



Notice of a public meeting of

Corporate and Scrutiny Management Committee

- To:** Councillors Galvin (Chair), Fraser, Horton, Jeffries, King, McIlveen, Potter, Runciman (Vice-Chair) and Steward
- Date:** Monday, 10 March 2014
- Time:** 5.00 pm
- Venue:** The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

1. **Declarations of Interest**

At this point, Members are asked to declare:

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

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

2. **Minutes** (Pages 1 - 8)

To approve and sign the Minutes of the last meeting of the Committee held on 13 January 2014.

3. **Public Participation**

It is at this point in the meeting that members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 7 March 2014**. Members of the public can speak on agenda items or matters within the remit of the committee.

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

Filming or Recording Meetings

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The Council’s protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings

4. 2013-14 Monitor 3 (Pages 9 - 16)

This report analyses the latest performance for 2013/14 and forecasts the outturn position for the services falling under the responsibility of the Corporate and Scrutiny Management Committee.

5. Night-Time Economy Scrutiny Review - Interim Report (Pages 17 - 188)

This report presents a number of reports in support of the corporate scrutiny review of York’s Night Time Economy and three scrutiny review final reports from the following Overview & Scrutiny Committees:

- Health
- Economic & City Development
- Community Safety

In light of the limited time available to conclude the work on this review, in line with the meeting dates, the Committee are asked to consider identifying a small group of its members to work with the

Scrutiny Team to start consolidating the findings and recommendations arising from the reviews completed to date.

6. Workplan 2013/14 (Pages 189 - 190)

To consider the Committees work plan for the 2013/14 municipal year, including any verbal updates on any ongoing reviews.

7. Any Other Business

Any other business which the Chair decides is urgent.

Democracy Officer:

Name: Jill Pickering

Contact details:

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- E-mail – jill.pickering@york.gov.uk

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 (01904) 551550

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City of York Council

Committee Minutes

Meeting	Corporate and Scrutiny Management Committee
Date	13 January 2014
Present	Councillors Galvin (Chair), Fraser, Horton, McIlveen, Potter, Runciman (Vice-Chair), Steward, Burton (Sub for Cllr King) and Orrell (Sub for Cllr Jeffries)
Apologies	Councillors Jeffries and King

29. DECLARATIONS OF INTEREST

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

The following Members declared personal non prejudicial interests in relation to agenda item 8 - Draft Final Report of the Loans and Grants Scrutiny Review:

Councillor Potter in respect of the Service Level Agreement for community transport services as an employee of York Wheels Ltd.

Councillor Burton as the Council's representative on York Wheels Ltd.

Councillor Fraser as his partner was employed by York Wheels Ltd.

30. MINUTES

Resolved: That the minutes of the last meeting of the Committee held on 11 November 2013 be approved and signed by the Chair as a correct record.

31. PUBLIC PARTICIPATION

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme. The speaker had however subsequently been unable to attend the meeting.

32. MONITORING THE WORKFORCE STRATEGY 2012-15

Consideration was given to a progress report on the Workforce Strategy for 2012-15 in the six months from July to December 2013.

Officers reported on progress in the following priority areas together with three new priority areas for 2014/15:

- Skills and Behaviours Development
- Recruitment and Retention
- Pay, Reward and Recognition
- Wellbeing and Engagement and
- Performance and Change
- Managing Change (2014/15)
- Managing Performance (2014/15)
- Skills Development (2014/15)

Arising from the report Members questioned a number of points, including:

- A request for further information on the collaborative project on Talent and Performance Management in the next Committee report.
- If the Living Wage would be paid to those on the Graduate Internship Programme. It was confirmed that discussions were ongoing with the Universities regarding payments and that, at the present time, there was no policy or protocol in place other than for any payment to be fair, reasonable and transparent.
- Highlighted that a consolidated training budget could mask the lack of take up of training opportunities in some areas. Confirmed that the Workforce Development Unit would, for the first time, have an overview of take up, details of which would be included in future reports.
- Questioned whether thought should be given to a further staff survey in 2015 to confirm improvements following implementation of the strategy.

Following further discussion it was

- Resolved:
- (i) That the report outlining progress made against the Workforce Strategy in the six months, July to December 2013, be received and noted.
 - (ii) That a six monthly update be provided for the Committee in July 2014, to include a review of achievements and details of the agreed priorities going forward during the life of the Strategy.

Reason: To ensure Members are kept informed of progress against the Workforce Strategy 2012-15.

33. 2013/14 MONITOR 2 REPORT

Members considered a report which analysed performance in 2013/14 and forecast the outturn position for the services falling under the responsibility of the Corporate and Scrutiny Management Committee.

The net budget for the areas covered by the report were reported as £18,633k with £1,170k of these savings falling within these services. It was reported that performance delivery was analysed against the key delivery priorities of creating jobs and growing the economy and core competencies together with the new approaches of transformation and change.

Officers confirmed that there were no variations to report in this second monitor.

Members expressed their support for the work undertaken to date and progress in achieving Council Plan priorities. Officers reported on the waste and highway functions based at Hazel Court in answer to Members questions. Concerns were raised by some Members, regarding paragraph 9 of the report and the reference to owners and developers coming forward regarding 'Preferred Sites', prior to a full examination being undertaken of the consultation results and completion of the Local Plan.

Resolved: That the monitoring report be received and noted.

Reason: To update the Committee on the latest financial and performance position for 2013/14.

34. SCRUTINY SUPPORT BUDGET MONITORING REPORT

Consideration was given to a report which set out the current position in relation to available Council funding for research for overview and scrutiny review work, circulated to Members prior to the meeting and republished with the online agenda. The Committee were being consulted in respect of any recommendations they wished to make to Cabinet, prior to the budget setting process for 2014/15.

A small support budget of £5k had been provided for scrutiny work for the 2013/14 municipal year and to date the only relevant spend against this budget had been £380, largely used for sessions held with a variety of consultees, in particular in relation to the night time economy. It had also been shown over the last few years that historical spend against this budget had been low with one exception during 2009/10.

It was noted that despite the comparatively low spend on external research support it did not appear to have had a noticeable impact on the undertaking of scrutiny reviews and details of recent reviews and works were set out in the report.

With the use of IT and in particular the Internet as a research tool, it was noted that there was less need to 'buy in' paid external research.

Members agreed however that a budget reduction should not be supported in order to provide a continuation of assistance with the scrutiny function and to try and raise the scrutiny profile within the authority

Resolved: That Cabinet be recommended to retain the current budgetary support of £5k for external research and consultancy work for scrutiny in 2014/15 onwards.

Reason: To address the constitutional right of CSMC to comment to Cabinet on setting the above scrutiny budget.

35. PROCUREMENT AND COMMISSIONING SCRUTINY

Members considered a report which provided them with an overview of the strategic approach being taken by the City of York Council to procurement and commissioning and progress in its delivery. The report had been prepared in response to the Committee's identification of procurement as a scrutiny topic in 2012/13.

Officers introduced the report and the Procurement and Commissioning Strategy for 2012-2014, attached to the report at Annex A. The Strategy set out the transformational approach being pursued to ensure that the authority obtained best financial, social economic and environmental value from spend on goods and services.

With the scale of the Council spend on goods and services for 2012/13 in the region of £120m, it was acknowledged that this was a priority area when looking to reduce costs and deliver effective services at a time of severe financial constraint. It was noted that the introduction of Category Management would enable each Service Area to manage its commissioning requirements and achieve an optimum mix of social economic and environmental benefits.

Members questioned a number of points and highlighted issues including:

- Reference to the joint commissioning being undertaken by the YorOK Board and the Children's Trust Unit. Officers confirmed that discussions were underway with the Assistant Director, Children's Specialist Services.
- CYC's move to two buildings would assist in the strategic approach and provide efficiencies.
- Reference to difficulties suppliers had encountered in becoming a CYC supplier. Confirmation that a new contract management system would enable suppliers to update their information online and that procedures were being simplified to ensure that all suppliers had equal opportunities.

Members went on to question how scrutiny could add value to the procurement process.

Following further discussion it was

- Resolved:
- i) That the procurement and commissioning overview report be received and noted.
 - ii) That the following be put forward as a suggested area for review at the annual scrutiny planning event:
 - the procurement activities of health and voluntary services and their relationships in an effort to assist with their preventative works.
 - ii) That Officers be requested to provide a report back to Committee on work being undertaken to engage local businesses in procurement activity for the Council.

Reason: To ensure that there is effective scrutiny of the development of the commercial procurement and commissioning activity within the Council.

36. DRAFT FINAL REPORT OF THE LOANS AND GRANTS SCRUTINY REVIEW

Consideration was given to the draft final report of the Loans and Grants Scrutiny Review Task Group, with the remit of providing guidance on best practice for monitoring grants/loans provided by the Council.

Cllr Steward, as Chair of the Task Group, presented the final report pointing out that the Group had suggested a more common approach, the standardising of applications, with new thresholds and Officer guidance in an effort to provide a clearer, more transparent process for all.

It was noted that the final report to Cabinet would require a copy of a grant agreement template, for applications over £100k for completeness.

In answer to questions Officers confirmed that the decision to set the level for loans and grants over £100k for Cabinet approval had been taken in order to provide a balance between all decisions being taken by Cabinet, and those taken by Officers, to enable them to work effectively. It was noted that details of all grants/loans would be provided online.

Following further discussion it was

Resolved: That the draft recommendations arising from the Loans and Grants Scrutiny Review be presented to Cabinet for formal approval subject to the following amendments:

- i) Amend draft recommendation iv. to read 'All loans and grants over £50k to be agreed by Cabinet.
- ii) Attach a grant agreement template as an additional Annex to the report.
- iii) The addition of the following bullet point in Annex B – Proposed Officer Guidance for Issuing of Grants and Loans, in the section headed 'When deciding whether or not to award a grant the Council must;'
 - Ensure that a loan is more suitable than a grant.

Reason: To conclude the work on this review in line with scrutiny procedures and protocols.

37. WORKPLAN 2013/14

Consideration was given to the Committee's work plan for the 2013/14 municipal year.

Officers highlighted the extensive work required by the Committee at their March/April 2014 meetings to collate information received from the reviews carried out by the Overview and Scrutiny Committee's on the Night Time Economy. It was suggested that items scheduled on the work plan for these meetings may need to be slipped to later meetings to allow the Committee time to complete the work.

Following further discussion it was

Resolved: That the Committee's work plan for 2013/14 be received and noted subject to the following additions and amendments:

10 March 2014

Slip to 7 April 2014 meeting:

Third Quarter Finance & Performance Monitoring Report and Update on Staff Survey Results

7 April 2014

Add – Report back from Equalities Scrutiny Task Group

12 May 2014

Add – Attendance of Learning & Culture Scrutiny Committee Chair: To report on the progress of the Committee's scrutiny reviews.

Reason: To update Members and provide an overview of the Committee's work for the 2013/14 municipal year.

Councillor J Galvin, Chair

[The meeting started at 5.00 pm and finished at 6.35 pm].



Corporate and Scrutiny Management Committee

10 March 2014

Report of the Director for Customer & Business Support Services**2013-14 Monitor 3****Purpose**

1. This report analyses the latest performance for 2013/14 and forecasts the outturn position for the services falling under the responsibility of the Corporate and Scrutiny Management Committee.

Financial Analysis

2. The council's net General Fund budget for 2013-14 is £127,778k and the net budget for the areas covered by this report is £18,633k.
3. Following on from the £11m savings programme in the 2012-13 budget, the 2013-14 budget required a further challenging £8,822k in savings in order to reach a balanced position, £1,170k of these savings fall within the services covered by this report. The forecasts outlined in this report reflect a prudent view of how that challenge is currently being met.
4. All budgets are reviewed on a quarterly basis and some are monitored monthly. Those that are monitored monthly are high value or high risk areas. The latest review has not identified any major variations that require action or mitigation and all savings proposals are progressing.

Performance Analysis

5. The performance delivery is analysed against the key delivery priorities of the Council Plan and the cross-cutting organisational priority themes. This report therefore covers
 - Create jobs and grow the economy
 - Core competencies

Economy

6. York's economy remains to be a strong, comparative, city economy in 2013/2014. The recently published Centre for Cities Outlook 2014 ranks

York highly for many indicators and also sees improvement in indicators for the business environment. The key highlights are;

- York is in the top 5 – out of the 64 largest cities and towns for educational attainment – 5* - C GCSEs including English and Maths (4/64)
- Top ten of UK cities with percentage of its workforce with high skills (7/64)
- Top five lowest Claimant Count Change (4/64)
- Top Ten cities with lowest proportion of the population with no qualifications (7/64)
- Top five of UK cities for Youth Unemployment Rate (4/64)
- Top ten city for Long-term claimant count rate (6/64)
- One of the higher performing cities for the number of working age population holding a university qualification with 41.3% percent of York's working age population holding a university level qualification in 2011, (7/64) – the highest of any northern city in England
- Improving proportion of Knowledge Intensive Service jobs
- Improving Business Stock Levels - York is one of only 14 cities and towns (out of 64) for positive Business Stock Growth – The only city in the region to have positive Business Stock growth
- York has seen the fifth greatest increase in ranking (out of 64) UK cities for Patents granted per 100,000 of population 2012, moving up 25 places between 2011 and 2012, the greatest improvement of all northern cities
- York has seen the joint second increase in ranking (out of 64) UK cities for Business start-ups per 10,000 population between 2011 and 2012, the greatest improvement in rank in the region and of all northern cities.

Gross Value Added (GVA) and Productivity

7. Recently published figures by the Office for National Statistics show the value of York's economy grew to £4.31 billion in 2012, up from £4.172 billion in 2011. The GVA growth for York between 2008 and 2012 and 2011 and 2012 outstripped that of the Region and England.
8. Productivity per head in 2012 now stands above the UK average of 100 at 101.1 and York was one of the strongest performing authorities in the region for index change since 2011, with Leeds seeing one of the greatest decreases.

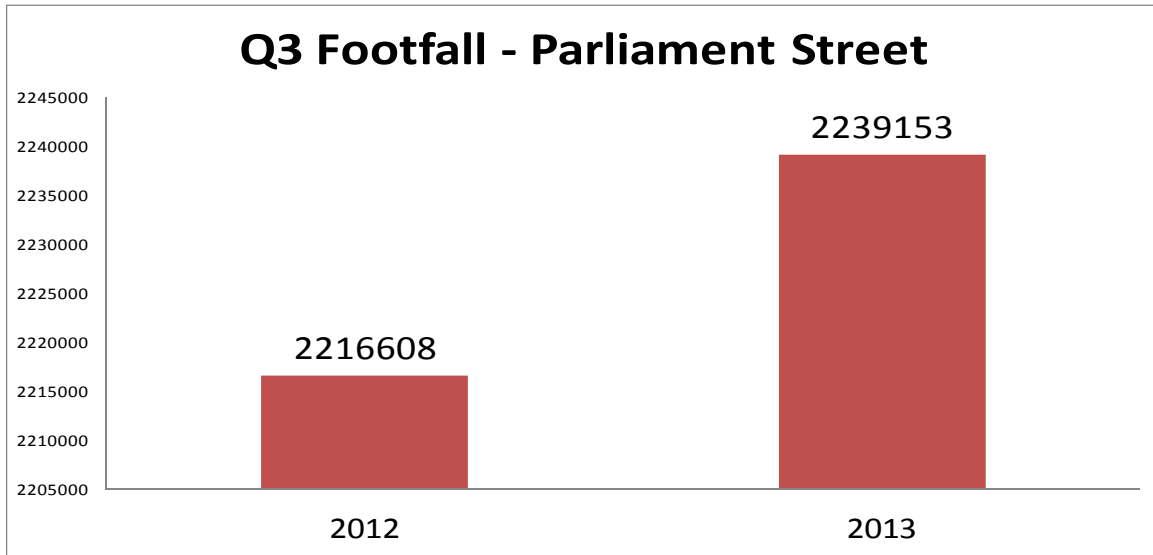
100=UK average	2011 UK Index	2012 UK Index	Index change
Kingston upon Hull, City of	82.1	84.7	2.6
Wakefield	84	86	2
North and North East Lincolnshire	84.6	85.6	1
York	100.1	101.1	1
Bradford	73	73.7	0.7
Calderdale and Kirklees	73.4	73.7	0.3
Sheffield	86.3	86.5	0.2
East Yorkshire and Northern Lincolnshire	77.7	77.5	-0.2
West Yorkshire	90.2	89.9	-0.3
South Yorkshire	72.3	71.7	-0.6
Barnsley, Doncaster and Rotherham	62.5	61.3	-1.2
North Yorkshire	86.7	85.4	-1.3
North Yorkshire CC	82.2	80.2	-2
Leeds	119.1	116.3	-2.8
East Riding of Yorkshire	67.5	64	-3.5

9. Although York's productivity per head performs well on a regional basis, further work through the York Economic Partnership is being carried out to ensure York can remain competitive on a national and international scale. The Centre for Cities Outlook 2014 recently ranked York 40 out of 64 UK cities with regards to GVA per worker.

Area	1997	1998	1999	2000	2001	2011	2012	Change 1997 to 2012	Change 2001 to 2012
Bath and North East Somerset, North Somerset and South Gloucestershire	93.2	96.5	93.0	92.9	99.0	110.1	108.6	15.4	9.6
Milton Keynes	153.0	151.8	153.3	154.5	154.3	156.5	161.0	8.0	6.7
Cambridgeshire CC	104.1	102.6	103.0	103.9	107.5	110.2	111.1	7.0	3.6
Oxfordshire	112.3	118.1	119.5	118.8	116.0	115.9	116.9	4.6	0.9
Leeds	114.3	115.8	116.7	114.7	115.4	119.1	116.3	2.0	0.9
Brighton and Hove	98.5	92.8	92.0	94.8	103.4	96.3	97.3	-1.2	-6.1
Cheshire West and Chester	107.0	107.2	107.8	99.4	105.2	110.3	105.5	-1.5	0.3
York	115.0	112.3	111.7	110.0	109.9	100.1	101.1	-13.9	-8.8

10. The council has also recently agreed to invest in footfall cameras at 4 points across the city centre to gain a greater insight into resident and visitor use and movement around the city. Permissions have now been granted and installation is expected in March. Despite the challenge of retaining healthy footfall numbers to support local businesses, the proportion of vacant city centre shops fell to 5.51% in January 2014 from 6.11% in January 2013 and footfall in Quarter 3 is up by 1% from Quarter 3 in the previous year, suggesting a healthier outlook for the city centre than at the same time last year.

