loans. These recommendations are set out along with the solutions at Table 1 below.

**Table 1**

Scrutiny Recommendations		
	Recommendations	Solutions
1	An agreed common approach to be put in place for coding all loans and grants on the Council's finance system to make them easily identifiable	Ledger code to be set up for grants and loans on the council's finance ledger
2. In regard to New Service Level Agreements (SLA):		
a)	Where those agreements make reference to other documents e.g. performance management information, those documents must be attached as an appendix to the agreement	Within SLA
b)	A template together with officer guidance notes to be introduced to support the process of producing an SLA, in line with that shown at Annexes B & C	Officer Guidance Note
3	In regard to current SLAs, the new process detail above to be implemented as part of a phased approach, as and when each SLA is reviewed	Implement process into current SLA's
4	All Loans and grants over 50k to be agreed by Cabinet	In revised Financial Regulations (Part E)
5	All grants over £100k or those deemed to be of higher risk, to have a legally binding grant funding agreement (GFA) rather than an SLA	In revised Financial Regulations (Part E)
6	The Council to make greater use of its website to share information on the loans and grants it provides, together with information on how to make loan/grant applications and details of those available to the voluntary sector	Website to be developed
7	Applications for loans should detail the applicants other attempts to find the appropriate funding	In application process
8	In regard to monitoring arrangement for loans – introduce a six monthly minimum requirement for reporting back on loans to a specified named officer or in the case of higher level loans, to the Cabinet	In revised Financial Regulations (Part E)

- 6 The one change to these recommendations (Table 1) contained within the revised regulations (Annex A) is that the Cabinet limit for approval of loans & grants is increased to above £100K. The council currently only has one loan in excess of £100K and this is in respect of Yorwaste.



- 7 The full changes to External Arrangements are set out in Part E of the revised regulations (Annex A) and specifically look to tighten up the controls in relation to providing and managing grants & loans as highlighted within the scrutiny report recommendations including:
- Interest rates
  - State Aid
  - Monitoring
  - Approval
  - Recording
- 8 Other key changes are set out in table 2 below and in full within the revised regulations at Annex A:

**Table 2**

<b><u>Page</u></b>	<b><u>Change</u></b>	<b><u>Details</u></b>
7	New	Para 5 i) in the event of a disaster or other civil emergency the powers of the CFO in authorising necessary expenditure to support the Chief Executive and also the CFO's power to delegate this authority to any Chief Officer acting as their nominated deputy with a limit of £50K.
11	New	Para 5 Point J where relevant and appropriate seeking to recover the cost of the service overheads when 'trading' with other organisations
14	Change	Medium Term Financial Planning moved to Budget Monitoring & Control Section
20	New	Para 37 – 42 Rules for Delivery & Innovation Fund added
22	New	New para 4 Appointment of directors to Veriatau – Two council director appointments
22	New	Para 6 Veriatau client officer nominated by CFO
24	Add	Para 14 – 15 addition to risk management section

25	New	Para 18 – 19 Insurance section added
28	Change	Revised table - Change in Write Off Limits CFO up to £100K. Cabinet Member above £100K - £200K
28	New	Para 10 - Rules relating to the CFO's power to award DRR
30	New	Para 14 – Tighter control in relation to expenditure on travel outside the UK
33	New	Para 28 -Further restriction to none payroll payments
37	Change	Para 40a - de minimis value for the asset register increased from £5K - £10K
37	New	Para 40 c) - sales and acquisitions increase in limit from £100k to £500K
39	New	Para 2 - Grant definition
40	New	Para 5 g) & h) – tighter controls and monitoring in relation to grants and loans to outside bodies

### Consultation

- 9 The draft Financial Regulations have been issued to all finance managers for consultation purposes along with other key officers across the council. Any recommended changes made by officers have been included within the draft regulations at Annex A.

### Options

- 10 There are two options associated with this paper:

**Option 1** – Recommend Audit and Governance Committee approval of the amendments to the Financial Regulations as set out at paragraph 5, 6, 7, 8 and Annex A;

**Option 2** – Recommend to Audit and Governance Committee that the amendments are not approved.

### Analysis

- 11 Not applicable to this report.

## **Council Plan 2011 - 2015**

- 12 The maintaining of an effective regulatory framework is an important supporting element of delivering the council plan.

### **Implications**

- (a) **Financial** – Financial implications are contained within the Annex to the report.
- (b) **Human Resources (HR)** - There are no implications.
- (c) **Equalities** - There are no implications.
- (d) **Legal** - There are no implications.
- (e) **Crime and Disorder** - There are no implications.
- (f) **Information Technology (IT)** - There are no implications.
- (g) **Property** - There are no direct implications.

### **Risk Management**

- 13 The organisation is at risk if it does not have effective and appropriate financial regulations that provide for proper stewardship and integrity of its financial arrangements. The regulations are required to ensure that the council can operate efficiently in delivering its services and projects.

### **Recommendations**

- 14 Cabinet members are asked to consider the revised regulations (Annex A) the key changes set out at Paragraph 5, 6, 7 & 8 and recommend the regulations to Audit and Governance Committee for their consideration (and formal recommendation to Full Council) Option 1 Para 10.

#### Reason

To seek Cabinets members' views and approval as to whether the revised draft Financial Regulations are

appropriate in maintaining the integrity of the council's financial arrangements and can be recommended to Audit and Governance Committee.

**Contact details:**

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	<b>Report Approved</b>	√	<b>Date</b> 24 April 2014
<b>Specialist Implications Officer(s)</b> None			
<b>Wards Affected:</b> All			√
<b>For further information please contact the authors of the report</b>			

**Background Papers**

Revised Financial Regulations - 2009

**Annexes**

Annex A – Draft Financial Regulations



Annex A

CITY OF YORK COUNCIL

Financial Regulations

Version 11 April 2014

**City of York council**  
**Financial Regulations**

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Status of Financial Procedure Rules

Introduction

- 1 These Financial Regulations (Regulations) provide the governance framework for managing the Council's financial affairs. They apply to every Member and Officer of the Council and to anyone acting on its behalf.

Observing these regulations

- 2 These Regulations apply across all parts of the whole organisation, including all Member fora and Directorate services, as well as all arms length organisations, agencies and partnerships with whom the Council does business and for whom the Council is the relevant accounting body. Where the Council is not the relevant accounting body, but is a responsible partner, officers must ensure that the accounting body has in place adequate Regulations and proper schemes of delegation. Schools are bound by these Regulations unless the School Standards and Framework Act 1988 (SSFA98) specifically exempts them from any particular provisions set out herein (e.g. financial thresholds, if the Framework provides differently).
- 3 All Council members and staff have a general responsibility for taking reasonable action to provide for the security of the assets under their control and for ensuring that the use of these resources is legal, properly authorised, provides value for money (VFM) and achieves best value (notwithstanding the delegated authorities of any given committee or officer). In doing so, proper consideration must be given at all times to matters of probity and propriety in managing the assets, income and expenditure of the Council.

**Maintaining these regulations**

- 4 The Council operates a system of managerial and financial control whereby the Chief Finance Officer (CFO) has overall responsibility for the proper management of the finances of the Council as a whole but the responsibility for the day-to-day financial control and administration in each Directorate is devolved to the Director.
- 5 The overall responsibilities of the CFO in respect of these regulations are therefore to:



- a) maintain these Regulations and submit any additions or changes necessary to Full Council for approval in consultation with the Monitoring Officer (MO);
  - b) issue explanatory advice and guidance to underpin these Regulations as necessary. Where such advice and guidance is issued, members, officers and others acting on behalf of the Council are required to comply with it in accordance with the general provisions of these Regulations;
  - c) require any officer to take any action deemed necessary (as is proportionate and appropriate) to ensure proper compliance with these Regulations;
  - d) report, where appropriate, any breaches of these Regulations to Members;
- 6 These regulations have been drafted with a view to avoiding any uncertainty or ambiguity as to the principles, standards and procedures to be observed. Should any uncertainty or dispute arise pursuant to these Regulations, the matter must be referred to the CFO for interpretation and/or arbitration.

#### Sanctions & remedies for non-compliance

- 7 Failure to comply with any part of these Regulations may constitute misconduct and lead to formal disciplinary action.

Part A

Financial Management Standards

Introduction

- 1 This Part of the Regulations set out the overall framework of financial management responsibilities at the Council, including the accounting policies, standards, record keeping and financial statements the organisation is required to maintain in managing its finances and financial affairs.
2. All members and staff have a common duty to abide by the highest standards of probity and propriety when making decisions about the use of public monies. It is important for the way in which this is done to be transparent, properly accounted for in respect of the correct accounting year and reported in accordance with recognised accounting standards, conventions and policies

Member roles & responsibilities

3. Member responsibilities for the overall management of the Council's financial affairs are exercised through:
  - **Full Council**, which is responsible for the Council's overall Policy Framework and for setting the Budget within which the Cabinet will operate (See Constitution Part 3).
  - **The Cabinet**, which is responsible for proposing policy and the Budget to the Full Council.
  - **The Audit & Governance Committee**, which is responsible for approving the statement of accounts.

