



Notice of meeting of

Executive

To:	Councillors Waller (Chair), Ayre, Steve Galloway, Moore, Morley, Reid and Runciman
Date:	Tuesday, 29 March 2011
Time:	2.00 pm
Venue:	The Guildhall, York

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:

10:00 am on Monday 28 March 2011, if an item is called in *before* a decision is taken, *or*

4:00 pm on Thursday 31 March 2011, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. **Declarations of Interest**

At this point, Members are asked to declare any personal or prejudicial interest they may have in the business on this agenda.

2. **Minutes** (Pages 3 - 10)

To approve and sign the minutes of the Executive meeting held on 15 March 2011.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or a matter within the Executive's remit can do so. The deadline for registering is **5:00 pm on Monday 28 March 2011**.

4. Executive Forward Plan (Pages 11 - 12)

To receive details of those items that are listed on the Forward Plan for the next two Executive meetings.

5. Minutes of Working Groups (Pages 13 - 38)

This report presents the minutes of meetings of the Local Development Framework Working Group and the Equality Advisory Group and asks Members to consider the advice given by the Groups in their capacity as advisory bodies to the Executive

6. Customer Complaints Policy Review - Final Report (Pages 39 - 50)

This report presents the findings of the Task Group set up by the Effective Organisation Overview & Scrutiny Committee to carry out a review of Customer Complaints procedures and seeks approval for the Group's recommendations. Councillor Firth, Chair of the Task Group, will be attendance to present the report.

7. Cycling City Programme - Progress Report 5 (Pages 51 - 96)

This is the fifth and final report to provide an update on the progress of the Cycling City York (CCY) Programme, highlighting works and achievements in the programme throughout its lifetime and initial conclusions.

8. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Fiona Young

Contact details:

- Telephone – (01904) 551027
- E-mail – fiona.young@york.gov.uk

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

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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Further information about what's being discussed at this meeting

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The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	EXECUTIVE
DATE	15 MARCH 2011
PRESENT	COUNCILLORS WALLER (CHAIR), AYRE, STEVE GALLOWAY, MOORE, MORLEY, REID AND RUNCIMAN
IN ATTENDANCE	COUNCILLOR FRASER

PART A - MATTERS DEALT WITH UNDER DELEGATED POWERS

174. DECLARATIONS OF INTEREST

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda. No interests were declared.

175. MINUTES

RESOLVED: That the minutes of the Executive meeting held on 1 March 2011 be approved and signed by the Chair as a correct record.

176. PUBLIC PARTICIPATION / OTHER SPEAKERS

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme. However, requests to speak had been received from a union representative and a Council Member.

Heather MacKenzie, of Unison, spoke in relation to agenda item 5 (Update on Reablement Service). She stated that the report had not sufficiently answered concerns previously raised by Unison regarding proposals to outsource the service and urged Members to defer their decision pending a financial review and consideration of alternative options.

Cllr Fraser also spoke on agenda item 5, having declared a personal interest in the matter as a member of the retired section of Unison. He commented that the report did not address the concerns raised by himself and by Unison at previous meetings, and drew comparisons with previous social care outsourcing arrangements in 2006, which he said had not proved successful.

177. EXECUTIVE FORWARD PLAN

Members received and noted details of those items currently listed on the Forward Plan for the next two Executive meetings.

178. UPDATE ON REABLEMENT SERVICE

Members considered a report which provided an update on the opportunities offered by a remodelled reablement service (as discussed in a previous report to Executive on 14 December 2010) and sought a decision on the next steps for the service.

Work carried out since 14 December had included discussions with the independent sector on the service size and costing model, 'soft' market testing with service providers and representatives, and a survey of other local authorities with outsourced reablement services. Results had indicated that independent providers welcomed the Council's approach and would be interested in delivering the service, that feedback from customers was positive and that there was little difference in performance between in-house and external provision.

The report also provided information on proposals to monitor the service, an update on consultation with staff and unions, improvements made to the in-house service (recognising the limitations on potential further improvements) and an equality impact assessment (Annex 3). It was confirmed that all staff currently employed in the service were covered by TUPE legislation and had the right to transfer to the new organisation under their existing terms and conditions, preserving their continuity of employment.

Officers responded to the matters raised on this item under Public Participation / Other Speakers and re-iterated their advice that an outsourced service, overseen by the Council's Assessment and Safeguarding arm, was the best way to increase service provision whilst maintaining high standards. Having noted the comments of the Labour Group Spokespersons, it was

- RESOLVED: (i) That the following be noted:
- a) The need, with an ageing population, to increase the amount of provision for the Reablement Service.
 - b) The work that has been undertaken to reduce costs and improve the percentage of contact time within the existing service, but that this will not deliver the efficiencies necessary to increase the provision of care.
 - c) That 'mutuals' and 'social enterprise' organisations would be able to compete through the tendering process as much as independent providers.
 - d) That staff in the current in-house service have the opportunity to tender to become a mutual or social enterprise company at the tender stage, and that

this could include an option for a Local Authority Traded Company.

REASON: To set in context the Executive's decisions in respect of the service.

(ii) That approval be given for City of York Council to progress the purchase of its ongoing expanded Reablement Service from external providers, and at the same time for staff in the existing service to be offered the option of dismissal for business reasons in addition to TUPE.¹

REASON: To ensure that the Council is able to deliver an increased level of reablement services, which will match changing demographic needs within the City.

(iii) That Officers ensure that information is given to the relevant interested staff regarding the establishment of 'mutuals', 'social enterprise' organisations, or a Local Authority Traded Company for the tendering process.²

REASON: To enable staff to take advantage of these opportunities should they so wish.

Action Required

- | | |
|---|----|
| 1. Progress plans for the purchase of the service from external providers | AB |
| 2. Provide information on 'mutuals' etc to interested staff | AB |

179. DRAFT FRAMEWORK FOR YORK LOW EMISSION STRATEGY

Members considered a report which presented a draft framework for the York Low Emission Strategy (LES), including an outline of the proposed measures and actions and suggested timescales for their implementation, together with proposals for further public consultation.

On 8 June 2010, the Executive had approved the development of an overarching LES, aimed at ensuring a more holistic approach to reducing local and global air pollutants, minimising transport-related emissions from future developments and taking maximum economic advantage of the early adoption of low emission technology. The York LES would also be a key output from the Leeds City Regional Group initiative (RGi), to be developed into a national framework for adoption by other local authorities.

In drawing up the draft framework, consideration had been given to existing policies and programmes aimed at improving local air quality and / or reducing carbon emissions. These included the Sustainable Community Strategy, the Carbon Management Programme, the Local Transport Plan and Air Quality Action Plan, projects within the Local Sustainable Transport Fund bid, and the Local Development Framework. Proposed measures for inclusion in the LES, with an indication of the likely costs of each measure,

were set out in Annex D to the report. It was proposed that a consultation draft be prepared at the end of June 2011, with a view to adopting a final LES by the end of October.

Having noted the comments of the Labour Group Spokespersons on this item, it was

RESOLVED: (i) That the consequences of European legislation, which has had the unintended consequence of increasing nitrogen oxide emissions due to a greater emphasis on reducing carbon emissions, be noted and that Officers be requested to write to York's MEPs to request their help in changing this situation for the benefit of air quality in York.¹

REASON: To help bring about further improvements to the City's air quality.

(ii) That the outline framework, vision, objectives and proposed LES measures detailed in paragraphs 14 to 18 of, and Annex D to, the report be approved, and that Officers be permitted to proceed directly to the development of a draft consultation LES.²

REASON: To enable the draft consultation LES to be drawn up in line with the timetable set out by the LESP RGi, to allow LES measures to be incorporated adequately into LTP3 and AQAP3 and to maximise the chances of York attracting low emission vehicles, technologies and jobs to the City.

Action Required

- | | |
|---|----|
| 1. Write to MEPs in the terms agreed | EB |
| 2. Develop a draft consultation LES based on the agreed framework | EB |

180. PUBLIC HEALTH UPDATE AND RESPONSE TO CONSULTATION

Members considered a report which provided an update on the Public Health strategy, entitled *Healthy Lives, Healthy People: our strategy for Public Health*, and sought approval for suggested responses to two consultation documents on the strategy.

Under the new system, Public Health England (PHE), which would be part of the Department of Health, would allocate ring-fenced budgets to upper tier and unitary local authorities to improve the health and well-being of residents. The proposed division of functions between PHE and local authorities was set out in Annex 1 to the report. On 5 October 2010, the Executive had agreed a response to consultation on the White Paper *Liberating the NHS*, welcoming the transfer of Public Health responsibilities to local government and local communities, subject to the transfer of adequate resources. Many of the areas in the main strategy had been covered in that response, so the current consultation focused on Funding

and Commissioning for Public Health and the Outcomes Framework for Public Health.

The consultation documents had been discussed by the Health Overview and Scrutiny Committee on 24 January 2011 and their comments were attached at Annex 1A. Suggested responses to the questions on Funding and Commissioning were set out in Annex 2, and suggested responses to questions on the Outcomes Framework were provided in Annex 3. A revised version of Annex 3, detailing a response to question 7, and an additional annex (Annex 4), setting out suggested amendments to the response in the light of the Scrutiny Committee's comments, had been circulated to Members before the meeting. *These have now been published with the agenda on the Council's website.*

The Executive agreed a number of amendments to the suggested responses at Annexes 2 and 3. Having noted the comments of the Labour Group Spokespersons on this item, it was

- RESOLVED: (i) That the report and transition arrangements be noted.
- (ii) That it be noted that York will apply to be a pathfinder for Local Health Watch.
- (iii) That the amended responses to consultation set out in the annex to these minutes, be approved.¹

REASON: In order to provide an appropriate response to the consultation, taking into account the comments of the Health Scrutiny Committee and the need to ensure the provision of sufficient powers and funding to enable the new Health and Wellbeing Boards to provide increased democratic accountability within the Health Service.

Action Required

1. Submit consultation responses, as amended SB

181. INSTALLING SOLAR PHOTOVOLTAIC ON COUNCIL HOMES

Members considered a report which sought approval to develop a partnership with Community Energy Solutions, a not for profit social enterprise organisation, to install Solar Photovoltaic (PV) on council homes at no cost to the Council.

Under the proposal, CES would source capital finance, install the Solar PV panels, monitor electricity production and maintain the panels for 25 years, after which ownership of the panels would transfer to the Council. This would fit with key objectives in the Local Authority Carbon Management Programme – Strategy & Implementation Plan, as well as enabling tenants to benefit from the government's new 'Feed in Tariffs' (FITs) incentive. Further details of benefits to the Council, tenants and the wider community were set out in paragraphs 5 to 9 of the report.

Members were invited to consider three options:

Option 1 – agree to develop a partnership with CES, as recommended.

Option 2 – ask Officers to consider alternative options to reduce carbon emission from council housing stock via the FITs. This could expose the Council to financial and other risks, as outlined in paragraphs 17 and 18.

Option 3 – decide not to take the opportunity presented by the FITs.

Having noted the comments of the Labour Group Spokespersons on this item, it was

RESOLVED: (i) That Option 1 be approved and that a partnership be developed with CES to install a minimum of 1,000 Solar PV systems on Council homes, subject to successful contractual negotiations with CES by the Director of Communities & Neighbourhoods.¹

REASON: To enable the Council to reduce the levels of carbon emissions from its housing stock.

(ii) That proposals be developed which will allow private householders to buy into the scheme.²

REASON: To enable the benefits of the scheme to be extended to more York residents.

Action Required

- | | |
|---|----|
| 1. Develop partnership with CES, as agreed | SW |
| 2. Develop proposals to allow private householders to buy into the scheme | SW |

PART B - MATTERS REFERRED TO COUNCIL

182. DRAFT FULL CITY OF YORK LOCAL TRANSPORT PLAN 2011 ONWARDS (LTP3)

Members considered a report which invited them to seek any necessary amendments to the draft Full Local Transport Plan for 2011 onwards (LTP 3) before recommending it to Full Council for approval.

The draft Full LTP3 had been published on the Council's website, and circulated to Executive Members, as Annex A to the report. It had been prepared on the basis of national policy and guidance, local policies and strategies, an extensive evidence base, and three phases of consultation. Updates on progress, and the results of consultations, had been reported to Decision Sessions of the Executive Member for City Strategy throughout the preparation process.

Having noted the contents of the report, and the comments of the Labour Group Spokespersons on this item, it was

RECOMMENDED: That, following further formatting and layout changes to improve the presentation of the document for final publication, and the editing of the supporting text in the document to make it more concise (in particular, combining sections 2 and 3), Council approve the Draft Full LTP3.

REASON: To comply with the duty to produce and approve a new Local Transport Plan by April 2011 to replace the existing Plan (LTP2), which is due to expire on 31 March 2011.

A Waller, Chair

[The meeting started at 2.00 pm and finished at 3.10 pm].

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EXECUTIVE FORWARD PLAN (as at 14 March 2011)

Table 1: Items scheduled on the Forward Plan for the Executive Meeting on 12 April 2011

Title & Description	Author	Portfolio Holder
<p>Climate Change Update - Covenants of Mayors and SEAP submission</p> <p><i>Purpose of report: Outline the EU's Covenant of Mayors programme and requirements for York (York signed up to this European initiative after a motion was passed by Full Council in December 2009). Outline a draft Sustainable Energy Action Plan (SEAP) for York and provide a brief update on other major sustainable development programmes.</i></p> <p><i>Members are asked to: Approve the draft SEAP and note progress of key sustainability projects being carried out across CYC and across York.</i></p>	David Warburton	Executive Member for City Strategy
<p>Edible York Ad Hoc Scrutiny</p> <p><i>Purpose of Report: To present the Executive with the Final Report arising from the Edible York Ad Hoc Scrutiny Review.</i></p> <p><i>Members are asked to: Approve the Recommendations arising from the Review.</i></p>	Tracy Wallis	Executive Member for Leisure, Culture and Social Inclusion
<p>Mercury Abatement at the Crematorium</p> <p><i>Purpose of Report: To advise members of the work conducted to date with respect to the installation of a mercury abatement plant at the Crematorium.</i></p> <p><i>Members are requested to: Approve the scheme to be adopted and for authority to be delegated to officers to award the contract following the tendering process.</i></p>	Richard Haswell	Executive Member for Neighbourhoods and Housing

Table 2: Items scheduled on the Forward Plan for the Executive Meeting on 26 April 2011

Title & Description	Author	Portfolio Holder
<p>Carer's Review Final Report</p> <p><i>Purpose of report: To present the Executive with the Final Report arising from the Carer's Review.</i></p> <p><i>Members are asked to: Approve the recommendations arising from the Review.</i></p>	Tracy Wallis	Executive Member for Health and Adult Social Services
<p>Minutes of Working Groups</p> <p><i>Purpose of Report: This report presents the minutes of recent meetings of the Young People's Working Group, the Local Development Framework Working Group, the Equality Advisory Group and the Mayoralty Advisory Group and asks Members to consider the advice given by the groups in their capacity as advisory bodies to the Executive.</i></p> <p><i>Members are asked to: Note the minutes and decide whether they wish to approve the specific recommendations made by the Working Groups, and/or respond to any of the advice offered by the Working Groups.</i></p>	Jayne Carr	Executive Leader



Executive

29 March 2011

Report of the Assistant Director Governance and ICT**Minutes of Working Groups****Summary**

1. This report presents the minutes of meetings of the Local Development Framework Working Group (LDFWG) and the Equality Advisory Group and asks Members to consider the advice given by the Groups in their capacity as advisory bodies to the Executive.

Background

2. Under the Council's Constitution, the role of Working Groups is to advise the Executive on issues within their particular remits. To ensure that the Executive is able to consider the advice of the Working Groups, it has been agreed that minutes of the Groups' meetings will be brought to the Executive on a regular basis. In accordance with the requirements of the Constitution, minutes of the following meetings are presented with this report:
 - LDFWG of 14 February 2011 (Annex A)
 - Equality Advisory Group of 15 February 2011 (Annex B)

Consultation

4. No consultation has taken place on the attached minutes, which have been referred directly from the Working Groups. It is assumed that any relevant consultation on the items considered by the Groups was carried out in advance of their meetings.

Options

5. Options open to the Executive are either to accept or to reject any advice that may be offered by the Working Groups, and / or to comment on the advice.

Analysis

6. Members are asked to consider endorsing the following recommendation from the LDF Working Group contained in the attached minutes at Annex A (minute 34 refers):

“That it be recommended to the Executive that the two sites be added to the list attached at Appendix 1 of the Biodiversity Report, as considered at the meeting on 10 January”

The sites concerned are the British Sugar Site and the Severus Hill Water Reservoir.

7. At the Executive meeting on 1 February 2011, approval was given for the Biodiversity Audit to be published as part of the LDF evidence base, including the lists of sites in Appendix 1 of the Biodiversity Report as Sites of Importance for Nature Conservation.
8. At the meeting of the LDF Working Group held on 10 January 2011, letters had been circulated from Atkins Ltd and Colliers International disputing the designation of the British Sugar site and the Severus Hill Water Reservoir. On 8 February 2011 the SINC panel had met to re-consider the SINC designations and subsequently these sites had been re-confirmed as SINC.
9. Those issues in the minutes of the LDF Working Group meeting of 14 February 2011 (Annex A) which relate to the City of York Local Development Framework – Core Strategy Submission Draft, were considered by the Executive on 1 March 2011 as the minutes were included as Annex F to that report.
10. Members are asked to consider endorsing the following recommendation from the Equality Advisory Group contained in the attached draft minutes at Annex B (minute 19 (i) refers):

“That it be recommended to the Executive that the Equalities Monitoring Form (attached as a minute annex) be adopted for use by all council departments”.

11. The Equalities Profiling Form has previously been considered by the Equality Advisory Group at their meetings on 11 November 2010 and 30 June 2010. The version recommended by the Group takes into account views put forward by representatives of organisations including the LGBT Forum.
12. Members are asked to consider the following recommendation from the Equality Advisory Group contained in the attached draft minutes at Annex B (minute 19 (ii)) refers:

“That it be recommended to the Executive that consideration be given to linking the alarms in the accessible toilets to the Warden

Call Service or, if this was not possible, to ensure that signs were placed outside of the toilets to alert members of the public as to the action that they needed to take if the alarm was activated.”

13. Members of the Equality Advisory Group are concerned that the emergency alarms are not currently linked to a source of help if activated and believe that this may give users a false sense of security. Although a light is activated, members of the public may not be aware that action needs to be taken to call for assistance and may assume that the system does this automatically.
14. Members’ attention is also drawn to the following recommendation from the Equality Advisory Group contained in the attached draft minutes at Annex B (minute 19 refers):

“That it be recommended to the Executive that the Council compile a comprehensive list of organisations that should be consulted when consultation exercises take place and that all council consultations be made available for organisations and members of the public to complete on the council’s website”.

15. Members of the Equality Advisory Group were concerned that when the Council had carried out consultation exercises, some organisations that could have made a contribution had been omitted. They also suggested that that all council consultations should be available for organisations and members of the public to complete on the Council’s website.

Corporate Priorities

16. The aims in referring these minutes accord with the Council’s corporate values to provide strong leadership in terms of advising these bodies on their direction and any recommendations they wish to make.

Implications

17. There are no known implications in relation to the following in terms of dealing with the specific matter before Members, namely to consider the minutes and determine their response to the advice offered:

- **Financial**
- **Human Resources (HR)**
- **Equalities**
- **Legal**
- **Crime and Disorder**
- **Property**
- **Other**

Risk Management

18. In compliance with the Council's risk management strategy, there are no risks associated with the recommendations of this report.

Recommendations

19. Members are asked to note the minutes attached at Annexes A and B and to decide whether they wish to:
- a. Approve the specific recommendations made by the Local Development Framework Group and the Equality Advisory Group, as set out in paragraphs 6 to 15 above, and/or;
 - b. Respond to any of the advice offered by the Working Groups.

Reason:

To fulfil the requirements of the council's Constitution in relation to the role of Working Groups.