11. A proposed retail relief scheme could bring as much as £1million into York, helping to sustain employment and encourage growth in the city's economy. It builds on our incentives for supporting the city's retailers, who have been facing the challenge of changes in consumer spending preferences, such as with online shopping



12. There has been further movement in terms of the growth in planning activity, with proposals to further increase the number of new homes built in York and continue to kick-start stalled developments agreed.
13. Following a successful first year of the Get York Building project which saw a number of brownfield sites coming forwards for development including the old Terrys site, Hungate, Castle Piccadilly sites and proposals to develop York Central. The initiative will now be supported to March 2015.
14. An increase in net dwellings granted planning consent is perhaps the first indication of improved market conditions and confidence. Consents have increased significantly since 2011/12, outlining a 125 per cent increase in the number of homes granted planning consent from 2011/12 to the third quarter of 2013/14.

Employment and Poverty

15. The proportion of Workless Households in York is at its lowest point since 2005, at 13.2%. This compares well to the much higher regional figure of 19.2% and the national figure of 18.1%. The proportion of Children in Workless households and the proportion of children living in low income families also are the lowest on record.

16. York has seen the proportion of its residents in benefits reach its lowest point on record. This figure stood at 8.1% of the working age population as at August 2013, comparing well against the regional figure of 15.1% and the national figure of 13.6%. York has the lowest proportion of its residents on benefits of all regional cities. Similar trends are apparent in Key Out-Of-Work benefits and the proportion of the population claiming Lone Parent benefits have also seen a decrease. All are welcome downward trends as the council strengthens its approach to tackling poverty.
17. The proportion of people claiming Job Seekers Allowance fell to 1.6% in January 2014, a 28.1% decrease since January 2013 and the lowest JSA rate since September 2008. This represents a decrease of 855 claimants since January 2013. Out of 64 UK cities, York is the fourth least affected with respect to Job Seekers allowance claimants since February 2008 (Centre for Cities, Cities Outlook 2014).
18. Youth unemployment and longer term claimants remain an issue, although this is a national trend and not unique to York. Locally, the longer term outlook is moving in the right direction with youth unemployment decreasing by 33.1% in the year to January 2013 and longer term claimants reducing by 24.1% from 1 year ago.

Core competences

19. The staff survey results have been shared with key stakeholders (CMT, each DMT, the Joint Health & Safety Committee (JHSC), Workforce Strategy Steering Group, Fairness and Leadership Group, Trade Unions, Corporate Scrutiny and Management Committee and HR Management Team). Directorates now have their own improvement action plans and a full communication plan is in place. A report back on the staff survey results and the corporate improvement action plan was presented to Council Management Team on 14th February 2014. The recommendations within this report were all approved and included:
 - Governance arrangements consisting of a sub-group of the Joint Health and Safety Committee;
 - Reporting and monitoring of the improvement action plans and stress risk assessments will be via CMT and JHSC every quarter;
 - CMT commit to running a further series of “Shaping our Future: A Conversation” roadshows to take place in Summer 2014;
 - A staff focus group is formed, giving staff an opportunity to discuss and be involved in organisational wide issues.

20. The budget is being consolidated from 1 April 2014 and will be managed by the Workforce Development Unit (WDU) who will become part of HR. This will allow improvements in identifying and meeting need across the whole council and supporting the requirement for the workforce to be increasingly flexible and continuously update their skills. By creating a single point of management and resource there will be opportunities to streamline delivery and realise efficiencies.
21. This will also allow stronger links between learning and development, performance management and talent management. Much of the processes for this will be automated once the new i-trent modules come on line.
22. Access to Learning and Development opportunities will be more equitable across the whole council and strengthen our bid to gain Excellence status within the Equality Framework for Local Government.
23. Overall a consolidated budget managed by WDU/HR will deliver:
 - a better managed and more coherent offer;
 - improved access and equity in learning and development;
 - improved Value For Money;
 - better management information;
 - more robust evaluation and assessment of Return On Investment;
 - coherent links to business drivers and the council's organisational development agenda which can be evidence via our performance management framework.

Transformation & Innovation

24. A programme of workforce training and development is also being rolled out to support council staff in working in the emerging local government environment, looking at a greater range of entrepreneurial and commercial skills plus using open innovation and user-led design techniques to engage citizens and communities when considering changes to services and working through what these will look like. Understanding the mindset and approach needed to work closely with residents, businesses and community groups is critical to the council's future way of working and this development support will help to create the capability and capacity within the employee base to work in this way.
25. The council has supporting the City Team to submit an application to the Technology Strategy Board's call for new creative proposals for "Re-imagining the High Street" as well as supporting other new ventures through the Delivery & Innovation Fund in areas such as supporting a new collaborative approach to providing training and support to those in the city

leaving the armed forces. The council is also running a mobile app expo and open competition (“APPtitude”) as part of Venturefest 2014 in order to promote and support the local IT & digital sector and encourage a new approach for public organisations to seek solutions.

Consultation

26. There has been consultation with Trade Union groups on the ongoing implications of the council’s financial situation and performance improvement issues.

Council Plan

27. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

28. The financial implications are covered within the body of the report. There are no significant human resources, equalities, legal, crime and disorder, information technology, property or other implications arising from this report.

Risk Management

29. The risk management processes embedded across the council continue to contribute to managing the risk issues associated with major projects and key areas of service delivery.

Recommendations

30. As this report is for information only there are no specific recommendations.

Reason: To update the Committee on the latest finance and performance position for 2013/14.

Authors:	Chief Officer Responsible for the report:		
Toby Brotherton Business Intelligence Officer	Kersten England Chief Executive		
Jonathan Walker Business & Economic Intelligence Officer	Ian Floyd Director for Customer & Business Support Services		
David Walmsley Programme Director, Business Consolidation Ext 5326	Report Approved	√	Date 28/02/14
Debbie Mitchell Corporate Finance Manager			
Wards Affected: All			
<i>For further information please contact the authors of the report</i>			

Annexes - None



Corporate & Scrutiny Management Committee**10 March 2014**

Report of the AD Governance & ICT

Night-Time Economy Scrutiny Review – Interim Report**Summary**

1. This report presents a number of reports in support of the corporate scrutiny review of York's Night Time Economy (NTE). These include the findings from a 'Yorkafter5' survey carried out in support of this review, a report from Safer York Partnership on the work of their multi-agency task group AVANTE, information on the proposals for a new city marketing organisation, and three scrutiny review final reports from the following Overview & Scrutiny Committees:
 - Health
 - Economic & City Development
 - Community Safety

Background

2. At a meeting on 24 June 2013, this committee considered a number of possible topics for review in this municipal year, including two topics which cut across the remits of all the scrutiny committees (Improving York's Night time Economy, and Impacts of Mental Health). It was recognised that both topics would support the Council's current key priorities in its Council Plan 2011-2015.
3. In July 2013, this Committee received a briefing report on the suggested night time economy theme and having acknowledged its suitability for corporate scrutiny review, instructed each of the Overview and Scrutiny Committees to carry out a NTE related review in line with their individual terms of reference. The review remit agreed by each Overview & Scrutiny Committee is shown at paragraph 6 below.

Consultation

4. To support the Night-Time Economy Corporate theme it was agreed that an online survey “Yorkafter5” be undertaken. This ran between 14 October 2013 and 29 November 2013. The survey included questions in support of all the reviews, except the health related review for which separate surveys were agreed. A report on the findings from the Yorkafter5 Survey is shown at Appendix 1.
5. Subsequently, in order to further explore some of those survey findings, the Policy, Performance & Innovation Team held a number of focus group meetings and gathered the views of City of York Council staff – see paragraph 10 below.

Committee Reviews

6. The standing Overview and Scrutiny Committees agreed to investigate the following topics related to their specific terms of reference:
 - Economic & City Development – to encourage longer retail opening hours and enhance evening access in and out of the city centre;
 - Health – to identify the impact of the night-time economy on the Emergency Department at York Hospital at peak times;
 - Community Safety – to examine ways to improve the attractiveness and cleanliness of the city centre in the evening
 - Learning & Culture – to identify an improved cultural offer up to 8pm in order to extend the tourist day and encourage more tourists to stay for longer or overnight, with a particular emphasis on families.
7. The findings from Economic & City Development, Health and Community Safety and their recommendations, are contained within their final reports at Appendices 2 - 4. The Safer York Partnership’s report on the work of the AVANTE task group is contained in Appendix 5.
8. To support the Committee’s consideration of the recommendations arising from all of the reviews, information has been provided regarding the proposals for a new city marketing organisation (NewCo) being developed to build on the way York is promoted as a visitor destination and business location. A report setting out the specific productivity challenges the city faces went to Cabinet in November 2013, recommending the development of a number of new approaches to attracting investment. One of which was a new approach to delivering

marketing, culture, tourism and business development for the city. The detailed aim and outcomes for this new approach are shown at Appendix 6.

Analysis

9. Each of the Overview & Scrutiny Committees who have now completed their review were keen to identify where their review findings might overlap with the findings arising from one or more of the other reviews. Likewise they were keen to identify those issues not addressed within their final report (as they were outside of their agreed remit) but which they agreed should be considered as part of the whole corporate scrutiny review.

Progressing the Review

10. At the next meeting of this Committee scheduled for 7 April 2014, the Committee will receive the final report arising from the Learning & Culture review, together with a report from the Policy, Performance & Innovation Team on their findings, and suggestions for the Council's future policy to improve the city's night time economy, addressing the issues identified as part of this corporate scrutiny review.
11. An additional meeting date (17 April 2014) has also been agreed for this Committee, so that it may consider its draft final report containing the consolidated findings and recommendations arising from this corporate scrutiny review. The above date was set in order to enable the final report to be presented to Cabinet in early May 2014 as previously agreed by this Committee.

Options

12. In light of the limited time available to conclude the work on this review (in line with the meeting dates set out above), the Committee may like to consider identifying a small group of its members to work with the Scrutiny Team to start consolidating the findings and recommendations arising from the reviews completed so far.

Council Plan

13. The corporate review would contribute actively to the following priorities identified by the Council in its Plan for 2011-15:
 - Create jobs and grow the economy;
 - Build strong communities;

- Get York Moving;
- Protect vulnerable people.

Implications & Risk Management

14. There are no known implications or risks associated with the recommendations in this report.
15. The implications and risks associated with the recommendations arising from the scrutiny reviews are identified in the final reports attached at Appendices 2-4.
16. Any implications and risks associated with the final recommendations agreed by this Committee on completion of this corporate scrutiny review will be identified once this Committee has agreed the package of recommendations it wishes to make. These will be included in the 'Improving Night Time Economy' Corporate Scrutiny Review final report prior to its presentation to Cabinet in May 2014.

Recommendations

17. After taking into consideration all of the information contained within the Final Reports attached, and the other supporting papers, the Committee is recommended to:
 - i. Note the findings from the three scrutiny reviews completed to date
 - ii. Note the update report from AVANTE and the proposals for a new city marketing organisation (NewCo)
 - iii. Agree whether or not any additional information is required in support of the recommendations contained within the three final reports presented at Appendices 2-4.
 - iv. Start to consider how best to consolidate the findings and recommendations arising from the completed reviews, ahead of receiving the final report from Learning & Culture and the report from Policy & Performance

Reason: To progress the Scrutiny Review in line with CYC Scrutiny procedures and protocols

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Report Approved



Date 28 February 2014

Wards Affected:

All



For further information please contact the author of the report

Background Papers: None

Appendices

Appendix 1 – ‘Yorkafter5’ Survey Report

Appendix 2 – ECDOSC Final Report

Appendix 3 – Health OSC Final Report

Appendix 4 – Community Safety OSC Final Report

Appendix 5 – Safer York Partnership’s Report on the work of AVANTE

Appendix 6 – Information on Proposals for New Marketing Company
(NewCo)

Abbreviations:

AVANTE - Alcohol & Violence in the Night Time Economy

ECDOSC – Economic & City Development Overview & Scrutiny Committee

NTE – Night Time Economy

OSC – Overview & Scrutiny Committee

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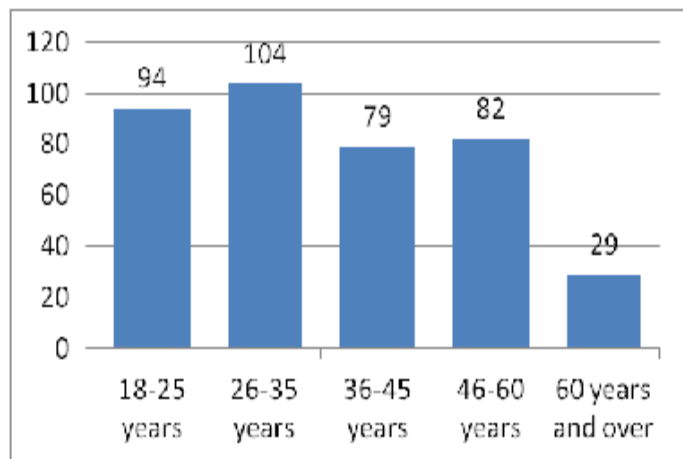
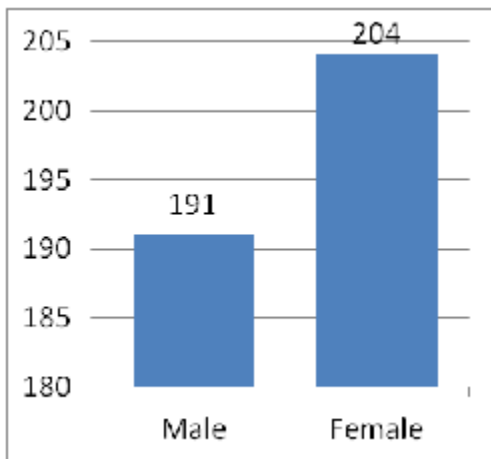
Night Time Economy Corporate Scrutiny Review

Findings from 'York After 5' Survey

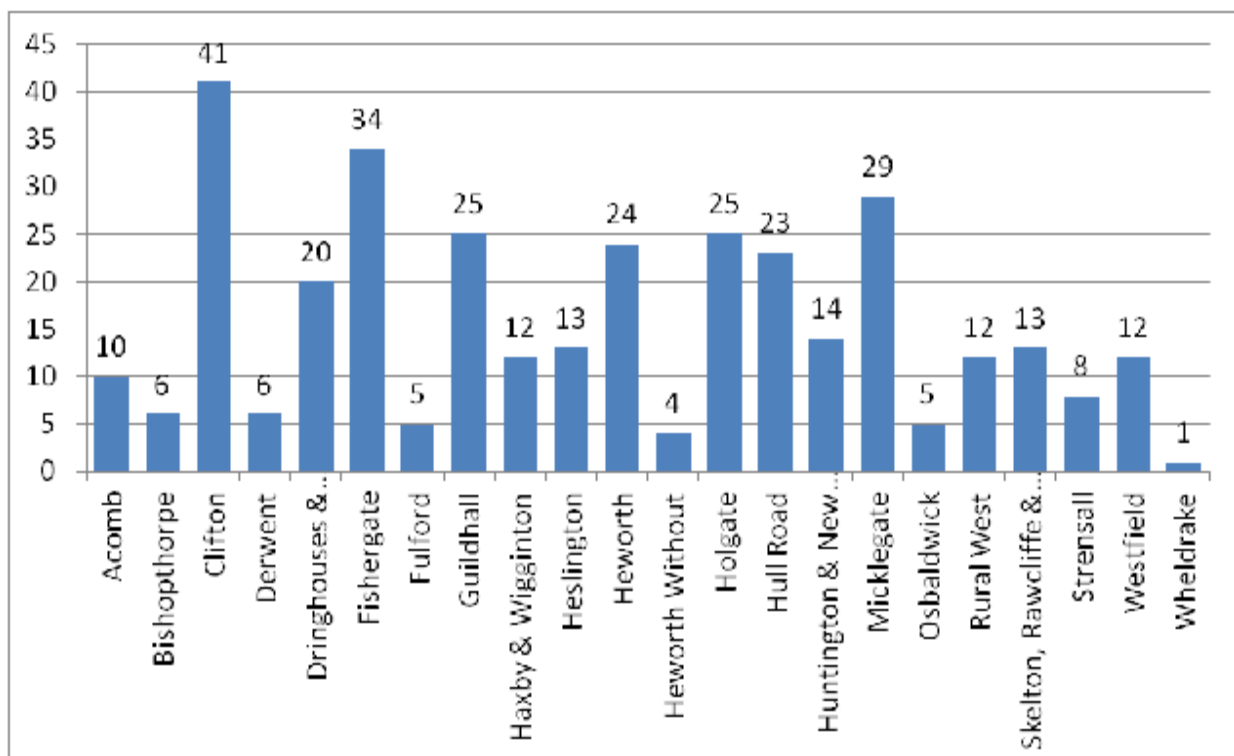
1. There were a total of 472 responses to the 'Yorkafter5' survey. For those we have the following equalities breakdown:

Gender: 395 provided their gender
(77 did not respond)

Age: 388 provided their age
(84 did not respond)



Ward: 342 provided a complete postcode which can be matched to a York ward. An additional 53 respondents provided a partial postcode which can be identified as York but not to a particular ward (77 did not provide a postcode).



Responses to Generic Questions

2. Qu.1 - Do you use the city centre after 5pm?

There were 469 responses to the question. Of those, a majority indicated that they use the city centre between 5pm and 11pm, with 44% using the city centre at some time between 11pm and 5am.

	<u>5-7pm</u>	<u>5-8pm</u>	<u>8-11pm</u>	<u>11pm-5am</u>	<u>Do not use</u>
Overall	51%	75%	89%	44%	6%
Male	48%	75%	84%	51%	5%
Female	56%	78%	80%	38%	4%
18-25	54%	64%	85%	84%	1%
26-35	55%	75%	85%	43%	5%
36-45	48%	84%	79%	38%	6%
46-60	56%	80%	77%	26%	7%
60+	31%	83%	83%	0%	3%

3. It should be noted that a proportion of the people who responded positively to using the city centre between 5pm and 7pm and 5pm and 8pm could be making their way home from work in the city centre.