The Chief Finance Officer (CFO)

4. The functions and responsibilities of the CFO are directed in the first instance by legislation that imposes statutory duties on the CFO for the proper management, financial administration and stewardship of Council assets and the fiduciary interests of local tax payers. These statutory responsibilities cannot be overridden and arise from:
  - Section 151 of the Local Government Act 1972;
  - The Local Government Acts 2000 & 2003;
  - The Local Government Finance Act 1988;
  - The Local Government and Housing Act 1989;

- The Accounts and Audit Regulations 2003, as amended by the Accounts & Audit (Amendment) (England) Regulation 2006
5. These responsibilities include:
- a) the preparation of the Council's annual Statement of Accounts and the compilation and retention of all supporting accounting records and working papers, in accordance with the proper professional practices and set out in the format required by the Code of Practice on Local Authority Accounting in the United Kingdom: A Statement of Recommended Practice - the SORP (CIPFA/LASAAC). The financial year observed by the Council runs from 1 April to the following 31 March;
  - b) the proper administration of the Council's financial affairs, systems and procedures;
  - c) setting and monitoring compliance with financial management standards and controls;
  - d) ensuring proper professional practices are adhered to in acting as the Head of Profession in relation to the standards, performance and development of all finance staff across the organisation;
  - e) providing advice on the key strategic controls necessary to secure sound financial management (including the operation of an effective internal audit function);
  - f) ensuring that financial information is available to enable accurate and timely monitoring and reporting;
  - g) determining the contents of all financial procedure manuals and ensuring compliance with the requirements of the Financial Regulations;
  - h) ensuring a Local Council Tax Support scheme is maintained;
  - i) in the event of a disaster or other civil emergency affecting the City then subject to overall council funding limits the CFO has the power to authorise all necessary expenditure required to support the Chief Executive in exercising their lawful power. The CFO can also delegate this authority to any Chief Officer acting as their nominated deputy with a limit of £50K. The nominated deputy should at all times endeavour to seek authorisation from the CFO where practical before committing expenditure.

6. The CFO can choose to delegate his day-to-day responsibilities in respect of his/her functions and responsibilities as defined by these Regulations in accordance with the Council's Scheme of Delegation and any corresponding Directorate schemes of delegation. The CFO may delegate his/her responsibilities to an appropriate representative(s). Where this is the case the delegation and officer responsibilities must be clearly documented in the relevant Directorate scheme of delegation and be kept under regular review by the CFO further to these Regulations.

#### The Chief Internal Auditor (CIA)

- 7 The CIA is designated by the CFO as part of his/her Directorate Scheme of Delegation further to Article 13 of this Constitution and plays a key role in providing assurance to the Members, the CFO, the Head of Paid Service and Corporate Management Team about the practical deployment and effectiveness of financial management arrangements across the organisation.
- 8 The CIA has rights of access to information and data held by officers or members of the Council at all reasonable times and is responsible for the overall management and deployment of internal audit resources at the Council. He/she also has the right to report on any relevant matter of concern to senior management and members of the Council outside normal line management arrangements should he/she deem this necessary in protecting the interests of the Council and/or local tax payers.

#### Directors

- 9 Whilst the CFO has overall responsibility for the finances of the Council, Directors are responsible for the day-to-day management of their Directorate's finances. Their responsibilities in relation to financial management include:
  - a) maintaining a satisfactory financial management function within their Directorates with sufficient staff, accommodation and other resources (including legal advice where this is necessary) to carry out the duties specified by legislation or otherwise directed by these Regulations;
  - b) promoting and ensuring compliance with the financial management standards and practices set by the CFO in their Directorates;

- c) consulting with the CFO on any matter which is liable to materially affect the resources of the Council. This must be done before any commitment is incurred, or a report made to an Cabinet Member or to a Committee for decision;
- d) ensuring that Cabinet Members are advised of the financial implications of all proposals and that these have been agreed by the CFO or his/her nominated representative;
- e) signing contracts on behalf of the Council in accordance with the contract procedure rules set out in Part D of these Regulations;
- f) reporting suspected fraud and irregularities to the CIA for investigation and referral to the Police as necessary;
- g) ensuring that the common officer delegations relating to financial management and administration as set out in the Council's Scheme of Delegation within their Directorates are exercised with due regard to the detailed requirements of these Regulations;
- h) implementing the management recommendations of the Internal Audit provider and external auditors agreed with the Director and/or the relevant Chief Officers and Heads of Service.

Part B

Financial planning & budgeting

Introduction

- 1 The purpose of financial planning is to set out and communicate the organisations objectives, resource allocations and related performance targets and to provide an agreed basis for subsequent management control, accountability and reporting.
- 2 The Council's Budget sets agreed parameters around the annual activities and functions of Directorates and their services. The Council's Medium Term Financial Plan represents a three year financial plan to address those issues which have medium to long term financial implications for the organisation.

Budget Planning

- 3 The revenue budget must be constructed so as to ensure that it properly reflects the priorities of the Council and Service Plan considerations. Budgets are needed so that the Council can plan, authorise, monitor and control the way money is allocated and spent. It is illegal for the Council to budget for a deficit.
- 4 The budget process must ensure that resources are:
  - required in accordance with the law and properly authorised;
  - used only for the purpose intended to achieve approved policies, objectives and service priorities;
  - held securely for use when required;
  - used with the minimum level of waste, inefficiency or loss.
- 5 The CFO in consultation with each Director is responsible for:
  - a) ensuring that an annual revenue budget is prepared in the context of a medium term three year financial plan for consideration by the Cabinet and its recommendation to Full Council.
  - b) maintaining a resource allocation process that properly reflects all due consideration of the Council's Policy Framework, ambitions and priorities;

- c) advising the Cabinet on the format of the budget for approval by Full Council;
- d) allocating central budgets for example inflation and superannuation;
- e) providing advice and guidance to the Cabinet further to its responsibility for issuing guidance on budget preparation to take all due account of:
  - legal requirements;
  - medium term planning prospects and known issues;
  - **the Council Plan;**
  - available resources
  - spending pressures;
  - government initiatives and public policy requirements;
  - internal policy directives;
  - cross cutting issues and Council priorities.
- f) determining the detailed form of revenue estimates consistent with the budget approved by Full Council after consultation with the Cabinet and Directors;
- g) reporting to the Cabinet on the aggregate spending plans of Directorates and on the resources available to fund them, identifying any implications for Council Tax levies;
- h) advising on the medium term implications of spending decisions and funding options;
- i) encouraging the best use of resources and value for money by working with Directors to identify opportunities to improve economy, efficiency and effectiveness and by encouraging good practice in conducting financial appraisals of growth or savings and developing the financial aspects of effective Service Planning;
- j) **where relevant and appropriate seeking to recover the cost of the service overheads when 'trading' with other organisations;**
- k) advising the Full Council on the Cabinet's budget proposals in accordance with his/her responsibilities under S151 of the Local Government Act.

6 Directors are responsible for ensuring:

- a) budget estimates of income and expenditure are a realistic reflection of agreed corporate and service priorities, and that they are submitted to the Cabinet as part of the overall

budget setting process. These estimates must be consistent with any relevant cash limits, the annual budget cycle and prepared in line with guidance issued by the Cabinet on the advice of the CFO. In drawing up draft budget plans Directors must have regard to;

- spending patterns and pressures revealed through the budget monitoring process;
  - legal requirements;
  - policy requirements as defined by Full Council and set out in the Policy Framework;
  - initiatives already under way.
- b) effective budgetary control within their Directorates, establishing detailed budgets for each service area in advance of the financial year and requiring such budgets to be properly managed by responsible named budget holders;
- c) financial and budget plans are integrated into service planning.
- d) If Directors are unable to keep within their agreed budget limits they must consult with the CFO, who has a statutory duty to report any significant issues to Members.

#### Budget monitoring and control

- 7 The Council Budget sets an annual cash limit. To ensure the Council does not exceed its budget, each service area is required to manage its own income and expenditure within the cash limited budgets allocated to them to be spent on agreed service activities and functions.
- 8 The CFO is responsible for establishing a robust framework of budgetary management and control that ensures that:
- a) budget management is exercised within annual cash limits;
  - b) appropriate and timely financial information is available to Directors and budget holders that enables budgets to be monitored and controlled effectively;
  - c) expenditure is committed only against approved budget heads and associated structure of detailed cost centres;
  - d) all officers responsible for committing expenditure comply with these Regulations;



- e) each cost centre is delegated to a named budget holder to be determined by the relevant Chief Officer (budget responsibilities should be aligned as closely as possible with those making day to day decisions to commit expenditure);
  - f) significant variances from budget are investigated and reported by budget holders on a regular basis.
- 9 The CFO must monitor and control the level of income and expenditure against budget allocations overall. He/she must ensure that monitoring reports are provided through the Finance and Performance Monitoring Framework for Members to consider on a regular basis throughout the financial year (to be determined and advised by the CFO) and a report after the year end setting out the revenue outturn. Budget monitoring reports must include:
- a) explanations of all variations to service budgets where deemed appropriate by the CFO;
  - b) explanations of financial implications and material considerations such as:
    - part and/or full year consequences of variances;
    - one off and/or recurring costs and income;
    - total scheme costs and sources of funding;
    - asset rental costs or leasing effects;
    - costs associated with staffing matters including the costs of redundancy and effects on the pension fund;
    - service plan implications and impact on service delivery (both within the service plan area and across other services or portfolios as appropriate).
- 10 Reports containing budget monitoring information must be reviewed by the CFO, or by his/her nominated representative(s) (where not otherwise prepared by his/her nominated representative in Directorates) at least 5 working days in advance of the relevant committee distribution date.
- 11 Any overspending on service estimates in total on budgets under the control of a Director must be reported by the CFO to the Cabinet. Where overspending is such that it appears the overall budget will be exceeded, and there is a need for an additional call on the council reserves the CFO must report the issue to full council. As a minimum Directorates will receive 25% of any

underspending in year, to be carried forward into a general Directorate Reserve.