Contact details:

Author:

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Democracy Officer
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Chief Officer Responsible for the report:

Andrew Docherty
Assistant Director Governance and ICT

Report Approved ✓ **Date** 16/3/11

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Annexes

Annex A – Minutes of the LDF Working Group of 14 February 2011.

Annex B – Draft minutes of the meeting of the Equality Advisory Group of 15 February 2011.

Background Papers

Agendas and associated reports for the above meetings (available on the Council's website).

City of York Council

Committee Minutes

MEETING	LOCAL DEVELOPMENT FRAMEWORK WORKING GROUP
DATE	14 FEBRUARY 2011
PRESENT	COUNCILLORS STEVE GALLOWAY (CHAIR), MERRETT (VICE-CHAIR), POTTER, D'AGORNE, AYRE, REID, SIMPSON-LAING AND WATT

33. DECLARATIONS OF INTEREST

At this point in the meeting, Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

Councillor D'Agorne declared a personal non-prejudicial interest as a Council nominee on the York Environment Forum.

Councillor Merrett declared a personal non-prejudicial interest as a Council nominee on the York Environment Forum and as Cycling Champion.

34. MINUTES

At the last meeting, letters had been circulated from Atkins Ltd and Colliers International disputing the designation of the British Sugar Site and the Severus Hill Water Reservoir as Sites of Importance for Nature Conservation (SINC). On 8th February 2011 the SINC panel met to re-consider the SINC designations and subsequently the sites had been re-confirmed as SINC.

RESOLVED: (i) That the minutes of the meeting of the Local Development Framework Working Group held on 10th January 2011 be approved and signed by the Chair as a correct record.

(ii) That it be recommended to the Executive that the two sites be added to the list attached at Appendix 1 of the Biodiversity report as considered at the meeting on 10th January.

REASON: So that the sites identified as SINC's can be used in considering allocations made within the LDF and on any planning applications that may impact upon them.

35. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

36. CITY OF YORK LOCAL DEVELOPMENT FRAMEWORK - CORE STRATEGY SUBMISSION DRAFT.

Members considered a report which outlined the draft Core Strategy Submission document and the associated legal and soundness issues.

The Core Strategy is a written statement of the planning strategy and vision for the City of York, together with strategic policies. All other planning documents produced must fit in with the Core Strategy. At previous working group meetings, Members made key recommendations relating to the Spatial Strategy element of the Core Strategy. The Executive endorsed the recommendations in December 2010 and these are reflected in the Core Strategy document attached at annex a. Officers advised that Annex D, the Heritage topic paper is a new document which takes into account the issues that need to be considered in relation to York's heritage.

Officers requested that Members provide them with recommendations for any changes to the draft document, as well as any editorial and formatting changes. This could also be done after the meeting via email, but being mindful that the report is due at the Executive on March 1st.

The Chair suggested that Members worked through the document section by section and discussions were had on general points throughout the meeting. The following issues were identified as main changes as follows:

Officer Report

Certain Members voiced their disappointment in the report, in particular that it did not reflect that the LDF Working Group had not wanted to follow the Regional Spatial Strategy (RSS).

Core Strategy Submission Draft

Section 1 Background.

- 1.22 - Officers need to check eco-footprint figures as they have reduced since 2006, all sections need to be checked to ensure the figures all match throughout the document.
- 1.23 – strengthen reference to legal requirements, particularly the sentence that refers to 'exceed acceptable levels of air quality' to reflect that we are already exceeding legal limits set by European legislation.
- 1.28 – Certain members queried the average earning figure for York residents as £31k seemed high and suggested that the mean, mode and median figures be checked and included.
-

Section 2 Vision.

- Officers to check that EU legislation on air quality is not being breached and amend as appropriate. Members agreed that it would be better to change the background section rather than the Vision.

Section 4 The Role of York's Green Belt.

- Officers to make it clearer that York has specific characteristics relating to the Green Belt and settlements around the City.

Section 5 York City Centre.

- Discussions were had concerning the Council's policy to provide a City Centre swimming pool. Certain Members felt that reference to a site being required should be made in the Core Strategy. Officers agreed to formulate some general wording without being site specific to reflect that in future a decision would need to be taken on the location of a City Centre swimming pool.
- Policy CS2, item 3, para v – some Members queried the levels of development opportunities available in this area, although others felt there were opportunities were available and therefore this should remain as an area of change.
- Policy CS2, item 3, para vi – Officers to include additional wording from paragraph 5.20 to reflect that civic/open space will also be part of the Castle Piccadilly proposals.
- Policy CS2, item 3, para vi – look at the wording of the Civic Park to ensure that it fully reflects
- Policy CS2, item 4 – add the word 'cycle' to reflect the LDF will support the prioritisation of pedestrian and cycle movement and make reference to secure cycle parking.
- Figure 5.1 and paragraph 5.2 – Micklegate should be added as an area of change.

Section 6 York Northwest Corridor.

- Certain Members pointed out that there is no reference to the desire to have a tram/train system linking the area to the City Centre or the need to link to sites neighbouring British Sugar. Officers agreed to formulate wording to reflect this as an aspiration for York Northwest
- In relation to the British Sugar Site, it should be made clearer that the site is intended to be an EcoDistrict/Settlement.
- Include reference to York Northwest being an exemplary development.
- To include community and education type uses in the targets for York Central.
- Policy CS3, principle ix – strengthen the principle to reflect aims for no/low car policy.
- A third bullet point on page 46 was suggested to refer to 'Leisure' provision at the British Sugar Site and that reference to open space at the site also needs to be included.

Section 8 Housing Growth and Distribution.

- Discussions were had on the level of housing provision.
- Certain members sought clarification from the Council's Legal Officer as to whether the document could be legally challenged on the figures contained within in it relating to housing. The Officer advised that an inquiry could look at how figures had been collected and the figures will need to be robust.
- Members cross reference to Annex C 'Sustainability Appraisal' page 48 and queried the reference to the impact Windfalls would have on the delivery of CS7. It was suggested that the explanation could be made clearer.

Section 9 Aiding Choice in the Housing Market.

- Page 57 – Members queried whether the target on Gypsy and Traveller pitches referred to temporary or permanent pitches. Members suggested that temporary pitches were also needed.
- Paragraph 9.10 - reference to Houses of Multiple Occupation (HMO's) and the impact these have on the level of available family housing and affordability in the private rented sector.
- Paragraph 9.10 on page 60 – wording be altered to state that sometimes or possibly HMO's can contribute to a rise in antisocial behaviour.
- Paragraph 9.11 page 60 – mention that high density housing would be encouraged in certain areas with good access to services.

Section 11 Community Facilities

- Page 67 – in relation to targets, Members queried the figures of 800m from community facilities and a bus route offering a 30 minute frequency. Members felt that the original standards of 400m and 15 minutes should be used instead.
- Page 67 – targets – make reference to community leisure facilities in the last bullet point.
- Page 68 vi – make reference to a City Centre pool..
- Paragraph 11.6 – Members asked Officers to re-word this paragraph to be flexible as the approach may change before enactment.
- Paragraph 11.7 –Certain members queried the reference to extending existing facilities. It was highlighted that this would only be on existing high quality sustainable sites.
- Paragraph 11.7 - Sports facilities should be a priority, information is very specific in requirements, Officers to look at this paragraph again and word in a more general way about meeting needs emerging through the Sport and Active Leisure Strategy.

Section 14 Retail.

- Certain Members referred to Annex B pages 80-81 Preferred Options Consultation Summary, and queried why the Core Strategy is ignoring the information in Annex B.

Section 15 Sustainable Transport

- That officers again note issue of 400m and 15 minutes as mentioned under Section 11 and the tram/train as mentioned under section 6.
- Transformation of bus service as mentioned in LTP3 should be reiterated in this section.
- Officers to look at mentioning CO2 emissions in the targets.
- Strengthen references to softer transport measures emerging through LTP3 such as ticketing.

Section 16 Air Quality.

- Officers to formulate wording to state that the Council will not breach any legal requirements in respect of air quality. The air quality targets are not objectives but legal requirements and the Council needs to be in compliance as soon as practically possible rather than by 2030. It was suggested that the targets could be linked to the Low Emission Strategy.

Section 17 Green Infrastructure.

- Members requested that the targets also referred to achieving the standards set out in the PPG17 Study and increasing the amount of open space provision.

Section 18 Sustainable Design and Construction

- Paragraph 18.6 should be less prescriptive about the range of renewable technologies available in York.
- Page 101 last 3 bullet points, remove the word 'domestic'.
- Members queried the possibility of interim targets in relation to CO2 emissions. Interim targets need to be considered between 2011 and 2016 for domestic and 2019 for non-domestic in relation to the Code for Sustainable Homes and BREEAM.

At the end of the discussions, Councillor Merrett moved the Officer recommendation to approve Option 3. Councillor Potter seconded. When put to the vote, this motion was lost 3 votes (Councillors Merrett, Potter and Simpson Laing) to 5.

The Chair moved Option 1, and on being put to the vote it was resolved that:

RESOLVED: (i) That Members of the LDF Working group recommend that the Executive, subject to amendments proposed by the LDF Working Group, approve the document along with supporting information for public consultation and submission for public examination per paragraph 36 Option 1.

REASON: So that the Local Development Framework Core Strategy can be progressed.

RESOLVED: (ii) That it be delegated to the Director of City Strategy in consultation with the Executive Member and Shadow Executive Member for City Strategy the making of any changes to the draft document that are necessary as a result of the recommendations of the LDF Working Group and non substantial editorial and formatting changes.

REASON: So that the Local Development Core Strategy can be progressed.

RESOLVED: (iii) That it be delegated to the Director of City Strategy in consultation with the Executive Member and Shadow Executive Member for City Strategy the approval of the supporting infrastructure paper (detailed in paragraph 13) to accompany the draft Core Strategy document.

REASON: So that the Local Development Framework Core Strategy can be progressed.

RESOLVED: (iv) That Officers circulate details of the more substantial amendments to Members of the Committee once completed.

REASON: To keep the LDF Working Group informed.

Cllr S F Galloway, Chair

[The meeting started at 4.30 pm and finished at 6.30 pm].

City of York Council

Committee Minutes

Meeting	Equality Advisory Group
Date	15 February 2011
Present	Councillors Ayre (Chair), Aspden, Brooks, Crisp (Vice-Chair) and Gunnell
	Community Representatives:
	David Brown – York Access Group
	Marije Davidson – York Independent Living Network
	Sue Lister – York Older People’s Assembly
	Daryoush Mazloun – York Racial Equality Network
	Claire Newhouse – Higher York
	Simon Rodgers – LGBT Forum
	Diane Roworth – York Independent Living Network
	Maureen Ryan – Valuing People Partnership
	Carolyn Suckling – Access Group
	Fiona Walker – Valuing People Partnership
	Paul Wordsworth – Churches Together in York
Apologies	John Burgess – York Mental Health Forum
	Becca Cooper – York People First
	Lynn Jeffries – York Independent Living Network
	Rita Sanderson – York Racial Equality Network

Welcome and Introductions

The Chair welcomed Marije Davidson from York Independent Living Network to the meeting. Introductions were carried out.

16. Declarations of Interest

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda. None were declared.

17. Minutes

Resolved: That the minutes of the meeting of the group held on 11 November 2010 be approved as a correct record.

A member of the group had expressed concerns about the accessibility of the papers provided for EAG meetings. The Chair sought the group's views on this issue. Members of the group stated that they found the easy read minutes to be very useful and that generally the papers were accessible. Some members stated that they found it difficult when information was presented in table form. Officers stated that if members of the group had difficulties with the information provided, they were welcome to meet with them.

18. Public Participation

It was reported that there had been no registrations to speak under the council's Public Participation Scheme.

19. Responses to Community Issues

Officers responded to the following issues raised by community groups at the last meeting:

(i) Equalities Profiling Form

Copies of the Equalities Profiling Form that had previously been agreed by the Group were tabled. Simon Rodgers reported that the LGBT Forum had discussed the matter further at their last meeting. The LGBT Forum recommended that the following wording be used on the Monitoring Form:

"Which of the following best describes how you think of yourself?

- Bisexual
- Gay Man
- Gay woman/lesbian
- Heterosexual/straight
- Other _____
- Prefer not to say

The Group agreed that the council should be asked to use the wording suggested by the LGBT Forum.

Referring to the section on the form about learning disabilities, Fiona Walker informed the Group that the Partnership Board had agreed wording in respect of dyslexia and learning disabilities. She would forward this

to the Equalities and Inclusion Manager for inclusion on the Equalities Monitoring Form. It was noted that, with effect from April 2011, the form would also need to ask if the person was a carer.

It was suggested that the council needed to consider how the Monitoring Form could be made more accessible so that people could complete the form in confidence without asking for help. It was requested that the font size be increased and that it be made available in different formats on request in order to meet individual needs. It was also important that the form was used across all council services to ensure consistency.

Members of the group stated that more needed to be done to make all council documentation more accessible. It was noted that the council was working towards ensuring that information was provided in size 14 sans serif font. Details were given of the work that the Valuing People Partnership Making Information Accessible cross-sector taskforce was carrying out to encourage the council and other organisations in York to commit to a charter of minimum standards for accessible information.

(ii) Accessible Toilets

Following issues raised at the last meeting regarding the fact that the alarms in the toilets were not linked to a source of help, the Head of Neighbourhood Pride Services was in attendance to discuss the Group's concerns. He informed the Group that other local authorities had been approached to find out what systems they had in place but none had alarms that were linked to a call out system. The ambulance service had stated that they were unwilling for the alarm to be linked into their system because of the possibility of false alarms. Service providers had been approached about possible solutions but a way forward had not been found. Consideration had also been given to linking the alarms to the Eco Depot but this would not resolve the problems, as there could be no guarantee that the person on duty would not have been called out to attend to other issues.

Members of the Group suggested that the alarm be linked to the Warden Call Service who would then be able to contact the emergency services.

The Group reiterated their concerns that the alarms gave a false sense of security. When the alarms were activated a light flashed but members of the public would be unaware that action needed to be taken to obtain assistance. If it was not possible to link the alarm to the Warden Call Service, signs should be placed outside the toilets to advise members of the public of the need to take action to obtain help.

(iii) Green Badge Scheme

The City Centre Manager was in attendance to discuss with the Group, the concerns that had been raised at the last meeting about the Green Badge Scheme. Details were given about the footstreets scheme and leaflets were circulated. The officer explained the application process and the criteria that was used when allocating green badges.

Clarification was sought as to whether there was a threshold regarding the number of green badges that were issued. Officers explained that there were approximately 2000 green badges currently issued and there were around thirty vehicle spaces in the area. Concerns had been expressed that green badge holders had not been able to find a place to park and a decision had therefore been taken to cease to issue green badges. This decision had subsequently been reversed.

Members of the Group stated that they found the green badges to be very useful. Concerns were, however, expressed at the misuse of the blue badge scheme. Officers explained the difficulties faced in enforcement and gave details of the powers of enforcement of the police and the council.

The Group was informed that a review of the footstreets scheme was taking place and the Group's views would be taken on board.

(iv) Consultation

Members of the Group expressed concern that when consultation took place on issues such as footstreets, the council did not consult with all the relevant organisations. They suggested that the council should compile a comprehensive list of relevant consultees and that all council consultations should be available for organisations and members of the public to complete on the council's website. The Group stated that they would welcome the opportunity to have an input when a list of consultees was being compiled.

(v) Access Issues in the Design of Council Buildings

As requested at the previous meeting, officers were in attendance to provide further information as to the arrangements that were in place to ensure that the new council building would be fully accessible.

The Group was informed that the contractors had to comply with a detailed brief that ensured that the building was fully accessible throughout and that it would comply with legislation. The building itself was very complex as it was based on the refurbishment and extension of existing buildings. Floor levels varied so there would have to be some ramps and potentially longer routes for wheelchair users in some areas. There would be three lifts in key locations, accessible toilets and a Changing Places facility.

Members of the group asked if employees with disabilities would only be able to work in certain parts of the building. Officers stated that this was not the case. The council's workforce strategy aimed to encourage more diversity in the workforce.

Officers were asked about the consultation that was taking place with access groups regarding the design of the building. They explained that the developer had been asked to consult with a wide range of groups across the spectrum. The developer also had an access consultant as part of the team. The Group stated that it was important that they were involved as soon as possible. Councillor Gunnell informed the group that the contractors

had attended a ward committee meeting and had stated that members of the public were welcome to visit their offices to discuss any issues they may have. It was noted that the contractors had been due to attend the EIA Fair that had been cancelled. It was agreed that they should be invited to attend the EIA Fair in March¹. In the meantime information would be obtained regarding the timescales for the project to enable more urgent action to be taken if necessary². The group requested that the parts of the design brief for the project that related to accessibility were circulated to them³.

Members of the group made the following points:

- Accessibility was about more than mobility, it was also important that the building was accessible for people with visual or hearing impairments or other disabilities.
- It was important that appropriate signage was in place, including signs in Braille.
- Staff training was essential. Staff needed to be aware of how to use evacuation chairs etc in the case of an emergency.
- As well as access within the building, consideration should also be given as to how accessible the building was for people to get to.

- Resolved: (i) That it be recommended to the Executive that the Equalities Monitoring Form (attached as a minute annex) be adopted for use by all council departments⁴.
- (ii) That it be recommended to the Executive that consideration be given to linking the alarms in the accessible toilets to the Warden Call Service or, if this was not possible, to ensure that signs were placed outside of the toilets to alert members of the public as to the action that they needed to take if the alarm was activated⁵.
- (iii) That it be recommended to the Executive that the council compile a comprehensive list of organisations that

should be consulted when consultation exercises take place and that all council consultations be made available for organisations and members of the public to complete on the council's website⁶.

- (iv) That the contractors for the new council building be invited to attend the next EIA Fair.

Reasons: (i) To ensure that the council is a fair and inclusive service provider and that the information collected is consistent across all council services.

- (ii) To ensure that arrangements are in place to provide assistance for users of accessible toilets in the case of an emergency.

- (iii) To ensure that arrangements are in place to enable effective consultation with voluntary organisations and members of the public.

- (iv) To ensure that the group's expertise is taken on board when ensuring that the new building is accessible.

Action Required

- | | |
|--|----|
| 1. Include on programme for next EIA Fair | EC |
| 2. Timescales for project to be circulated | IA |
| 3. Circulate relevant extracts of design brief | IA |
| 4. Refer to Executive for consideration | JC |
| 5. Refer to Executive for consideration | JC |
| 6. Refer to Executive for consideration | JC |

20. Community Issues

Community representatives were invited to raise further equality and inclusion matters about council policy and services as they affected the groups they represented. The following issues were discussed:

(i) Family Carers and People with Learning Disabilities

Maureen Ryan gave details of forthcoming events including a workshop on Hate Crime that was to be held on 18 February 2011. Although the focus of the workshop would be on disability hate crime, other strands would also be brought in to the discussions.

Marije Davidson informed the group that the Royal Association for Disability Rights (RADAR) was looking at issues as to why disabled people were reluctant to report hate crime.

(ii) Representation on Equality Advisory Group

Sue Lister, referring to the discussions that had taken place at the previous meeting, stated that she had concerns at the decision that community groups would no longer be required to nominate one male representative and one female representative. She stated that it was important that a good gender balance was maintained on the group. Members of the group agreed that it would not be appropriate to implement a quota and that the arrangements that were in place should allow there to be some flexibility when appointments were made. It was agreed that if it became apparent that there was a gender imbalance on the group, the situation would be reviewed.

It was noted that the group's working arrangements were due to be reviewed after May. It was suggested that, at that time, consideration should also be given to ensuring that the group had representation from all the strands, including enabling the views of carers to be heard. It was suggested that the Carers' Centre should receive copies of the group's agendas and minutes and be offered the opportunity to bring issues to the group's attention. This arrangement should also be extended to young carers¹.

(iii) International Women's Week

Information was circulated on events that were planned to take place during the International Women's Week Centenary celebrations from 5 to 12 March 2011. The events included a theatre production entitled "Encounters".

(iv) York Older People's Assembly

Details were given of an auction of 50 promises that was to be held during a fundraising banquet arranged by York Older People's Assembly.