4. Qu.2 – Why do you visit the city centre after 5pm?

There were 452 responses to question 2. Responders were given a number of options and asked to tick all that applied:

	<u>No.</u>	<u>Social</u>	<u>Cultural</u>	<u>Business</u>	<u>Other</u>
Overall	452	92%	72%	16%	8%
Male	186	89%	69%	19%	11%
Female	198	93%	79%	12%	6%
18-25	93	98%	67%	19%	8%
26-35	101	94%	76%	17%	8%
36-45	77	94%	78%	12%	5%
46-60	78	92%	74%	14%	12%
60+	28	57%	79%	18%	11%

5. In regard to the 8% (35 responders) who indicated 'Other', the following reasons were indicated:

- Shopping/banking
- Live in the city centre
- Attending Meetings
- Fishing

- Commuting
- Work
- Transporting others in and out of the city centre

6. Qu.20 - In your opinion, what is good about the city centre and the activities in York after 5pm?

There were 284 responses to question 20 - specific feedback is shown at Annex 5.

7. There were many positive comments about the city centre including its attractiveness, its compact nature, the large variety and good quality of its restaurants and bars, its safe and friendly atmosphere up to 8-9pm, and its uniqueness. Whilst specific annual one-off events were mentioned, some negative comments were made regarding the city centre's lack of evening activities for families, lack of evening coffee bar culture, and the limited number of alternative activities outside of visiting bars and restaurants. Some respondents liked the fact that the shops were closed after 6pm highlighting that it resulted in a more relaxed atmosphere in the city centre. Whilst others thought shops opening later would encourage city centre workers to remain in the centre and partake in the rest of the evening offer. A small number expressed the view that there was little or nothing to do in the city centre in the evening and that the city centre was dying. Also that the current offer is mainly aimed at tourists and not residents.

8. Qu.21 - Suggestions for what might improve your use or enjoyment of the city centre?

There were 286 responses to question 21 – specific feedback is shown at Annex 6. Many responders suggested similar improvements –see summary list below:

- Less drunk people
- Shops opening later
- More non-alcohol related things to do
- Later Park & Ride services
- More open air activities
- Transport improvements including cheaper buses and free central parking in the evening
- Improved lighting
- Cleaner streets
- More visible policing
- Attractions open later
- Coffee shops and cafes staying open later

Questions Specific to Economic & City Development Overview & Scrutiny Committee NTE Review

8. Qu.4 – How do you travel into the city?

There were 445 responses to question 4 –

	Bus	Train	Car	M/cycle	Bicycle	On foot	Taxi	Other
Overall	42%	2%	37%	0	24%	60%	30%	3%
Male	42%	2%	33%	0	24%	61%	31%	5%
Female	45%	2%	37%	0	25%	60%	33%	1%
18-25	69%	3%	15%	0	21%	68%	56%	1%
26-35	25%	5%	33%	0	28%	76%	18%	1%
36-45	38%	0	34%	0	25%	56%	37%	4%
46-60	42%	0	51%	1%	27%	45%	26%	7%
60+	52%	0	66%	0	21%	41%	10%	0

9. Qu.5 – How do you travel out of the city centre after 5pm?

There were 444 responses to question 5 –

	Bus	Train	Car	M/cycle	Bicycle	On foot	Taxi	Other
Overall	34%	4%	38%	0	23%	54%	53%	2
Male	32%	4%	33%	0	24%	57%	57%	3%
Female	37%	3%	38%	0	24%	54%	56%	0
18-25	53%	2%	17%	0	19%	61%	80%	0
26-35	20%	8%	34%	0	27%	73%	44%	0
36-45	30%	3%	35%	0	27%	485	65%	1%
46-60	35%	1%	51%	1%	27%	41%	46%	6%
60+	39%	4%	61%	0	21%	36%	29%	4%

10. Qu.6 – What factors influence your choice of transport into and out of the city centre after 5pm?

There were 362 responses to question 6 – specific feedback is shown at Annex 2. Responders were also asked to provide their postcode to help indicate the distance they travel into the city centre. The postcode information was used to identify which ward the responder lived in, as shown in paragraph 1 above.

11. Qu.18 – Currently very few shops are open after 5:30pm – If opening hours were extended, would you be likely to come into or stay later in the city centre?

There were 429 responses to question 18. Of those, 343 (80%) said Yes and 86 (20%) said No.

	Gender		Age				
	Male	Female	18-25 years	26-35 years	36-45 years	46-60 years	60+ years
No. Of Responders	190	204	94	104	78	82	29
Yes Responses	75%	88%	91.5%	83%	77%	82%	55%
No Responses	25%	12%	8.5%	17%	23%	18%	45%

Questions Specific to Community Safety Overview & Scrutiny Committee NTE Review

12. Qu.7a - How would you rate the *attractiveness* of the city centre after 5pm?

There were 442 responses to question 7a.

	Base	Male	Female	18-25	26-35	36-45	46-60	60+
	442	189	203	93	103	79	81	29
V. Poor	1.8%	1.1%	2.0%	1.1%	1.0%	1.3%	3.7%	0%
Poor	12.2%	11.1%	12.8%	3.2%	12.6%	16.5%	14.8%	13.8%
Adequate	23.3%	20.1%	26.1%	21.5%	22.3%	20.3%	22.2%	34.5%
Good	36.2%	41.8%	33.0%	40.9%	37.9%	38.0%	39.5%	20.7%
V. Good	25.8%	24.9%	26.1%	32.3%	26.2%	24.1%	18.5%	31.0%
No Opinion	0.7%	1.1%	0%	1.1%	0%	0%	1.2%	0%

13. Qu.7b – How would you rate the *cleanliness* of the city centre after 5pm?

	Base	Male	Female	18-25	26-35	36-45	46-60	60+
	434	188	197	92	103	77	80	28
V. Poor	6%	7.4%	3%	2.2%	4.9%	2.6%	10%	10.7%
Poor	18.7%	18.1%	18.3%	7.6%	14.6%	18.2%	27.5%	32.1%
Adequate	34.6%	36.2%	34.5%	29.3%	44.7%	44.2%	26.3%	25.0%
Good	29.5%	27.1%	33.5%	40.2%	28.2%	20.8%	32.5%	25.0%
V. Good	11.1%	10.6%	10.7%	20.7%	7.8%	14.3%	2.5%	7.1%
No	0.2%	0.5%	0%	0%	0%	0%	1.3%	0%

opinion								
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14. Qu.8 – What improvements (if any) would you like to see?

There were 265 responses to question 8 – see specific feedback in Annex 3. In summary, many of the responders identified the following:

- More bins
- More street lighting
- Removal of commercial waste so that it does not scattered as a result of anti-social behaviour
- Fines for littering and vomiting
- Less Fast food /takeaway food rubbish
- More planters and trees
- Evening street cleaning

Questions Specific to Learning & Culture Overview & Scrutiny Committee Review

15. Qu.3 – What social and cultural activities/events would encourage you to visit the city centre after 5pm?

There were 258 responses - specific feedback is shown at Annex 1. In summary, many of the responders suggested the following would encourage them to visit the city centre after 5pm:

- Open air events including theatre performances, film screenings, live music events, street entertainment
- Evening markets and festivals
- Museums and galleries closing later
- Coffee shops and cafes (non-alcohol venues) open in the evening
- More evening cultural / arts centre activities

16. The responses also highlighted a number of issues that discourage/limit their visits to the city centre after 5pm:

- Poor advertising of evening events
- Cost of bus fares and parking
- Poor lighting at cycle parking sites

17. Qu.9 -12 Concerning taking children into the city centre after 5pm?

There were 442 responses to question 9. Of those, 67 (15.2%) said Yes they would take their children into the city centre after 5pm, 70 (15.8%) said No, and 305 (69%) of responders confirmed they had no children. Of the 137 who responded to say they had children, 115 provided information on their children's age range as follows:

0-7 years – 56 (40.6%)

8-11 years – 37 (26.8%)

12-16 years – 45 (32.6%)

18. Of the 67 (15.2%) who answered yes to taking their children into the city centre after 5pm, many gave their reasons for visiting:

- Eating Out (43)
- Cinema (20)
- Theatre (20)
- Festivals / Organised Events (14)
- Entertainment / Tourist Attractions (9)
- Illuminate York (5)
- Shopping (4)
- Church Events (2)
- River Walks (1)
- Markets (1)
- Library / Learning Activities (1)

19. A number of those who answered yes also raised issues around safety, the price of some events e.g. Illuminate York, and the limited number of things you can do with children in the city centre after 5pm.

20. The following reasons were given by the 70 (15.8%) who responded saying No they would not take their children into the city centre after 5pm:

- Anti-social behaviour and safety issues (38)
- Age of children (11)
- Lack of family-friendly evening activities and venues (7)
- Nothing for children to do (7)
- Vehicle restrictions and Cost of Parking (2)

Questions Regarding Safety

21. Qu.13 - How safe do you feel in the city centre after 5pm compared to the day-time?

Respondents were asked to consider how safe they felt at certain times of the evening/night.

- 427 responses were received in regard to the period between 5-8pm. Of those 24 (5.6%) said they felt more safe, 61 (14.3%) said they felt less safe and 427 (80.1%) felt no different.
- For the period between 8-11pm, 422 responses were received - 9 (2%) felt more safe, 19 (47%) felt less safe and 215 (51%) felt no different.

- For the period between 11pm – 5am, 398 responses were received – 4 (1%) felt more safe, 283 (71%) felt less safe and 111 (28%) felt no different.

22. Qu.14-15 – Experiencing anti-social behaviour in the city centre after 5pm?

There were 432 responses to question 14 – Have you experienced anti-social behaviour in the city centre after 5pm?. Of those responders, 240 (55.6%) said Yes and 192 (44.4%) said No.

23. When asked whether this had effected their future decision to visit, 109 (25%) said Yes, 304 (70%) said No, and 19 (5%) did not respond.

		Male	Female
No. Of Responders who indicated their gender		190	203
Have you experienced anti-social behaviour in the city centre?	Yes	55%	55%
	No	45%	45%
Has this affected your future decisions to visit?	Yes	22%	27%
	No	74%	69%
	No Response	4%	4%

23. Qu.16-17– Witnessing anti-social behaviour in the city centre after 5pm?
There were 424 responses to question 16 Of those, 354 (83.5%) said Yes and 70 (16.5%) said No.

24. When asked whether this had effected their future decision to visit, 132 (31%) said Yes, 277 (65%) said No, and 15 (4%) did not respond.

		Male	Female
No. Of Responders who indicated their gender		187	198
Have you witnessed anti-social behaviour in the city centre?	Yes	83%	83%
	No	17%	17%
Has this affected your future decisions to visit?	Yes	28%	32%
	No	68%	64%
	No Response	4%	4%

25. Qu.18 – Comments on Safety Issues in the city centre after 5pm

There were 220 responses to question 18 – specific feedback is shown at Annex 4.

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Report Approved**Date**

24 February 2014

Specialist Implications Officer(s) - N/A**Wards Affected:****All**

For further information please contact the author of the report

Background Papers: None**Annexes:**

Annex 1 – Responses to Qu.3 - What new social and cultural activities/ events would encourage you to visit the city centre after 5pm?

Annex 2 – Responses to Qu.6 - What factors influence your choice of transport into and out of the city centre after 5pm

Annex 3 – Responses to Qu.8 - What improvements, if any, would you like to see?

Annex 4 – Responses to Qu.18 - Do you have any comments on safety issues in the city centre after 5pm?

Annex 5 – Responses to Qu.20 - What is good about the city centre and the activities in York after 5pm?

Annex 6 – Responses to Qu.21 - What might improve your use or enjoyment of the city centre after 5pm?

Abbreviations in Report and Annexes:

ASB – Anti-Social Behaviour

BTP – British Transport Police

CYC – City of York Council

ED – Emergency Department

LGBT - Lesbian, Gay, Bisexual, and Transgender

Met Museum - Metropolitan Museum

MOR music – Middle of the Road music

NTE – Night-Time Economy

P&R – Park and Ride

PSCO - Police Community Support Officers

Uni – University

V&A - Victoria and Albert

Annex 1

What new social and cultural activities/events would encourage you to visit the city centre after 5pm?

1	Perhaps some good talks.
2	Been able to drive around MY city
3	Concerts and other music events
4	Quality restaurants
5	Galleries, jazz
6	Any events would be welcome. Evening events are few and far between and when they exist they tend to be poorly advertised
7	More cafes open as opposed to bars
8	Open air music events in the parks and gardens, either live or on big screen. Major sports events on big screen in parks and gardens.
9	Arts centres/galleries open late, more live music venues
10	Anything different, new or unusual
11	Music concerts, cinema, comedy
12	Shops open later, an adult adventure playground near the city centre, night events such as street entertainers.
13	I don't need any more encouragement! Perhaps I'm the wrong person to be doing this survey...
14	Coffee shops being open ie non alcoholic drink venues
15	Better live music. Better variety of clubs.
16	Longer opening hours in shops and banks
17	Shops and cafes open late
18	Fairs and late night markets.
19	Shops open later?
20	Fruit & veg market in early evening hot food market like Singapore hawker centres, concerts or theatre in unusual venues street artists
21	Music events (Oxjam style), promenade theatre, secret cinema, pop up shops and cinemas.
22	Shops open longer, more choice in cinemas and theatre shows.
23	Events in the gardens Fairs, fireworks
24	Late night shopping, art galleries/museums opening late some evenings, more theatre

25	Later shopping!
26	Live music venues
27	Outdoor cinema in the summer,
28	Open air theatre, night market, gigs
29	Evening cycle racing
30	Street performances/ events
31	More pubs serving food later than 8pm to avoid the need to visit restaurants for food.
32	More night markets and outside activities such as Blood and Chocolate
33	Festivals, fireworks, street performances
34	Concert venue suitable for bigger-name musical artists (comparable to locations in Leeds) More casual food options (i.e. not sit-down, table reservation-style) open later
35	There should be more non-alcoholic places to go. There are a lot of new international students that arrive at York and we don't drink. If we don't want to drink then we don't have many places to go. The only things open are pubs. Nowhere to really socialise.
36	Music concerts
37	Bazaar
38	Cheaper drinking.
39	Clubs, themed nights, open mic evenings, karaoke, open air cinemas, bar crawls, theatre shows (all at student prices)
40	More live music events
41	Less chain bars and pubs, more unique
42	Coffee shops open until 7 as want a coffee but restaurants and pubs not ideal.
43	Shops staying open later
44	More lectures and exhibitions. Also more art-house type film shows.
45	Jazz club Larger salsa/dance venue Arts centre activities Late night shopping
46	Evening open air barbecues, food stalls, etc. Festivals. Firework displays.
47	A better bus service in the evenings would help
48	More cultural activities

49	Ones that celebrate the history of York and are sympathetic to its cultural heritage. It's easier to say what should NOT be encouraged, namely: - stag and hen parties - loud music venues - places that encourage excessive drinking
50	More events such as the light shows and outdoor events (sports, theatre, etc.)
51	Free parking
52	Shopping
53	A decent nightclub for a more discerning clientele!
54	Better music venues
55	I would love the art gallery (when reopened) to do a late evening once a month or something, like some of the big museums like the V&A, Met Museum of Art etc. I know these are massive institutions in large cities, but I believe there might be a market for some sort of paid entry evening event that is cultural, rather than booze based. I would go.
56	More festivals and musical events. It's difficult to find the time to visit things such as food festivals, farmers markets etc. when you work full time. Weekends get taken up by other things most of the time
57	Better shop opening hours, so can go shopping after work. More places to go to relax or meet friends that don't involve alcohol - more coffee/tea lounges open. Events like Illuminating York and food festival are brilliant after 5 activities.
58	I wish coffee shops were open later in the evening.
59	Outdoor activities in summer
60	Visual art, music, some disposable income
61	More theatre and concerts. Premises that provide for non alcoholic drinking - such as coffee bars. The provision of late(r) closing of coffee shops might also encourage some to go for coffee after shopping rather than straight to drinking - with less drunks wondering around in the early evening.
62	More cafe type venues and late night opening shops - I'd like to be able to socialise after the shops are shut but do not particularly like the atmosphere of pubs, especially on a Saturday night when York has a surprisingly 'rough' atmosphere. The assumption that we all want to get drunk is very annoying! Visits to America always make me envious that you can meet friends in Starbucks, book shops etc after work. We used to have Borders for that but not anymore. York tends to have a dead atmosphere after 6pm in the week and a horrible drunk atmosphere at the weekend!
63	More cafes open, perhaps with singers more for over-30s

64	Shopping
65	New festivals, new music and new theatre. Outdoor productions that make the most of York's historical architecture in a new way.
66	More late night cafés. Fewer bars. More free wi-fi. Places to while away an hour waiting for friends
67	Late opening shops
68	More festivals, markets and events like Blood and Chocolate
69	Well lit cycle ways, secure well lit cycle parking, not tripping over piles of retail waste left on pavements to be collected by council the next day
70	Outdoor events in summer evening shopping events
71	Art/museum late openings. Live music.
72	Later opening of cafes and coffee-shops.
73	Fashion/music shows
74	One-off events e.g. Illuminating York
75	Swimming pool. Continental style street cafes (outdoor heating).
76	More activities in Parliament Street (e.g. as per food festival) would be good, but activities finished too early (9pm) this year.
77	New? Why new?
78	None
79	Concerts, talks, events
80	Reduced bus fares into York
81	Shopping
82	More cafes open after 5pm, not just bars and pubs.
83	More music events, more restaurants.
84	Arthouse cinema
85	I don't know what new events would bring me in but I like to come for the festivals and evening fairs and markets
86	Food and drink festivals staying open later in the evening Street theatre and music events Shops open later
87	More late night cafes, street performance - music/theatre
88	None. York already has enough venues, bars, activities and events in the evening.
89	Outdoor events/exhibitions, Christmas markets in the evenings,
90	More music events/gigs, perhaps better jazz nights or evening fairs/markets
91	Late night shopping Food markets
92	Better clubs/bars - fewer like Salvation/Tokyo