- 12 All internal surpluses arising from in-house trading activities/business units shall be retained for the benefit of the Council subject to any provision to do otherwise set out in the Medium Term Financial Strategy.
- 13 Schools' balances will be available for carry forward to support the necessary expenditure of the school concerned. Where an unplanned deficit occurs, the governing body shall prepare a detailed financial recovery plan for consideration by the Chief Education Officer and the Cabinet Member concerned in consultation with the CFO.
- 14 Schools must prepare a plan to recover the deficit within a defined period. In exceptional circumstances schools may seek to incur expenditure to be financed by anticipating future year budgets. Any such arrangement must be approved by the relevant Cabinet Member and proposals to do so accompanied by a detailed plan setting out how the arrangement is to be accommodated as a first call on their future budget share.
- 15 The CFO is also responsible for:
  - a) reporting to the Cabinet and Full Council in consultation with the relevant Director if he/she is unable to balance expenditure and resources within their existing budgets and a supplementary estimate is required;
  - b) jointly preparing with the relevant Director(s) reports to the Cabinet regarding virements (Para13) which are in excess of £500,000 (either as individual items in-year or when taken in aggregate across the same category of budgeted income or expenditure in any one financial year);
  - c) reporting regularly to the Cabinet (as determined and advised by the CFO) on the overall revenue budget position and the Council's available contingencies, balances and reserves.
- 16 It is the responsibility of Directors to:
  - a) ensure effective budgetary control arrangements exist and are observed within their own Directorates in accordance with these Regulations;
  - b) ensure spending remains within the relevant cash limits by controlling income and expenditure within their Directorate, monitoring performance and taking corrective action where significant variations from budget are forecast, taking account of any financial information and/or advice provided by the CFO or his/her nominated representative(s).

- c) regularly report performance and variances within their own areas and take action to avoid exceeding their budget allocation, alerting the CFO to any known or expected budget problems;
- d) report to the Cabinet and Full Council as necessary the financial implications of any new in-year proposal or amendment that will:
  - create financial commitments in future years;
  - change existing policies, initiate new policies or result in existing policies ceasing to operate;
  - materially extend or reduce the Council's services.

#### Medium term financial planning

- 17 Medium term financial planning allows the Council to think beyond the constraints of any given financial year and annual budget and prepare for future events. The Director of Resources is delegated as part of the final accounts process to make proper provision for known future commitments, **and approve carry forward of budgets**, which are consistent with agreed budgetary and/or policy framework.
- 18 The CFO is responsible for reporting a medium term financial strategy to the Cabinet for recommendation to Full Council. **This will set out the overall medium term financial issues facing the Council, and consider the actions the council may need to take..**

#### Schemes of virement

- 19 The term virement refers to transfers of resources between or within approved cost centres for both revenue and capital purposes. A virement does not create additional budgetary liabilities. Instead the virement mechanism exists to enable the Cabinet, Chief Officers and their staff to manage their budgets with a degree of flexibility within the overall Policy Framework and Budget set by Full Council, thereby optimising the use of resources throughout the financial year. The virement schemes for revenue and capital do not exist as a means of remedying poor budgetary control or financial planning for known commitments and service priorities, or otherwise excuse Chief Officers and budget holders from the need to manage their budgets prudently and responsibly. Nor may virements be effected after the year end to retrospectively fund over or under spends unless approved in advance by the CFO.

- 20 It is important that the scheme is carefully controlled within guidelines established by Full Council and administered by the CFO. Any variation from those guidelines must be approved by Full Council. All virements must:
- not commit the Council to any on-going additional expenditure in future years unless virements are permanent redirections of resources;
  - be notified in writing to the CFO or his/her nominated representative;
  - be reported in budget monitoring reports to the Cabinet in accordance with the scheme of virement operated by the Council
  - be recorded in the Council's financial systems.
- 21 The scheme of revenue virement and agreed thresholds for delegated decision making purposes is set out below.

## Scheme of revenue virement delegations

<b>Decision maker</b>	<b>Delegated powers &amp; authority</b>	<b>Thresholds</b>
The Cabinet	To approve virements between Service Plans in excess of £500k (either individually or in aggregate for the financial year)	Over £500k up to the cash limits set by the Budget
	To approve allocations of resources from approved contingencies and reserves	As set by the annual Budget
	To make recommendations to Full Council for the release of budget resources in excess of the approved contingencies and reserves	As set by the annual Budget
	To approve virements from within existing Service Plans or between Service Plans into new or otherwise unplanned functions and activities if savings are available to be re-directed into the new activity	Over £500k
Directors	To approve virements within or between	Over £100k and

	Service Plans within their Directorates in excess of £100k and up to £500k (either individually or in aggregate for the financial year) in consultation with the relevant Cabinet Member. Any virement that affect's the council's policy framework will be referred to full council.	up to £500k in consultation with the relevant Cabinet Member
	To approve virements from within existing Service Plans or between Service Plans within their Directorates into new or otherwise unplanned functions and activities if savings are available to vire into the new activity. Any virement that affect's the council's policy framework will be referred to full council.	Over £100K and Up to £500k in consultation with the relevant Cabinet Member
	To approve virements between directorates in consultation with the relevant directors	Up to and including £50K in consultation with the relevant Cabinet Member
Other Chief Officers	To approve virements within their Service Plans up to £100k (either individually or in aggregate for the financial year)	Up to £100k

### The Capital Programme

- 22 The Capital Programme is a plan that sets out the resource allocations to be made to capital schemes that have the approval of Full Council. Capital expenditure involves acquiring or enhancing fixed assets with a long term value to the organisation, such as land, buildings, major items of plant, equipment or vehicles
- 23 The Regulations and standards relating to budgetary management and control of the revenue Budget apply equally to capital expenditure and any changes to revenue budgets arising out of changes to the Capital Programme must be dealt with accordingly. All capital expenditure is incurred or committed on a scheme by scheme basis. Capital expenditure must be reported gross of any funding and controlled at that level.
- 24 No expenditure may be incurred on a project unless it has been approved as part of the Capital Programme. Equally, no scheme requiring Government sanction or funding either in full or in part may begin until the sanction and/or funding has been officially confirmed. All credit agreements must be referred to the CFO for approval prior to schemes being included in the Programme.

- 25 All capital expenditure must be incurred by 31 March of the financial year for which it is approved, although approvals can be slipped provided the position is reported to the Cabinet, unless there is an external requirement to spend within any given year. Where schemes are part of a rolling programme or span a number of years, approval is required for each year's expenditure when the scheme is approved for inclusion in the Programme.
- 26 As with the revenue Budget, it is possible to vire between schemes within the approved Capital Programme where known funding shortages and/or underspends have arisen. The same rules and principles set out in paragraphs 13 - 15 above for revenue virement apply to the Capital Programme. If shortfalls in funding or overspends cannot be met by transferring resources between schemes within the agreed Capital Programme, requests of additional funding from reserves must be prepared by the relevant Director in consultation with the CFO for approval by the Cabinet. The scheme of capital virement and thresholds for delegated decision making purposes is set out in the table below.

## Scheme of capital virement delegations

<b>Decision maker</b>	<b>Delegated powers &amp; authority</b>	<b>Thresholds</b>
The Cabinet	To approve individual virements between schemes in excess of £500k	Over £500k
	To re-phase approved scheme expenditure between years in excess of £500k for each scheme	Over £500k
Directors	To approve individual virements between schemes in excess of £100K up to a maximum of £500k in consultation with the relevant Cabinet Member. Any virement that affect's the council's policy framework will be referred to full council	Over £100K and Up to and including £500k
	To approve individual virements between schemes up to a maximum of £100k	Up to and including £100k

- 27 In relation to the Capital Programme the CFO is responsible for:
- a) ensuring that an annual capital programme is prepared for consideration by the Cabinet for recommendation to Full Council;

- b) reporting to the Cabinet on income, expenditure and resources compared with approved estimates;
- c) issuing guidance on capital schemes and controls and defining what will be regarded as capital having proper regard to Government regulations and accounting conventions;
- d) ensuring that all schemes relying on the use of prudential borrowing powers for funding purposes are properly appraised on the basis of a robust business case as part of the CRAM process. Detailed practitioner guidance on the nature and use of prudential borrowing and 'Prudential Scheme' are set out in '*The Guide to Prudential Borrowing*' issued by the Council's Corporate Accountancy team;
- e) directing the activities and functions of the **Capital and Asset Board** and its responsibilities for monitoring the Capital Programme on an on-going basis and managing the CRAM process;
- f) maintaining a record of the current capital budget and expenditure on the Council's financial systems.

28 In relation to the Capital Programme Directors are responsible for:

- a) complying with the guidance issued by the CFO regarding capital schemes and controls;
- b) ensuring that all capital schemes put forward for consideration in the CRAM process have been properly appraised and that each scheme and estimate includes a proper project plan, progress targets and sets out the sources of funding for the scheme including all associated revenue expenditure;
- c) preparing regular reports reviewing the Capital Programme provisions for their services;
- d) ensuring adequate records and audit trails are maintained in respect of all capital contracts;
- e) monitoring capital expenditure and receipts against approved capital budgets on a scheme by scheme basis and reporting to the relevant Cabinet Member on a regular basis in accordance with the standard revenue budget monitoring arrangements set out above;
- f) reporting to the Cabinet if proposed sources of funding are not secured (if planned funding from linked assets sales or

external grants and contributions cannot be realised, corporate funding support must be sought).

#### Reserves & balances

- 29 Financial reserves and balances are maintained as a matter of prudence against unforeseen events and future contingencies. The CFO is responsible for advising the Cabinet and Full Council on prudent levels of reserves and balances for the Council as part of the annual budget setting process based on a reasoned assessment of risk.
- 30 The Council must decide the level of its general reserves in determining the level of Council Tax. The purpose, usage and basis of transactions must be clearly set out in respect of each of the reserves and balances held by the Council. Expenditure from Council reserves and balances can only be made with the prior approval of the Council, unless delegated authority to do so has been conferred by the Cabinet to an Cabinet Member or Director.

#### The Venture Fund

- 31 The Council maintains a Venture Fund as part of its reserves designed to provide some capacity to support one-off 'Invest to Save' type initiatives that might otherwise struggle to secure funding in the annual budget setting process.
- 32 Officers are able to bid for Venture Fund monies each year with a view to any advances from the Venture Fund being re-paid within a 7 year period at an internal borrowing rate fixed in relation to the councils Consolidated Rate of Interest to be determined by the CFO. All bids to the Venture Fund must be made in the form of a business case setting out the nature and purpose of the proposal, forecast income and expenditure and payback period.
- 33 CFO has delegated authority to approve bids up to £100,000 from the Venture Fund, **in consultation with the leader**. Delegated 3decisions will be advised to the Cabinet as part of the budget monitoring and reporting process. Bids in excess of £100,000 must be referred to the Cabinet for approval.