(v) City of Sanctuary

Paul Wordsworth circulated information about the movement for York to become a City of Sanctuary. He explained that the vision was for York to be nationally recognised as a place of physical safety and security, in which people were free to live without fear of hostility, persecution, hatred, oppression or exclusion. The movement was grass roots driven and it was hoped that organisations would support the move. A public meeting would be held in May to provide more information about this initiative. The group would be kept updated on developments. The group expressed their support for this initiative.

Action Required

1. Contact Carers' Centre to ascertain if they wish to be included on EAG circulation list EC

21. EAG Poverty Awareness Raising Project

Discussion took place regarding the poverty project that was being co-ordinated by the LBGT Forum.

Claire Newhouse informed the group that the Students' Forum was willing to be involved in the project but it was important to establish the proposed context and audience for the DVD. She outlined some of the suggestions that the students had put forward. Members of the group suggested that consideration could also be given to a project focussed on young carers, student housing or drugs/alcohol. It was noted that it would be possible to carry the funding forward into the next financial year which would enable more time to consider how best to use the funding.

Resolved: (i) That a working party be established to move the project forward.

- (ii) That the membership of the working party include Claire Newhouse, Fiona Walker and Maureen Ryan (and any other member of the group who wished to contribute).

Reason: To ensure that progress is made in utilising the funding allocated for the poverty awareness-raising project.

22. Library Square Proposals

The group was informed about proposed changes to disabled parking facilities at Library Square. Officers explained that a scheme had been included in this year's capital transport programme to improve the setting and access to the Explore Centre. The Explore Centre was a key facility and was currently used by around half a million people a year. This figure was set to rise to around a million. Unfortunately the environment around the building was very poor and there were concerns regarding safety and access.

Plans of the proposed development were circulated. Officers went through the proposals with the group. They explained that the scheme would include:

- Removal of the ramp and pavements to provide a level access.
- Removal of the disabled parking bays, which were currently substandard, and replacing them with one disabled parking bay with a time limit of one hour.
- Replacing the restricted parking provision in Blake Street and Lendall Street with disabled parking provision. This provision would comply with national standards.
- Improving the crossing points.
- Provision would remain for vehicles to enter the area outside the Explore Centre to drop off or collect passengers.

Officers informed the group that there would be a significant enhancement in overall disabled parking in the vicinity. The Group stated that they welcomed the fact that there would be more disabled parking in the area and that the area around the Explore Centre would be enhanced but they wished the following points to be taken into consideration:

- They were very concerned that there would be only one bay in the immediate vicinity of the Explore Centre. It would be difficult for people with walking disabilities to get from the disabled bays in the surrounding streets to the Explore Centre. They urged that consideration be given to including more than one bay close to the centre.
- The one-hour limit is not sufficient and is against the ethos of the Explore Centre.
- Some people prefer steps to ramps.
- Vast areas of pavement can be difficult for people who are visually impaired.
- The alternative parking provision in Blake Street and Lendall Street should be in place before the work commences at Library Square.
- Many disabilities are not visible and staff need to be more disability aware.
- There also needed to be more parking provision for the Visitor Information Centre.

Members of the Group asked if consideration could be given to changing traffic orders in Duncombe Place. Officers stated that there were no plans to do this under the current scheme.

Clarification was sought as to the arrangements that would be put in place if a member of staff at the Explore Centre required disabled parking provision. Officers stated that arrangements could be made for them to park at the rear of the building.

The officers thanked the Group for their feedback and stated that they would welcome the group's involvement in the work that would be taking place to look at how access in the city centre could be improved.

The Group requested that when presentations were made to them, they were fully accessible, including the use of large font size on plans and documentation.

Resolved: That the views of the group be considered when decisions were taken in respect of the library square proposals.

Reason: As part of the consultation process.

Action Required

1. Ensure the group's views are considered as part of consultation arrangements

GT

23. Pedestrian safety in shared areas

Following concerns raised at the previous meeting, officers gave details about pedestrian safety in respect of Cycling City and the Footstreets Review.

Officers explained that there were currently two areas of shared use – Crichton Avenue and Beckfield Lane. Shared use was only implemented as a last resort. In the case of Beckfield Lane the scheme had been introduced primarily to ensure that children and inexperienced cyclists did not have to cycle on a busy route. The width of the road meant that there was insufficient space to put in place two cycle lanes and hence shared space had been used to provide a safe route for children cycling to Manor School. An equality impact assessment had been carried out.

In the case of Crichton Avenue, the scheme was currently undergoing a six-month pilot which had commenced in mid-February. After mid-July, a decision would be taken by the Executive Member as to whether or not the shared use arrangement should continue on a permanent basis. Representation could also be made at that stage should members of the group so wish. Representation on the shared area pilot can be sent to cycling.city@york.gov.uk

Details were given of the measures that were put in place to improve safety in shared areas, including the use of “hoof prints”. The group requested that they receive a copy of the design standards that were in place.¹

Members of the group expressed concern that the use of shared space was not policed effectively and that such arrangements also encouraged cyclists to use footpaths in areas that were not designated as shared space. Officers explained the role of the Safer Neighbourhoods Team in enforcement. The group expressed concerns that shared areas made some pedestrians feel very vulnerable. It was important that pedestrians were the priority.

Officers stated that a review of footstreets was in its early stages and that this would include consideration of issues including:

- The time periods in which footstreets operated and whether they need to be standardised.
- The green badge scheme.
- Cycling in the city centre.
- Access restrictions.
- Whether footstreets should be extended.

The Group agreed that they would wish to be involved in the consultation that would take place as part of the review of footstreets. They expressed concern that, because of time constraints, it had not been possible to give this item the consideration that they would wish.

- Resolved:
- (i) That a workshop on the review of footstreets be held as part of the EIA Fair that was to be held in March².
 - (ii) That, as part of the consultation on footstreets, a questionnaire be prepared to enable EAG representatives to consult with members of the groups they represent³.

Reason: To ensure that the views and expertise of the EAG were taken into account as part of the review of footstreets.

Action Required

- | | |
|--|----|
| 1. Circulate design standards/guidance | GT |
| 2. Include in programme for EIA Fair | EC |
| 3. Questionnaire to be produced | GT |

24. Equality Advisory Group meeting with City of York Council Corporate Management Team

The group had received a report that summarised the points that had been raised at the meeting between the Equality Advisory Group and the corporate management team that had taken place on 10 December 2010.

Due to time constraints this item was not discussed at the meeting.

25. Council Budget 2011-12 - Equality Impact Assessment and report from meeting on 19 January 2011

The group had received a report that summarised the discussion that had taken place at the recent meeting of the Equality Advisory Group, during which the Group examined growth and savings proposals in the draft council revenue budget for 2011-12.

Due to time constraints this item was not discussed at the meeting.

Councillor N Ayre, Chair

[The meeting started at 6.00 pm and finished at 9.50 pm].



Equality Monitoring Information Confidential

We want to make sure that the council is a fair and inclusive service provider. Your answers to the following questions, will help us make sure that everyone's needs are considered in council policy and practice.

The information you provide is anonymous and will be kept confidential. Only people working for the council will process this information. Thank you for helping us continue to improve our policies and practices.

Your Gender:

Male Female

Prefer not to say

Do you identify yourself as trans?

Yes No

Prefer not to say

Year of Birth:

Prefer not to say

1st Part of your Postcode:

(e.g. YO31 2)

Prefer not to say

Ethnic Origin:

Please choose one section from A-E and then tick the appropriate box to indicate your ethnic background or please tick this box:

Prefer not to say

A. White:

- British
 Irish
 Any other White background
 please specify:

B. Mixed Race:

- White and Black Caribbean
 White and Black African
 White and Asian
 Any other Mixed background
 please specify:

C. Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Any other Mixed background
 please specify:

D. Black or Black British:

- Caribbean
 African
 Any other Mixed background
 please specify:

E. Other Ethnic Groups:

- Gypsy
 Traveller
 Any other background
 please specify:

the appropriate box to describe
your religion or belief:

Which of the following best
describes how you think of
yourself?

- Bisexual
 Gay man
 Gay woman / lesbian
 Heterosexual / straight
 Other _____
 Prefer not to say

Relationship Status:

- Married
 Co-habiting
 Civil Partnership
 Single
 Other
 Prefer not to say

**Do you consider yourself to
be disabled?**

- Yes No

Prefer not to say

If you tick "Yes", please tick as
many boxes as apply:

- Physical impairment**
 (such as using a
wheelchair to get
around and / or
difficulty using arms,
legs etc)

- Sensory
impairment**
 (such as being
blind / having a
serious visual
impairment or
being deaf / having
a serious hearing
impairment)

- Mental health
condition**
 (such as
depression or
bipolar)

- Learning
disability**
 (such as Downs
syndrome or
dyslexia or
cognitive
impairment
- such as autism
or one resulting
from head-injury)

- Long-standing
illness or health
condition**
 (such as cancer,
HIV, diabetes,
chronic heart
disease, or
epilepsy)

Are you a carer?

- Yes
 No
 Prefer not to say

A carer is someone who
looks after old/ill/
frail/disabled family/
partners/friends without
getting paid (except for
Carers Allowance).
Excludes childcare
responsibilities.



Executive

29 March 2011

Report of the Assistant Director of Governance and ICT

Customer Complaints Policy Review – Final Report**Summary**

1. This report presents the final report from the Task Group set up by the Effective Organisation Overview & Scrutiny Committee to carry out a review of Customer Complaints procedures. The report asks the Executive to approve the resulting recommendations. Councillor Firth, Chair of the Task Group, will be attendance to present the report.

Background

2. In coming to a decision to review this topic, the Committee recognised certain key objectives and the following remit was agreed:

3. **Aim**

To inform the design and priorities within the new complaints function in order to ensure its future effectiveness, identifying any revisions required to the Feedback Policy.

Objectives

Having regard to the impact of traffic congestion (based on external evidence and those measures already implemented in LTP1 or proposed in LTP2), recommend and prioritise specific improvements to:

- i. Reduce the number of common or repeat complaints.
- ii. Reduce the number of complaints to the Ombudsman.
- iii. Contribute to possible further efficiency savings
- iv. Improve the customer experience (customer satisfaction to be measured and monitored).

Consultation

4. The Assistant Director Customers & People attended all the meetings of the Task Group to assist them in their work on this review.
5. Also, at a meeting on 8 December 2010, the Task Group met with representatives from Directorates to discuss complaint statistics gathered from each directorate and their current working practices.

Options

6. Having considered the findings contained within the final report the Executive may chose to support all, some or none of the recommendations shown below.

Summary of Recommendations Arising from the Review

7. The Effective Organisation Overview & Committee agreed the following recommendations, as proposed by the Task Group:

Recommendation	Executive Comments
1. To assist the public, the new corporate policy to include: <ul style="list-style-type: none"> • definitions of a service request and a stage 1 complaint • the adult social services and children’s social care services complaints procedures as appendices 	
2. Wording of policy to be revised as follows: <ul style="list-style-type: none"> • at Stage 1 to be revised as per paragraph 10 • at stage 2 to be revised to reflect that a complainant does not have to set out their complaint again at Stage 2, as per paragraph 11 • Removal of wording at Stage 3 – ‘or a member of staff independent of the service acting on the Director’s behalf’ 	
3. In regard to training: <ul style="list-style-type: none"> • Investigate and provide relevant training for the different stages of complaint handling/investigation for key officers within the corporate complaints team • provide Councillors with training in a range of formats to suit their individual needs 	
4. Service requests to be recorded, tracked and monitored by Directorates to allow for early identification of required service improvements, without being fed into the customer complaints data analysis and reports	
5. Provide suitable access to the Complaints Team : <ul style="list-style-type: none"> • Retain dedicated telephone number for social care clients • Provide dedicated email address for team 	
6. In regard to customer feedback: <ul style="list-style-type: none"> • For stage one complaints, no acknowledgement letter is required • All written responses to complaints to be 	

checked and sent out by the central team	
<p>7. In regard to Questionnaires:</p> <ul style="list-style-type: none"> • For stage one, only be sent out to every 20th complainant • For stage two & three complaints, to be sent out with all response letters 	
<p>8. Following the introduction of the new policy, Effective Organisation O & S Committee to:</p> <ul style="list-style-type: none"> • receive 6-monthly monitoring reports on its implementation • be consulted on any future revisions • receive annual report on complaints statistics at the beginning of each municipal year 	

11. As the scrutiny review took place at the same time as the new Customer Complaints Policy was being drafted by officers, many of the changes recommended by the Task Group above, have already been taken on board and any associated changes required to the draft policy were made as part of the process.

Corporate Strategy

12. This review supports the Council's Effective Organisation priority around 'providing what customers want'.

Implications

13. **Financial & HR** - More for York savings are associated with the centralisation of complaints teams. In regard to Recommendation 3, the Task Group recognised that front line staff have a crucial role to play in presenting the face of the authority to the public, particularly when dealing with service users when they have problems. They also play an important part in the early resolution of complaints, to the benefit of service users and the authority and the Task Group agreed it was therefore essential they were appropriately trained in how to:
- properly identify and handle the type of enquiry being received e.g. the type of issues that can be resolved at first point of contact.
 - maintain a corporate record of them using the processes and procedures in place
 - provide appropriate feedback to customers
14. The Task Group agreed that key officers within the new corporate complaints team would benefit from receiving the complaints training offered by the Local Government Ombudsman (LGO). It was noted that they run a range of one-day courses aimed at helping local authorities to improve their responses to complaints. All their courses are presented by experienced investigators who have genuine practical expertise in complaint handling, giving participants the opportunity to practise the skills needed to deal with complaints positively and efficiently. Those key officers could then disseminate the training to others in the complaints team.

15. There will be a financial implication associated with providing this training to key officers. The cost of the LGO courses depends on the number of delegates i.e. courses for up to 15 people - £1,025, Courses for up to 30 - £1,735. If a course was to be shared with other local authorities, the cost per delegate would be £130 (costs correct as of December 2010).
16. **Equalities** All proposals contained in the Customer Strategy have been fully consulted upon and the work is covered by an Equalities Impact Assessment.
17. **Legal** Improvement of complaints handling may contribute to less cases reaching the Ombudsman. Centralisation of Freedom of Information requests will aid compliance with legislation on this matter.
18. **Information Technology (IT)** Resources are committed to providing the technology necessary for the newly centralised team.
19. There are no Crime and Disorder, Property or other implications.

Risk Management

20. Improvement in the management of complaints and resulting service improvement will reduce the risk of negative publicity and the Ombudsman publicly criticising the council for maladministration. Improvement in the processing of Freedom of Information requests will minimise risks of the Information Commissioner imposing large fines on the organisation relating to its use of information.

Recommendations

21. The Executive are recommended to approve the recommendations arising from the Customer Complaints Policy Scrutiny Review.

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Report Approved **Date** 18 March 2011

Specialist Implications Officer(s): N/A

Wards Affected: All

For further information please contact the author of the report

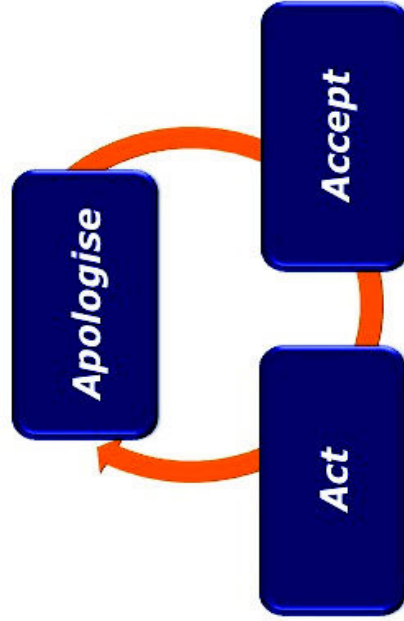
Background Papers: N/A

Annexes: Annex A – Final Report (A5 Booklet Form)

Review of Customer Complaints



COMPLAINTS HANDLING



Overview
& Scrutiny



January
2011

REVIEW OUTCOMES

For each completed scrutiny review, the Overview & Scrutiny Committee produces a final report containing their proposed recommendations for the Executive's consideration.

In most cases, the Executive will approve all of the recommendations made and will instruct officers to proceed with the actions required in order to implement them.

MONITORING APPROVED RECOMMENDATIONS

The Overview & Scrutiny Committee is responsible for monitoring the progress of implementing any approved recommendations.

They receive regular update reports from the Scrutiny Officer, and once they are confident that a recommendation has been fully implemented, they will agree to sign it off.

In addition, each year Scrutiny Services produces an Annual Report which includes an assessment of the successful outcomes from each completed scrutiny review.

Did you know that members of the public can submit topics for possible scrutiny review? - For a full guide to the Overview & Scrutiny function in York, go to:

<http://democracy.york.gov.uk/ecSDDisplay.aspx?NAME=Guide%20to%20Overview%20%26%20Scrutiny%20in%20Y-20Y->



IDENTIFYING BEST PRACTICE

The Task Group received details on the statutory and legislative requirements connected with Adult & Children's Social Care Services Complaints and recognised that many of the feedback requirements, were suitable for use across the council as best practice. The Task Group were pleased to see that many of those methods were already being utilised within other Directorates, and that they had therefore been written into the draft of the new corporate policy.

However, in the case of other types of complaints they deemed that some of the statutory and legislative requirements were excessive. With this in mind, the Task Group agreed that:

- Sending an acknowledgement letter at every stage of the process was excessive.
- It would benefit the council to find acceptable ways to limit the number of questionnaires sent out at stage 1, as the cost of sending one to every complainant would prove excessive.
- For stage 2 & 3 complaints, the council would benefit from receiving feedback so the questionnaire would need to be sent out with all the response letters.
- The specific statutory and legal requirements associated with adult social services and children's social care services complaints, should be included as appendices to the new Corporate Policy to make it clear to the public that the new policy did not cover them.
- It should be acceptable to receive a complaint over the phone as long as the details were read back to the customer to verify the notes taken.
- Equalities questions should not be asked over the phone as they may antagonize an angry customer.
- It was acceptable for a service manager to compile a written response to a complaint but it should be checked and sent out by the central team, in order to ensure the corporate approach is adhered to.

COMMITTEE MEMBERSHIP

The Effective Organisation Overview & Scrutiny Committee is made up of:

- Councillor Paul Healey (Chairperson)
- Councillor David Horton (Vice-Chair)
- Councillor Andy D'Agorne
- Councillor Keith Hyman
- Councillor Ceredig Jamieson-Ball
- Councillor Paul Firth (Task Group Chair)
- Councillor Sonia Crisp (Task Group)
- Councillor Julie Gunnell (Task Group)

The Committee established a Task Group to carry out this review on their behalf. The Task Group was made up the three committee members indicated above.

FOR FURTHER INFORMATION

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ACKNOWLEDGEMENTS

The Committee would like to thank the following for their contribution to this review:

- Pauline Stuchfield, Assistant Director Customers & People
- Andrew Hewison, CYC Business Analyst

Also, the Committee would like to thank those officers from within CYC Directorates who supported their work on this review.

TRAINING FOR COUNCILLORS & OFFICERS

For Councillors, the Task Group agreed full training on the use of the new Complaints IT portal and its full capabilities would be required, and that it may be useful for some Councillors to participate in testing the new system before it goes live.

For front line staff, having recognised that they have a crucial role in presenting the face of the authority to the public, and in the early resolution of complaints, the Task Group agreed it was essential they were appropriately trained in how to:

- a) properly identify and handle the type of enquiry being received e.g. the type of issues that can be resolved at first point of contact.
- b) maintain a corporate record of them using the processes and procedures in place
- c) provide appropriate feedback to customers

Finally, the Task Group agreed that key officers within the new corporate complaints team would benefit from receiving the complaints training offered by the Local Government Ombudsman (LGO). Those key officers could then disseminate the training to others in the complaints team.

COMPLAINTS PROCESS

The Task Group identified a number of changes required to the wording of the policy in relation to stages 1-3 of the complaints process.