93	More places I could drop in to with my daughter (and occasionally the dog!). Unless we are going out for dinner the city centre shuts down at 5 for families. More street food, places to buy snacks/puddings open till 8 like on the continent, markets (food festival/continental etc) open till 8. Late night shopping monthly.
94	Music events / festival.
95	New and different variety of events like the minster in light was good
96	Late opening shops and cultural offers.
97	More bars that open very late and offer something different. Seems to be an odd running trend of bars blasting music louder than conversation. These are all bars without dance floors, so why do they make it so hard for people to converse in them? Often end up hanging outside in the freezing cold smoking section (I don't smoke) just to chat. Sotanos has been a much needed addition to the evening drinking options, although it is expensive and it would be good to see cheaper alternatives.
98	Bands, festivals, fairs, exhibitions
99	More non alcohol options open late, more late-night cafes. More cultural events that use city centre space and create different social dynamics
100	Outdoor seating for bars and restaurants, for a more lively feel!
101	Markets Indie popup shops Music
102	I'd like to see the Arts Centre resurrected.
103	Late night shopping!!!
104	Free live music.
105	In summer more late night cafe style bars with outdoor eating
106	Happy with the current offer
107	Late night museum /gallery openings Art events like Illuminate York. Minster events
108	Family events such as Illuminating york
109	More buskers/entertainers, more outdoor eating areas. Restrict traffic to make it family friendly. Discounted buses for local residents after 6pm.
110	Shopping
111	Evening events such as comedy nights, book signings and late opening cafes.
112	More things like Illuminate York
113	Fireworks back in Clifford's Tower

114	Late night markets (themed one), pop up bars and restaurants as well as city wide open-air festivals (that are accessible - not too high minded)
115	Late shopping opening times. Outdoor concerts. Markets.
116	More cultural events such as the recent Blood and Chocolate, the light display or musical events
117	Less buses so I can get there
118	I already do visit the city centre after 5pm, but it would be good to have more shops open later.
119	Cinema, pubs, restaurants, gigs, would go more often if there were more on
120	The short film festival is very good model. Businesses diversify by screening the short films.
121	Festivals, open air events
122	Evening markets. Events during the week for those who work weekends
123	Late opening museums
124	Later markets in city centre
125	Pubs serving food after 9.
126	Festivals, evening markets, open-air cinema / theatre
127	More retail and cultural offerings open later to offer alternatives to dining and drinking culture
128	Comedy mid week, live music, lectures
129	Music events, historical
130	More good dining More like Blood and Chocolate. Shops open later
131	National or sports events
132	Buskers and late street markets
133	A new nightclub or night time attraction would be good for York. Another cinema in the city centre, also more night-time activities like the illuminations are good at pulling in visitors and tourists and boosting up the economy in the area.
134	More cultural entertainment, music, arts, exhibitions. Shops open.
135	I would encourage more events for a wider range of people so that the venues do not become unbearably crowded.
136	More family friendly non threatening activities like recent Illuminating York, Blood and Chocolate etc
137	More displays in the style of Illuminate york

138	Places you can go for a coffee and sit and chat easily with friends without having to shout over bar noise/music etc
139	Better theatre and bands. York seems to only attract third rate performers.
140	Reducing the number of stag/hen parties. I won't go into town at the weekend because it is so noxious.
141	A comedy club
142	More live music, in particular open air in museum gardens. Why not a last night at the proms; brass band or even local bands.
143	Outdoor theatre productions
144	More activities like Illuminating York - it was good to see so many people/families enjoying our beautiful city
145	Non-alcohol related. We've dozens of coffee shops - some should be open later
146	Shops and cafés to stay open later
147	Book events with authors?
148	Generally I like gigs and nightclubs. There are a good number of both live music venues and nightclubs in York, but not lots of variety. When visiting other cities - for example Leeds, Manchester, Liverpool - there are whole pedestrianised nightlife areas which feel safe and vibrant places to be. Swinegate in York has something of this vibe, but I can see potential for this in other areas, particularly the area around Micklegate, Toft Green, Rougier Street.
149	Folk clubs, pub quizzes, theatre
150	Multiplex cinema, large comedy club
151	Shops to be open for longer to compete with Monks Cross, Pavement cafes to stay out for longer into the evening and more of them.
152	If there were more cafes serving coffee/hot chocolate/ice cream/light meals. I came to the Illuminations on Wednesday and we couldn't find any where other than pubs or bars to go for a drink - Betty's was open and very busy, there was City Screen but I didn't remember this at the time. We thought Costa Coffee or Cafe Nero might have been open given the special event that was taking place but they weren't. I was very disappointed that I couldn't find anywhere to sit and have a drink - I have difficulty walking and standing for any length of time and in the end we went to a pub. I enjoy City Screen and the odd concert or book reading at the library but don't really go to any other events - if there were any galleries open that would be somewhere to go too. I'm not keen on the loud behaviour later on in the city so tend to say away
153	More shows at the theatres.

154	I think York has most things covered I am interested in.
155	Shows/ early evening time buskers
156	Shops open
157	None. It's not a place we'd want to be after 5
158	Alcohol free venues - to encourage more divers, groups to socialise together, e.g. more coffee bars serving drinks and light meals in the evening. There are bars serving coffee etc., but those who are unable to use venues serving alcohol (e.g. for religious/cultural reasons) are excluded. Also, tourists to the city expect more variation in venues to encourage them to use evening venues - sometimes visitors looked shocked on our streets at night. A more diverse economy would discourage the extremes of alcohol fuelled behaviour.
159	There are already a lot of things to do after 5 in the city centre
160	A better selection of social areas that cater for more mature people and that are child friendly. I think a lot is focused on young people and elderly people. But if you are like myself in your 40s then it lacks in many areas. York has restaurants in abundance, but I don't eat out very often, its too expensive. So I'm left with Micklegate - wouldn't take a dog that side after 5pm, or bars like Kennedy's - grossly over priced, snobby and for the under 30's. Where in York caters for my age group?? It's lagging behind other cities, I would rather go away for the weekend and socialise elsewhere, or have friends round to my house than have a night out in the city I live in. Sad really!!
161	More theatre and culture.
162	Live music events.
163	More good quality pubs
164	Nothing
165	Ones that are child friendly
166	Covered markets/arts or music events such as run by The Arts Barge
167	Food events and festivals. Tasting evenings and live music. Christmas market
168	Shops staying open later - less alcohol related entertainment
169	Places to socialise and congregate in the dry without money grubbing Northerners around every corner demanding half of our student loan for poor service and alcohol we could just as easily go down to Asda and buy
170	Events at bars/ restaurants and landmarks
171	Outdoor plays/music/shows. Places to eat. Places to sit and chill with friends without a clear obligation to buy something.

172	Better evening bus service (back to Selby). Less drunkenness on the streets, can range from unpleasant to intimidating, even early on. Not having to come to work the next morning :-)
173	Later opening cafes, music events
174	More open air theatre/events like Illuminating York, free cultural events
175	A swimming pool
176	Good sized music entertainments centre
177	Large screen TV events
178	Live bands.
179	If my bus service ran past 8pm, and was more frequent than every 30 minutes at the best of times, far worse at less ideal times.
180	More music
181	More art/cultural places to be open
182	Late markets-outdoor theatre/music -buskers into the evening Outdoor cafes in dry weather
183	Open air theatre during the summer/early autumn, like the recent Blood + Chocolate. Themed events/lectures/discussions on York related issues eg history. The cost of these things would be a major factor, and keeping it reasonable would probably require a lot of sponsorship from commercial bodies.
184	Better retail facilities. Cultural activities starting earlier, more family friendly events, Late night specialist markets, more learning facilities in city centre rather than out at schools
185	Music events theatre etc. Shops being open until 8 pm as on the continent
186	Shops open later, more free/open events. Late closing of the special markets?
187	Theatre, concerts, cultural events

188	<p>More family friendly activities such as the Illuminate York or the Blood + Chocolate show or even just that shops open longer. Events that discourage the hen and stag dos and make the city centre a nicer place to be for the entire family. I finished a meeting at York St John last week at 5pm, walking back to my office on the other side of town I could not find one independent coffee shop to stop for a drink, why is this? I don't want a clinical coffee from a chain, all those lovely coffee shops on Gillygate and not one was still open! Why do shops not realise that if they stay open people will stop on their way home from work and spend? Recently we were in Spain and in an evening whole families are out enjoying the city. We come back to York and despite this being such a tourist hotspot after about 3pm in an afternoon the city is full of drunks, making it a nasty, intimidating place to be. Coming back to York from holiday I realised if I was visiting I would be disappointed by York's evening offering.</p>
189	Festivals, alternative markets open
190	<p>An extension of the Illuminating York festival with temporary light art installations, more social activities for young adults in the city besides drinking - this could include video gaming societies or other such hobbies and clubs, and any interesting retail opportunities that could be opened during this time.</p>
191	Special events
192	<p>More events at the library or more family focussed events. We currently nearly always come in after 5 just to go to the cinema or the theatre, very rarely go out to the pubs and restaurants</p>
193	<p>Events in the newly refurbished Parliament Street, especially family orientated events, outdoor theatre of some sort.</p>
194	<p>I would really like to see the shops/cafes stay open later. Especially from April to Sept/Oct. I am often in town after the shops have closed and there are so many people and tourists still wandering around. There could be a really nice later evening atmosphere in town if the whole place stayed open later. Make a shopping/cafe culture that could rival the boozy hen/stag culture that is growing.</p>
195	None

196	York already has a really strong presence in terms on festivals and theatre, but it would be nice to see more of this. Site specific performances in unused buildings for instance (subject to health and safety) would help to make use of these sites and would give residents a reason to visit them. More child-friendly activities in the early evening would maybe also prove beneficial - if these are available already then I don't know where to find them (Full disclosure I've only been living back in York for 4 weeks). I remember a few years ago there was a lovely arts project which projected coloured lights onto the ground opposite Coopland's bakers in town - everyone loved it and it just made using the city more fun. On a personal note it would be really great if there was a non-alcohol serving coffee bar or something which opened until later on in the evening (10pm?) as I don't always want to drink, but after a certain time there are limited opportunities for friends to meet.
197	Less hen and stag parties and drunken people would entice us back into the centre.
198	Keeping the park and ride open later even with a skeleton service
199	Bars with a Parisienne feel
200	Social activities that do not include the York drunks.
201	Things suitable for families, in a warm dry environment and away from pubs!
202	Events such as Illuminate York
203	More comedy club type activities, such as the Hyena cafe in Newcastle which has a wide range of attendees and keeps an eye out for any troublemakers which are escorted out.
204	Night markets and other attractions that allow all of the community to get involved: http://www.standard.co.uk/goingout/attractions/nighttime-food-markets-in-london-8709621.html There is far too much emphasis on meeting the demand of a small section of society at night for example...18-25 year olds / tourists / stag do's. Local events such as ire, vibes and other music nights put on by the working men's clubs are thriving and do not cause trouble or even have bouncers. These venues are crying out for fresh faces and desperate to find ways of engaging the community. So we have venues, workers and talent available - what is stopping our city become more diverse at night????
205	A wider variety of cafe bars and restaurants which are not targeted at hen parties and stag dos

206	I enjoy the family events, such as the forthcoming event in Museum Gardens 5.30-6.30 about outdoor and night-time subjects. Festivals etc.
207	Drive in movies/outdoor screenings Free events
208	Concerts
209	Larger pubs with more entertainment going on in them - like in Newcastle. More well-known names at the theatres instead of the old ones. Restaurants with entertainment or something going on
210	More live music - jazz - classics - gospel - acoustic more affordable drama
211	None
212	There is already plenty of activity
213	Late night outdoor cafe areas in the summer, more live music events in small venues and an ice rink in the winter.
214	More live music of all varieties.
215	Nothing
216	Recent events like Blood and Chocolate have been great - more creative and imaginative than usual. More art events. More music events
217	Open air evening concerts, evening markets
218	Events in the city Centre
219	The City is becoming increasingly popular for stag and hen parties on weekends. From 3pm the streets are full of drunken people which is very intimidating especially if you have a small family. I don't visit the City after 3pm on a weekend if I'm with my family. Last week I visited the theatre with my grandmother and we went for a quick drink prior to this, it was very uncomfortable in the public house as there were lots of drunken people. I find it a great shame York is getting a reputation of a good place to drink. The difference between York and say, for example, Nottingham is the size. York can't accommodate tourists, visitors and drinkers together, we don't have the space. Other cities have different places for drinking, visiting and shopping, in York we mix all three together very badly.
220	I think the range of organised social/cultural events is good, and there are plenty of venues for these types of 'curated activity'. What we lack are spaces for groups to gather and meet after work that aren't restaurants or pubs. You would be hard-pressed, for example, to find a coffee shop that was open after 5pm; the only exception being a handful of chains open till 6 or 6.30.

221	I think the level of social and cultural activities and events is quite good. What would encourage me to visit the city centre more and stay after 5pm would be a reduction in the often aggressive and drunken behaviour that is present after 11pm.
222	More "must see" events like Illuminating York and the Blood and Chocolate shows. Also, late night opening for shops in the summer would be a boon.
223	Cafes open later
224	Evening market. Shops open. Open air activities during the summer months.
225	Evening shopping Cafes open till 9pm More arts type events
226	The town centre is geared up far too much for students and tourists - I don't want to spend my evenings sitting in a pub or restaurant full of drunken 18 yrs old. Where's the encouragement to locals to come out
227	Late night opening shops and cafes
228	Cinema, sporting events, musical events, theatre.
229	A nightclub that doesn't allow 12 year old in. A decent cinema chain (not Picturehouse). Better parking to the north and west of the walls. It's abysmal.
230	Night time markets
231	Family friendly eating. Cafes and ice-cream parlours. Continental markets food festival etc.
232	Sections of the city with better policing of acceptable behaviour - sometimes York doesn't feel particularly welcoming at night (beggars, drunks, etc.)
233	More productions like Blood and Chocolate, Illuminations. Later shopping in summer, live bands and musicians, various types or themes in evenings eg Parliament Square eg a jazz week a folk week etc
234	More real ale pubs and cheaper restaurants.
235	Music events, evening markets, Christmas carols, winter wonderland
236	More live music
237	I go for cinema and theatre and to eat out mainly
238	No idea
239	Theatre, outdoor theatre, art projects, museum special events
240	Shops and markets open after 5pm to complement the bars, cinemas etc. and late night buses to take us home safely.
241	Cultural activities, with a provision for parking

242	Parliament Street Market, Farmers Market, Outdoor music dance
243	Shops, cafes (tables outside) and museums open later. Street entertainment.
244	More music, bands, opera, ballet things like that, and some better venues
245	A full time LGBT venue
246	A proper music festival somewhere suitable for wheelchairs
247	If its not a regular night out I only come into the city at night for things such as Illuminating York or the festival of angels, these outdoor / street events are most interesting to me
248	None. I would be encouraged to use the city more at night if it wasn't full of drunks.
249	Better resident parking and access to city centre is the only thing we need.
250	Clean streets and many fewer drunks
251	More music / bands maybe
252	Live music
253	Wider range of better (non-chain) restaurants. Pubs (rather than bars/clubs) open after midnight. Wider range of more challenging theatre.
254	Theatre, cinema, eating, drinking, social
255	Better live music venues with better music. We often don't visit pubs in the city centre at the weekend due to being unable to get in on account of copious amounts of stag and hen dos. We'd spend more time in the city centre if we could get around that.
256	Early evening cultural events Evening classes that start at 5.30 or 6 pm
257	Cheaper bus fares
258	Longer retail opening hours or additional late night shopping nights. More fun activities e.g. bowling. The Ice rink at Xmas should be brought back into the centre. Some of the special markets could be run in the evening to encourage more visitors. Street plays etc

Annex 2

What factors influence your choice of transport into and out of the city centre after 5pm

		Ward
1	Traffic queues, which are much worse at the moment with the restrictions on the bridge.	Other York
2	Since YCC have made me as a driver an outcast I no longer use the city centre I use Clifton Moor/Monks Cross	Huntington & New Earswick
3	Distance to travel	Holgate
4	Availability of buses. Whether I am having a drink	Huntington & New Earswick
5	The terrible traffic caused by bad decisions that mean that trying to drive and park a car in York is virtually impossible	Dringhouses & Woodthorpe
6	Car parking, weather	Other York
7	Can't rely on buses home in the evening so often have to use the car	Dringhouses & Woodthorpe
8	Location	Guildhall
9	Safety and how much energy I have after a night out! I take more taxis in the winter months. If I'm with friends, I'm likely to walk home.	Micklegate
10	Live close	Hull Road
11	Early evening I will walk or get the bus if possible. After 8pm when the park and ride finishes I will usually get a taxi.	Skelton, Rawcliffe & Clifton Without
12	If there is a bus	Hull Road
13	The Weather!	Clifton
14	Availability, price	Hull Road
15	Where I live.	N/A
16	Weather, location of social, whether I am alone or with friends	Heslington
17	Good bus service	Strensall
18	Convenience, speed, cost.	Fishergate

19	Preferences of others Time of travel Number of people travelling with me	Other York
20	Weather	Micklegate
21	Weather. How much of a rush I'm in. Cost.	Fishergate
22	Traffic, cost of parking, ease of parking	Fishergate
23	What time I will leave the centre	Clifton
24	Depends how late it is and whether buses are running	Holgate
25	There are no late buses where I live (Sutton on the Forest) and the taxi is a bomb.	N/A
26	Time of day - would much rather use a bus than a taxi but buses don't run late.	Hull Road
27	Personal safety late at night will encourage me to get a taxi	Clifton
28	Where we are, how frequent the buses are running, time	Heslington
29	Whether I'm drinking, the weather, the time, how much I have to carry.	Fishergate
30	Safety, I would not feel safe walking after dark	Fishergate
31	Buses stop around midnight	Hull Road
32	Weather, time, money	Hull Road
33	How far I live from the centre.	Heworth
34	Cycle if I'm not going to be drinking much, bus if the clubber's bus is running. Otherwise, taxi.	Heslington
35	Time, money	Haxby & Wigginton
36	Time and cost	Other York
37	Cost, how many are going, where we are going, and frequency of buses.	Heslington
38	Whatever is available, which does not make me colder and more tired than I already am.	Heworth
39	If I have my 12 year old with me, the weather and time of year. When dark prefer to be on bike than walk. Parking is often a problem....cost distance to location etc. Don't walk to bus stops at Rougher St or station.	Fishergate
40	Walking distance from centre - would take longer to walk to a bus stop and wait there.	Clifton
41	Bus frequencies	Heworth