#### Prudential Borrowing

- 34 In addition to the Venture Fund, in accordance with Local Government Act 2003 and the Prudential Code, departments can put forward business cases for Prudential Borrowing. This is for schemes of a capital nature only and would normally be approved as part of the annual Capital Programme Budget CRAM process. However, there will be opportunities that arise during the year where a capital scheme can be approved using prudential borrowing outside of this process.



- 35 The CFO has delegated authority to approve bids up to £100,000. Bids in excess of £100,000 must be referred to the Cabinet for approval. The required interest rate is the Consolidated Rate of Interest of the loans portfolio. The length of the prudential borrowing will be supported by the business case, taking into consideration the life of the asset.
- 36 The CFO has delegated authority to approve the length of the repayment period for all borrowing to ensure that borrowing matches the asset life. This will ensure value for money allowing prudential borrowing repayment periods to alter as asset life changes.

#### Delivery & Innovation Fund (DIF)

- 37 The purpose of the Delivery and Innovation Fund (DIF) is to support council-led or council-sponsored initiatives and projects which support the delivery of the council plan. Specifically, the fund is to be used to facilitate the development of new and innovative ways of working, support areas requiring one-off investment and support major project delivery.
- 38 The fund is to be used as an enabling investment for specific initiatives and cannot be used solely to make up shortfalls in department revenue budgets. It will work alongside the Economic Infrastructure Fund (EIF), which enables projects of strategic importance to the city's ambitions for creating jobs and growing the economy.
- 39 All bids must be referred to a panel comprising as a minimum the CEO & CFO. There is no requirement to repay the funding however the level of award will be set by the panel and awards limited to total funding available. The final approval on the level of award is the decision of the CEO, CFO, and Leader of the council except when the level of funding is above £100K where Cabinet approval will be required.
- 40 In the scenario where a bid is being considered alongside bidding for the EIF, the full EIF business case will need to be completed for consideration against the EIF. The DIF panel will still consider the relevant elements in the same way but this will then feed into the EIF process.
- 41 Bids can be made from outside the council (e.g. from voluntary sector organisations or parishes) but in such cases the business case must be sponsored / endorsed by a council department or officer and the relevant parties would jointly present the business case. Please see the section on External Arrangements in these regulations when funding to outside bodies is being considered
- 42 Performance of projects and initiatives that are funded from the Delivery & Innovation Fund will be monitored through the

performance framework for the council plan to ensure maximum financial and/or social value is derived from the investment.

## Part C

### Audit & Risk Management

#### Audit & inspection

- 1 Audit is a key management tool that Members and Chief Officers should rely on to provide an independent and objective assessment of the probity, legality and value for money of Council arrangements. It examines, evaluates and reports on the adequacy of internal systems of control in the proper, economic, efficient and effective use of resources. Legislation requires that the Council provides for the function of both internal and external audit services.
- 2 The statutory requirement for the Council to maintain "*an adequate and effective system of internal audit*" is set out in Regulation 5 of the Accounts and Audit Regulations Act 2003, as amended by the Accounts & Audit (Amendment) (England) Regulation 2006 and further to S151 of the Local Government Act 1972.
- 3 In summary, the service exists to:
  - a) provide assurance to Members, Chief Officers and the general public on the effective operation of governance arrangements and the internal control environment operating at the Council;
  - b) objectively examine, evaluate and report on the probity, legality and VFM of Council arrangements for managing all items of income, expenditure and safe-guarding assets;
  - c) review arrangements for ensuring proper accounting controls, systems and administration are maintained and make recommendations for action and improvement;
  - d) help to secure the effective operation of proper controls to minimise the risk of loss, the inefficient use of resources and the potential for fraud and other wrongdoing;
  - e) act as a means of deterring all fraudulent activity, corruption and other wrongdoing, conducting investigations into any matter referred to it for investigation by management or officers and members of the public and reporting its findings to Directors and Members as appropriate for action;

- f) undertake the prioritised investigation of all instances of alleged housing benefit fraud and prosecute those cases where fraud has been identified to protect the Council and fiduciary interests of the community and the public purse;
  - g) conduct investigations into suspected fraudulent activity and improper conduct as reported by Members, Governors and employees referred to it further to the Council's Whistle-blowing policy;
  - h) report all known breaches of these regulations and Council Standing Orders and any other action leading to expenditure incurred ultra vires, identifying any areas of poor financial probity and stewardship problems for action by Chief Officers and Members as appropriate;
  - i) advise the CFO and MO as to any necessary intervention in decision making if it is likely that any proposed action will lead to unbudgeted or unlawful expenditure or activity;
  - j) review the Council's arrangements for ensuring the income and expenditure of the organisation is properly and regularly monitored in line with the budget setting, monitoring and reporting requirements set out in these Regulations;
  - k) advise officers and members of value for money issues and/or the poor or inappropriate use of Council resources and make recommendations for improvement;
  - l) review the optimisation of income generation opportunities from grants and subsidies monies available from Government;
  - m) advise the CFO of any appropriate action necessary to safeguard the fiduciary interests of the Council and current and future Council Tax payers.
- 4 The council's Audit & Fraud provider is a wholly local authority owned company (Veriatau) in which the council has two director appointments (CFO & Portfolio Holder)
- 5 The internal Audit & Fraud provider and the external auditors must be allowed to act independently and objectively in their planning and operation without undue influence by either Directors or Members.
6. The CIA is designated by the CFO. He/she, or his/her nominated representative(s), has rights of direct access and reporting to the CFO, the client officer for the Audit & Fraud provider (Nominated by the CFO), all Directors and Members. CIA staff have rights of

access to all Council buildings and properties, information and data at all reasonable times.

7. The Audit Commission is responsible for appointing external auditors to Councils. The duties of the external auditor are governed by section 15 of the Local Government Finance Act 1982, as amended by section 5 of the Audit Commission Act 1998 and the Local Government Act 2000. These variously include rights of access and the right to report publicly on their findings and recommendations. The external auditors must comply with the provisions of a Code of Audit Practice in planning and conducting their work. This includes the audit of the Council's financial statements, the financial aspects of corporate governance and performance management. The work of the council's auditors is reported to the Cabinet and Full Council in his/her **annual audit** letter.
8. The Council may also be subject to audit, inspection or investigation by external bodies such as HM Revenues & Customs, and various other Inspectors of service at any time.

#### Preventing fraud & corruption

9. The Council will not tolerate fraud or corruption in the administration of its responsibilities, whether perpetrated by Members, officers, customers of its services, third party organisations contracting with it to provide goods and/or services, or other agencies with which it has any business dealings. There is a basic expectation that Members and all staff will act with integrity and with due regard to matters of probity and propriety, the requirement to act lawfully and comply with all rules, procedures and practices set out in legislation, the Constitution, the Council's Policy Framework and all relevant professional and other codes of practice. To that end the Council has adopted an anti-fraud and corruption strategy, fraud prosecution policy and whistle-blowing policy along with codes of conduct governing the behaviour of Members and officers.
10. All staff and Members of the Council must inform the CIA immediately if they suspect or know of any impropriety, financial irregularity, fraud or corrupt practice. The CIA is responsible for determining the nature of any investigation work required in respect of any allegation of wrong doing, and/or any other action required and may refer matters to the Police or other appropriate external body as he/she sees fit in consultation with the contract client officer (**As nominated by the CFO**)
11. The internal Audit & Fraud providers are required to investigate all referrals of fraud at the direction of the CIA and client manager and in doing so have:

- a) rights of access to all Council premises and property, all data, records, documents, and correspondence relating to any financial matter or any other activity of the Council;
- b) the right to require any member of staff or Member to provide any information or explanation needed in the course of their investigations;
- c) the right to prosecute cases of benefit related fraud in the courts;
- d) the right to refer investigations to the Police in consultation with the relevant Director(s), client manager and CFO.

12. In addition, the CIA should to:

- a) refer cases directly to the Police if he/she believes that normal consultation practices would compromise the integrity of the investigation against the interests of the Council or the general public;
- b) notify the council's auditors of any matter that they would rightly expect to be informed of in order to support the function of an effective and robust external audit service;
- c) require any officer or member to:
  - make available such documents relating to the accounting and other records of the Council that are necessary for the purpose of the audit;
  - supply any information or explanation considered necessary for that purpose.

### Managing risk

- 13. Risk Management is inherent to good management practice and essentially; it is concerned with identifying potential events (risks), establishing what could go wrong (threats) and the potential for success (opportunities) with the aim of trying to achieve the right balance between the two. The outcome from proper risk consideration ensures that managed controls are in place and the effective prioritisation and allocation of potentially scarce resources to the most appropriate area (high risk), to ensure service continuity and performance improvement.
- 14. It is essential that robust, integrated systems are developed and maintained for identifying, evaluating and managing all significant Strategic, Project and Operational risks to the Council. This should include the proactive participation of all those associated with planning and delivering services

15. The CFO is responsible for preparing the Council's risk management policy & strategy and for promoting it throughout the Council.
16. It is the responsibility of Chief Officers to ensure there are regular reviews of risk within their areas of responsibility having regard to advice from the Council's Risk Management Service and other specialist Officers (e.g. Health and Safety).
17. Full details of the way that the Council manages its risks are set out in the Risk Management Policy and Strategy and form part of the supplementary guidance to these regulations.