They also agreed a complainant should not be required to set out their complaint again at Stage 2 as it may be antagonistic to expect them to do so, having previously provided the information at Stage 1 of the complaints process.

FINDINGS

This section sets out the review's findings.

MANAGING THE RISK OF MALADMINISTRATION

The Task Group recognised that effectively managing complaints, including making any resulting service improvements, would minimise opportunities for public or Ombudsman criticism of the Authority.

Also, improvements in the processing of Freedom of Information requests would minimise the risk of the Information Commissioner imposing large fines on the organisation relating to its use of information.

SERVICE REQUESTS

The Task Group considered the evidence provided by officers handling complaints and recognised that many of those 'complaints' were in fact service requests, and therefore could be dealt with before the official 'stage 1' procedure was instigated. They also recognised that the public would need to understand the difference between a service request and a stage 1 complaint and therefore agreed the new policy should include a clear definition of a service request.

In recognising that service requests would need recording to track reoccurring issues within service areas and to enable service delivery teams to monitor their own performance and identify service improvements, the Task Group agreed they should not be fed into the customer complaints data analysis, but instead they should be recorded under the National Indicator 14 – 'reducing avoidable contact'.

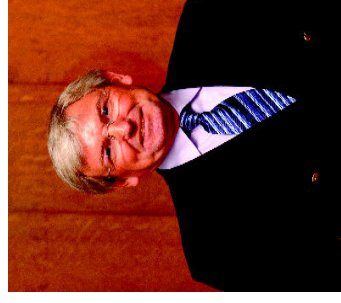
Finally, that the process for escalating a service request to Stage 1 of the complaints procedure should lie in the hands of the complainant who should indicate either verbally to an officer, or in writing, that they are not satisfied with the response to / outcome of their service request.

CHAIR'S FOREWARD

As the processes for handling complaints fall within the remit of the Effective Organisation Overview & Scrutiny Committee, the committee was keen to get involved in the drafting of the council's new Corporate Complaints Policy and formed a Task Group to carry out the review of their behalf.

The Task Group wanted to ensure that national best practice methods had been identified and incorporated into the new policy, and we recognised the opportunity it gave us to bring together officers dealing with complaints/enquiries within each Directorate. The review also highlighted some concerns about resources and provided the opportunity to address those with the relevant officers.

Overall, the Task Group were pleased to find that officers within Directorates were already working in line with national best practice and as a result of our review, we are now confident that the new Corporate Policy will ensure the future robustness of the council's approach.



Councillor Paul Firth
Chair of Task Group



Councillor Paul Healey
Chair of Effective Organisation
Overview & Scrutiny Committee

RECOMMENDATIONS

The Effective Organisation Overview & Scrutiny Committee proposed the following recommendations:

1. To assist the public, the new corporate policy to include:
 - definitions of a service request and a stage 1 complaint;
 - the adult social services and children's social care services complaints procedures as appendices
2. Wording of policy to be revised as follows:
 - at Stage 1 to be revised as per paragraph 10 of full final report
 - at stage 2 to be revised to reflect that a complainant does not have to set out their complaint again at Stage 2 of the complaints process
 - Removal of wording at Stage 3 – '*or a member of staff independent of the service acting on the Director's behalf*'
3. In regard to training (see paragraphs 13-15 of full final report):
 - Investigate and provide relevant training for the different stages of complaint handling/investigation for key officers within the corporate complaints team
 - provide Councillors with training in a range of formats to suit their individual needs
4. Service requests to be recorded, tracked and monitored by Directorates to allow for early identification of required service improvements, without being fed into the customer complaints data analysis and reports

CORPORATE STRATEGY

The review supported the Council's Effective Organisation priority around 'providing what customers want'.

REVIEW METHODOLOGY

The review took place between November 2010 and January 2011.

The Task Group held a number of formal Meetings:

Meeting 1 - To consider the remit for the review and agree a workplan

Meeting 2 - To receive the most recent annual Ombudsman Report, and information on:

- i) national best practice regarding the handling of complaints etc by local authorities;
 - ii) Directorate information on number and type of complaints received since 1 January 2010 including:
 - Complaints from public
 - Councillor requests/inquiries
 - Complaints to Ombudsman
 - FOIs
- To identify relevant consultees

Meeting 3 - To receive interim report

- Consult with relevant parties
- Based on information gathered, identify:
 - i) any possible further efficiency savings
 - ii) further improvements to customer experience

Meeting 4 - To consider and agree the final report and recommendations.

BACKGROUND TO REVIEW

In October 2010, the Effective Organisation Overview & Scrutiny Committee received a presentation on customer services, and ongoing work to develop a new Corporate Customer Feedback Policy.

They recognised that whilst there was a corporate policy, each individual Directorate still maintained their own methods for recording and responding to complaints. Also, that an unknown proportion of complaints were being dealt with as enquiries and therefore falling outside of any formal process.

The Committee questioned whether the new Corporate Customer Feedback Policy and procedures would be fit for purpose and therefore agreed to form a Task Group to carry out a scrutiny review on their behalf to inform its design and priorities., and ensure the new policy's future effectiveness .

REVIEW OBJECTIVES

Aim

The Effective Organisation Overview & Scrutiny Committee agreed the following aim and objectives for the review:

‘To inform the design and priorities within the new complaints function in order to ensure its future effectiveness, identifying any revisions required to the Feedback Policy’

Objectives

- i. Reduce the number of common or repeat complaints.
- ii. Reduce the number of complaints to the Ombudsman.
- iii. Contribute to possible further efficiency savings
- iv. Improve the customer experience (customer satisfaction to be measured and monitored).

5. Provide suitable access to the Complaints Team
 - Retain dedicated telephone number for social care clients
 - Provide dedicated email address for team
6. In regard to customer feedback:
 - For stage one complaints, no acknowledgement letter is required
 - All written responses to complaints to be checked and sent out by the central team
7. In regard to Questionnaires:
 - Only be sent out to every 20th complainant at stage one
 - For stage two & three complaints, to be sent out with all response letters
8. Following the introduction of the new policy, Effective Organisation O & S Committee to:
 - receive 6-monthly monitoring reports on its implementation
 - be consulted on any future revisions
 - receive annual report on complaints statistics at the beginning of each municipal year

The full final report together with all agendas, reports and minutes relating to the review, can be viewed online at:

<http://democracy.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13030&path=13028,13029>

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Executive**29 March 2011**

Report of the Director of City Strategy

CYCLING CITY PROGRAMME - PROGRESS REPORT 5**Summary**

1. This is the fifth and final report to update Members on the progress of the Cycling City York (CCY) Programme, highlighting works and achievements in the programme throughout its lifetime and initial conclusions.

Background

2. The overall aim of the programme is to encourage more people to cycle. The funding of £3.68m from Cycling England (CE) is match-funded by City of York Council (CYC) and this is broken down into two main streams of work, capital and revenue.

Strategy

3. The programme is drawing to a close now with the completion of what it was conceived to do plus more besides. This has included new types of infrastructure, guidance and services, all with the aim to encourage more people to cycle more safely and help redress the balance for cycle users in York, becoming more in line with the DfT road transport hierarchy that this Council has signed up to.
4. While CCY has had targets within it, it has been made clear that this is an outcome driven programme providing the infrastructure, improvements, opportunities and messages to encourage modal shift and better inform and educate people into influencing their travel behaviour onto the bicycle. Given the size and topography of York, this makes it the most favoured and best form of transport to get around, especially during the peak periods.
5. The above aims together with the aim to communicate and gain the acceptance that cycling is inclusive to everyone has been seen and communicated back to CCY with the 'bikes not barriers' scheme for example. This was where we worked, in partnership with Get Cycling (a York-based cycle event firm), to show that people with mental and/or physical disabilities can cycle, and this has provided the ways and means for them to do so.

6. The rest of this report now looks back on the main achievements, successes and lessons learned from CCY, with initial consultations being drawn where possible given the Cycling England statements - that initial results will be available or conclusive until at least 2012 to allow time for the number of increases in cycling to be sustainable.

Update on the programme and key conclusions

The last 6 months

Programme updates

7. The final 6 month period since the last report in September 2010, has been one of further assessments in the capital and revenue programme areas to make sure this final push not only delivers what we have left to do but focuses on what we can do to launch 2011 on as the fairer weather approaches and this programme draws to an end.
8. This has been essential given the unknown future of what lies ahead after this programme given the necessary savings the Council and Central Government have had to make. So keeping the momentum going is critical to the work to continue to see further increases in people choosing to get out of their cars for these local journeys where possible.
9. The following highlights some of the works that will help to do this as well as concluding thoughts for each project area over the life of CCY.

Revenue

Marketing, Communications and Events

10. Within this area as well as the many media releases going out, we have been focusing on tools to be launched for this year as the spring approaches, which are the latest version of the cycle route map and a cycle journey planner. Both these tools will allow everyone that hasn't cycled yet to make a better informed choice and overcome one of the main barriers that are lack of awareness of how easy and quicker it is to get to local destinations by cycling.
11. The cycle journey planner appears on the CCY website and the map, once completed, will be sent to all households within York as well as available at Council offices, libraries and electronically.
12. Concluding thoughts for the project area have shown that marketing and communications are essential to any travel behaviour programme and this we feel has significantly helped to overcome some of the barriers identified back in the 2008 city-wide CCY survey, which was the lack of awareness of 'where is my nearest cycle route?' and 'where does it go?', 'why should I cycle?' and the perceived dangers of cycling on the roads.

13. With the various adverting campaigns, the volume of media releases, events to engage, successful branding with the public (where the CCY logo and name are known by everyone in York) and countless meetings with stakeholder groups and media interviews. These have all helped to allow an observed significant shift and acceptance, by many, of the benefits of cycling that has all helped lead to an embracing of cycling being more socially acceptable and to an increasing cultural change of the cycle (as we see in many other European towns and cities). Much of this can be seen in the many thousands of feedback forms we have received through the many events, rides and courses we have delivered. So if any future works are to progress by the Council in transport behavioural change then this must be a key part of it to be successful.

Schools Group

14. Given the winter period and the disruptions from the weather, we had to cancel the winter cycling Santa family event. However as will be reported in the monitoring section of this report, the figures we have been getting back in from the schools have not been conclusive and contradictory to our engagements works with them which include events and cycle infrastructure installations such as cycle parking. Given this we have been looking into how we can gain a better and more conclusive understanding of cycling levels in schools, where the census and hands up surveys done by the schools have been very mixed. As a result we will be providing an online tool where schools will be able to enter monthly cycle shed counts and any notes to explain any abnormal levels of cycle parking such as school fields trips that may mean less cycles parked than normal. To start this work off and to begin to build a better picture, cycle trainers have been used to gain cycle shed counts over the last three months. Hopefully when schools take this over in the next couple of months, in a year or so we will have better data.
15. Additionally data from cycle training numbers has shown an increase in Bikeability level 3 over the last three years, mainly due to help to subsidise the level 3 places, based on feedback from pupils and parents. So we hope this will help reinforce the value of level 3 training after this programme and its funding is complete.
16. Concluding thoughts for this project area have shown that schools have been a key focus area to concentrate efforts, as well as the workplaces, with the additionality that we are effecting and influencing the next generation to accept cycling as the norm for local journeys and demonstrate greater awareness of safety and respect towards others. Specifically we have found the inter-school competitions and direct marketing and communications such as assemblies and bringing in tried and tested engagement works that fit into the education curriculum are key to seeking that buy-in from pupils as well as staff and result in a positive effect on the family of the pupil as a whole.

17. A key examples has been the work of the school travel planners in helping all schools to develop and implement their school travel plans, the Sustrans Bike It project and virtual cycle races. While some schools have been very slow to take up their travel planning, working with CCY and the Council to help influence pupils' travel behaviour and address the problems of the school run, these races show what can be achieved. A conclusive 395% increase was gained from most of the primary schools which signed up to the End-to-End event in April.
18. As we can see during the school holidays the traffic levels in York drop substantially so this area is key to addressing the problems of the school run in providing suitable alternatives to the car for these local journeys. This will help to reduce the significant environmental problems we see and the safety issues outside of schools with cars caused by the school run and promote that this is everyone's problem and hopefully see a change, with the school and Councils help.
19. Any future works taking forward behavioural change needs especially to build upon and take forward the implementation of school travel plans to effect both current and future travel behaviour, communicating the benefits for the individual/family and further.

Participation Initiatives

20. The participation has been the main project area providing the opportunities for people to try cycling, whether through guided rides, the health initiatives, Dalby Forrest runs and looking at this sustainably in providing courses on cycle maintenance. This has helped many hundreds of people become more aware of the benefits of cycling, the routes around York and how to look after their bikes.
21. Concluding thoughts for the project area have shown that with the momentum that CCY has created, any future programme could be able to charge for these types of services as this has been researched from feedback we have asked for making elements of this project area sustainable. Whilst not a key area if spending is tight, the promotion of the health benefits of cycling, as well as sustainable transport generally, means this type of work should continue to better allow the social acceptance of cycling and provide the opportunities to experience the benefits of cycling by all. Furthermore given the evidence of the waiting lists we have for some of these events including cycle maintenance the demand is high for this to continue.

Work place initiatives

22. As mentioned in the schools group section the workplace has been one of the two key focus areas for CCY to work with, where working with some of the largest employers in York has helped to see significant growth in cycle usage levels ranging from Nestle UK achieving a 15%+ increase in employees cycling to work over 2009, through to 34%+ at York University.

23. Given these initial figures and further reports coming in of further increases, such as Nestle at least doubling its cycle parking, this remains a key focus to take forward for the future, in addition to the popular and successful York Press Business Awards – Sustainable Transport Award, the winners in 2010 being the Shepherd Group.
24. The importance of businesses in York to help influence their staffs' travel behaviour is key and where there is one last push before this programme comes to an end. This has culminated in the York Cycle Challenge aimed at all organisations in York to reach at least 100 businesses, with many major names already being signed up at the time of writing this report.
25. This will create many new inroads into organisations around York helping any further Council initiatives to better engage and work with these to promote and help see further increases in modal shift to sustainable transport.
26. Concluding thoughts for the project area are similar to the schools concluding remarks but with the added help of senior staff/employers who have significant weight and influence to encourage modal shift with their staff, can and has produced significant results. This buy-in is critical if York is to become a better place to live and do business in, addressing the economic and environmental issues we all face. By working with employers to help meet their own economic aims, carbon and corporate social responsibilities policies, this can only be a positive contribution to what the Council aims to meet for York as a whole.

Other initiatives

27. While there have been many other initiatives outside of what was initially agreed for CCY with DfT it is worth noting that the engagement CCY has had with the Safer Partnerships team and NY Police has been very positive seeing the Police pro-actively taking forward the security of cycle crime and enforcement action, promoting better cycling road behaviour. Indeed while crime figures are high compared to other cities in the UK comparable with York (such as Oxford and Cambridge), we have about 10% fewer figures and in some cases they have found that they are doing more compared to all other Police authorities outside of the Metropolitan Police. Additionally we have placed a number of new Red Web signs around cycle parking areas and further expanding the 'how to lock you bike up' signs around the rest of the city and the number of bikes tagged through Operation Spoke is now over 8000. To help illustrate the drop in cycle theft the graph below

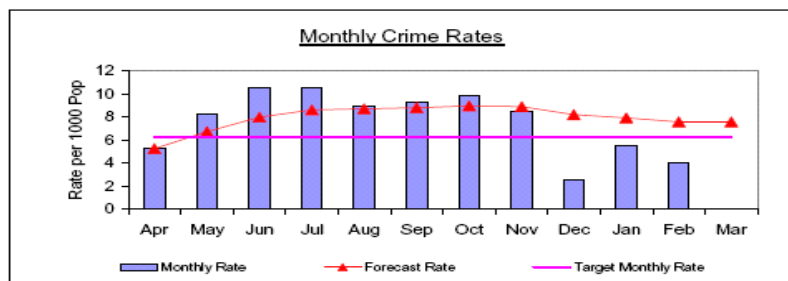
BCS Comparator Statistics 2010-11

Data Source: NYP

York CDRP - Theft or unauthorised taking of a Cycle 2010-2011

Totals

Target	1152
Forecast	1385
Cumulative	1270



shows the actual cycle theft figures compared with the forecast rate.

28. One concluding thought is that any similar programmes to CCY needs to be well rounded and makes sure that any one aim does not impact negatively on other initiatives, in this case not just encouraging more people to cycle but to do so safely and securely.

Capital

29. Outside of the CCY programme, the Bike Rescue Secure Cycle Hub was launched early in the New Year by the Chair of Cycling England. Despite the adverse weather there has been a steady uptake by customers for parking (given the winter period) including an organisation that has booked 10 places over this year, which will help with part of the sustainability of the hub income for this service. This additionality allows Bike Rescue to better promote and launch a number of initiatives supporting cycling such as maintenance workshops, Operation Spoke, locker and changing facilities in the city centre and so forth. A number of positive comments have also been given to Bike Rescue around cycling in general where they have seen many people coming into the Hub Station, partly due to its location, buying bikes and saying they are returning to cycling after many years. This is down to a number of reasons but economic appears to be the main factor.
30. The long awaited railway station access schemes have suffered some delays due to various reasons (including some signal cabling realignment) as may be expected from a scheme such as this involving the railway, however legal agreement and tenders have been signed and agreed for this East Coast led scheme and they still report that both access routes will be on the ground by the summer. While the delays are disappointing the commitments and agreements in place can only result in these being delivered so assurances can be taken from this.
31. As will have been reported in the Capital Programme update report from City Strategy, all Council/CCY led capital schemes are on track to be completed by the end of this financial year including the Orbital Cycle Route.
32. Officers have been (and continue to be) working in partnership with Sustrans to identify and remove/alter barriers on cycle paths that are making it difficult for cycles with trailers or other larger cycles, such as hand-cranked cycles, to access these routes. Some of these can now be seen including the riverside route near Clifton bridge and the race-course to name but a few areas as well as implementation of cycle infrastructure improvements taken from the cycle infrastructure audit. These both will be ongoing pieces of work funded through the LTP contributions and help continue the momentum CCY has helped bring about.
33. Concluding thoughts for the various capital schemes CCY/Council has delivered have resulted in many improvements that can be seen on the illustrative map at Annex A. However a number of lessons have been learned about these type of singular focused schemes, which includes: -

- Seeing what other benefits can be brought for other modes of transport including walking at the design stage of schemes
 - Very clearly justifying any loss in capacity towards other modes of transport but to aim to make any loss in capacity a very much last resort.
 - Clear and focused communications and promotion of a scheme to make sure the full benefits are understood by all those a scheme may affect.
34. One example of this is the Blossom Street works where capacity hasn't been adversely affected but the scheme still benefits cyclists. It deals with a conflict point between Queens Street and Nunnery Lane with an advanced green filter-light for cyclists and a new pedestrian crossing spanning Blossom Street. Especially important given it is a main route for school children to and from All Saints School.

Main conclusions

35. The CCY programme has demonstrated, in all fairness, a successful approach to influencing behavioural change to sustainable forms of transport. The forthcoming Central Government approach is welcomed – by having a wider focus on all forms of sustainable transport measures for any future behavioural change programmes and projects. As in some cases and with some feedback we have seen CCY has possibly alienated other forms of transport such as walking and bus. Given the remit Central Government gave us this was likely to be inevitable by CCY and Officers who have tried to take all of the above lessons and many others into account to seek to minimise any possible negative impacts on these other forms of transport. Examples of which are mentioned above. So any future programmes or initiatives the Council has should bear this in mind.
36. Additionally another key lesson learned is the structure of these types of initiatives or programmes. In that the revenue initiatives are far more effective and less costly than just capital schemes but if supported by capital schemes and a clear marketing and communications approach – the results can be significant. In other words “gone are the days of if you build it they will come” is a term from CCY now coined by Cycling England.
37. These conclusions will form part of the wider report to DfT from Cycling England. Programmes like this, building upon the initial Cycling Towns findings (as well as Sustainable Towns projects) show that a resource heavy, consistent and long-term approach is needed to see and sustain significant results in modal shift. While the Council has to go through these times of financial savings, the DfT are seeking further focus and financial funding from Local Authorities for these types of initiatives and programmes after the LSTF (Local Sustainable Transport Fund) initiative is concluded in 2015. If the Council is successful in its LSTF bid the additional momentum and wider focus should mean that cost effective revenue funded projects will be able to continue after this period with the significant results we are seeing

but perhaps with less funding needed. This would be achieved by building upon the current and LSTF funding works albeit with fewer resources, a smaller staffing and capital budget (excluding some of the needed major schemes such as Access York and other works to demand manage congestion and capacity improvements).