42	Cost	Fishergate
43	If buses are still running, if I'll be drinking.	Heslington
44	Times of buses or the waiting time for taxi.	Other York
45	Accessibility	Fishergate
46	The time of night, and if I'm alone safety	Westfield
47	The temperature	Hull Road
48	What I'm planning on doing. The weather.	Clifton
49	Weather, amount of alcohol consumed/to be consumed.	Fishergate
50	Outwards: only one bus running east towards Tang Hall/Osbaldwick area, runs infrequently and stops running earlier than most nights out end, leaving only expensive taxi service as an option when walking at night feels unsafe	Hull Road
51	After midnight there aren't any buses to the University other than Clubbers on some nights. I'm forced to walk alone over three miles or take a taxi.	Other York
52	Cost , what friends are doing, time of day, weather	Heslington
53	Price, time, distance	Fishergate
54	How cold it is.	Fishergate
55	Time, weather	Other York
56	Bus times.	Heslington
57	Cost, ease	Hull Road
58	Availability of buses.	Heworth
59	Temperature.	Fishergate
60	The weather, distance	Fishergate
61	Distance. Who I'm with. Generally walk, always if starting from home.	Fishergate
62	Safety	Clifton
63	Traffic. I can get in faster on my bike than in a car. Though residents free parking after 6 is brilliant.	Heworth
64	The weather How far across town we're going How drunk we might get	Clifton
65	Availability of bus services	Acomb
66	Accessibility to bus routes continuing to at least 8 pm.	Clifton
67	Only cycle in the summer. Taxi if drinking.	Skelton, Rawcliffe & Clifton Without

68	Parking availability and charges Weather Personal safety	N/A
69	Ease of access, lack of parking, proximity to where we live. Ability to ride a bike after a few drinks!	Fishergate
70	After 5pm, I would only walk in summer months when it is light. Do not feel safe walking into town in my own the dark. I would like to get a bus but they don't travel frequently enough or late enough.	Clifton
71	Park and Ride shuts at 8 pm	Skelton, Rawcliffe & Clifton Without
72	Cost Reliability	Derwent
73	Convenience	Other York
74	Not applicable	Guildhall
75	I live 10 minutes away.	Micklegate
76	Weather. Choice if activity	Strensall
77	Coming from work	N/A
78	What time I shall be leaving town	Rural West
79	I live on the edge of the city centre.	Micklegate
80	My proximity to the city centre, lateness for coming home, darkness and level of inebriation.	Other York
81	Alcohol, traffic and timescale	Clifton
82	I live within walking distance	Other York
83	Park and ride timeliness, taxi availability	Dringhouses & Woodthorpe
84	I live within walking distance of town.	Clifton
85	Availability of buses. I can use park and ride during the day. No service to my village after this time.	Other York
86	How sleepy or drunk I am.	Holgate
87	Weather	Huntington & New Earswick
88	Not a bus service	Holgate
89	Bus regularity which is not so great later at night. Often choose taxi to get out of town asap (e.g. after the cinema or theatre) when it's full of drunks!	Holgate
90	Few buses after 8pm	N/A
91	How late it is. Whether I'm drinking.	Heworth

92	The bus timetable is a big deciding factor. I much prefer to travel in to the city by bus, but the lack of availability for a late night bus for the return journey makes this impossible, so I either choose to drive or to go somewhere more local. I live near Selby and my last bus is 6.30pm during the week, with only 1 late bus on a Saturday (11.00pm) with more cuts in the future this will make it even less likely that I will choose to travel to York in the evening. The trains suffer for the same time tabling issues.	N/A
93	Weather, where I'm coming from	Fishergate
94	Weather, availability of bus service	Fishergate
95	Journey type	Clifton
96	I live 10 minutes walk away	Heworth
97	Cost.	Heslington
98	Weather	Clifton
99	Usually I am returning from work in Leeds, and use the time after my commute to see friends, or I am coming in from home to go to the theatre, cinema or pub. I am also a non-driver.	Haxby & Wigginton
100	Safety, convenience	Westfield
101	Convenience Cost Time	Hull Road
102	I am disabled and cannot walk far so public transport is a problem for me	Acomb
103	Weather, friends	Fishergate
104	Convenience and availability	N/A
105	Distance.	Guildhall
106	Cost, exercise, convenience	Holgate
107	Weather.	Other York
108	Weather, what time I'm going home.	Haxby & Wigginton
109	We live within city walls	Guildhall
110	Cost	Other York
111	Availability of public transport	Fulford
112	Where I have to get to, going home is fine on foot - safety a consideration later on to other destinations, but distance main priority. Taxis often the only option.	Clifton
113	I live a 10min walk from the centre	Clifton

114	Past 8pm a lot of buses stop running. In other cities they have buses that run through out the night and were a useful and cheap way to get home at the end of the night.	Skelton, Rawcliffe & Clifton Without
115	The weather.	Clifton
116	I live close enough to walk.	Clifton
117	If I will be having a drink or not - if I am having a drink I will use a taxi. I live in Wigginton and the bus route is so long it can take nearly an hour to get there. taxi is quicker	Haxby & Wigginton
118	If I will be drinking alcohol. Time I am staying out until The weather	Clifton
119	Easy access.	Other York
120	Weather, tiredness, or if have elderly parents with us. If I'm late!	Clifton
121	I will take the bus if there is still one on schedule. Otherwise: taxi.	Heslington
122	I don't get the bus anymore because £2.20 for a single (for a 2 mile trip) is ridiculous. So I cycle or walk either way	Other York
123	Proximity of home Whether I intend to drink or not	Guildhall
124	Time Whether I'm drinking or not Money	Dringhouses & Woodthorpe
125	Cost/Health	Skelton, Rawcliffe & Clifton Without
126	Distance	Guildhall
127	Price and environment. We would bike but I don't think the cycle paths from Holgate are safe for children	Holgate
128	Ease of journey and safety	N/A
129	Weather, no. of stops / venues, anticipated / actual alcohol consumption.	Micklegate
130	The time of night and also the day	Hull Road
131	I live close to city centre so walk	Micklegate
132	Live within walking distance but don't always feel safe to walk home	Other York
133	Bus services tend to only run until about 8pm on the major routes	Other York

134	Buses finishing relatively early on weekends mean people have to use expensive taxi services or risk cycling home if they don't have the money.	Strensall
135	Cost and availability	Holgate
136	Weather	Skelton, Rawcliffe & Clifton Without
137	How frequent it is, cost and how quick it will be.	Heworth
138	Lack of public transport after 7.30	Skelton, Rawcliffe & Clifton Without
139	I don't have a car and the buses are incredibly unreliable. Therefore I walk.	Other York
140	If we're drinking we need to be on foot and if it's raining we get a taxi home! We use bikes most of the time as they're easier to park!	Heworth
141	Parking and bus times.	Derwent
142	Speed – girlfriend's high heels!! Weather	Micklegate
143	Ease and frequency - York is a night a nightmare to park in and also one of the most expensive I have been to.	N?A
144	Depends on type of social occasions	Dringhouses & Woodthorpe
145	Cost	Acomb
146	If I am to drink I would use a taxi, otherwise I would always use my car.	Huntington & New Earswick
147	I live close to the city so foot or taxi is best	Clifton
148	Distance from home vs energy level	Guildhall
149	Time of travel i.e whether buses are running. Parking options	Rural West
150	Weather, if children with us, general atmosphere, how light it is. Main preference is for walking. Above options, three only? I cycle daily, use bus a couple of times a month, drive weekly, walk weekly (wife daily) and get a taxi a few times a month.	Osbalwick
151	No buses after 11:30pm so forced to take expensive taxi.	Westfield
152	I live close enough to walk to the centre.	Other York
153	Weather, how late it is, what I'm wearing (i.e. impractical footwear for walking)	Micklegate

154	The convenience of bus services and the cost of parking.	Huntington & New Earswick
155	If has the possibility of turning up. Buses in York after 6pm are awful - most are late, a fair amount just don't turn up. You are going to struggle to get people into York when they can't park up or get the bus.	Skelton, Rawcliffe & Clifton Without
156	I live close	Fishergate
157	Weather and clothing for whatever I am going to	Micklegate
158	The ridiculous parking charges and buses that get in the way.	Acomb
159	Weather, time	Fishergate
160	Traffic & whether we are choosing to have a drink or not. Money - we walk to save money on buses/taxis	Fishergate
161	Has to be car as public transport not an option to get back home after theatre	N/A
162	I don't trust the reliance/safely of buses at night and taxis cost a fortune.	N/A
163	Weather - if it's colder/raining then I will get the bus, otherwise I am within walking distance.	Fishergate
164	Weather, tiredness, very rarely traffic	Micklegate
165	If there is someone to walk home with me (and it's not the middle of winter!) I prefer to walk home, if I'm on my own however I would get a taxi	Hull Road
166	Convenient, especially if eating in one part of York and then going to the theatre or a concert	N/A
167	Walking is very easy for me as I live about 10 to 15 mins walk from the centre. I might bus if weather bad and a bus comes along	Fishergate
168	Distance, sunset time	Micklegate
169	I finish work after the last bus twice a week so have to walk or get a lift Use bus in order to have a drink	Westfield
170	Safety	Osbaldwick
171	If I plan to drink alcohol I don't cycle.	Micklegate
172	What is most affordable and widely available.	Fishergate
173	Buses too infrequent in the evening	Rural West
174	Temperature, time of day, activity	Fishergate
175	Time, availability of bus vs Taxi, available money for taxi fare	Other York

176	Work or pleasure	Heworth Without
177	I live in the city walls so walk	Guildhall
178	Live close so walk	Guildhall
179	Speed, convenience, cost - and weather conditions	Hull Road
180	Public transport finishes too early in my village to use Car is easier and safer when I'm on my own	N/A
181	Buses home stop at 6pm	Rural West
182	Cost	Other York
183	Where I'm based when I'm not staying with friends (My family home) so I can only use the bus to get close. When I'm staying in York it's convenient when socialising to get taxis there and back with everyone and to walk in when you're on your own.	N/A
184	Cost and reliability	Holgate
185	The price and availability.	Heslington
186	Unreliability and cost of buses and not safe	Dringhouses & Woodthorpe
187	Cheapness and directness	Heworth
188	Lack of buses in the early hours of the morning	Heslington
189	Whether buses are running at the time I leave, how frequent they are, how much a taxi will cost.	Hull Road
190	Light and weather	Other York
191	I have a disability and I can get closer to where I want to go if I travel via taxi or car. I do sometimes travel by bus but I don't like walking around the city at night to get to a bus stop - or the taxi rank either for that matter.	Bishophorpe
192	Accessibility of venue, cost, comfort	Other York
193	Live close by. Price of taxis.	Guildhall
194	The weather	Other York
195	Live within walking distance of the centre	Micklegate
196	Later buses always helps, put more on after midnight	Dringhouses & Woodthorpe
197	Whether I intend to drink alcoholic drinks or not.	Dringhouses & Woodthorpe
198	Cost and flexibility	Dringhouses & Woodthorpe
199	Prefer to use bus but often not convenient. Service ends too early	Dringhouses & Woodthorpe

200	Car most reliable. Infrequent buses that don't run late	Strensall
201	Car parking availability, bus convenience and cost and whether drinking or not.	Fulford
202	Ease	N/A
203	No buses to our village after 6.00pm	Rural West
204	The weather, parking, and the cost of busses.	Huntington & New Earswick
205	I live very centrally, so walking into the city is a no brainer. If I'm leaving the city I'm likely to be going to another nearby town, so it's usually by train as this is the quickest and most convenient.	Micklegate
206	No buses out of York to where I live late at night - too far to walk, only walk into the city centre from work location	Other York
207	Weather. Time that I will be coming out of town.	Huntington & New Earswick
208	I live in a rural village is no public transport after 18:00 hrs and no public transport back from they city.	Bishopthorpe
209	Whether alcohol has been consumed	Bishopthorpe
210	Buses to North of the A19 do not run after 8pm and having to get taxi nearly doubles the cost of the evening, or one of us drives and goes home early	N/A
211	None, I'm happy to walk home late	Holgate
212	If I am drinking alcohol or not. What event I am attending and if easy free parking is available in the area I am attending.	Haxby & Wiggington
213	It depends if I am going in alone or with friends, and what I am going to do. I live close to the centre, so often walk in and get a taxi back later.	Holgate
214	The weather and availability of taxis	N/A
215	Resident parking access and how close i can get to the centre in my bike	Huntington & New Earswick
216	I live in a suburb of Leeds so the car is most convenient for me.	N/A
217	Blood alcohol ratio	Heworth
218	Availability and cost	Westfield
219	No decent bus service number 11	Heworth
220	SAFETY	Other York

221	I use my car when I do not intend to drink, and I am transporting children or other for whom walking etc. is difficult. If I can't park for free at night, I won't use it.	Fishergate
222	Whether we will be drinking and also return bus times	Bishopthorpe
223	Locality to my house	Micklegate
224	Convenience	Rural West
225	Time of day, weather, number of people in the group	Guildhall
226	Cleanliness of the transport and standard of travel in terms of comfort etc. The amount of friends I am socialising with. The times I am travelling. My plans on drinking or not	Strensall
227	Convenience, free parking for York residents	Clifton
228	Plans for evening - drinking etc	Clifton
229	I live close to the city centre so always cycle or walk. However, why does the Park & Ride shut so early?? If you want to go to the theatre, see a film or have a meal later than 7pm, and use the Park & Ride you can't. Many friends who work in the city centre and use the Park & Ride are frustrated by this. Surely the car parks (and the bus services) should operate until at least 11pm! Otherwise, people are deterred from the city centre in the evening, or park in the city centre, adding to congestion.	Micklegate
230	Poor bus facilities and over priced taxis.	Clifton
231	I live close to York	Holgate
232	Weather. Bus frequency and reliability	Huntington & New Earswick
233	Car parking is awful expensive. Roads are poorly designed, as are ideas such as the Lendal Bridge closure. Very anti-cars. Buses and trains very overpriced.	Clifton
234	I have no bus service and live too far out to travel otherwise!	Wheldrake
235	Bus timetables, personal safety	Heworth Without
236	My reason for travelling	Bishopthorpe
237	Weather Time	Heslington
238	Convenience	Other York
239	The amount of people I am with	Heslington

240	Parking charges are too high	Skelton, Rawcliffe & Clifton Without
241	Frequency... Need more buses to and from the University at later hours. Even if it is at least on a seasonal basis. Winter is grim when you're waiting!	Hull Road
242	Prefer to travel by bus because have an annual season ticket for commuting so effectively free, but occasionally use car where more convenient (eg combining with other journey). Driving costs and parking charges discourage me from using the car without good reason.	N/A
243	None, I live close by so walk/cycle	Micklegate
244	I live 30 minutes walk from town so I usually walk or cycle, although if I am travelling in the dark I will often drive to avoid having to walk in poorly lit areas	Holgate
245	Who is going with me - bus fares expensive for a family compared to the cost of parking. Purpose of visit and likely time will be returning. Buses infrequent after 8pm and none to and from the station.	Fishergate
246	Ease of access to and from.	Other York
247	I don't drive. It's close. Greener to walk or cycle. Cheaper, quicker to cycle	Fishergate
248	Availability, no night buses.	Haxby and Wigginton
249	Alcohol, weather, what I am doing in Town	Osbaldwick
250	Lack of busses late in evening. Walk when taxi queues are too long (most of the time)	Clifton
251	Safety	Haxby & Wigginton
252	I live in city centre	Guildhall
253	BUS SERVICE IS AWFUL	Acomb
254	Weather conditions. Days of the week. Reason for visiting the city, ie cinema or formal function.	Strensall
255	Cost	Holgate
256	Where I live	Other York
257	Availability and cost	Micklegate
258	Lack of buses after 8pm forces me to use other transport.	Clifton

259	Weather!	Heworth
260	Don't like walking after dark. Would use bus more to travel in and out if more frequent service (only every half hour then hourly).	Holgate
261	The weather - I will walk in unless it's pouring with rain! I would prefer to catch a bus home but the buses to my area don't run very late. I don't like to walk home later on at night so will get a taxi.	Heworth
262	Time (not all buses run late, or if they do they run infrequently) Depends on the activity I have been doing.	Dringhouses & Woodthorpe
263	Availability - usually no buses!	Rural West
264	In: Whether I'm already in town (e.g. after work), frequency/timing of buses (e.g. matching against meeting/cinema times). Out: frequency/timing of buses (e.g. last bus home is 11.30 therefore must leave before then to catch it). If there was a later bus(es) I would stay later.	Haxby & Wigginton
265	Health, and frequency of bus service, weather (snow, ice, etc)	Guildhall
266	There are no buses later than 7 and I couldn't drink if I drove	N/A
267	None, I live in South bank so I would always walk.	Micklegate
268	Alcohol, buses do not run often enough after a certain time which leaves a taxis only or walking 3 miles	Huntington & New Earswick
269	Convenience/Safety	N/A
270	My (unfortunate) residence in Selby, the cost of trains and the fairer price of buses	N/A
271	Availability of public transport	N/A
272	Weather and what I am there to do. If shopping, I take the car.	Rural West
273	Too expensive to park	Clifton
274	Usually I would go on my bike but if it is raining, we get a lift	Clifton
275	Weather. Starting point. Purpose of trip.	Other York
276	Time taken to get to YCC ie bus very slow from Wigginton. Parking availability and charges.	Haxby & Wigginton

277	I don't walk on my own in the dark as I have been followed on a number of occasions, so if buses are running I use them but if not I have to get a taxi.	Heworth
278	Unfortunately the bus lines to Fulford do not run late. This makes it hard to get out of the City Centre after 7 pm. From about 5-6 pm it is impossible to get from the centre to Fulford because the roads are incredibly congested. Therefore we avoid using the car at those hours.	Fulford
279	The park and ride closes too early to spend the afternoon and evening in York without worrying about parking. It would be better if the park and ride stayed open later but with fewer buses say one every 30mins instead of every 10mins like the daytime	Derwent
280	Not a very good bus service	Huntington & New Earswick
281	If drinking will use bus / taxi...often cheaper for family to get taxi than all get bus, plus bus frequency can be hit and miss after 6pm	Westfield
282	No buses go near me and the high cost of parking means the car is only used if I have someone who cannot walk very well	Guildhall
283	Traffic and whether I have had a drink/intend to drink	Osbaldwick
284	Distance.	N/A
285	Cost due to living well outside York and no public transport.	Rural West
286	Cost	Westcliffe
287	Alcohol consumption	Skelton, Rawcliffe & Clifton Without
288	The distance travelled and weather	Other York
289	Limited train times. Can't leave car at park and ride after 8	N/A
290	If we want to drink we cannot drive but the buses stop at 8 so cost is a factor as taxis are expensive.	N/A
291	If I'm alone I get a taxi because I think it is dangerous because of drunk/abusive people	Holgate
292	Safety.	Holgate
293	Depends on activity. Generally walk in, but get taxi out if going for late dinner or drinks. Sometimes drive if going to cinema and the weather is terrible.	Holgate