#### Insurance

18. The Chief Finance Officer is responsible for:
  - effecting all relevant insurances and dealing with all claims;
  - operating an internal insurance account(s) for some risks or elements of risk not covered by external insurance policies and is authorised to charge the various Council Service budgets with the cost of contributions to this account;
  - reviewing, at least annually, all insurances.
19. It is the responsibility of Chief Officers to:
  - advise the CFO of all new risks, properties, vehicles or potential liabilities for which insurance may be required; and of any changes affecting existing risks or insurance cover required;
  - notify the CFO in writing without delay of any loss, liability or damage or any event likely to lead to a claim, and shall provide such information and explanations required by the CFO or the Council's insurers;
  - ensure that employees, or anyone covered by the Council's insurances, do not admit liability or make any offer to pay compensation that may prejudice the assessment of liability in respect of any insurance claim.

Part D

Systems & procedures

Introduction

- 1 Good systems and procedures are essential to the effective management and administration of the Council's financial affairs. This section covers:
  - Accounting systems
  - Income
  - Expenditure
  - Banking arrangements
  - Treasury management
  - Taxation
  - Stock & stores
  - Trading accounts

Accounting systems

- 2 The Council relies on a variety of different financial and accounting systems in controlling and administering the finances of the organisation. It is vital that these systems ensure information is recorded accurately, completely and in a timely manner and that all necessary controls are in place to ensure that all transactions are properly processed and any errors detected promptly and rectified.
- 3 The CFO is responsible for:
  - determining the Council's main accounting system for the preparation of the Council's accounts and for monitoring all income and expenditure. The main accounting and budgeting system used at the Council is known as the Financial Management System (FMS);
  - determining any other key financial systems which may sit outside the FMS;
  - ensuring that all financial systems are sound and properly integrated and interfaced;
  - issuing advice, guidance and procedure notes on the use and maintenance of FMS and related financial systems and for ensuring that all finance staff are trained and competent in the using financial systems.
- 4 Directors have devolved responsibility for the finances of their Directorates and must ensure that proper accounting and financial systems exist and incorporate adequate internal controls

to safeguard against waste, loss or fraud. They must also ensure that officers in their Directorates are aware of and have access to copies of these Regulations and any supplementary advice and guidance issued by the CFO.

- 5 Further to this, Directors are specifically responsible for:
- a) ensuring all accounting records are properly maintained and held securely, including any supporting vouchers, documents, contracts etc with financial implications;
  - b) ensuring FMS is used as the prime means of monitoring expenditure and income in their departments and for comparing spend against budgets, except and unless the CFO advises or agrees that alternative arrangements may be made;
  - c) ensuring that FMS is used to accurately record the financial transactions of their departments in accordance with the advice and guidance given by the CFO and in a way that ensures compliance with all legal requirements, proper accounting practice and enables returns to be made to central government, taxation authorities and other relevant bodies and provides a complete audit trail;
  - d) the effective operation of financial systems within their own Directorate to the extent that they are operated and controlled within their Directorate;
  - e) ensuring regular reconciliations between other departmental systems of financial administration with the Council's financial management systems (FMS);
  - f) reporting systems failure to the CFO and consulting with him/her about any changes or new developments;
  - g) ensuring there is a documented and tested disaster recovery plan as part of an agreed business continuity strategy for financial administration;
  - h) ensuring that systems are documented and all staff have been properly trained in their use.

#### Income

- 6 Income can be a vulnerable asset and effective income collection systems are necessary to ensure that all income due is identified, collected, receipted and banked properly. It is preferable to obtain income in advance of supplying goods or services as this improves the Council's cash flow in line with the Council's Income Policy that forms supplementary guidance to these regulations.



- 7 **The council has moved away from accepting cash except where this is unavoidable any** cash received must be acknowledged by the issue of an official receipt and all monies then accounted for and paid directly into an approved bank account. Details of all cash receipted on a local basis must be forwarded to the CFO for allocation to the correct accounts.
- 8 Income must never be used to directly fund expenditure (i.e. all transactions must be shown separately in the ledger, both income and expenditure). Officers are directly responsible for the safe custody of any money received until it has been paid into the bank or handed over to another officer. Receipts should be given and retained in such circumstances.
9. Procedures for writing off debts shall be as follows:

Decision maker	Delegated powers & authority	Thresholds
The Cabinet	Amounts exceeding £200,000 may only be written off on the authority of the Cabinet. The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	Over £200k
Cabinet Member	Amounts over <b>£100,000</b> and not exceeding £200,000 on the authority of the Cabinet Member (Corporate Services) in consultation with the CFO. The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery	<b>Over £100k</b> and up to and including £200K
CFO	Amounts <b>up to and</b> not exceeding £100,000 on the authority of the CFO The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	<b>up to and including £100k</b>
Chief Officers	Amounts <b>up to and</b> not exceeding £5000 may be written off by any Chief Officer in consultation with the CFO, who shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	<b>up to and including £5k</b>

- 10 The CFO has the power to award Discretionary Rate Relief up to the state aid limit in consultation with Cabinet. In the case of urgency the decision can be made by the CFO in consultation with the relevant Cabinet Member. The fully Government funded discretionary awards announced in the Autumn Statement 2013 can be awarded by the CFO or his nominated officer.
11. The CFO is responsible for making arrangements for the collection of all income due to the Council and approving the procedures, systems and documentation used in its collection **in line with the Corporate Debt Management Policy**. Regularly reviewing all fees and charges levied by services and ensuring they are set with due regard to comparable market rates, the legal responsibilities of the organisation, the Income Policy and any relevant social or economic policy objectives set out in the Council's Policy Framework
12. Directors are responsible for:
- a) collecting income for which there is budget provision within the budgets for which they are responsible;
  - b) using the systems for the collection and recording of cash and credit income provided by the CFO unless they have the approval of the CFO to make alternative arrangements;
  - c) the proper separation of duties between staff raising accounts and those responsible for income collection;
  - d) collecting all income and initiating all appropriate recovery action for debts that are not paid promptly where local arrangements for doing so have been agreed with the CFO;
  - e) requiring at least two staff to be present when post is opened to ensure any money received in that way is properly identified, recorded and safeguarded;
  - f) issuing official receipts as necessary and maintaining all other documentation for income collection purposes and ensuring controlled stationery is securely stored;
  - g) keeping all income received in secure storage and ensuring cash holdings do not exceed insurance limits;

- h) ensuring all income is paid fully and promptly into approved bank accounts in the form in which it is received and that all details are properly recorded on paying in slips which are retained for audit trail purposes. Money collected and deposited must be reconciled to the bank account on a regular basis;
  - i) ensuring income is not used to cash personal cheques or used to make other payments;
  - j) supplying the CFO with all details relating to works done, services supplied or other amounts due to be raised through the corporate invoicing system;
  - k) **using the councils charging policy** for the supply of goods and services levied by their Directorate's services and ensuring all fees and charges are set with due regard to income policy, the legal responsibilities of the organisation and any relevant social or economic policy objectives set out in the Council's Policy Framework;
  - l) assisting in the collection of debts originating from their Directorates by providing information and taking any recovery action necessary on a local basis with the agreement of the CFO;
  - m) recommending to the CFO all debts to be written off and maintaining records of all sums written off. Once raised on the accounting system, no bona fide debt can be cancelled except by full payment or by being formally written off in the accounts. Credit notes can only be issued to correct a factual inaccuracy or administrative error in the calculation and/or billing of the original debt and must not be used for any other purpose;
  - n) notifying the CFO of any outstanding income due in relation to the previous financial year as soon as possible in line with the annual timetable for the closedown of the accounts determined by the CFO.
13. All officers are responsible for the safe custody of any money received until it has been paid into the bank or handed over to another officer.

#### Expenditure

14. Expenditure may be incurred provided there is funding available through normal ordering and invoicing processes, entering into a contract arrangement, through the payment of salaries, wages and allowances, purchase cards or in exceptional circumstances through raising a cheque requisition. Directors, or their nominated representatives, are authorised to incur expenditure on works,

goods and services where there is an approved budget for which they are responsible, provided such expenditure is legally incurred and within the Policy Framework. **All foreign travel to be approved by the CFO, except for: - where it is a director of the council (Chief Executive to determine) or where it is the Chief Executive (Leader of the Council to determine). The decision should consider the total cost, including the extent of external funding where applicable, and the overall anticipated benefits from the trip.** Expenditure must be shown separately to income and expenditure proposals that attract amounts of income must be shown gross in the accounts. The determination of any financial thresholds or bandings referred to by these Regulations must therefore be done with reference to the gross amount.

#### Ordering works, goods and services

15. Directors must use the FMS system except in the case of emergencies or if approval has been given by the CFO to an alternative arrangement.
16. Official **purchase** orders including e-orders must be issued for all purchases including those under contract except:
  - where the **supplier is on the official list of suppliers exempt from using official purchase orders;**
  - purchases made through petty cash;
  - those allowed under the councils Government Procurement Card (GPC) Policy;
  - **those made using a council prepaid card.**
17. Official orders electronic or otherwise must be in an approved form as determined by the CFO. They may only be authorised by signatories up to the limits of their delegation as set out in the relevant Directorate schemes of delegation. This record must be accurate, complete and kept up to date. If it is necessary for an oral order to be placed for any good reason, it must be followed up by an official order as soon as it **is** possible to do so. Orders must be clear and specific (i.e. they should state quantity, price, nature of the goods or service etc so that meaningful comparison between what was ordered and what has been received can be made and the invoice can be matched to the order). Official orders may not be raised for personal or private purchases. Schools have their own ordering procedures and must abide by the regulations set out in the Local Management of Schools scheme.