Consultation Process

38. Cycle infrastructure scheme proposals follow a consultation process with local councillors and residents in the locality of the individual schemes. As part of this process consultation with stakeholders and partners is ongoing throughout the delivery of the programme, both on individual capital schemes and revenue initiatives. A key part of this is to seek feedback regarding CCY projects (which include Officers and stakeholders), helping to steer and guide CCY and Council works based on feedback and consultation results.
39. An Equality Impact Assessment (EIA) on the whole Cycling City programme is in place and undergoing an audit process to make sure this is an integral part of this and similar Council initiatives and to implement any lessons learned.

Evaluation and Monitoring

40. The Council and CCY programme had an action to survey the city, which has been completed. Annex C includes a summary of the findings along with more detailed analysis in annex D. However the report author for the survey will be at the meeting to give a summary and help answer any questions.
41. The monitoring project has had approximately 45 ACCs (Automatic Cycle counters) in place for over a year now. A verbal report will be given at the Executive meeting but an initial summary, Annex B, will be distributed later before the meeting, due to when the data becomes available and can be analysed. Again a caveat is that the main findings will be published by DfT in the main cycling cities and towns report due in December 2011.
42. Given the initial results of overall cycle levels being just under 15% from only the original three ACCs, and based on the last Executive verbal report given in September, the programme appears to have exceeded two out of its three targets. As mentioned in the schools group section, the results for schools are less conclusive and contradictory to the findings CCY and Cycling England have seen compared to the schools mixed response from the annual school census done during January (which given the time of year does not help to provide an accurate picture across the whole of the year). Given this, Officers/cycle trainers are now taking cycle shed counts and seeking buy-in from the schools to do these every month.
43. Based on initial household survey results commissioned by Cycling England, calculations show that over a 40% increase in kids cycling to school during 2009 was being achieved and again tied in with the virtual

school cycle races in 2010, which produced 395% increase in combined cycle levels from participating primary schools (about half of the total in York) may allow one to conclude we have seen a significant increase in cycling to school but this above work and Cycling England report in December should help to draw some conclusions.

Corporate Objectives

44. The programme contributes to a number of Corporate Priorities:

Sustainable city - There is considerable scope for encouraging a shift from car use to cycle use for people throughout the city,

Inclusive city - These proposals would help cater for all types of cycles and cyclists as they focus on children and a number of hard to reach groups as well as providing general improvements in cycling facilities, and

Healthy city - The scheme will encourage more people to cycle with the added benefits of improved health. Cycling is also an ideal mode of transport for people on low incomes whose health may be poorer.

45. Local Transport Plan (LTP): The programme has already contributed to several of the aims of the LTP and continues to work the LTP, LDF and City Centre Area Action Plan (CCAAP) teams to influence this strategies and documents, including the inclusion of a trialling of city centre cycling. This work as also been looking into the future of the CCY programme with a view to consulting on the development of a sustainable travel team. Aims in discussion include:

- To reduce the need to travel, especially by car, and to encourage essential journeys by more sustainable modes;
- To improve economic performance in a sustainable manner;
- To reduce the level of actual and perceived safety problems;
- To enhance opportunities for all community Members, including disadvantaged groups, to play an active part in society;
- To improve the health of those who live, work in, or visit, York;
- To reduce the impact of traffic and travel on the environment, including air quality, noise and the use of non-renewable resources.

Implications

46. **Financial** – The CE grant has to be match funded by contributions from the Council, developers and stakeholders. The grant cannot be carried forward beyond the life of this programme, any under spend would be reallocated to another cycling town programme and will be lost from the Cycling City York programme.

47. **Human Resources (HR)** - The additional posts of Programme Manager, Transport Planner and Events and Marketing Officer have been created and funded from within the Cycling City budget.
48. **Equalities** – The programme will deliver a range of improvements to facilities and training. These will provide residents and visitors to York with travel options to reach key services around the city as a result of improved infrastructure improvements and marketing materials. Other initiatives will reduce social exclusion by improving access to cycles for those who can't afford them. The EIA has also highlighted areas of the programme that require further consideration such as the impact of shared use facilities may have on older or partially sighted pedestrians. Officers are continuing to work with stakeholders and the Equalities Team to fully understand the issues and impacts and complete the EIA.
49. **Legal** – The grant from the DfT is made under Section 31 of the Local Government Act 2003 and the Council has entered into a funding arrangement with the DfT in order to be able to access the grant.
50. **Property** – The conversion of the Lendal Hub Station, which is owned by the CYC will enhance the usefulness of the building and increase the overall value of the property portfolio. The Council's property team is managing the hub station project. The building remains the property of the council although Bike Rescue is delivering the project.
51. **Crime and Disorder** – The provision of better cycle parking, together with the secure manned Hub station facility should reduce the level of cycle theft in York. The ongoing partnership working with the Safer York Partnership has seen a reduction in cycle thefts over the last 2-3 years of approximately 50%. The Safer York Partnership has installed signs on all city centre cycle parking stands to better inform the public how to lock up their cycle. It is hoped this will better inform cyclists and deter thieves.

Risk Management

52. The main risks associated with the programme are connected with non-delivery of future levels of cycling (strategic). This is a high profile programme both locally and nationally and it is aimed at not only increasing the size of the dedicated cycle network, but also altering the provision of road space in favour of cyclists at a number of locations. Failure to achieve targets will mean that CE may be guarded in future about further investment, and the funding body behind CE, the Department for Transport, could lose confidence in the ability of the authority to deliver the objectives and targets.
53. The risk of this programme failing is growing increasingly less likely, and measured in terms of impact and likelihood, the risk score for the recommendation remains less than 16. At this point, therefore, the risks need only to be monitored, as they do not provide a real threat to the achievement of the objectives of this programme.

Recommendations

54. The Executive is asked to:

Note the progress made on the Cycling City York programme and continue supporting the programme's aims and achievements.

Contact Details

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Report Approved Date

Specialist Implications Officer(s)

Financial

Patrick Looker
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Wards Affected: all

All

For further information please contact the author of the report

Annexes included: -

Annex A – Illustrative map of delivered cycle infrastructure delivered across York













Annex B – Monitoring summary report of cycling levels in City of York (*to be distributed and tabled later*)

Annex C – Cycling City survey 2011 – summary of findings

Annex D – Cycling City survey results and analysis

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- A - Millfield Lane / Beckfield Lane
- B - Acomb Improvements
- C - Water End
- D - Kingsway North / Crichton Avenue
- E - Wiggington Road / Hospital
- F - Gillygate
- G - Rail Station Access
- H - Blossom Street
- I - Cycle Hub Station
- J - James Street / Hull Road
- K - Fulford Road
- L - Moor Lane Bridge

-  Completed Cycle City Scheme
-  Orbital Cycle Route
-  Retail Site
-  Local Shopping Centre
-  School (primary and secondary)
-  Further Education Site
-  University of York Camp
-  Cycle Route
-  City Centre Area (employment and retail)
-  Employment Site
-  Potential Bike and Ride Site
-  Existing Bike and Ride Site

Cycle City Completed Schemes
2008-2011

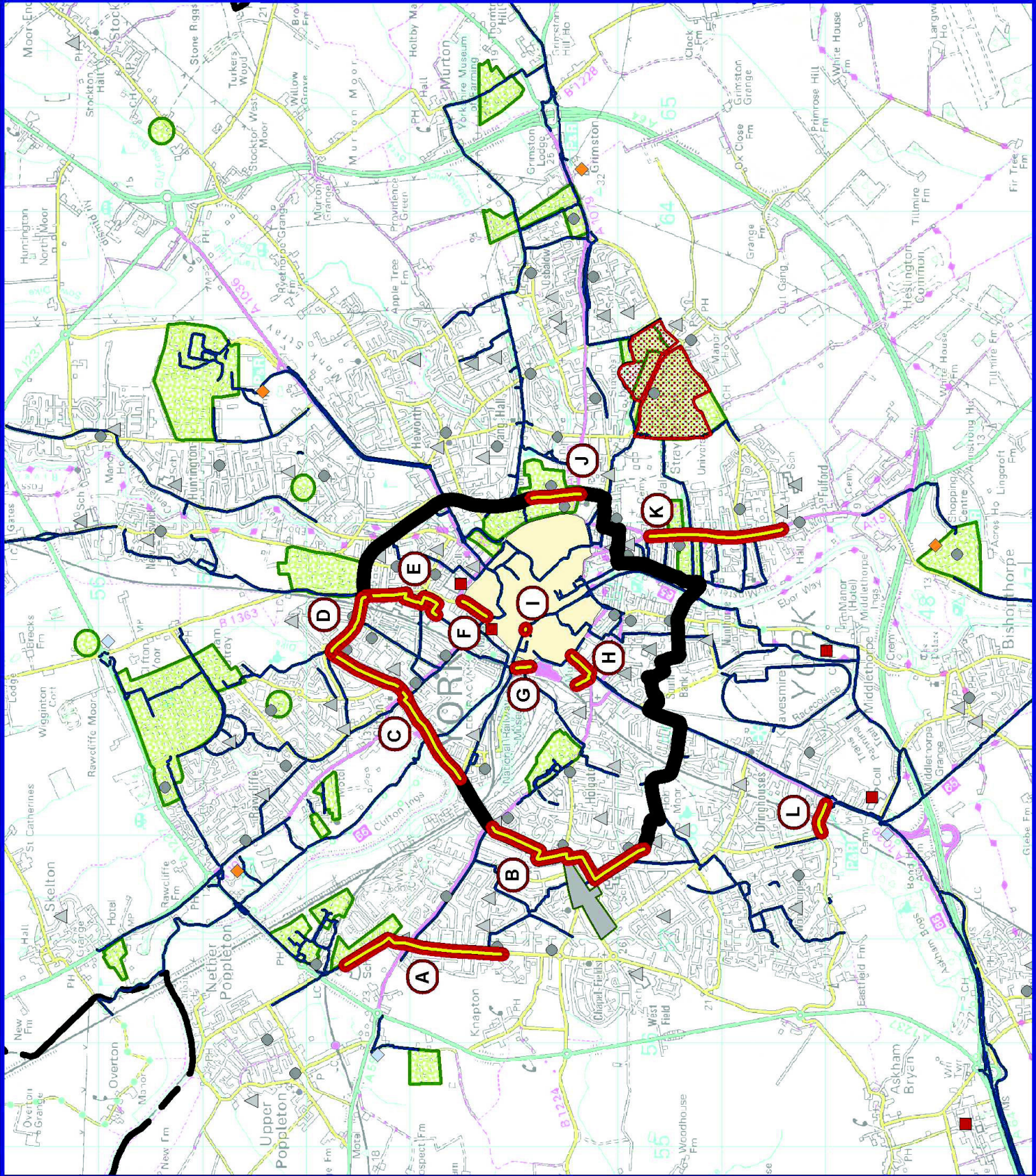


NTS



Produced by Tom Horner

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Annex B

Key York cycling statistics results from 2010:

- Overall cycling levels are up on a baseline year of 2008 by between +10% and +16%.
- A larger percentage increase is generally seen on the on-road sites +15% (figures 1 and 2) compared to off road +10% (figure 3).
- Limited surveys of bridges have shown a +16% increase with Millennium Bridge being the busiest river crossing (table 2).
- There is only limited data (2 years) available for the more minor off road routes including a cordon based around Clifton Moor. These show a small decrease of -1% in cycling numbers 2009 to 2010 (figure 4).
- Some 80% of commuting cycling trips make use of on road facilities, 20% use the off road (mainly riverside) routes to access the city centre.
- Blossom Street is the busiest on-road radial cycle route (1775, 12-hour two way flow) followed by Bootham (1550, 12-hour 2 way flows) (table 1).
- Tuesdays and Wednesdays are the busiest cycling days whereas Sunday is the quietest (table 3).
- Hob Moor and Cinder Lane show high levels of cycling during peak periods, 70% of trips during the peak, 30% off peak. In comparison Naburn Bridge has a more even split with 53% during peak 47% off peak - more leisure cycling (table 4).
- The more commuter based routes show a much larger percentage of cycle trips on weekdays, compared to more leisure cycling routes showing a sway towards weekend based trips (table 5).
- During 2010, 83% of weekdays were effectively 'dry' during the morning peak. 2010 was an exceptionally cold year, particularly during the winter months.
- Cycling levels show a reduction of approximately -20% on wet days with longer distance (leisure) routes far more affected than commuting routes (table 6).
- September, June and July are the busiest cycling months (up to 40% above the annual average), whereas December and January are the quietest. December 2010 showed an 80% reduction in measured cycle flows. This was due to a combination of snow and ice in the early part of the month, followed by the Christmas holiday period in the latter. Based on cycle flows from all year round (not including weekends and bank holidays), it is clear to see the influence that school holidays and seasonal weather patterns in particular have on cycle trips (figure 5).

Figure 1

**Change of cycle flow detected on all on-road radial routes
(2008 baseline)**

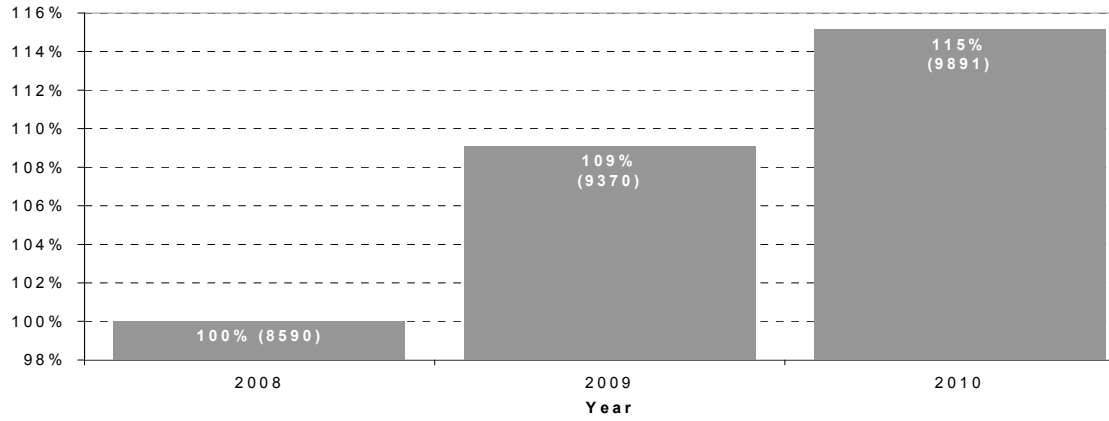


Figure 2

**Change of cycle flow detected on bridge routes
(2006 baseline)**

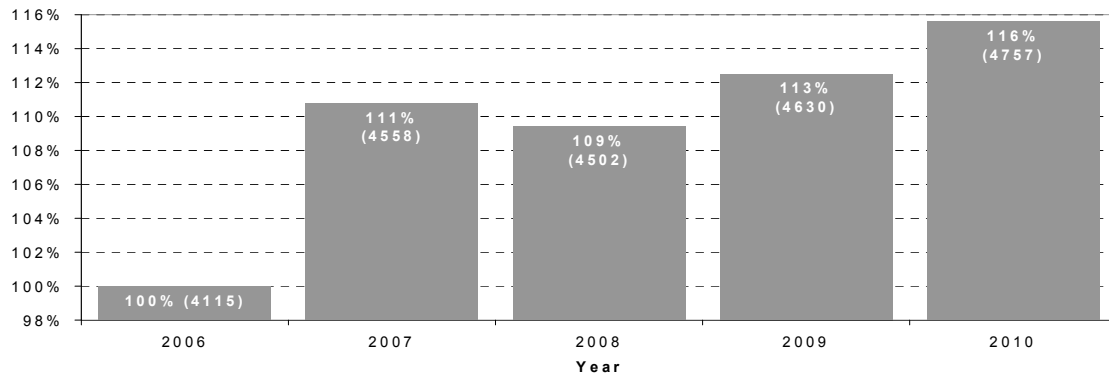


Figure 3

**Change of cycle flow detected on main off-road routes
(2008 baseline)**

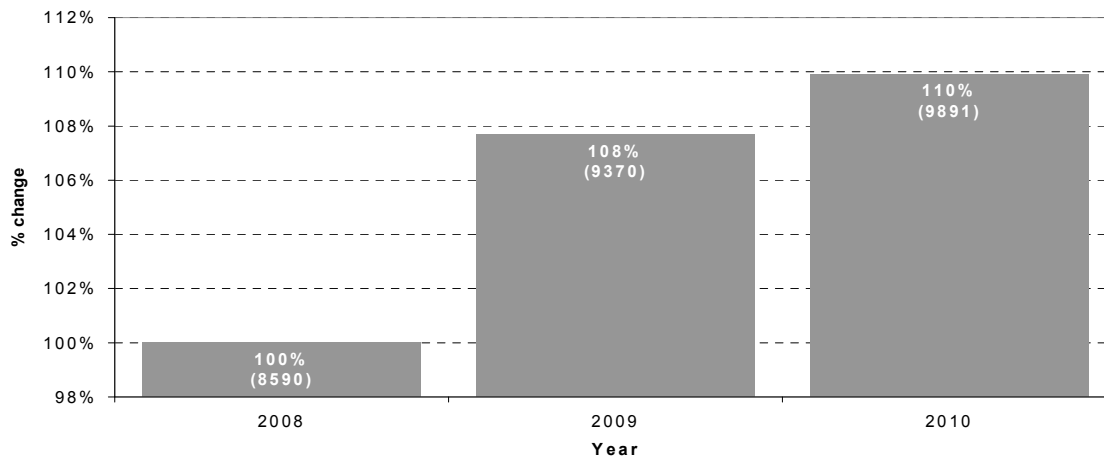


Figure 4

**Change of cycle flow detected on minor off-road radial routes
(2009 baseline)**

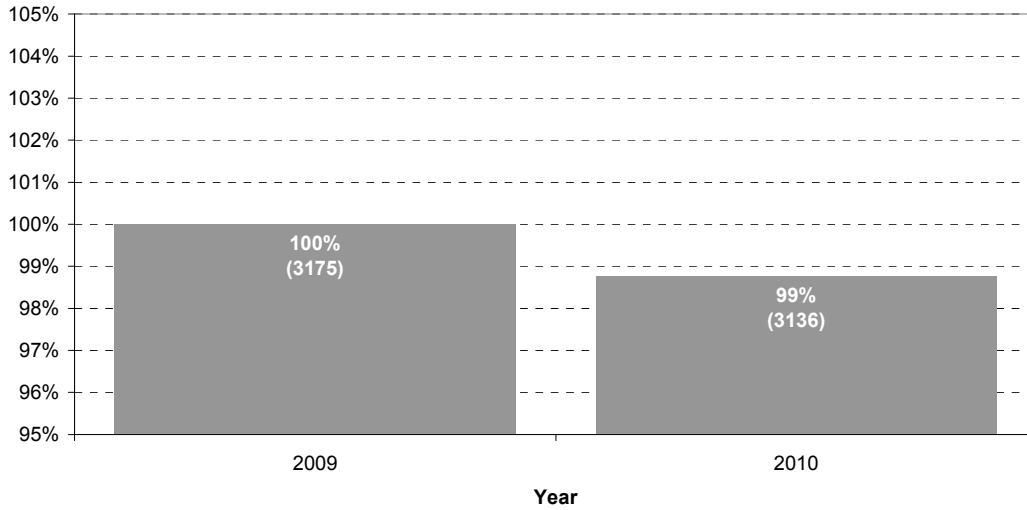


Figure 5

**2010 AM peak cycling profile based on average flow throughout the year
(based on 2 high usage off-road sites)**

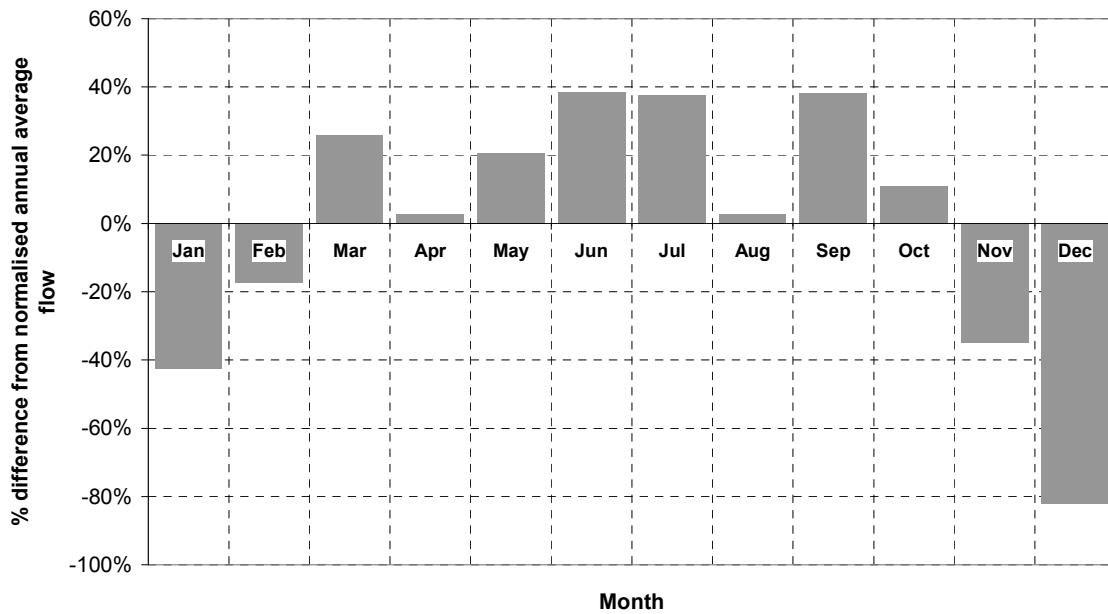


Table 1 – Cycle flow detected on on-road radial

On-road radial	12-hr weekday, 2-way cycle flow
Blossom Street	1775
Bootham	1550
Heworth Green	1000
Lawrence Street	975
Fulford Road	950
Clarence Street	900
Layerthorpe	850
Huntington Road	825
Bishopthorpe Road	525
Heslington Road	400
Leeman Road	150
Total	9900