294	Which is the most convenient at the time and the weather	Dringhouses & Woodthorpe
295	Price and frequency of buses are not good enough. Our bus firm changes after 7 so it is not possible to get a return ticket, therefore it makes sense for us just to get a taxi! Absolute nonsense. Bus times are not frequent enough or reliable enough to get anywhere for the times you want. Bus prices too high for the short journey we have to make.	Acomb
296	Weather - will walk if not raining	Acomb
297	Bus availability. I would stay in the city centre longer if buses ran longer timetables.	Derwent
298	Taxi fares are too expensive, buses are too infrequent, taxi drivers are rude and frightening. If its raining or I am alone I have to get a taxi but am frightened waiting in the queue and of the driver	Hull Road
299	If it is after 6 I will usually take the car (free parking). Getting home on the buss is a bit hit and miss	Dringhouses & Woodthorpe
300	The weather	Guildhall
301	N/A as I live close to the city centre.	Micklegate
302	Time, cost, weather	Other York
303	Availability of public transport very limited. Personal safety high on my agenda.	Fulford
304	Secure bike parking. Rain.	Fishergate
305	Whether the buses are still running.	Hull Road
306	Park & Ride closing at 8pm. Infrequent buses	Other York
307	Weather and how much time I have and safety for coming home, if I am going out alone	Fishergate
308	Extortionate bus/taxi prices	Clifton
309	Price and convenience	Clifton
310	Parking. Weather	Fishergate
311	How much I've had to eat	Clifton
312	Available methods of transport. E.g. no busses after 12am to get home so use taxis if I can't drive	Haxby and Wigginton
313	Cost of bus. For my family it cost £14, you can get a taxi for cheaper	Westfield
314	I live within 20 minutes walk of the city centre. Public transport towards my home (just off Burton Stone Lane) is irregular so it wouldn't occur to me to use it.	Clifton

315	I live in a village outside of York. A bus journey takes too long and is inconvenient. I prefer to bring my car so that I can get home without having to wait for a bus. Although York has many bus stops, not many are sheltered sufficiently for the weather in the winter. This makes it uncomfortable for my family and I. York would benefit from a proper transport hub - but I appreciate this is difficult to deliver in a medieval city.	N/A
316	Buses are too slow and expensive. I don't want to support First by giving them any of my money, since they do not have good customer service.	Guildhall
317	Would not travel in or out on foot in the dark. Bus service is hit and miss. Much easier by Car	Hull Road
318	Weather Time Type of event	Guildhall
319	Needs more reliable bus travel - one bus every 1/2 hour is not good	Skelton, Rawcliffe & Clifton Without
320	The weather, bus timetables and my wife	Huntington & New Earswick
321	Buses stop after 11pm, so must take a taxi home. If the weather is OK, I will cycle, if not I will take a bus. Evenings in the city usually involve a bit of a drink, so I don't go by car, unless I'm not drinking.	Acomb
322	Cost, weather, available time, time of night.	Hull Road
323	The ability to park somewhere that doesn't charge me a fortune.	Westfield
324	How drunk I intend to get How cold it is	Micklegate
325	Prefer to walk.	Holgate
326	Whether I can get a lift with someone	Fulford
327	Free parking for York residents, times of buses, if alcohol is part of evening out, weather, proximity to venue, type of evening out planned	Other York
328	Distance from the station.	N/A
329	Weather, light, type of shoes, distance to venue	Heworth
330	Weather, type of event attending.	Holgate
331	Weather and bus times	Clifton
332	Weather	Holgate

333	Price and frequency (of buses - have found ourselves waiting for buses that never turn up in centre of York and have to resort to a taxi)	Osbaldwick
334	There is no bus service in Rawcliffe Lane. If I walk to where the bus goes and catch it the journey does so many detours it's quicker to walk. Park and Ride is useful but last bus from town is 8.10 pm so is quite restrictive no other option but to walk after 8pm	Skelton, Rawcliffe & Clifton Without
335	Lack of buses home	Micklegate
336	Availability of affordable public transport and/or cheaper parking places	Strensall
337	Filthy bus, wet nights waiting for a bus, the park and ride closes too early it should close at eleven pm	N/A
338	Timing, evening activity	Holgate
339	If I have to transport a load and how big it is.	Clifton
340	Weather; time; rowdiness.	Holgate
341	I live close to town, its easiest to walk or take the bike if I'm in a rush	Guildhall
342	Weather, parking near destination, purpose of visit into the City Centre.	Fishergate
343	Disabled	Huntington & New Earswick
344	Weather and how late it is.	Fishergate
345	The buses take 40 minutes to get from my home in Wigginton into town, combine the waiting time and it's just not an attractive option. Car or taxi takes 20 minutes	Haxby and Wigginton
346	Use bus if available. Drive if taking the children. Expensive taxis are a last resort.	Dringhouses & Woodthorpe
347	My choice	Other York
348	I live in the city centre so no transport required.	Micklegate
349	Cost, weather, convenience	Rural West
350	Cost and time	Dringhouses & Woodthorpe
351	Cost and availability.	Rural West
352	Weather	Micklegate
353	The weather	Heworth Without
354	Frequency of late trains to Harrogate	N/A

355	Parking, alcohol, weather	Heworth
356	Weather and traffic such as race days congestion	Dringhouses & Woodthorpe
357	We only live 20 mins walk from city centre so would almost never get transport. Sometimes we get a taxi if it is raining. There are not that many buses that go up Bishopthorpe road so we don't tend to use the bus	Micklegate
358	Times of buses	Heworth
359	Lack of enough buses at night to home location	Rural West
360	Cost, time of travel home	Dringhouses & Woodthorpe
361	Convenience	Other York
362	The weather and/or the time	Guildhall

Annex 3

What improvements, if any, would you like to see?

1	Keep The Gangs of Students out of the city centre Screaming & Carrying On Alarmingly
2	Pavements should we washed clean
3	Ban stag and hen parties, happy hours and student nights, then close cheap bars and cut price restaurants and replace with quality establishments
4	Emptying the river of debris. More bins.
5	More lighting and cleaning
6	More street lighting
7	The cleanliness declines as the evenings wear on due to fast food outlets and drunken people. I strongly believe that pubs and clubs should use their profits to pay for street cleaning and security; particularly the ones that encourage excess drinking with 'happy hours' and price promotions.
8	Cleaning teams out at night, more bins for 'takeaway' rubbish
9	More art works. More music (buskers?) Less drunkenness.
10	I would like to see in some areas no uneven pavements unless it is a historic pavement like the Shambles.
11	More lighting
12	I'd welcome initiatives to tackle disposable packaging, esp. from street food vendors.
13	Door staff fully enforcing licensing conditions around their premises. There are several venues where due to inaction of security staff I no longer have any desire to visit.
14	Interesting lighting - everything looks a bit stark.
15	Generally, more potted plants/trees would improve the attractiveness of the city.
16	More late night coffee shops and upmarket take away places that serve quality food
17	A better atmosphere... it even somehow feels dangerous in the late evening.
18	I like it as it is.
19	Re-pedestrianisation of Coney Street, Davygate, New Street, Stonegate, Petergate, Swinegate after deliveries etc have been made

20	More spaces open later, events taking a lead from bigger cities like Manchester and Leeds.
21	Maybe slightly more lighting in the older parts of the city
22	Less building work, but I guess that's unavoidable.
23	Get rid of stag/ hen culture. Reduce gangs of drinkers ... inappropriate behaviour too early on streets The homeless should be provided for in shelters Get rid of fast food vans selling trash food. I find pub culture clashes with culture of cinema, coffee bars, theatre....
24	Later at night there is a lot of waste from takeaway boxes etc. Not sure how much can be done about this - more bins, fines for littering, incentives for cutting down amount of packaging?
25	None
26	Removal of bin bags and litter
27	Less drunk people wandering the streets.
28	Better lighting, independent of storefront lighting, after dark
29	A lot of garbage because people are drunk heading home late and they litter a lot. The city is not pretty after 10pm.
30	n/a
31	Cheaper drinking.
32	More security, better lit side streets, taxi rank in the centre
33	Night buses.
34	Not to see every shop's rubbish bags out. More bins would help with litter as well.
35	Litter bins cleared out more often so they are not overflowing when you walk into town the next morning. Pavements cleaned up so you don't have to avoid vomit Why shouldn't those who "throw up" be made to pay a fine like those who throw down litter
36	Less/ no neon
37	Modernised lighting - especially the Minster and the bridges
38	Good street lighting in all city centre streets.
39	Would like to see less people vomiting / urinating in the streets.
40	Get rid of the pee smelling doorways - rank !
41	Less sick in the streets and pathways.
42	More illuminated buildings and features
43	Discourage people from - drinking in the street - assembling in loud intimidating groups Remove mobile burger vans and the like: they cause untold mess: discarded packaging; food smeared on car windows and left on windowsills. Active police presence in the evening. Wardens to keep students safe (like the pyjama wardens during freshers week) A night-time lorry ban Rules about the removal of waste (when it can be left out, picked up, etc) being

	enforced. A ban on bottle banks being used at night. Attractive and effective street lighting
44	Less vomit. Pedestrian control on the Ouse Bridge. Often feels dangerous to cross, particularly as drunk crowds outside pub spread onto street with oncoming vehicles.
45	The later it gets, the messier it looks, drunk people falling out of the bars on my walk in along Micklegate, sometimes rubbish to be collected. Later on it is rubbish from the drinkers thrown on the floor.
46	Clean streets
47	Control of hen dos and stag events from Thursday onwards. Our delightful city is fast becoming a no-go zone
48	I am not interested in bars/clubs/pubs as part of my social life, but in summertime when I maybe have a walk along the riverbank, I would like to sit and enjoy a coffee somewhere in the city centre.
49	Make more use of river frontage, extend raised river walkways, new footbridge near cinema, soften Park Inn hotel with planting or video projections. Demolish front part of Stonebow, make new Colliergate Square, keep tower part & turn into hanging gardens. More bins, street cleaners, instil more pride / respect for the city & environment. Ban chewing gum in city centre shops
50	Less drunk people. Less stag and hen parties
51	Get rid of the drunks and need for heavy policing! I've lived here for over ten years and am kind of used to it (though don't like it) but I know many people newer to the area that find it intimidating and off-putting so that you have to plan cinema, theatre trips etc to avoid the weekend. This isn't right.
52	No rubbish left in town.
53	Less clutter. Better lighting. More atmosphere
54	Better management of rubbish from shops and street litter - recycling points for bottles (plastic and glass) to help reduce waste filling the bins and going to landfill
55	Cleaning up all the trade waste left out for collection, fining people who leave litter or smash bottles/glasses on pavement or vomit all over the pavement
56	More lighting near taxi queue areas
57	More litter bins. Art on display e.g. the wallpaper applied to the derelict hotel on Piccadilly. Imaginative use of open space
58	Development and smartening of Piccadilly area.
59	More responsible landlords not serving very drunk people ergo less litter and vomiting and general ASB.
60	Fewer lairy drunken scum shouting and fighting. Close that

	McDonald's.
61	None
62	More buses to Fulford after 8pm and more shops open later
63	Need to open the pubs back up to the mainstream York public. Whilst not being old, there is a generation drinking at home then coming into town. Having more decent people around and able to enjoy a drink at a reasonable price provides a far better atmosphere. The only effect of expensive drinks in York is for the supermarkets to gain the revenue and the city to pick up the cost later on. Most people can enjoy a few pints without bother and it would be harsh to penalise the sensible drinker at the expense of those solely there to get more drunk than sensible.
64	Cleaner streets. Later opening for shops. More street events lasting into the early evening. Longer opening hours for the market.
65	Night time wardens to help and assist people around the city, if they are lost, need medical assistance or a police officer they could be a link, (are these Street Angels!?) I never see them! Ordinary people need tending to also not just the Micklegate drunk and can't get home end of town
66	Better offering of street food
67	Safe cycle storage facilities, perhaps in an enclosed staffed area.
68	Not so many lairy people about
69	More Christmas lights in the evening! Also lighting up the Minster at night.
70	City centre kept clean overnight particularly around taxi stands, bins etc
71	No vomit on the streets.
72	Less gangs of drunken people - wouldn't we all? More bins throughout the city.
73	Higher police profile and the abolishment of cheap evening trains back to the North East. York at the weekend has become nothing more than a beer garden for the North East.
74	More street cleaning after the shops have closed. Often commercial waste left out which gets kicked around by drunkards.
75	Rubbish outside shops been collected
76	The city itself is beautiful and very attractive.
77	Better policing and cleaning, control of antisocial behaviour
78	Bins emptied, look less grey and closed up!
79	Improved lighting and public spaces. Less drunks
80	More street cleaners
81	Cleaner, more litter bins and better street lighting
82	Nicer food outlets staying open later.

83	Litter tends to build up after midnight from flyers and takeaways foods. The council do a good job at clearing this up around 4am
84	Closure of internal supermarkets that sell cheap alcohol
85	Streets need to be cleaned
86	Generally, my 'poor' rating above applies after 8 - 9pm, when the drunks, takeaways, etc. get going.
87	Less drunk people
88	Shops opening even a little later- ie not closing at 17:30!
89	Parts of York can be intimidating or unattractive for families, especially at weekends (including weekend afternoons). Improving the management of this would help.
90	Impossible to solve, but commercial waste bags/bins look dreadful, especially as many appear in the little alleys that the City is famous for.
91	Less public urination
92	Fewer drunks.
93	I would like to be able to walk half a mile from my home and not see endless cigarette butts, vomit and/or blood on the street, bits of postcards advertising nightclubs, rubbish and dog mess. The city streets are absolutely filthy, visitors comment on it and I am ashamed and disgusted by the lack of care demonstrated by CYC towards street cleanliness. It is particularly bad on a weekend.
94	Designated safe areas - somewhere you can go on a night out if you lose your friends/your phone dies/need to ring a taxi.
95	More PCSOs to ensure those enjoying a night out stay in control
96	Sandblast the streets
97	Less hen and stag dos. Over the past few years I have become more intimidated to go into town later because of the increase on these!
98	Cleaner pavements and more attractive lighting (also a security thing as well as showing the old buildings) but mainly more control of stag/hen parties and drunken behaviour
99	Less buses and free parking. Small buses would also make the traffic move quicker.
100	The smell near Boots. Litter near Kuda/Subway
101	It's looks horrible along Coney street when shops have piled their rubbish bags outside for collection, and then worse when drunk people throw them about.
102	Better help for bars/pubs. Often seem to be left to deal with issues without police or council help and then blamed/punished if problems escalate.
103	Better lighting on the walking routes in and out of town would make

	me feel safer.
104	The main problem is stag and hen dos leaving takeaway wrappers, puddles of vomit and general detritus around on the weekend. I know it's a massive job and has to be done late at night when obviously it's harder to get workers
105	More rubbish collection and street cleaning
106	Some areas around clubs, eg Rougier Street, Tanner Row, are messy with vomit and some broken glass and discarded takeaways
107	Cleaner streets
108	Restaurants which encourage locals not tourists by giving consistent service or affordable bistros. More pubs that serve snack food.
109	Less stag and hen dos
110	Broken glass is awful around the city - I'd like that to be cleared up before the morning. The smell of urine in some of the alleyways is also bad. Perhaps pop-up urinals would be possible?
111	Better lighting, more litter bins, cleaning crews picking up rubbish as found on the continent
112	More cultural activities taking place in the city centre offering alternatives to drinking culture
113	Measures to control those who drop litter. CYC to re-assess waste bin needs to avoid overflowing locations
114	More street lighting, more police, less drunkenness. The amount of drinking and drunken people is frightening. We moved here from London last year and never experienced the same numbers of drunken people.
115	More bins, especially on Blake Street and area
116	Fewer 'wet bars' that encourage stag and hen parties - and localising the nightclub culture to a small part of city.
117	Bins emptied when full. Decorative lighting
118	More street cleaning
119	More business cleaning front of premises. Limit times rubbish is put out on the street
120	More pavement cleaning (It can be very grimy in places and it gives York a bad image to daytime tourists)
121	Answer to question above depends on day of weekend, time of night - on a Friday or Saturday night it is much less clean and attractive
122	More street cleaning /rubbish /vomit cleaning and lots of alleys used as outside toilets
123	The sewers/drains often smell very bad, especially in the evenings along Coney Street.