#### Payments for works, goods and services

18. Payments for works, goods and services must only be made:

- on receipt of an invoice or contract certificate which satisfies VAT regulations, or;
  - where the liability for payment is clearly established and evidenced;
  - in accordance with contractual commitments;
  - in accordance with the council's policy of No Purchase Order No Payment.
19. All Directors must use the FMS system unless they have the approval of the CFO to make alternative arrangements. Officers must ensure payments for works, goods and services are not made unless:
- they are supplied in accordance with an official order, or contract, and the invoice amount/contract certificate is correct;
  - payment is in respect of a periodic account or for a service regularly supplied and the amount invoiced is properly payable;
  - a valid exception to the No Purchase Order No Pay policy has been approved and quoted by the supplier.
20. Council Purchase Cards can be used for procuring goods, works and services when approved through the GPC policy. The individual transaction limit and aggregate spend limit must be approved by the CFO or his delegated representative. All transactions must be entered onto the councils FMS systems and proper separation of duties between officers ordering and/or procuring and those authorising must be maintained. The individual transaction limit must not exceed that set out under the financial scheme of delegation unless agreed by the CFO or his delegated representative.
21. Payments in advance must be avoided except where this is the accepted practice for the type of expenditure involved (e.g. leasing payments, travel or conference facility fees) or where use of a council purchase card has been authorised. Advance payments in excess of £5,000 can only be made with the approval of the CFO all sums below this amount, which are not accepted practice can be approved by the relevant Director. Where interim or part payments form part of a contract, interim certificates or part invoices must be authorised for payment only after the value of the work done or goods or services received has been confirmed.

22. A proper separation of duties must be maintained between staff responsible for requisitioning or creating contractual commitments for works, goods and services and those authorising the commitment. Staff that authorise a requisition through the councils Purchase to Pay system (FMS) must not be responsible for receiving and checking works, services and goods (GRN) where this is required. Directors must agree alternative arrangements with the CFO if it is not practically possible to maintain an adequate separation of duties for any reason.
23. All invoices and receipts must be original documents which comply with VAT regulations (invoices and receipts scanned through the Councils EDRMS system are accepted as original documents). Invoice coding slips for use in exceptional circumstances must be properly completed detailing the correct VAT code, finance ledger codes, sufficient narrative description to allow invoices to be matched and properly described in the ledger and all necessary signatures electronic or otherwise for authorisation and payment.
24. Directors must ensure that payments are made in an appropriate timescale that will not unduly disadvantage the Council's cash flow, result in the Council incurring late payment penalties or prejudice the financial position of those to whom the payment is to be made. The performance standard for the payment of invoices is 30 days. This is a Local Performance Indicator that is monitored by CMT and reported to Cabinet.

#### Contracting for works, goods and services

25. The Contract Procedure Rules are issued as a supplementary guidance document to these regulations and set out the specific procurement rules and procedures to be observed in contracting for the provision of works, goods and services.

#### Payments of salaries, wages & allowances

26. Staff costs form the largest item of expenditure made by the Council. It is important that payments are accurate, complete, timely and made in accordance with what is due consistent with the individual conditions of employment and/or the terms of any officer or Member allowance scheme and that such payments are fully recorded and accounted for in the accounting system.
27. The CFO is responsible for providing a corporate payroll system for recording all payroll data and generating payments to employees and Members. The system must allow for the proper calculation of all pay and allowances, National Insurance and pension contributions, Income Tax and all other deductions. Directors must use the corporate payroll system for all payments to employees. Directors are responsible for ensuring that all information relating to an employee's entitlement to pay and/or

the payment of allowances are forwarded to the Payroll team within agreed timescales or otherwise properly and completely input on a local basis (if that arrangement has been agreed with the CFO). All supporting evidence of entitlement must be provided to payroll at the same time (i.e. signed timesheets, appointment forms, changes in pay scales, approval for responsibility payments etc). Schools are permitted to make their own payroll arrangements but if they choose to do so they must provide the CFO with all necessary information to provide assurance to the auditors that any alternative system is well controlled, managed and resulting in the correct payments being made to the correct staff.

- 28 Directors must have the approval of the CFO if they wish to pay an individual a wage or salary outside the payroll system. **All posts that are designated in legislation as been officers of the council e.g. Adoption Panel Members must be paid through payroll as the council is legally liable for Tax and National Insurance Contributions.** Outside of this any such circumstance must be regarded as exceptional and Directors must give careful consideration to the employment status of the individual in doing so (i.e. self employed, consultant or sub-contractor) and the taxation implications of making alternative arrangements.

#### Petty cash and disbursements

- 29 The CFO will provide petty cash floats **only in exceptional circumstances** to a maximum amount agreed with Directors for the purpose of meeting minor expenses **where there is no alternative method of payment.** Directors are responsible for ensuring all petty cash monies are securely stored and are only used for the purposes intended. VAT receipts must be provided with requests for reimbursements. All receipts and vouchers must be retained and regular reconciliations carried out and recorded by staff responsible for managing petty cash floats.

#### Banking arrangements

- 30 It is the responsibility of the Cabinet to approve the banking arrangements of the Council and for the CFO to manage the banking contract on a day to day basis. Council payments must be made by cheque, BACS or other instrument drawn on the Council's bank account by the CFO. Directors must have the prior approval of the CFO to operate local bank accounts and this will only be allowed in exceptional circumstances. Detailed advice on the use and operation of local bank accounts is given in the Council's Guide to Managing Financial Risks and the Local Management of Schools finance manual.
- 31 The CFO is responsible for ensuring regular reconciliations are carried out on at least a quarterly basis for all the main bank

accounts to the financial records of the Council. Responsibility for the regular reconciliation of local bank accounts resides with the relevant Directors. All cheques on the main bank account are to be ordered and controlled by the CFO who will make arrangements for the safe custody of all blank cheques and the preparation, signing and dispatch of cheques. All withdrawals or transfers with an individual value in excess of £50,000 must be counter-signed by another authorised signatory to the bank account. Directors must make arrangements for the safe custody of all blank cheques and the preparation, signing and dispatch of cheques for all other local bank accounts.

### Treasury Management

- 32 The Council has adopted the recommendations set out in the CIPFA Code of Practice on Treasury Management (the Code) which have been observed in setting out the Council's Treasury Management Strategy and policy statements.
- 33 The CFO is responsible for:
- a) preparing a Treasury Management Strategy setting out the objectives, policies, working practices and controls to be observed in the Council's treasury management activities for approval by the Cabinet;
  - b) ensuring the implementation of the strategy and its periodic review, reporting progress and any necessary changes to meetings with the Cabinet Member for Corporate Services on a regular basis;
  - c) ensuring that the Audit & Governance Committee scrutinise the Treasury Management Strategy and Monitoring reports;
  - d) all investment, borrowing and credit agreements entered into on behalf of the Council, credit cards, hire purchase arrangements and finance leases will not be approved for use except in very special circumstances;
  - e) approving the set up of any company, joint companies, joint ventures, partnerships or investments;
  - f) the custody of all financial securities which are the property of the Council, or are held in its name;
  - g) the registration of all Council owned stocks, bonds, mortgages and loans;
  - h) effecting all loans in the Council's name to meet its needs on the most economic terms available.



- 34 Directors are responsible for:
- a) ensuring that loans or guarantees are not given to third parties and that interests are not acquired in companies, joint ventures or other enterprises without the approval of Full Council following consultation with the CFO;
  - b) arranging for all trust funds to be held in the name of the Council wherever possible and ensuring that trust funds operate within the law and the specific requirements for each trust. All officers acting as trustees by virtue of the position with the Council shall deposit securities relating to the trust to the custody of the CFO unless the deeds specifically require otherwise;
  - c) arranging the secure administration of funds held on behalf of third parties and partnerships ensuring that the systems and controls for administering such funds are approved by the CFO and subject to regular audit.

#### Taxation

- 35 The CFO is responsible for ensuring:
- a) the completion of all Inland Revenue returns regarding PAYE;
  - b) the completion of a monthly return of VAT inputs and outputs to HM Revenues & Customs;
  - c) the provision of details to the Inland Revenue regarding the construction industry tax deduction scheme;
  - d) the provision and maintenance of up to date guidance for Council employees on taxation issues in relevant accounting and taxation manuals and through advice provided by the Corporate Accountancy team.
- 36 Directors are responsible for ensuring that:
- a) the correct VAT liability is attached to all income due and that all VAT recoverable on purchases complies with HM Revenues & Customs;
  - b) where construction and maintenance works are undertaken, the contractor fulfils the necessary construction industry scheme (CIS) deduction requirements;
  - c) all persons employed by the Council are added to the Council's payroll and tax deducted from any payments made to them (with approved exceptions agreed by the

CFO where the individuals concerned are bona fide self-employed or are employed by a recognised agency);

- d) all advice and guidance on taxation issued by the CFO is followed and adhered to by staff in their own Directorates.

#### Stocks & stores

- 37 Directors may hold reasonable levels of stocks and stores of consumable items, materials, equipment and goods for resale. They are responsible for the receipt and custody of stock items and for writing off any items of stock. Directors must take VFM considerations into account in holding stocks and stores and ensure unnecessarily high levels of stocks are not allowed to accumulate. The value of stocks and stores held at the year end must be certified by and authorised officers and forwarded to the CFO.
- 38 Procedures for the disposal of redundant stocks and equipment are set out in the guide to the disposal of assets which forms supplementary guidance to these regulations.