Table 2 – Cycle flow detected on bridges

Bridge	12-hr weekday, 2-way cycle flow
Millennium Bridge (cyclist & pedestrian only)	1800
Lendal Bridge	1650
Ouse Bridge	1550
Clifton Bridge	950
Skeldergate Bridge	800
Scarborough Bridge (cyclist & pedestrian only)	500
A1237 Bridge	325
Naburn Bridge (cyclist & pedestrian only)	150
Total	7725

Table 3 – Difference in cycle flow compared to the average weekday flow

Day	% difference from 12-hr weekday average, 2-way cycle flow
Wednesday	+4%
Tuesday	+4%
Thursday	+2%
Monday	-3%
Friday	-7%
Saturday	-33%
Sunday	-44%

Table 4 – Cycle flow by route split between peak and off-peak times

Cycle Route	Peak trips	Off-peak trips
Hob Moor	72%	28%
Cinder Lane	71%	29%
Terry Avenue	66%	34%
Rawcliffe Ings	63%	37%
Naburn Bridge	53%	47%

Table 5 – Cycle flow by route split between weekdays and weekends

Cycle Route	Route type	Weekdays	Weekends
Hob Moor	Commuter	67%	33%
Cinder Lane	Commuter	70%	30%
Terry Avenue	Commuter/Sustrans Route 65	64%	36%
Rawcliffe Ings	Sustrans Route 65	48%	52%
Naburn Bridge	Sustrans Route 65	38%	62%

Table 6 – Decreases in cycle flow detected during periods of wet weather

Cycle Route	Route type	Trip decrease on wet days
Hob Moor	Commuter	-9%
Cinder Lane	Commuter	-14%
Terry Avenue	Commuter/Sustrans Route 65	-23%
Rawcliffe Ings	Sustrans Route 65	-40%
Naburn Bridge	Sustrans Route 65	-43%

How is cycling monitored in York?

York has a network of automatic cycle monitoring detectors installed on its major off-road cycle links. These continuously monitor cycle numbers and there is data going back a number of years.

As part of the Cycling City project this automatic network was extended to include some shared use links such as Malton Road, some of the lesser used links round Clifton Moor and some rural links such as Naburn Bridge on the Sustrans Network.

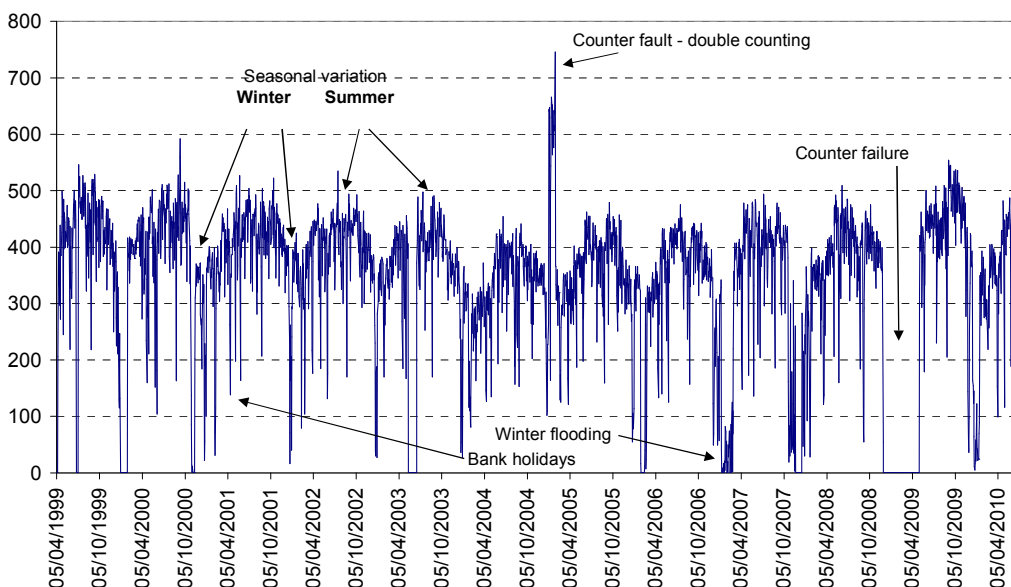
On-road cycling is monitored using manual counts undertaken as part of our annual monitoring of traffic levels at the bridges and main radials.

The problem with monitoring cycling

The difficulty with monitoring of cycling trends is the high degree of variability of the numbers of cyclists recorded passing any given point on the highway network. There is both a high level of variability between consecutive days and an underlying seasonal variation between months. Even the seasonal variability does not appear to be consistent so one spring can be very different to another. The graph (figure 6) shows an example of daily totals for the counter on Cinder Lane - a popular riverside radial cycle / pedestrian path running to the north-west of the York. The daily variability is plus or minus 10% this makes spotting and attributing small changes difficult.

Figure 6

Seasonal variability 'noise' graph



What are the causes of the variability?

The main causes of variability in cycling numbers are:

- The weather – wet, wind and cold can all influence the number of people cycling
- Obstruction due to flooding / ice / snow / mud / leaves on the off-road (riverside) tracks
- Darkness during winter months can act as a deterrent for both on and off road cycling.
- Educational term times – school and university term times have influences on the number of pupils and students cycling. They also have an influence on parental travel behavior.
- Holiday patterns; Apart from the obvious influence of public holidays peoples holiday behavior will have an influence on the number of cyclists - more people will take a Friday off than a Tuesday and more people take holidays during summer months than winter. We may see more leisure cycling and less commuting as a result of these effects.
- Where we are observing the cycling numbers – commuting routes are perhaps less variable than leisure routes.

How do we spot trends?

The advice from the DfT is to only use data from the cycling neutral months of April, May, June, September and October. This should exclude the variability detected during winter months. During these neutral months only data is used from school days i.e. excluding weekend, school holidays and bank holidays.

“Outliers” are removed from the remaining data, very low values might be due to obstructions and high values possibly special events such as events.

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Cycling City Survey – summary of results

Consultation with residents took place during January/February 2011 with an online survey posted on the council's website. Paper copies of the survey were available in libraries across the city and city centre council reception areas. Copies of the survey were also available at the Residents Festivals which took place on the 29th and 30th January.

The change in methodology from sending questionnaires to all households to predominately online was taken to reduce spend, however this resulted in a lower overall response than that received for previous Cycling City consultations, with 351 in total – 302 online and 49 paper.

The majority of the sample was made up of current cyclists (86%), whilst the remainder used to cycle (11%) or had never cycled (3%). The cyclists were more likely to be cycling frequently, with over a quarter (29%) everyday, whilst a further 38% said four or five times a week and 21% two or three times a week.

For those respondents who had started cycling in the last three years (28% of cyclists), the main reasons given for taking it up were that it is a faster form of transport, health benefits and saves money. The main improvement for those who have been cycling more than three years (72% of cyclists) was improvements to cycling tracks or lanes, with 71% saying this.

When asking cyclists about preferences of off-road cycle tracks compared to on-road, a combination of both, with off-road and on-road tracks where appropriate, was the most popular option (57%).

For both cyclists and non cyclist, the main priorities for improving cycling in the city are provision of infrastructure. This includes improving safety for cyclists at dangerous junctions (61%), providing more cycle tracks both off-road (53%) and on-road (42%), and more priority traffic measures (43%).

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Be part of it!

Cycling City

End of programme survey, February 2011

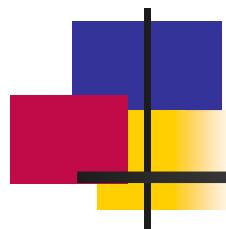
Report author:

Nicola Lawson

Business Intelligence Team

Business Change and Performance

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Background & methodology

As the three year Cycling City programme comes to an end a consultation was designed to understand the reasons why people choose to cycle in York and the obstacles for those who choose not to cycle. The survey also asked about awareness of different Cycling City initiatives, as well as the influence of the programme on cycling behaviours.

Consultation with residents took place in January/February 2011, with a closing date of 25 February 2011.

An online survey was posted on the council's website, with paper copies available in libraries across the city and city centre council reception areas (Guildhall, 9 St Leonard's Place and the City Finance Centre). Copies of the survey were also available at the Residents Festival which took place on the 29th and 30th January.

A total of 351 questionnaires were completed – 302 online and 49 paper.

Data-processing and reporting were carried out by the Business Intelligence Team, Office of the Chief Executive.



Statistical reliability explained

Based on statistical rules, the *overall results* from this survey are accurate to within +/- 5.2% at the 95% confidence level.

This means that if the exact same survey was carried out 100 times, 95 out of 100 times the results would not be more or less than 5.2% from the figures in this report.

This level is slightly above the accepted industry standard of +/- 5%.

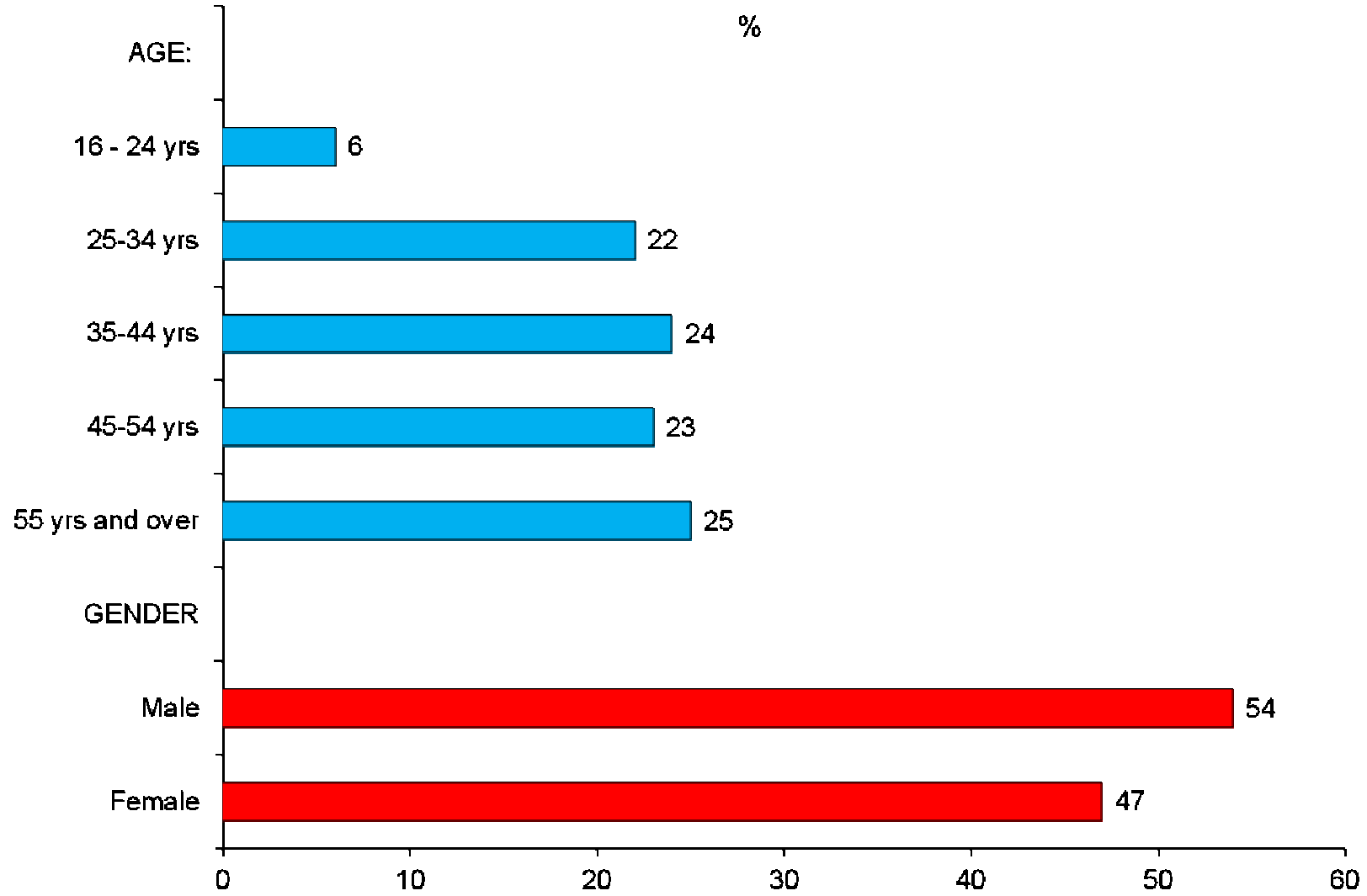
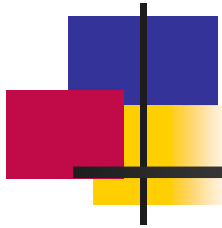
The statistical accuracy of *results at sub-level* will vary. As a guide, a base size of 200 will have an accuracy level of +/- 6.9% at the 95% confidence level, 100 at +/- 9.8% and **50 at +/- 13.9%**.

This report shows the figures for respondents who gave a definite response to each question so base sizes will vary where questions have not been completed.

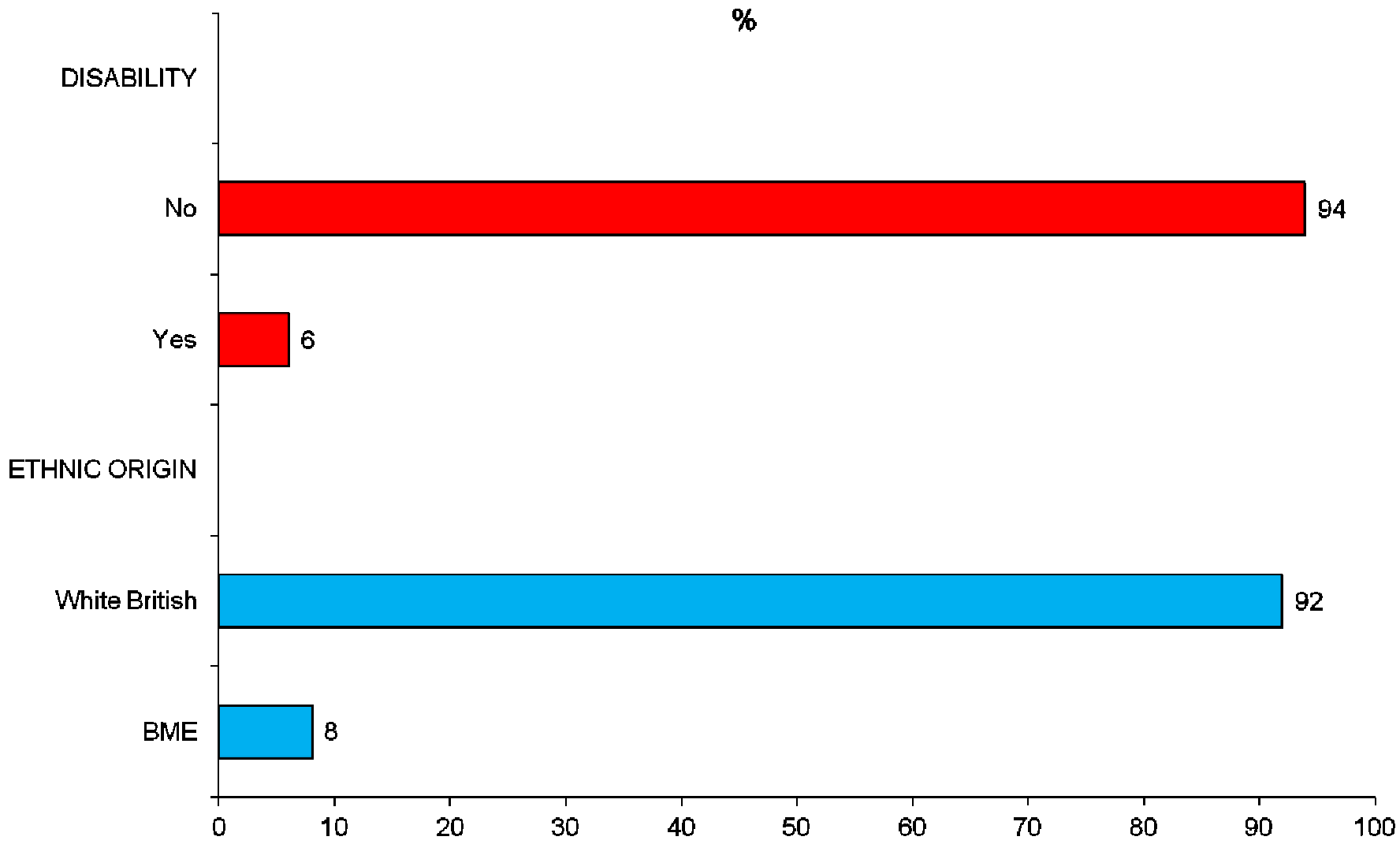
Where responses do not add up to 100%, this is due to multiple coding (respondents could choose more than one option) or computer rounding.