124	Fewer stag and hen parties. It really puts me off going into the city at the weekends
125	More parking spaces available in the city centre and either free or very low cost.
126	Clearing out the drunkards, splatters of vomit and stinking doorways where blokes go to pee.
127	Bin collections not being left out in the main streets on an evening
128	Better more effective lighting.
129	Less licences to sell alcohol granted to the numerous supermarkets that are opening in the centre and are magnets for anti-social behaviour. A reduction in the number of visiting drunken groups.
130	More bins, more enforcement of litter and other forms of anti-social behaviour, more street litter control notices requiring pubs, clubs and eating places to ensure the area around their premises is kept free of litter and rubbish.
131	Litter bins emptied
132	Proper policing to deal with drunks/gangs
133	Again citing other cities like Manchester and Liverpool - they embrace their nightlife culture rather than merely tolerating it. Better lighting, pedestrianised areas, colourful street signs, better signage in general to nightlife economies.
134	York needs to be cleaner - certain streets are covered in sick some morning after the students/race goes and stag/hen parties have been out!
135	More 'cafe type' bars open later.
136	Less people spilling out of the bars onto the pavements
137	As stated above
138	Cleaner streets, more shops staying open, more street vendors
139	If possible more cleaning of streets during the evening/ early hours.
140	A removal of the bouncer cartel in town.
141	More uplighting on buildings.
142	Greater outside cafe culture extended into the night
143	No stag and hen parties
144	TOO MANY BARS AND DRUNKS
145	Attractive lighting. Better use of Parliament Street. Some areas of the city are more attractive - e.g. the Minster area (because of the lighting) - better use of lighting to enhance the city would be good.
146	Some of the "Hen" and "Stag" parties York attracts at the weekend do nothing to promote couples or families to visit the city centre. We tend to visit during the week.
147	Reduced amounts of sick and food mess from the previous nights revellers

148	Less hen and stag dos, there has been a notable increase in large groups of men and women arriving on the train on a Thursday or Friday afternoon for weekends away in York. They can be intimidating and rowdy and lower the general tone of the city. Cheap hotels are, I am sure, a draw and these should be minimised.
149	Earlier (and more often?) cleaning of the streets the following day, including bin emptying. All too often the city centre (and surrounding areas) are full of over-flowing bins etc. from the previous evening and aren't emptied until late in the day.
150	This is a county wide problem not just York, but binge drinkers falling all over the place and generally making a scene puts me off coming out in York after dark. Because it's a small city the problem seems bigger, as you don't have the choice or distance to get away from the binge drinking culture that is a problem everywhere. Smaller the city the more concentrated the problem becomes.
151	Fewer drunken teenagers and groups of drunks thinking they are having a good time.
152	Streets and pavements need a good clean/wash
153	No cars or lorries in main centre pedestrian zone till after 5:30 when shops shut. Proper cycle paths away from pedestrians that are properly marked. ie. outside the Minster where there is no clear signage and cyclists are a nuisance.
154	Fewer stag/hen parties which create a poor atmosphere
155	York is now being overrun by large groups coming here with the only purpose of getting very drunk. I have primary school age children and am unable to bring them into town on a evening for a family meal as the centre of York is not family friendly after 5pm
156	More creative lighting, more street cleaners Micklegate/Rougiers St areas. More family friendly environment - too many lairy smokers outside bars etc even early on in the evening
157	Free parking for workers on a night time. The people that keep York going on a night time still having to pay to park, when the town is empty.
158	Later opening hours for shops
159	More overt policing presence. Better lighting. More establishments open other than pubs and restaurants
160	More flashing lights, not only at Christmas, but year round. Some city centres have little lights in the ground that come on at night, like a lit road to guide you between the different districts of nightlife
161	Better street cleaning and police presence to feel safe
162	Less litter from takeaways and flyers, not as many drunk hen and stag parties, better lighting up of attractive buildings

163	Better lighting in areas people walk e.g. by the riverside, more police visible to combat anti-social behaviour
164	Litter clearance during Friday and Saturday evenings and at special events so that bins are not overflowing. Early morning street washing every Saturday/Sunday morning and during festivals. Recycling bins with round holes at key locations eg near McDonald's for plastic bottles and cans Close Coney Street off at night to exclude cars taking short cut at inappropriate speed
165	Spot fines for individuals dropping litter to act as a deterrent to others.
166	Bins emptying near burger vans
167	Cleaner streets, less litter
168	Less dirt, fewer beggars, fewer drunks, fewer rowdy hen and stag parties
169	Increased litter collection
170	Reduce the indignants, and unruly behaviour. The last time I was in, a habitual drunk was yelling obscenities at Rougier Street.
171	Streets cleared of rubbish. Pavements washed. Cigarette butts removed. Greenery tended and cleared of bottles, cans and fast-food containers.
172	Less litter and less large gangs of group just milling around, very intimidating
173	Police / PCSOs etc patrolling areas like Coney St / Bridge St on Saturday evening as I often see drunken people causing trouble, urinating down alleyways / by the river etc. Better parking enforcement. E.g. on Swinegate cars park on double yellows, causing other cars/taxis/lorries to have to squeeze past or mount the kerb, putting pedestrians at risk.
174	Too much litter and dirty streets/footpaths after the normal working day.
175	Generally the city centre after 5pm is attractive and clean however when the races are on it becomes a different city. It is often very dirty and an uncomfortable place to be.
176	More things happening in the evening outside but that would need extra litter teams, good lighting and extra people (police officers) patrolling to feel safe and secure. Ban hen and stag parties.
177	The salmonella wagons around the city generate a lot of mess. Don't know if these could be monitored more effectively?
178	More people around (and not drunk ones!) would make it feel safer, More shops open, cannot believe how early some shops close.
179	Bin emptied litter removed
180	More control of litter/drunk residents by bars/restaurants, etc.

181	Less litter, better lighting
182	PLEASE PLEASE PLEASE do something about the groups of single sex drinkers in the city. 8.45pm last Saturday night and a large group of drunken men were shouting the most grotesque language across Micklegate. I cannot take my nephews into the city at night as the behaviour and language is awful, I don't want to expose them to this and it is such a shame. York is being ruined by this.
183	Emptying of bins in the evenings, in Europe the streets are jet washed in the early hours this would be great
184	I would honestly like to see a greater effort on cleaning up the city centre following the weekend when reputational damage is far more likely to be incurred through tourists observing vomit stains and other unattractive reminders of the night life while walking the streets. I'd like to see more lighting and bins utilised across the city centre (bins could be temporary night life usage).
185	More litter and recycling bins in public places and litter bins emptied more frequently. Areas near bus shelters cleaned during the day and evenings
186	More Street cleaning day & evening
187	Cleaner in the shared public spaces. More litter and recycling bins. More ambient lighting around the city.
188	More ambient lighting
189	I would really like to see a massive increase in city centre recycling bins. I would like to see recycling bins as an option at every waste bin. Often waste bins are overflowing in Parliament Street. I would like to see shops and cafes stay open until 8pm to prompt change in the way the city centre is used after 5pm. And also this may have a good impact on large bus queues clogging up the pavements and traffic building up at 5:30 when there is a mass exodus from town.
190	Less pubs and late night venues
191	York looks tired and many areas are full of litter graffiti and vandalised.
192	I think a really good job is done by the services there to keep our city looking nice.
193	It is difficult to shift emphasis of York from its current trend of hen and stag parties and drunks to an environment that is also attractive to families. Not sure how that can be achieved.
194	More bins more public toilets
195	Increase in coffee shops open after 6pm, fewer Hen and Stag parties.

196	I don't like drunken gangs of men and women shouting and swearing and being offensive. I also dislike all the takeaway rubbish on the floor in the evenings
197	Better lighting the centre is very dark and improved pavements often uneven and awkward especially in wet weather
198	Less vomit and fewer kebab boxes
199	Areas cleaned up after drunks have left broken glass etc.
200	There needs to be more lighting, it is very dark and quite scary for small children. Especially since York is governed by drunk people from 7pm and 2pm on weekends. They jump out from everywhere.
201	More street cafes, more seating
202	Many of the streets and alleys are dirty, with general litter, cigarettes or sick (or sick stains) & urine evident. All streets should be kept clean, as you would find in other major European destinations.
203	Light up the dark corners such as on Daveygate and Bootham
204	Build on successful evening activities such as City Screen, Piano and Pitcher etc. well lit and looked after. How about students putting on music activities in places to give them practice and some financial reward by charging small fees to listen to them in places such as Deans Court or Kings Manor hall?
205	More street art and inclusive areas - maybe a city park for children, more live performance, buskers at night- music/bands, a stage or bandstand in the centre.
206	Buildings and empty shops look run down and uncared for. There is often litter around from fast food places.
207	Less vomit on the streets ... The trees around town always look lovely when they have the fairy lights in. It generally feels a very safe city to walk in late at night, this is helped by seeing PCSOs etc walking around.
208	BEING KEPT CLEAN AND SAFE
209	We visited Ilkley recently, they had some areas lit up with special lighting, looked fab. York could improve Parliament Street area, make the most of the trees, light it up, make it a spectacle. Make York somewhere pleasant to walk around in the evening .
210	Bins need to be emptied more frequently especially on the river walks Graffiti teams out all the time - see Paris as example More rubbish bins
211	More attractive lighting No children in pubs. Pubs without people eating
212	Better lighting
213	Earlier collection of rubbish bags from shops

214	Reduction of drunken behaviour in the streets, especially before 10pm. If you are sick in the street you should have to pay to clean it up. Also, stricter policing of drinking and drug taking on the streets. I appreciate it is up to people to report it but I would not feel comfortable calling 999 if I saw (as I recently have done) drug taking in a public area. So perhaps some way of reporting anti-social that is easier than calling 999.
215	More bins and better cleaning on a weekend
216	Pavements around night clubbing areas unclean. Level of the 'very drunk' much higher than it used to be, pavements and alleyways smell of urine/vomit.
217	Remove it
218	Secure bike parking
219	REGULAR STREET CLEANING. FINES FOR THOSE CAUSING LITTER.
220	The amount of A-boards and adverts on the pavements are really excessive and really cause harm to the appearance of the City.
221	Better lighting, less trees, more shops opening later or cafes staying open
222	Less litter around streets
223	In the morning there are lots of vomit piles, mainly on weekends
224	The city centre has 'worked hard' through the day, and the wear, tear and debris of day visitors can make the streets less appealing. Litter bins are often full and overflowing. The main thoroughfares, like Coney Street, and Parliament Street get stacked up with rubbish from the shops and are reopened to traffic. It makes everything look 'closed for business', as though there is nothing to stay around for.
225	More lighting. York in general is not a well lit city. Also, signage and painting on roads are generally poor.
226	More lighting. More activities. Cleaner public areas.
227	More shops/cafes open Places to go that are not overwhelmed by loud/drunken people particularly groups of men. Improved lighting of the squares
228	Better litter picking, less drunken students - not worth coming into town to have to deal with all the nuisance they cause
229	Fewer drunken people!
230	Early morning street cleaning like in Paris.
231	Banning hen and stag parties
232	Main issue with cleanliness is due to weekend revellers, stag/hen parties & race days.

233	More street entertainers on an evening. Possibly something that would encourage audience participation.
234	Ban hen/stag parties
235	More businesses open.
236	Dissuading the drinking culture - make the streets feel safer to walk along later at night. Anything that would improve behaviour generally or create an area for events that felt safe.
237	Some way of controlling the behaviour of large number of hen stag type parties at weekends. Even before 5pm there is rowdy behaviour. The gatherings of people on Blake Street at all times of the day but especially at weekends and evenings. Sometimes the gatherings are so large it can be difficult to pass and can feel intimidating if I am walking on my own
238	Better Christmas and decorative lighting
239	Quicker rubbish removal, pavement pizza's cleaned up sooner
240	I have no issues
241	More activity encourages even more activity.
242	More lively and vibrant events and less hen and stag party crowds
243	Crack down on the large groups of rowdy and intimidating drunks that frequent the city centre on a night and particularly at weekends and race days.
244	Clean the streets, wash pavements, have men out on the streets all hours employ more men to clean.
245	No chewing gum on the pavement.
246	Something other than bars and restaurants - particularly for visitors with younger children.
247	Fewer drunk Geordies
248	Keep it clean (more bins, some they seem to have disappeared recently!) and light the centre well but attractively to show off the buildings unique architecture at their best.
249	Stopping piles of rubbish outside businesses!
250	Get the bins emptied more
251	Drunken people are often sick and urinating in the street, this needs to be cleaned and dealt with asap.
252	Give the street scene crews more resource / budget to enable them to hose down the pavements in key areas that get the nightclub slip out. Sweeping up the cig ends and sick on the streets I think should be a priority as it's the only things that lets the image of the city down
253	Vomit and cigarette ends cleaned up.
254	Employ more cleaners. Better street lighting as it is positively dangerous.

255	No company store rubbish at the front of shops/cafés.
256	CLEAN THE STREETS!
257	Clean the streets! It's becoming a dump....
258	More bins for takeaways, always overflowing come Sunday morning!
259	More decorative lighting. More bins (more frequently emptied).
260	PLEASE reduce the number of drunken stag and hen groups in the city - it really makes the city unattractive in the evenings. Also, on race nights the atmosphere goes from happily tipsy to nastily drunk.
261	Ease traffic congestion
262	More street cleaning and more penalties imposed for littering, vomiting in the street etc
263	Street cleaning beginning earlier, improved lighting to avoid black spots, greater deterrent for anti social behaviour
264	The city centre is a horrible place on Saturday afternoons / evenings with hoards of drunks coming to the city for the day
265	Less takeaway wrappers etc left lying around and no commercial waste outside shops in Coney street as sometimes it is kicked down the street or blown down the street and the road ends up covered in polystyrene and plastic etc

Annex 4

Do you have any comments on safety issues in the city centre after 5pm?

1	Street Angels do a great job.
2	More CCTV
3	Seems to be all down to alcohol
4	York is a relatively safe city but there are times especially during race days when I feel quite threatened by drunken louts of both sexes.
5	More police on foot would help
6	I think that the antisocial behaviour is mainly drink-fuelled high jinx and do not feel concerned for my personal safety. However, it does influence where I might go in the city and which route home I will take. I have driven through the city in the late evening / early morning and find this very difficult. Drunk people often walk out in front of me into the road; sometimes deliberately and sometimes without being aware that traffic is approaching.
7	The better the environment and more used it is by ordinary people/families the less likely it is to be swamped with drunkenness and antisocial behaviour
8	I like to see a police presence when they walk around the city.
9	It can occasionally be a bit hairy, but not seriously (this is York after all). They're not lowlife, they're just people having a good time.
10	As previously mentioned, better trained door staff could have avoided the incidents I have experienced directly outside venues
11	Problems are mainly large groups of drunken people commenting loudly on other people.
12	In general, city centres are less safe in evening hours. But I think York does not have any serious safety problems that are noteworthy.
13	I've seen a couple of fights in McDonald's and Salt and Peppers in the early hours of the morning, but less fighting than in other cities at this time.
14	On a Friday and Saturday night maybe slightly more police on the streets might help improve safety

15	Feel safe
16	I find drunken people scary, but there's nothing you can do about that.
17	It's about changing an entrenched British culture.....
18	York overall seems very safe compared to other places I have lived. The lighting down some of the more narrow streets does not seem adequate though.
19	There seems to be an increase in muggings
20	To be honest - the problem starts before 5pm on some days of the week/year but there is an incredible amount of horrendously drunk people around. I am from continental Europe and even though I have lived in York for 5 years and worked in multiple 'evening and late night' businesses it still disgusts and scares me. It makes me uncomfortable going places, especially if I am alone. Because of my job I commute back home after midnight and the amount of times I have been approached by strangers, commented at, and screamed at is not acceptable.
21	Every time it has been locals not students. Don't blame them
22	Particularly around the club areas and in the queues outside the club it can feel quite threatening.
23	If there's drunk people it's to be expected, not a problem
24	The emergency services do a fine job.
25	Having to explain to my child why people are lurching into us due to their being drunk. This is also not just after 5pm but in the run up to Christmas is often from lunchtime onwards!!
26	Taxis driving like lunatics late at night.
27	Not as bad as many cities but there are definite problem areas.
28	Lighting again - but a busier city centre would automatically make it safer
29	Some streets seem worryingly empty at times, and at other times full of groups on a night out and not behaving very sensibly.
30	Mainly related to alcohol, homelessness and clubs near Clifford's Tower
31	Where are the police at that time?
32	Went in 26/11 - groups of lads fighting / really frightened my little - the lads were off their heads drunk it was only 5.30 pm
33	The problem is drunkenness. One is always wary of drunks, whether alone or in groups, because there is always the possibility that they will become violent.

34	I don't think you're necessarily in harm's way in the evening in York, but you can't risk it with children in tow. You never know when a drunk is going to think you've looked at them the wrong way. Usually a visitor on a night out who doesn't know when to stop drinking.
35	See previous comment about pedestrian control.
36	There is a significant minority who come in to York looking to get very drunk and cause trouble. We all know the types of bars they attend and know to avoid them. More bars/clubs with a focus on more 'high brow' entertainment (eg. quality music, less emphasis on cheap drink and random snogging!) would make it less socially acceptable for the idiots to behave as they do.
37	I have lived in York all my life aside from going away to university. I am not a wallflower, and I am pretty assertive and very open minded. I HATED being aggressively flashed by a group of really drunk women at 6pm on a Friday night down Micklegate while I was 8 months pregnant. It was vile and shouldn't happen. They shouldn't have been served. I have seen people being punched and people chasing others, all along the Micklegate run area, it is just awful, and it is unsafe.
38	It's just like any other city centre, being able to handle other people's 'rowdiness' is just a life skill everyone should have....
39	People in York get very drunk, very early in the evening. It makes the environment really unpleasant. You don't see a mix of age groups out in the evening, it's mainly drunken younger people.
40	Street Angels seem to have good influence. Slow traffic down in city centre & semi pedestrianised streets
41	I think we need to tighten up on serving alcohol - when someone is drunk they should not be served - this clearly does not happen at the moment. I was shoved and yelled at whilst walking down the road at 4.45pm on Saturday

42	See previous answers. I used to cycle but got fed up of drunks staggering across the road in front of me. On race days I have been deliberately pushed off my bike by jobs for no reason! The large groups of men that tend to go around are very intimidating and unpleasant - shouting, weeing everywhere, etc. How about on the spot fines for urinating in public? I used to live near the racecourse (Albemarle Road) but had to move as I got fed up of men weeing in my front garden! I would never go into town after 5pm on a race night but feel that we shouldn't have to give our town up on days like this!
43	Police patrolling the car parks would be very helpful as I have come across anti social behaviour here many times and if I am returning to my car alone (as there are no buses!) it puts me off travelling alone.
44	Avoid coming in on race days and if there is a football match
45	A more visible police presence might discourage the rowdy drunks, who are violent towards innocent passersby
46	Large groups of men on nights out can be very intimidating for women, especially as catcalling and sexual harassment is very common. Campaigns in the city centre (e.g. "Catcalling is not a compliment") would be a starting point in addressing this behaviour.
47	My experiences of anti-social behaviour in the city centre are only marginally worse than during the day time, and generally I feel safe in the city centre after 5pm. I feel *less* safe than during the daytime purely because of the more limited range of places which I can duck into in order to avoid anti-social or dangerous behaviour.
48	Better than most places, only seen a few fights which were broken up relatively quickly by police
49	Too weighted towards drinking culture. Ignorance of drug use amongst those also drinking
50	Large groups of drunken people moving through the streets en masse shouting at passersby is very intimidating
51	The 'Street Angels' and presence of Police are great. Big groups of lads/girls are an issue I think. My sister came to York for a hen do once (she's been to visit me loads of times and loves the city), and she said "God, I'm never going out in York at a weekend again, it was horrible, a typical chavvy northern city, really rough".