#### Inventories & asset management

- 39 The Council holds tangible assets in the form of property, vehicles, equipment, furniture and other items worth many millions of pounds. It also makes use of other non-tangible assets such as intellectual property. It is essential to the financial health and well being of the Council that these assets are safeguarded and used efficiently and effectively in supporting the delivery of Council services. All staff are responsible for safeguarding the assets and information used in their day to day activities and must ensure they are aware of their responsibilities in respect of the Data Protection Act, software copyright legislation, and the security of the Council's information systems. These responsibilities are laid out fully in the IT Regulations and E-Communications Policy that form part of the Constitution.
- 40 The CFO is responsible for:
  - a) ensuring that an asset register is maintained in accordance with good practice for all fixed assets valued in excess of **£10,000** and that asset valuations are made in accordance with the CIPFA/LASAAC Code of Practice on Local Authority Accounting: A Statement of Recommended Practice (the SORP);
  - b) arranging for all insurances and requiring Directors to ensure all assets are kept securely and used efficiently and effectively;

- c) ensuring compliance with the rules in relation to contractual commitments for the acquisition and disposal of assets **as follows:**
- i) the disposal of surplus assets, land and buildings up to the value of £500,000 on behalf of the Council in consultation with, the relevant Director(s) and Cabinet Member for Corporate Services, except where the disposal is not to the highest bidder or there is a significant discrepancy between the estimated sales value and the actual sales figure. All disposals must comply with the Contract Procedure Rules that form supplementary guidance to these regulations and the Rules in Relation to Contractual Commitments set out in the Guide to Managing Financial Risks. All disposals valued in excess of £500,000 must be referred to the Cabinet for decision;
  - ii) the acquisition of all land and buildings on behalf of the Council having due regard to the provisions of the Asset Management Strategy, Capital Programme and Medium Term Financial Strategy subject to the appropriate budgetary provisions having already been agreed by the Council.;
- d) ensuring advice on the VAT implications of proposed land & building acquisitions and sales is sought at the planning stage;
- e) ensuring that all asset acquisitions and disposals are properly recorded within asset records and comply with the disposal policy which forms supplementary guidance to these regulations.
- f) maintaining up to date records of all land and buildings, including valuations in the form of a corporate asset register for the Council and these records must as a minimum be reviewed on an annual basis;
- g) ensuring all rents, charges, fees etc due in respect of properties and land are raised and all income is collected and accounted for in the Council's accounting systems;
- h) ensuring all lessees and other prospective occupiers of Council land and buildings are not allowed to take possession or enter the property until a lease or agreement in a form approved by the CFO has been made;
- i) to act as custodian for all title deeds for the Council;

41 In addition, Directors are responsible for:

- a) providing the **CFO or his delegated deputy** with information and all relevant documentation regarding all assets owned or used in relation to services provided by the Directorate(s) for the purposes of maintaining an up to date and complete asset management register;
- b) ensuring the proper security and safe custody of all assets under their day to day operational control and consult with the **CFO or his delegated deputy** in any case where security concerns exist or if it is considered that special security arrangements are required;
- c) to record all disposals or part exchange of non-land and building assets, in line with the disposal policy which forms supplementary guidance to these regulations ;
- d) to maintain local inventories recording adequate descriptions of all furniture, fittings, equipment, plant & machinery above £500 and record items of a lower value where the risk is considered to be significant;
- e) reporting all assets that are lost, stolen or destroyed to the Insurance Manager for recording purposes and where necessary the CIA in compliance with the asset disposal policy;
- f) making sure property is only used in the course of the Council's business, unless specific permission has been given by the Director to do otherwise.

Part E

External arrangements

Introduction

- 1 The Council exercises an important community leadership role, helping to orchestrate the contributions of various stakeholders in discharging its statutory responsibilities for promoting and improving the economic, social and environmental well-being of the area.

Partnerships, joint working & grant funding

2. A grant can be defined as a contribution or subsidy (in cash or in kind) given by the Council to another organisation for a specified purpose. Grants must be conditional upon the delivery of specified standards or outputs and be subject to the production of regular monitoring reports and the delivery of agreed outcomes.
- 3 The CFO must satisfy him/herself that the accounting arrangements for all partnerships and joint ventures are proper and appropriate, including all audit and inspection requirements. He/she must also consider overall corporate governance arrangements and any legal and taxation issues when partnerships are arranged with external bodies. He/she must ensure all known risks are appraised before entering into agreements with external bodies and seek to ensure VFM is obtained.
- 4 The CFO is also be responsible for advising on the funding and financing of a project including:
  - a) financial viability in current and future years;
  - b) risk appraisal and risk management arrangements;
  - c) resourcing and taxation;
  - d) audit, security and control requirements;
  - e) carry forward arrangements.
- 5 Directors are responsible for:
  - a) maintaining local registers of partnerships and entered into with external bodies in accordance with procedures specified by the CFO and providing information about those to the Head of Paid Service as required;

- b) ensuring that a risk management assessment has been carried out before entering into agreements with external bodies;
- c) ensuring that such agreements and arrangements do not impact adversely upon the services provided by the Council;
- d) ensuring that all agreements and arrangements are properly documented;
- e) providing appropriate information to the CFO to enable relevant entries to be made in the Council's Statement of Accounts concerning material items;
- f) ensuring that the appropriate approvals are obtained before any negotiations are concluded in relation to work with external bodies.
- g) ensuring that for all instances of grant/loan funding there is:
  - i) proper consideration of the relevant interest rate payable agreed and approved by the CFO;
  - ii) an appropriate 'state aid' de minimis declaration made by the recipient organisation;
  - iii) in respect of loans a process of monitoring on at least a six monthly basis providing an update to the relevant lead officer ( $\leq$ £100K), all loans above £100K will be reviewed as part of the finance monitoring reports to Cabinet, to ensure delivery of outcomes and value for money
  - iv) a Service Level Agreement in place to protect the Council. (Separate guidance is available on the mandatory format, content and review of this Service Level Agreement).
- h) all grants/loans:
  - i) must have prior budgetary approval, typically through the budget process;
  - ii) over £100k must be approved by the Cabinet & CFO and must have a legally binding grant funding agreement (GFA) rather than an SLA;
  - iii) must be raised using the prescribed Financial Ledger Codes;
  - iv) must use the relevant Charge Code and Recovery Route (in respect of loans);
  - v) below £100,000 must be notified to the CFO who will determine whether there is existing delegation

that provides authority to award the grant, or if it requires cabinet approval. Where the grant is an annual grant, approval as part of the budget process will be sufficient;

#### External funding

- 6 External funding can prove a very important source of additional income to an authority, but funding conditions need to be carefully examined before entering into any agreement to ensure they are compatible with the aims and objectives of the Council. Councils are being encouraged to provide seamless service delivery by working closely with other agencies and service providers (both public and private). Funds from external agencies such as the National Lottery and the single regeneration budget can provide additional resources for services. However, whilst the scope for funding has increased, it is usually linked to increasingly tight specifications and may not be flexible enough to meet the aims and objectives of the Council ambitions and plans.
- 7 The CFO is responsible for:
- a) ensuring that all external funding is received and properly recorded in the Council's accounts;
  - b) match funding requirements are considered prior to entering into any agreement and that future revenue budgets reflect these requirements;
  - c) ensuring all audit requirements are met.
  - d) Provision of standard application documentation for discretionary grants.
- 8 Directors are responsible for ensuring that:
- a) all claims for funds are made by the due date;
  - b) the project progresses in accordance with the agreed project plan and all expenditure is properly incurred and recorded.

#### Work for third parties

- 9 Current legislation enables the Council to provide a range of services to other bodies. Such work may enable a unit to maintain economies of scale and existing expertise. Arrangements must be put in place to ensure that any risks associated with undertaking such work is minimised and that the work is done *intra vires*. All work should be properly costed in accordance with the advice and guidance of the CFO and done on the basis of a proper contract according to the Contract

Procedure Rules set out as supplementary guidance to these Regulations.

- 10 The relevant Cabinet Member(s) are responsible for approving the contractual arrangements for work undertaken on behalf of a third party or external bodies. The CFO is responsible for issuing guidance with regard to the financial aspects of any third party contracts and the maintenance of the contracts register. Directors are responsible for:
- a) ensuring that the approval of the Cabinet Member is obtained before any negotiations are concluded to work for third parties;
  - b) maintaining a register of all such contracts entered into with third parties in accordance with procedures specified by the CFO;
  - c) ensuring that appropriate insurance arrangements have been made;
  - d) ensuring that the Council is not put at risk from any bad debts;
  - e) ensuring that no contract will be subsidised by the Council;
  - f) ensuring that the service has the appropriate expertise to undertake the contract;
  - g) ensuring that such contracts do not impact adversely upon the services provided to the Council;
  - h) providing appropriate information to the CFO to allow entries to be made in the Council's final Statement of Accounts.
  - i) ensuring that there is no conflict of interest with any third party provider



## Summary of Delegation &amp; Reporting

**Revenue Virements**

<b>Decision maker</b>	<b>Delegated powers &amp; authority</b>	<b>Thresholds</b>
The Cabinet	To approve virements between Service Plans in excess of £500k (either individually or in aggregate for the financial year)	Over £500k up to the cash limits set by the Budget
	To approve allocations of resources from approved contingencies and reserves	As set by the annual Budget
	To make recommendations to Full Council for the release of budget resources in excess of the approved contingencies and reserves	As set by the annual Budget
	To approve virements from within existing Service Plans or between Service Plans into new or otherwise unplanned functions and activities if savings are available to be re-directed into the new activity	Over £500k
Directors	To approve virements within or between Service Plans within their Directorates in excess of £100k and up to £500k (either individually or in aggregate for the financial year) in consultation with the relevant Cabinet Member	Over £100k and up to £500k
	To approve virements from within existing Service Plans or between Service Plans within their Directorates into new or otherwise unplanned functions and activities if savings are available to vire into the new activity	Over £100K and Up to £500k in consultation with the relevant Cabinet Member
	To approve virements between directorates in consultation with the relevant directors	Up to and including £50K in consultation with the relevant Cabinet Member

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Other Chief Officers	To approve virements within their Service Plans up to £100k (either individually or in aggregate for the financial year)	Up to £100k
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### **Capital Virements**

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<b>Decision maker</b>	<b>Delegated powers &amp; authority</b>	<b>Thresholds</b>
The Cabinet	To approve individual virements between schemes in excess of £500k	Over £500k
	To re-phase approved scheme expenditure between years in excess of £500k for each scheme	Over £500k
Directors	To approve individual virements between schemes in excess of £100K up to a maximum of £500k in consultation with the relevant Cabinet Member	Over £100K and Up to and including £500k
	To approve individual virements between schemes up to a maximum of £100k	Up to and including £100k