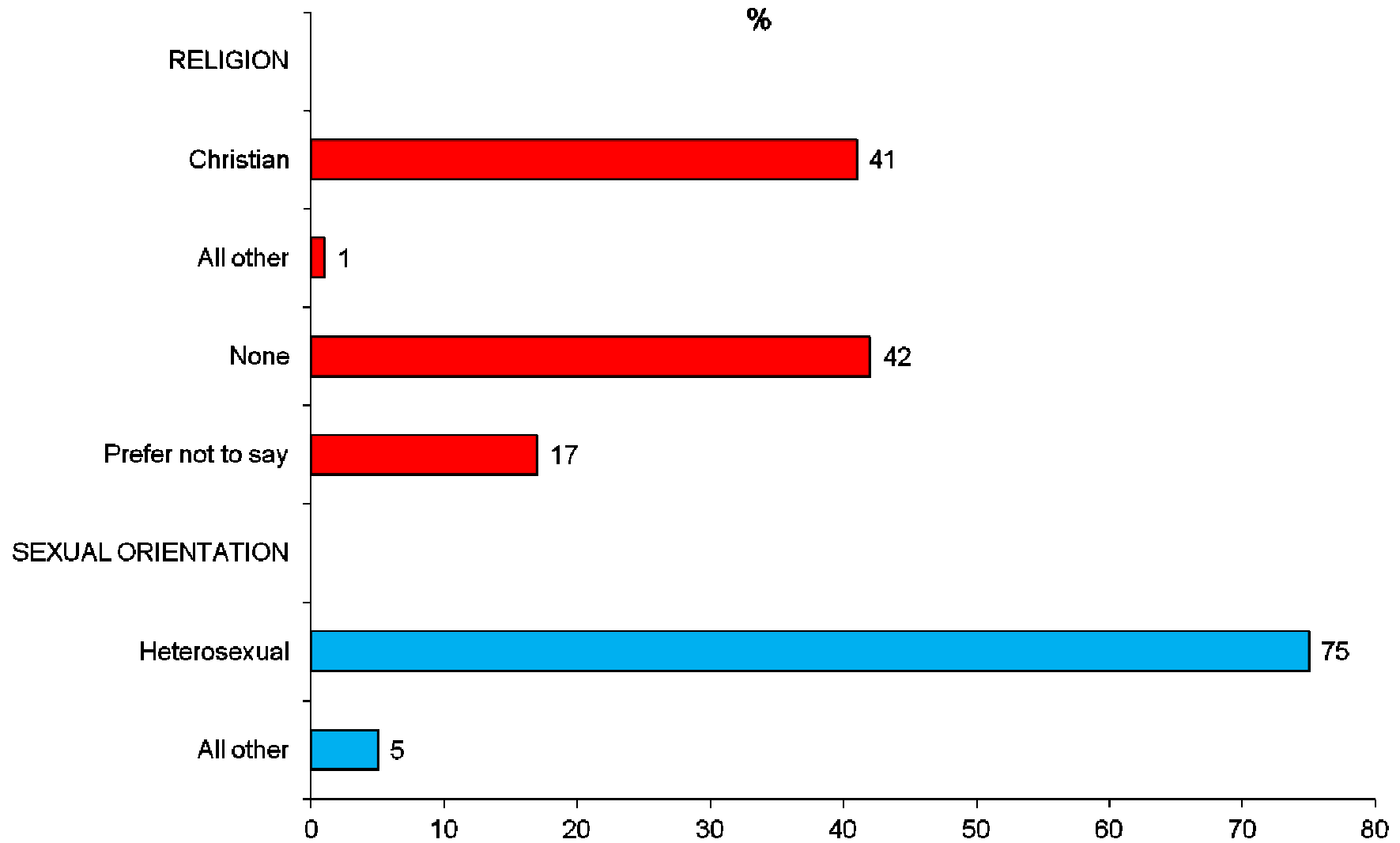
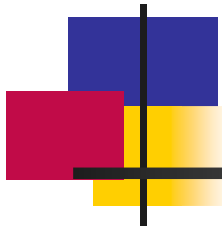
Sample profile



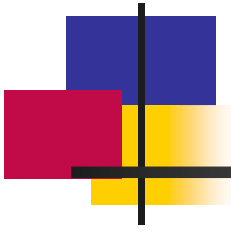
Base: all respondents who answered the question (n= 323 and 333)



Base: all respondents who answered the question (n= 319 and 317)



Base: all respondents who answered the question (n= 313 and 321)



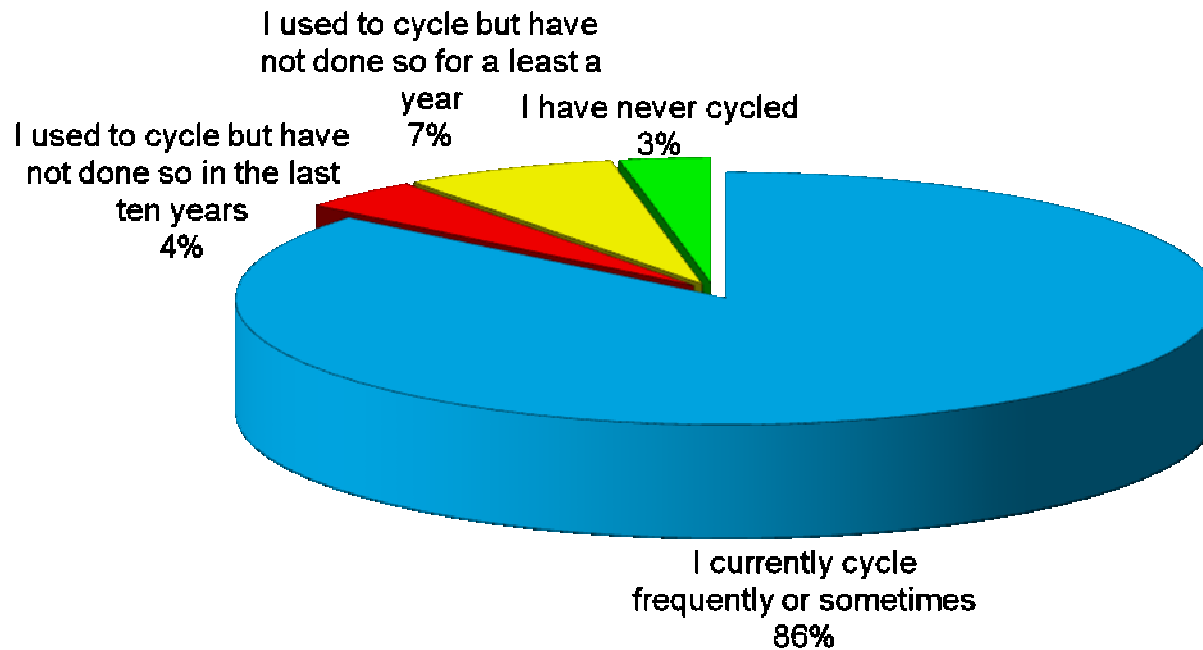
Survey results





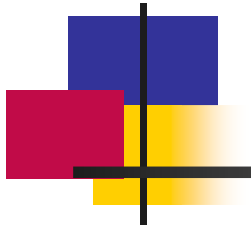
The majority of the sample is made up of those who currently cyclists, either frequently or sometimes.

Q1: Which of the following best describes you as a cyclist?



***These figures should NOT be used as estimates of the percentage of cyclists in York.**

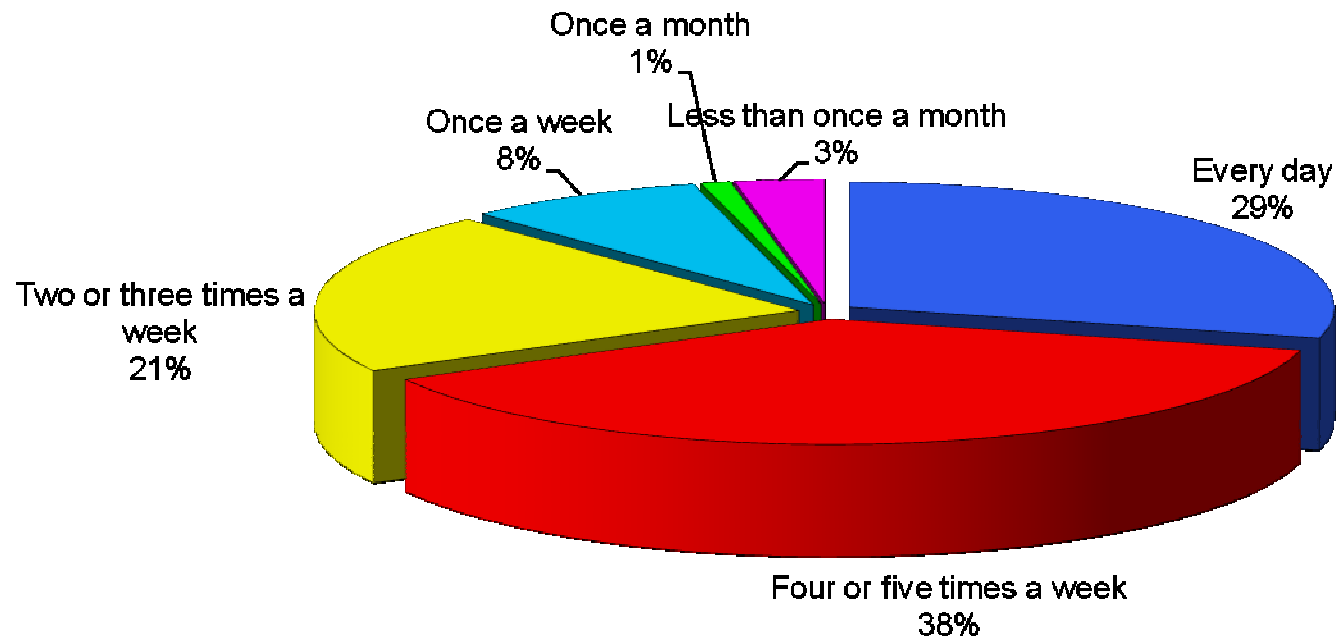
Base: all respondents who answered the question (n= 349)



Current cyclists

The sample of current cyclists are more likely to cycle frequently, with 88% cycling at least twice a week.

Q3: Generally, how often do you cycle?

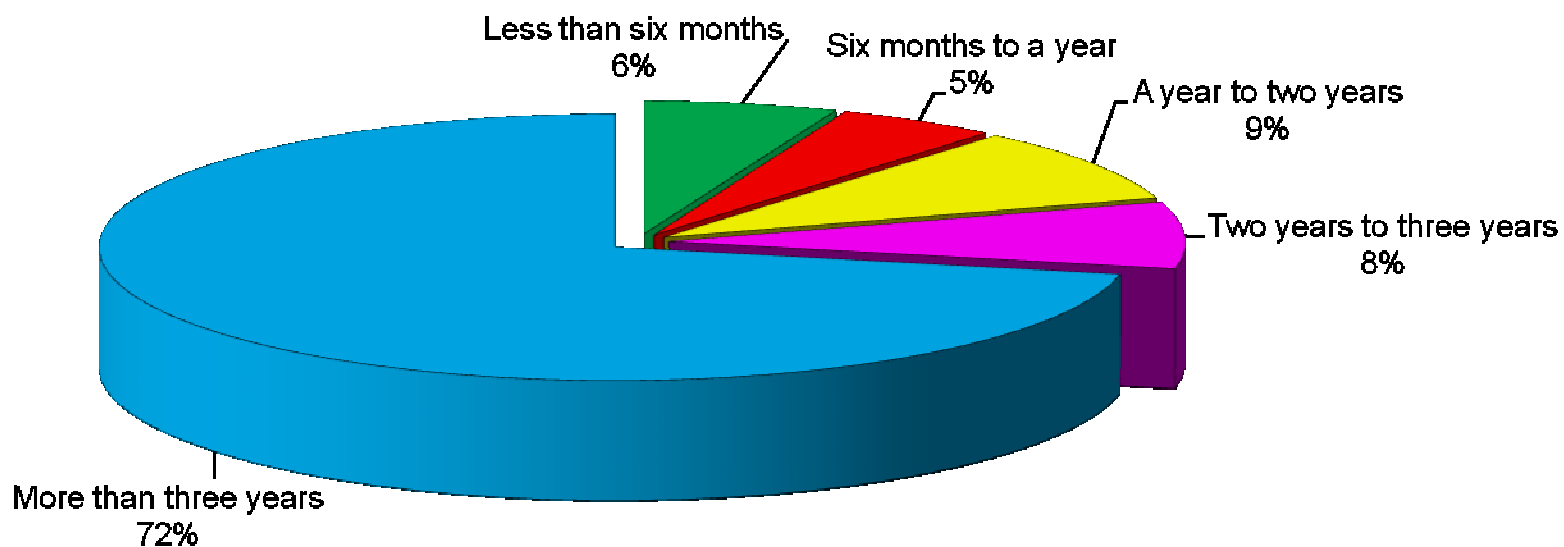


***These figures should NOT be used as estimates of frequency for cyclists in York.**

Base: all respondents who answered 'I currently cycle frequently or sometimes' to Q1 (n= 298)

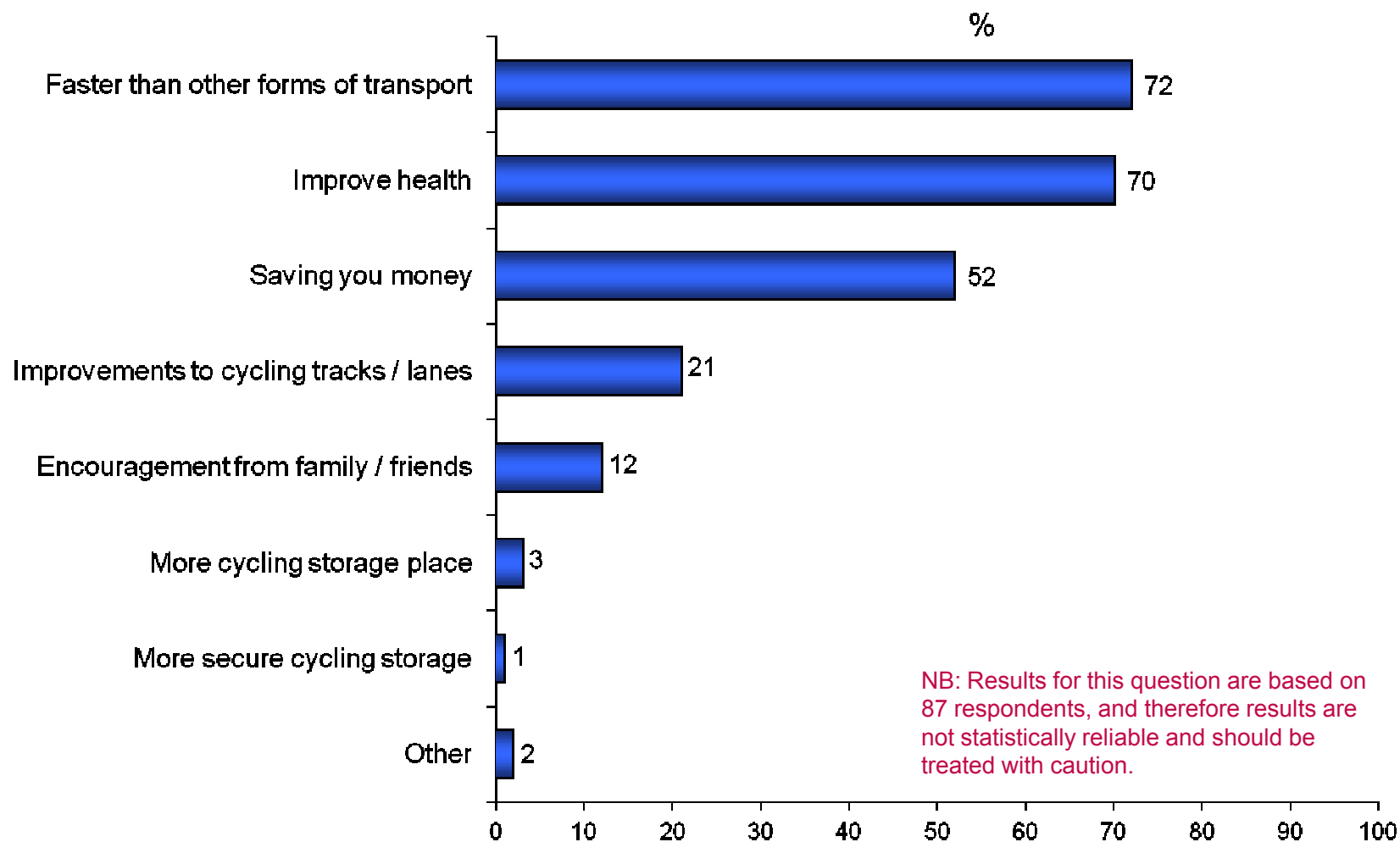
Nearly three-quarters (72%) of the sample of cyclists have been cycling for more than three years, which means just over a quarter (28%) have taken up cycling in the years since the Cycling City programme began.

Q4: For how long have you been cycling in York?



The main reasons for starting to cycle in the city are that it's faster than other modes of transport (72%), health benefits (70%) and saves money (52%); rather than improvements to cycling facilities.

Q5: What have been the main influences on you recently becoming a cyclist / starting to cycle again in the city?

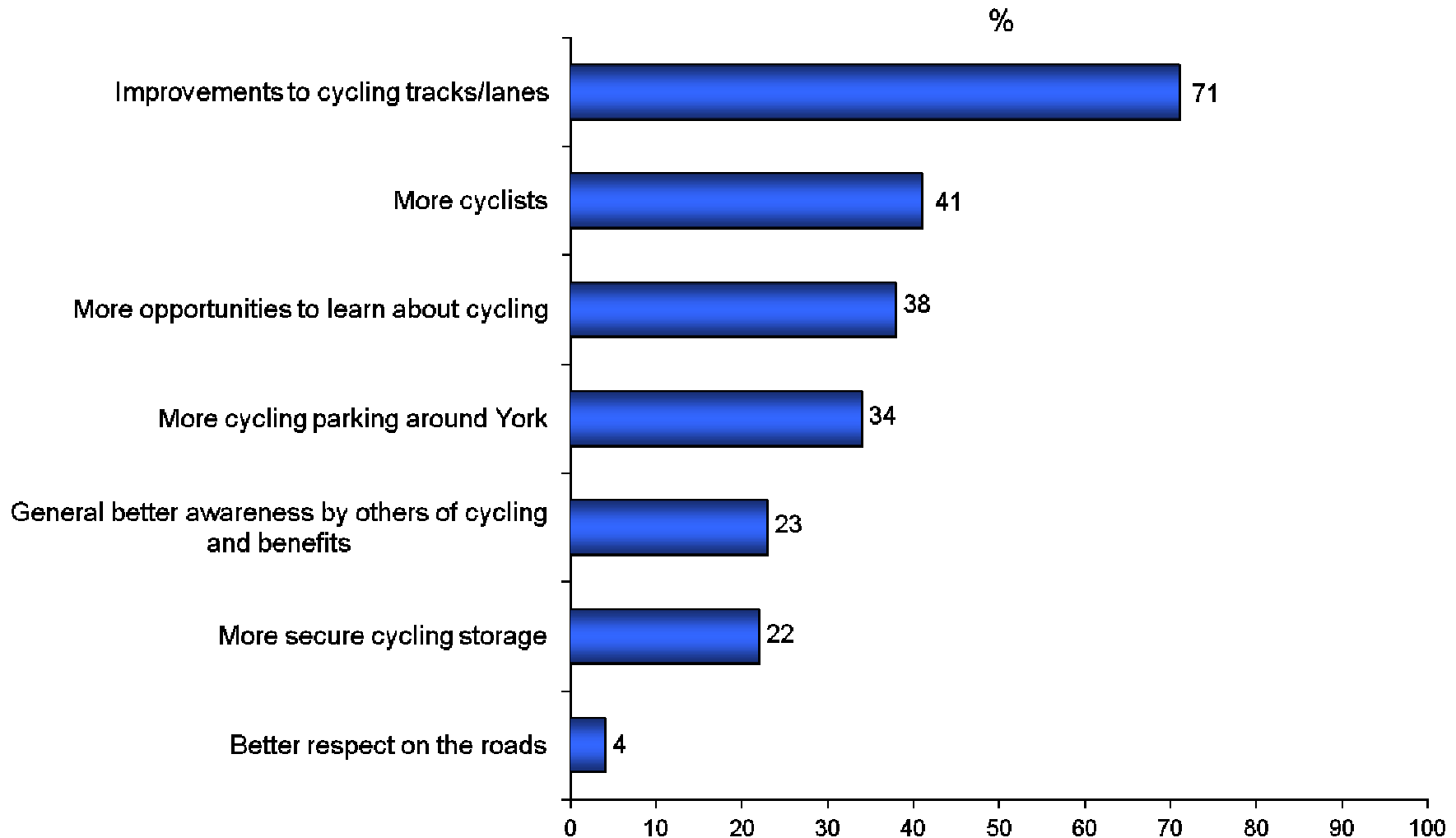


NB: Results for this question are based on 87 respondents, and therefore results are not statistically reliable and should be treated with caution.

Base: all respondents who answered that they have been cycling less than three years to Q4 (n= 87)

Cyclists were most likely to say that there has been improvements to cycle tracks and lanes in the last couple of years, with nearly three-quarters (71%) saying this.

Q6: Have you experienced any improvements regarding cycling in the city in the last couple of years?

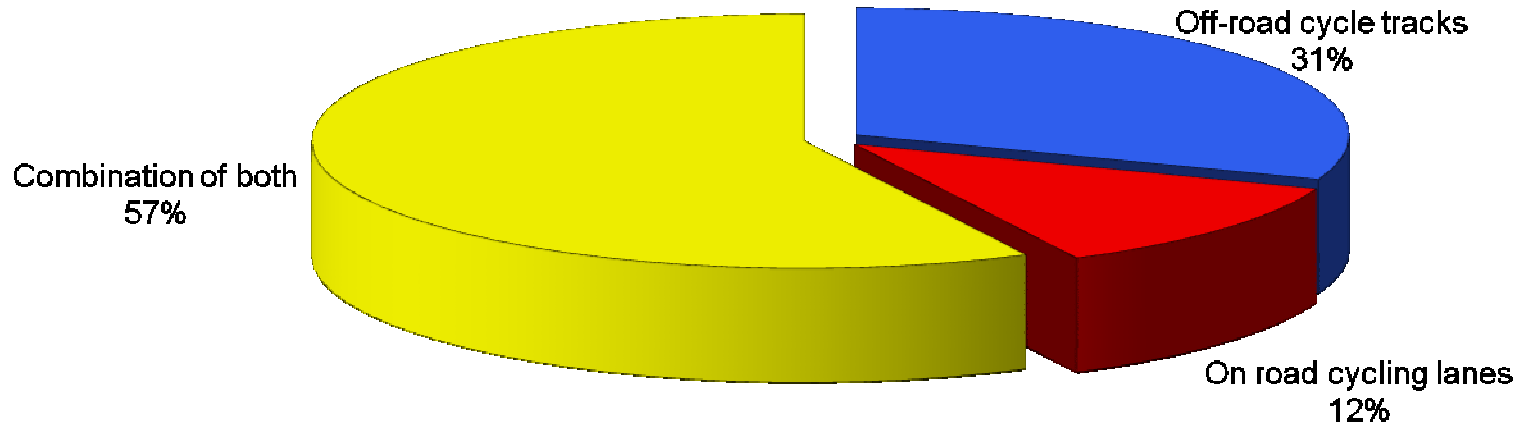


Base: all respondents who answered that they have been cycling **more** than three years to Q4 (n= 209)



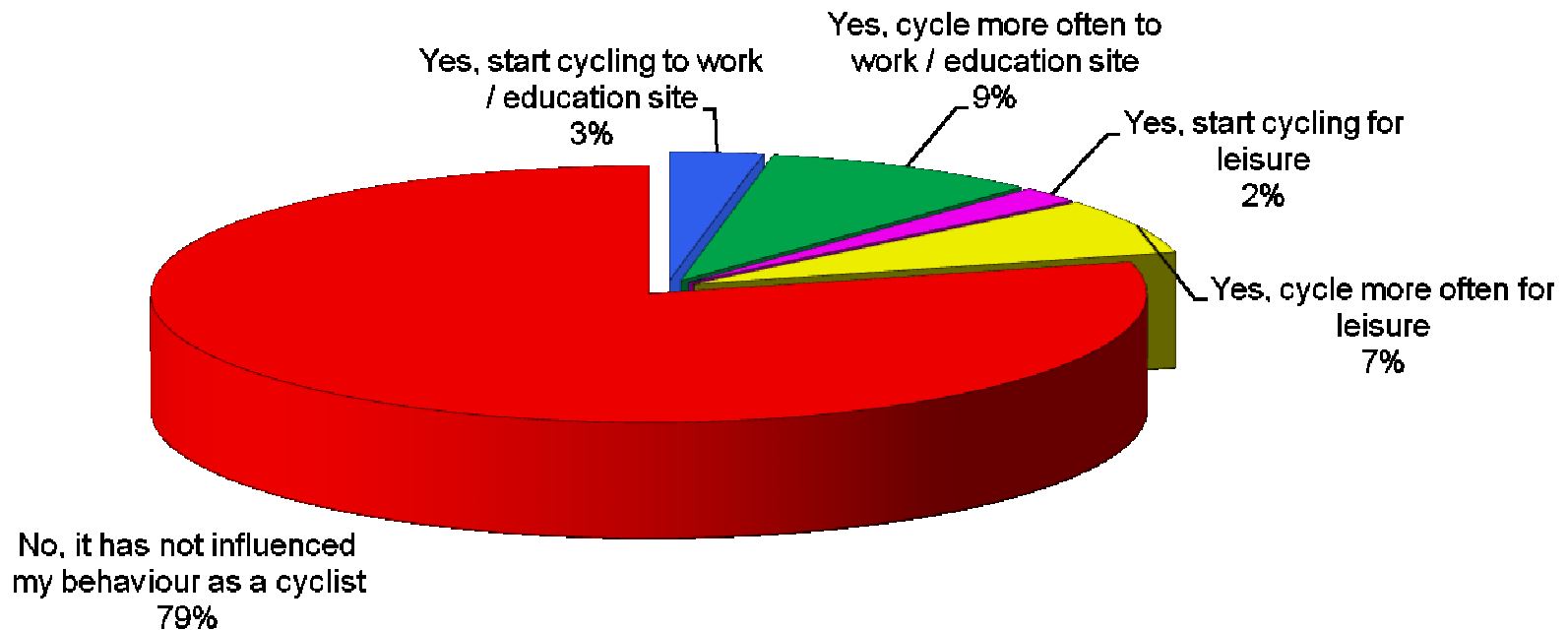
More than half (57%) of the cyclists would prefer a combination of off-road and on-road cycle tracks. Of those who did specify a preference, off-road cycle tracks were more popular (31%).

Q7: When cycling in York, do you prefer off-road cycle tracks or on-road cycle lanes?



A majority of cyclists believed that the Cycling City initiative has not influenced their behaviour as a cyclist (79%).

Q9: If you do currently cycle, has the Cycling City initiative influenced your decisions and behaviour as a cyclist to start cycling or cycle more?



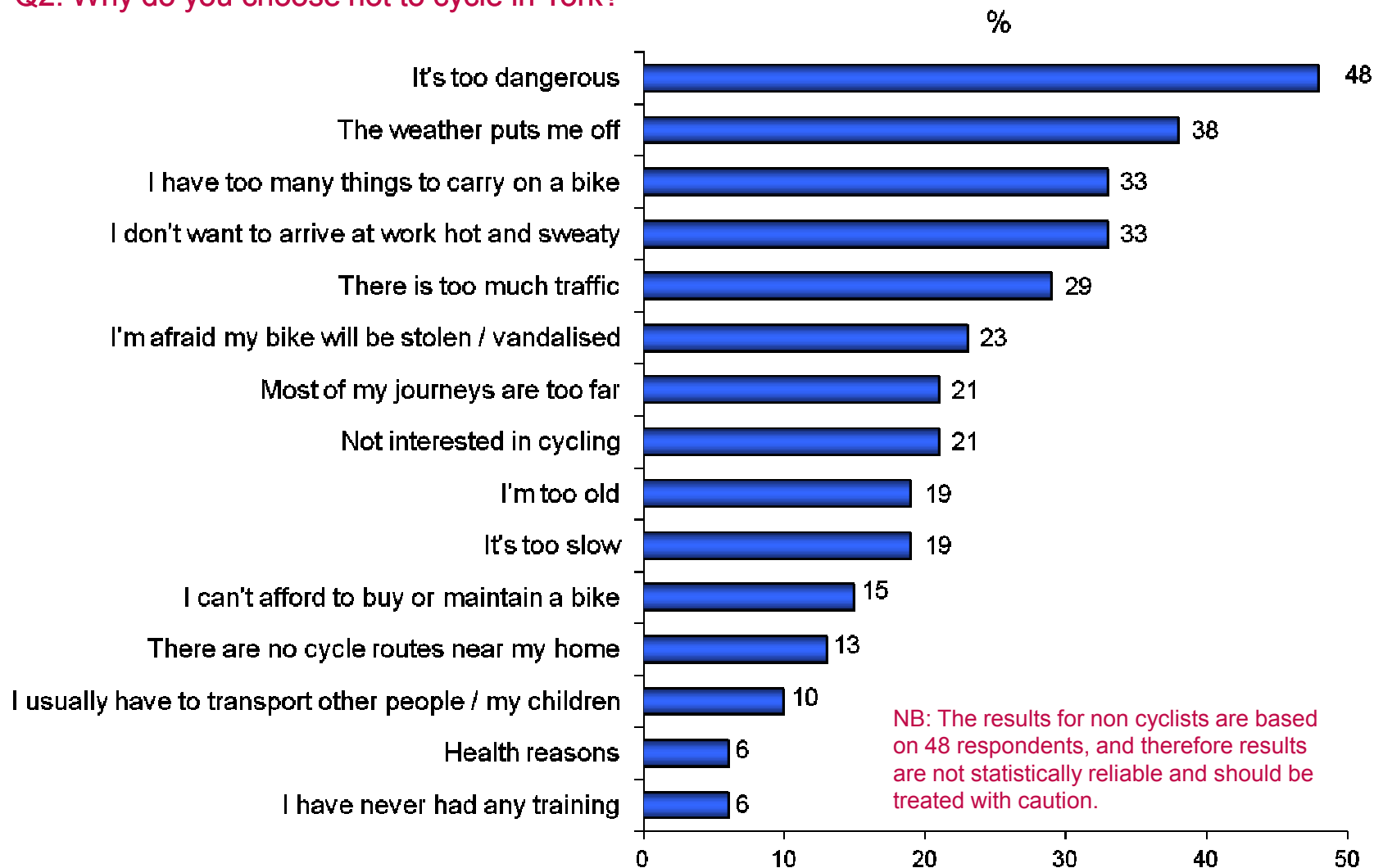


Non cyclists

NB: Results for non cyclists are based on 48 respondents, and therefore results are not statistically reliable and should be treated with caution. Please see slide three – ‘Statistical reliability explained’.

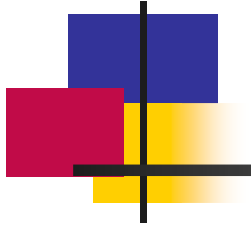
The main reason given for not cycling is that it is believed to be too dangerous (48%). Non cyclists are also put off by the weather (38%), having too much to carry and not wanting to arrive at work hot and sweaty (33%).

Q2: Why do you choose not to cycle in York?



NB: The results for non cyclists are based on 48 respondents, and therefore results are not statistically reliable and should be treated with caution.

Base: all respondents who answered that they do not currently cycle to Q1 (n= 48)



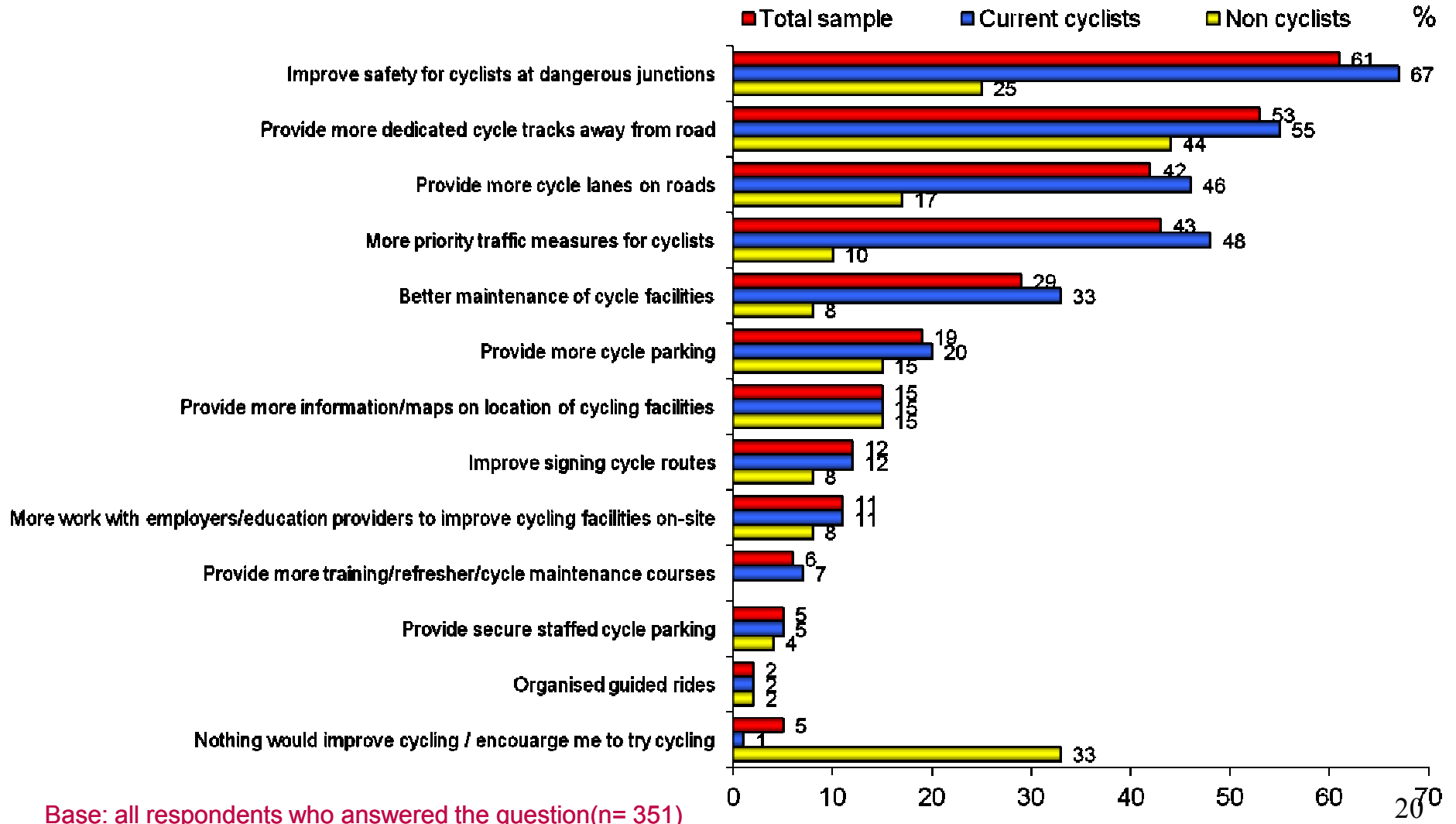
Improving cycling



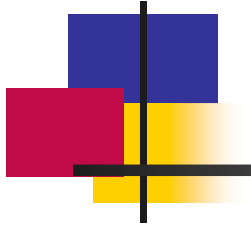
The main priorities for improvement are provision of infrastructure, and more so for current cyclists.

NB: The results for non cyclists are based on 48 respondents, and therefore results are not statistically reliable and should be treated with caution.

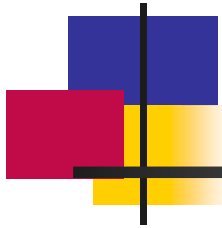
Q10: Which THREE of the following would most improve cycling for you or encourage you to try cycling?



Base: all respondents who answered the question(n= 351)



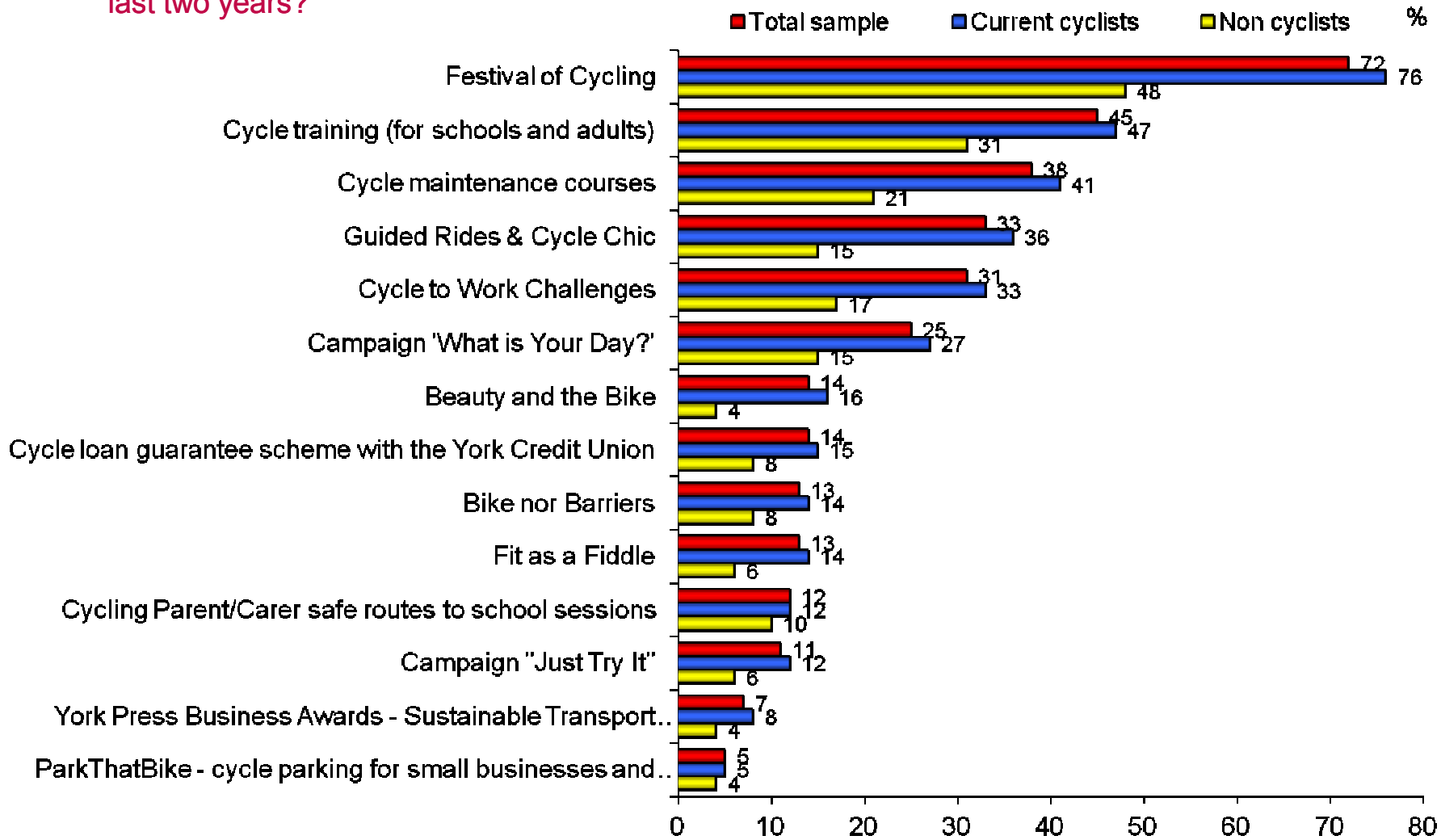
Awareness of Cycling City initiatives



Perhaps unsurprisingly cyclists were more likely than non cyclists to be aware of different Cycling City initiatives.

NB: The results for non cyclists are based on 48 respondents, and therefore results are not statistically reliable and should be treated with caution.

Q8: Are you aware of any of the following examples from the Cycling City initiatives introduced in the last two years?



Base: all respondents who answered the question(n= 351)