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### **Venture Fund Bids**

Up to and including £50K	CFO & Leader of Council
Over £50K	Cabinet

### **Payment in Advance**

Up to and including £5K	Relevant Director
Over £5K	CFO

### **Disposal of Surplus Assets (Land & Buildings)**

Up to and including £500K	CFO (Para 39 Page 45)
Over £500K	Cabinet

### **Acquisition of Assets (Land & Buildings)**

Up to and including £500K	CFO (Para 39 Page 45)
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Over £500K

Cabinet

**Debt Write-Off**

<b>Decision maker</b>	<b>Delegated powers &amp; authority</b>	<b>Thresholds</b>
The Cabinet	Amounts exceeding £200,000 may only be written off on the authority of the Cabinet. The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	Over £200k
Cabinet Member	Amounts <b>over £100,000</b> and not exceeding £200,000 on the authority of the Cabinet Member (Corporate Services) in consultation with the CFO. The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery	<b>Over £100k</b> and up to and including £200K
CFO	<b>Amounts up to and not exceeding £100,000</b> on the authority of the CFO). The CFO shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	<b>up to and including £100k</b>
Chief Officers	Amounts <b>up to and not exceeding £5000</b> may be written off by any Chief Officer in consultation with the CFO, who shall maintain a record of all such write-offs showing attempted recovery action taken and the justification for non-recovery.	<b>up to and including £5k</b>

## Glossary of terms

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 Common terms
 

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<b>Budget</b>	<i>A plan expressed in financial terms</i>
<b>Cost centre</b>	<i>A budgeting level which usually reflects a whole service area, or main sub-category of a service. It encompasses a number of standard 'subjective' coding areas such as those used for staffing related costs, supplies &amp; services, income etc</i>
<b>Capital</b>	<i>The organisation's total assets less its liabilities</i>
<b>Capital expenditure</b>	<i>Expenditure to acquire fixed assets that will be of use for more than the year in which they are acquired and which adds to the Council's tangible assets rather than simply maintaining existing ones</i>
<b>Revenue</b>	<i>Income or expenditure, arising from or spent on, day to day activities and short lived commodities or consumables</i>
<b>Service plan</b>	<i>A plan setting out the priorities and service ambitions</i>
<b>Virement</b>	<i>A transfer of resources between or within approved cost centres for both revenue and capital purposes</i>

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 Acronyms
 

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<b>CFO</b>	<i>The Chief Finance Officer</i>
<b>CIA</b>	<i>The Chief Internal Auditor</i>
<b>CL</b>	<i>Corporate Landlord</i>
<b>FMS</b>	<i>The principal budgeting and financial information management system used at the Council</i>
<b>ITT</b>	<i>Invitation to tender</i>
<b>MEAT</b>	<i>Most Economically Advantageous Tender</i>
<b>MO</b>	<i>The Monitoring Officer</i>
<b>NI(C)</b>	<i>National Insurance (contributions)</i>
<b>PAYE</b>	<i>Pay as you earn</i>
<b>VFM</b>	<i>Value for Money</i>
<b>VAT</b>	<i>Value Added Tax</i>

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Organisations

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<b>CIPFA</b>	<i>The Chartered Institute of Public Finance Accountancy</i>
<b>SOLACE</b>	<i>Society of Local Authority Chief Executives</i>
<b>The Audit Commission</b>	<i>Quasi autonomous non-governmental body charged with the independent audit of public sector organisations in the Local Government and Health arena</i>
<b>The External Auditor</b>	<i>Independently appointed person responsible for the external audit of the Council. The council's auditors have various statutory powers and responsibilities for public reporting of the audit</i>

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Cabinet

6 May 2014

Report of the Cabinet Member for Finance and Performance

## **Reoccupation Rate Relief Scheme**

### **Summary**

1. The purpose of this paper is to set out the proposed new reoccupation rate relief scheme for Cabinet approval. This relief will provide a reduction in business rates of up to 50% or the 'state aid' limit for qualifying businesses helping to sustain employment and encourage growth of the York economy. The value of any reoccupation relief awarded to York businesses will be met in full by Central Government.

### **Background**

2. The Government announced in its Autumn Statement on 5<sup>th</sup> December 2013 that it will provide a 50% business rates discount for 18 months for businesses moving into previously empty retail premises between 1 April 2014 and 31 March 2016, up to State Aid De Minimis limits.
3. The Government's purpose of this new relief is to encourage thriving and diverse town centres and it wants to see the number of vacant shops decrease. This relief is intended to encourage reoccupation of shops and other retail premises (Paragraph 5) that have been empty for a long period of time and reward businesses that make this happen. This is a temporary measure that applies to ratepayers moving into previously empty retail premises between 1 April 2014 and 31 March 2016 only.
3. There is no cost to the council in providing this relief which will be fully reimbursed by Central Government through the rates retention system.

### **Reoccupation Rate Relief**

4. The new use of the reoccupied premises can be for any use (i.e. not just retail uses) except for hereditaments wholly or mainly being used as **betting shops, payday loan shops, and pawn brokers**. It is within the powers of the council to extend this list if for example the granting of a relief would go against the councils wider objectives for the local area or it is believed that such an award would not help a shopping area to thrive.
  
5. The premises must have been empty for a period of at least 12 months or more immediately before reoccupation and when previously used were wholly or mainly used for retail as set out below:
  - i. Hereditaments that were being used for the sale of goods to visiting members of the public:
    - Shops (such as: florist, bakers, butchers, grocers, greengrocers, jewellers, stationers, off licence, chemists, newsagents, hardware stores, supermarkets, etc)
    - Charity shops
    - Opticians
    - Post offices
    - Furnishing shops/ display rooms (such as: carpet shops, double glazing, garage doors)
    - Car/ caravan show rooms
    - Second hand car lots
    - Markets
    - Petrol stations
    - Garden centres
    - Art galleries (where art is for sale/hire)
  
  - ii. Hereditaments that were being used for the provision of the following services principally to visiting members of the public:
    - Hair and beauty services (such as: hair dressers, nail bars, beauty salons, tanning shops, etc)
    - Shoe repairs/ key cutting
    - Travel agents
    - Ticket offices e.g. for theatre



- Dry cleaners
- Launderettes
- PC/ TV/ domestic appliance repair
- Funeral directors
- Photo processing
- DVD/ video rentals
- Tool hire
- Car hire

*iii.* Hereditaments that were being used for the provision of the following services principally to visiting members of the public:

- Financial services (e.g. banks, building societies, bureaux de change, payday loan shops, betting shops, pawn brokers)
- Other services (e.g. estate agents, letting agents, employment agencies)

*iv.* Hereditaments that were being used for the sale of food and/or drink to visiting members of the public:

- Restaurants
- Takeaways
- Sandwich shops
- Coffee shops
- Pubs
- Bars

6. The reoccupation rate relief will be considered as state funding and as such is subject to European state aid rules. The De Minimis Regulations allow an undertaking to receive up to €200,000 of state aid in a three year period. It will be necessary for any business wishing to claim this relief to make an application to the council and complete a state aid declaration form.
7. There are as many as 43 hereditaments that could qualify for this relief on the valuation list. Depending on the numbers applying this will potentially create additional administrative pressure on the business rates team on top of those already generated by Retail Rate Relief. It is hoped that this can be minimised through the implementation and application of efficient processes to manage applications. To put this pressure into context following the Autumn

Statement 2013 there are now 14 different Mandatory, Discretionary and Temporary rate reliefs to be administered by the council.

## Options

8. There are two options associated with this report:

**Option 1** – Approve all applications from businesses (within state aid rules) excluding those set out at paragraph 4 reserving the right of the Chief Financial Officer in consultation with the relevant Cabinet Member to exclude any businesses that they would deem do not support the councils wider objectives or the community at large;

**Option 2** – Provide no reoccupation relief at all.

## Analysis

9. The relief could benefit as many as 43 hereditaments across the city with a rateable value of £555K and rates payable of approximately £300K. In respect of unoccupied properties this relief may act as a real incentive to new business. There are also additional fully funded reliefs that a 'reoccupying' business new or existing could benefit from including Retail Rate Relief and Small Business Rate Relief. The raft of business rate reliefs now available provides a real incentive to reoccupy empty former retail premises, create employment and grow the York economy.
10. As businesses applying for reoccupation relief will want to have a prompt response to their application the power to make individual awards should be delegated to the Council's Chief Financial Officer (CFO).

## Council Plan 2011 - 15

11. The power to provide reoccupation rate relief contained within the Local Government Finance Act 1988 & 2012 impact on several of the council's priorities that create the Council Plan 2011 - 15 specifically:
- a) Protecting vulnerable people

- b) Building strong communities
- c) Creating jobs and growing the economy

### **Implications**

12. (a) **Financial** – As the Government will fully reimburse any awards made by the council there are no financial implications.
- (b) **Human Resources (HR)** - There are no implications
- (c) **Equalities** – There are no direct implications
- (d) **Legal** – The award of retail rate relief has state aid implications.
- (e) **Crime and Disorder** - There are no implications
- (f) **Information Technology (IT)** - There are no implications
- (g) **Property** - There are no implications

### **Risk Management**

13. There are no high risks associated with reoccupation rate relief. The only risks are in relation to managing the state aid implications and additional work pressures.

### **Recommendations**

14. Cabinet are asked to:

- a) consider and approve Option 1 (Paragraph 8);

Reason: To provide clarity in respect of the categories for which the council will not consider awarding reoccupation relief.

- b) approve the power to make individual awards to the Chief Financial Officer (Paragraph 10).

Reason: To ensure that all applications are dealt with immediately when they are received and that where a business qualifies their bill is promptly amended.

### Contact details:

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	<b>Report Approved</b>	√	<b>Date</b> 24 April 2014
<b>Specialist Implications Officer(s)</b> None			
<b>Wards Affected:</b> All			√
<b>For further information please contact the authors of the report</b>			

### Background Papers

Reoccupation Relief Guidance – Department for Communities and Local Government.

### Annexes

None

### Glossary

Hereditament– A premise where business can be undertaken. The technical term used in business rate law.

CFO – Chief Financial Officer