52	While I say "it has not affected my future decisions to visit" this is because I'm determined not to let drunken vermin ruin my life. However, it does make me less happy about going out at night and I certainly know a number of residents who say they DON'T go into the city at night because of anti-social behaviour. York really needs to get a grip of this. It is getting out of hand.
53	It can be noisy but we feel quite safe and rather enjoy seeing what's going on
54	Saturday afternoons + early evenings are awful
55	These questions aren't particularly helpful as clearly it's going to be less of a safe environment when the majority of people are out drinking than it is in the day. Generally I find if you don't cause bother, you don't get it. Always the odd idiot about though.
56	Again, buses that would run later would make me feel more comfortable getting home on an evening. I am not always comfortable waiting on my own for a taxi, or having to get a taxi on my own.
57	Close to Micklegate there are often drunk people who behave inappropriately.
58	Generally policing on race days is very good. However policing activity tends to "drop off" in the winter months. As the evenings get darker I would prefer to see more police presence (on foot) between 8pm and midnight - Friday/Saturday. More street lighting at taxi ranks and perhaps noticeable CCTV with signage at those ranks would be good too, this includes the railway station.
59	Some groups of drunk lairy people I don't really like and I can see that some visitors may be put off. I'm not scared or intimidated and I've not seen any ASB associated with them. They're just young people having a laugh for the most part, but might be nicer if they were fewer. I particularly dislike the racegoers as they have been drinking *all day* and I do think when the races are on the city centre is slightly different. My daughter 17 feels particularly intimidated by lairy racegoers when walking back from south bank through town to our northside house, so I do think it is a problem. I read somewhere that in cricket they close the bars for a few hours in the afternoon to stop people getting so drunk, and I think the racecourse should consider doing this, or it be a condition of their licence that CYC imposes this on them.
60	Better lighting needed. Some areas are very dark
61	Too many rowdy stag/hen dos sometimes, makes town pretty unpleasant

62	Nope. It happens. Just have to be aware of your own surroundings.
63	We need more police especially on a Thursday to Saturday
64	Where do we start? York City centre is a disgrace on a weekend evening after 5pm. As a business we take a huge dip in audience attendees on race meeting days.
65	Too many drunks - pubs still serving people who've had too much (contravening their licences). Too many drink promotions (3-for-1 etc) leads to too much / too soon. Not enough police visible on foot as a deterrent.
66	I think that like any city there are good areas to go to and bad areas. The Micklegate run is infamous for attracting aggressive, lairy types who can be problematic but they usually burn themselves out fairly early. If I was a girl I would be more concerned about safety, but staying in groups with friends can usually solve this and I haven't seen too many issues.
67	It's intimidating
68	We don't do enough to manage the influx of hen and stag parties No or little visible police presence. Certain areas are worse than others
69	Noise from drunken students is likely to have an impact on their safety; someone will sooner or later have a go at them when awoken at 3am for the fifth time in a week
70	I often don't feel hugely safe if I'm on my own - there's too many drunken people!! I actively avoid passing certain areas (bottom of Micklegate, parts of Coney Street) after 9pm if I can.
71	Everyone be happy.
72	More police foot patrols would be good
73	It's safe ... drunks / revellers not a problem, we've all been young, leave them to it
74	I have ticked the 'no' box above, as I have no choice about deciding to visit because I live there. I do, however, intend to move house because of the rowdiness and anti-social behaviour. In my opinion the root cause of the anti-social behaviour is drink, not helped by York being seen as a 'destination' for hen and stag parties.
75	Some issues are caused by low alcohol prices from supermarkets and some pub operators ie Wetherspoons
76	Race days are worse and weekends
77	I think it is quite safe but it doesn't always feel that way. Also, some language and behaviour I would prefer not to encounter whilst walking through the streets with children.

78	Same as any city. Licensing in York is done pretty well though. Wouldn't ever avoid city on an evening (except some race days), but more selective on the parts I'd visit.
79	Key trouble areas should have stronger enforcement against anti-social behaviour and the businesses that are causing this should be liable. Not every late opening bar should be penalised for the behaviour of people just in certain bars/area, especially looking at round bottom of Micklegate and Bridge Street.
80	It is fine if it is contained to Micklegate because I know to just avoid that area
81	Too many drunken louts.
82	It is only to be expected that things will kick off in the later hours, especially on a weekend and the door staff and police respond quickly to trouble. I have witnessed fights in the Rougier Street area on many occasions that have always been dealt with effectively so I don't feel unsafe if I end up alone.
83	Stop homeless people begging in the City centre
84	Without doubt the encouragement of large groups drinking excessively causes issues
85	Too many buses make it difficult to access the city centre
86	Poor question. I've experienced anti-social behaviour both before and after 5pm, especially on a Saturday during the daytime (before 5pm) and Bank Holidays. Pretty sure anyone everywhere has experienced antisocial behaviour after 5pm in a city centre. Question feels loaded towards being used as explanation for late night levy so refused to answer.
87	There are too many drunken people. This survey reads like I'm a tourist. I live in York. I do not 'visit' York. I'm a local, we do not visit. We just go into town.
88	I feel much less safe as a woman on my own when there are large groups of drunken men on stag nights or parties - they tend to gather in the main streets and I either take a different route to avoid them or end up getting harassed as I walk past.
89	It always feels exceptionally safe
90	Do not like going into the city on Saturday or Friday nights
91	Too many drunk people crowding onto Ouse bridge and Ousegate
92	I would not choose a night in York on a Saturday or Bank Holiday weekend due to the large number of drunken groups dominating bars.

93	More police presence, patrolling would be nice, or PCSOs.
94	It's horrible outside McDonald's late on
95	York usually feels like one of the safer cities I have lived in.
96	Drink-related, often focussed around closing times, outside pubs and McDonald's on Blake Street
97	In the most part police are around and accessible, however there are times as a female that certain routes and areas are to be avoided at night time
98	24 hr drinking culture and being a city with high student population
99	At the weekend parts of the city are no-go areas because of the number of drunks.
100	Alcohol fuelled revellers are biggest issues, so need to discourage stag and hen parties and race goes through licensing restrictions on key dates-
101	Street Angels do have a calming and reassuring presence.
102	York is one of the safest cities in the UK
103	There seems to be a large group of what people call "Louts" that congregate inside and outside McDonald's in the centre, it can be a little intimidating when large, loud groups gather and you have to walk by them. I've heard of a few thefts after 5pm when working. (People saying bikes, purses and bags have been stolen) but haven't ever witnessed any thefts. That is quite un-nerving to hear. Night-life wise it's mainly Clifford Street that sees a lot of drunken people blocking taxis and going too far, more police (Special Constables or Street Angels) would make everyone feel safer.
104	Discourage hen and stag parties drinking all day....
105	Lots of large groups of stags /hens often not appropriately dressed and with blow up dolls etc OFTEN GROUPS OUT BY 5PM AND DRUNK
106	More police patrolling would be an improvement, as I have been verbally harassed several times, even with a large group of friends.
107	An increased police presence around club areas and bars etc. would be very beneficial
108	Ease of access to alcohol for young people seems to be the main cause of antisocial behaviour issues. If there were more activities available that would interest young people and less cheap drink maybe that would help.
109	Try talking to the homeless guys about what they see on the streets at night. Truly disturbing.

110	The large number of groups of men and women that visit the city to get drunk in the city centre is a real problem. I have witnessed their intimidating behaviour in early evenings on a weekend in front of families and it is not pleasant. It makes me wonder what people think of our city.
111	Too many drunken people.
112	More police/specials visible on the streets
113	It happens every week. Unpleasant, loud drunken gangs with little visible policing
114	More commercial activity and evening events would reduce perceptions of less safe environment and encourage more family visits
115	At weekends the throngs of well inebriated "clubbers" who seemingly take over the city centre make the place feel "uncomfortable" for those not so engaged.
116	In general police, security staff and Street Angels do an excellent job in York and are always very visible. The city centre is very well lit. Though you will see anti-social behaviour (this will always be the case in night time economies) I never feel unsafe in York.
117	Believe that for a city that has a pretty good night life and evening economy that ASB is going to happen however compared to other cities that I have lived in this seems to be focussed to certain areas of the town and that overall I always feel safe in the city after 5pm.
118	No
119	There is a lack of Police Officers patrolling on foot in York City Centre. (Not Community Support Officers). On a Friday and Saturday nights only on rare occasions do you see police officers on foot in the city centre. They are a visible deterrent and are needed in the city centre every night after 8pm.
120	York is much safer than most cities, but if there are bars serving alcohol there is always going to be occasional trouble, especially with so many stag and hens coming to York. This would not affect my decision to go out, as it is part of the risk you take going out anywhere, and reduced if you know which areas to avoid
121	Just jobs on bikes outside McDonald's
122	More law enforcement on the streets
123	REDUCE THE BARS AND INCREASE THE POLICE PRESENCE

124	The best way to change people's culture of alcohol fuelled ASB and violence is to stimulate their natural internal inhibitors, and to ensure there are pro-good behaviour influences around. Heavy policing simply adds to the feeling of fear. More families, older people etc. would encourage improved behaviour on the part of those who currently have no curbs on their excesses.
125	Too many parties of people who seem to have the whole intention of getting drunk
126	More police presence needed in evenings for reassurance
127	Again large groups of men and women intent on nothing more than getting very, very drunk leads to verbal abuse as a regular occurrence. It is by no means the worst city for this, but we are in danger of losing the core attraction and values of York if this is allowed to continue
128	Areas of town are avoided due to stag and hen parties and general drunken idiocy
129	I think York is a very safe city, including evening and night-times. However, I can well understand that the large number of very drunk people (usually loud, sometimes good-natured, but sometimes more aggressive/violent) puts off many other people. I do think York's good reputation is being tarnished by its popularity as a stag and hen destination.
130	I think the bars and pubs need more accountability in allowing someone/anyone to drink themselves into oblivion. It's quite clear to anyone when someone has had enough and needs to go home. If you can't stand up straight and speak without slurring your words then it's definitely time to go home.
131	Please put the drunks into sobriety tanks
132	There appears to be an atmosphere, especially at weekends, of the place being on the edge of violence caused by the large numbers of groups wandering around having had too much to drink.
133	More arrests/fines, etc, needed for anti-social behaviour. Deterents needed for hen and stag parties.
134	Personally I feel safe, but it is not safe for others - younger / females alone / etc.
135	Often feels threatening
136	There should be better police presence

137	The majority of safety issues and anti-social behaviour appear to be down to drunkenness, usually from large single-sex groups. There needs to be better enforcement of the prohibition on bar staff serving alcohol to people who are already drunk, and THIS MUST INCLUDE THE RACECOURSE.
138	It's not nice to see so many people drunk and being loud especially when children and families, some from overseas, are present. There always seems to be an undercurrent or at least a feeling of impending violence
139	Generally most of the city feels safe although I think there are some areas that people would give a wide berth e.g. Micklegate, outside Stonebow (although this can be bad during the day with anti-social people gathering) and sometimes along the river or in the parks.
140	Would generally avoid Rougier St /Micklegate areas on a Friday/ Saturday evening, especially after 11pm and on race days. Would avoid all of city centre on race days after the races have finished
141	Consider the city centre no less safe than say 20 / 30 years ago.
142	Drinking levy might help
143	Generally it is still a safe city.
144	Is fine usually until 11 onwards when there are more drink related problems, which all cities experience.
145	There are certain no-go areas which I will not frequent - certainly George Hudson Street and Rougier Street area I will not go near. There is a noticeable amount of rowdy groups around town from lunchtime onwards on Friday/Saturdays - I tend to avoid shopping at these times too now.
146	Not enough visible police presence, too many badly or unlit small streets and doorways, rowdy hen and stag parties should be monitored
147	Increased police patrols should help
148	Complete lack of police presence. Gangs of drunken males. Loud mouthed hen parties. Intimidating youths hanging around fast food outlets. People drinking on the streets.
149	As the previous comments. The city centre has a completely different feel to it on race weekends and we often decide not to go into the city centre at that time as a result. (Additionally, the only anti-social behaviour I have witnessed other than those weekends has been from stag & hen parties/other large groups)

150	Bus stops feel unsafe after dark. Taxi queues feel better as usually more people about, albeit there's sometimes anti-social behaviour. Crowds of drunken young people outside places like McDonald's etc very off putting.
151	Problems are generally alcohol fuelled and concentrated in certain areas. It can be unpleasant. I think the main safety issues are away from the actual city centre itself. However, I think we need to keep a sense of proportion as the problems in York are far less than in many other city and town centres.
152	Most of the stag and hen parties are fine. It's the groups of wandering young men (not usually stag parties who are usually good natured) who get drunk, foul mouthed and aggressive. Although the language used is not physically hurtful it's not something I want to expose my children to. PCSOs don't seem to intervene when there are just these verbal slanging matches going on but it really is off putting.
153	Can sometimes feel quite unsafe with the sheer number of highly drunk individuals wandering/staggering/shouting around.
154	If I didn't have mobility problems, I would be a lot braver in my after dark visits to the city centre.
155	It's not safe, it's not friendly, it's not attractive. York after 5pm is a totally different creature to that before 5pm and I don't know why it is such a magnet for large groups of drinkers from the North East.
156	Where are the Police?
157	I find from personal experience that other than fashion and noise, hen parties rarely cause any major crimes, but that the majority of incidents I've witnessed have come about from smaller groups and 2 guys fighting over 1 girl - those sort of scenarios
158	No
159	We have seen so many drunks and gangs of hen and stag parties in the town. I wouldn't go quite so far as to use the word "marauding" but they certainly give the city a bad name especially if they are excessively drunk and aggressive.
160	If I go to town 8-11 on a weekend I perhaps feel slightly less relaxed in terms of being more aware of not looking at the groups of girls/boys in case they shout something. Not a big deal but just a little more on guard perhaps.
161	Drinking culture is a national problem

162	The main issue is, obviously, alcohol. I've been followed by men as I try to get home, and I have witnessed some of my friends being threatened with violence (usually my male friends suffer this). However, I think York is probably the same or even slightly better than some cities in this regard (I used to live in Leeds) and I am always reassured to see quite a police presence in the area at these times, as well as students from YSJ doing charity night time patrols.
163	It just does not feel very safe. I am ashamed to take our guests from abroad into town but they get great entertainment out of watching the antics of people on the street. Unfortunately this only applies if they are safely within a restaurant. It is not very nice walking amongst these crowds.
164	I think there should be a better police presence and all anti social behaviour should be treated seriously
165	There is no obvious Police presence in the city centre. There is little actual violence thankfully but plenty of rowdy, abusive and threatening behaviour which makes you think twice about bringing visitors or the elderly into town. The bars surrounding City Screen attract a very dubious and drunk clientele making it an ordeal on occasion to go there.
166	Actually it starts from lunchtime Saturday- not just after 5pm.
167	It is mainly again from drunk people!! It does make you want to go out of York for a nice evening where there are little or no pubs.
168	It's a city centre; what do you expect
169	Have spaces better lit such as Newgate Market and other dark places where people take drugs, drink etc. and cause problems.
170	Because there is not a diversity of ages and people on the street at night there is a feeling that anything goes and becomes a no-go area for families, non-drinkers, people looking to drink less. Obviously a greater police presence would be beneficial but that can also be intimidating. York needs to set an example to the rest of the country and reclaim the streets for everyone, encouraging all of its residents to come out and enjoy attractions at night. This would make money for York and bring people together whilst creating more healthy social norms, changing what is acceptable behaviour on the streets.

171	Again, this has to be about numbers, density of pub choice, long opening hours etc. Race days are another example of the situation I'm referring to - my family and friends feel like many press reports of violence in the City this year have involved people who have travelled here from out of the area - although at least they do seem to get caught!
172	Race events make the city centre horrible evenings for residents - drunkenness from early on and irresponsible behaviour
173	I am concerned over the drunkard behaviour of stags, hens and race goers.
174	Feel safer in the town centre as more police. Feel less safe walking home as people are attacked on Melrosegate etc
175	Street Angels seem to have made a lot of difference. I am more confident when they are on duty
176	Too many drunks
177	There is a very well established binge drinking culture in York that makes it quite unsavoury on weekends and sometimes even during the week. I would say this is largely not students but young males mid twenties to 30s who feel that they can do whatever they like while they are 'out on the town' in York. Hen parties seem to fall into the same category. How people can be served alcohol when they are beyond even standing up is just incredible. Some students can be rowdy, messy litter creating gangs but apart from endangering their own lives I do not feel they add to an unsafe environment. I also think there is a strong presence of vagrants in the city centre.
178	The level of alcohol consumption affects the City.
179	Are Police off duty after 5pm?
180	Too many drunks / stag and hen parties, drunken race goers etc
181	Really dislike stag and hen parties and people being excessively drunk, like race goers. Think it gives bad impression to foreign visitors and makes local residents avoid going into town on a weekend evening. Think there should be reduction on cheap drink offers- I know from my children who are young adults that its cheaper to have doubles/ trebles at some bars. I also think bars should not serve people who are drunk.
182	The biggest issue is caused by alcohol, particularly when combined with Race Days or Stag and Hen parties
183	Too many stag & hen do's
184	No issue

185	York is like two different cities, before and after 5pm. It's a big issue that needs to be addressed. I'm very proud of the city but we are being known as a drinking city. I have had 4 friends (who live outside of York) organising stag nights here, this is because of the York's reputation. This shouldn't be what we are known for.
186	I consider the city to be generally quite safe. As a lone woman I don't have any concerns about walking home after dark.
187	The City Centre changes quite suddenly after 5pm and the drunken behaviour post 11pm is quite intimidating, loud and aggressive.
188	When walking through town at night, I do pick my route carefully to ensure that I avoid "hotspots" where you can be easily outnumbered, such as Willow or McDonald's. I think that stricter enforcement of not allowing bars and clubs to serve customers who are very much intoxicated would go a long way.
189	Groups of youths around the car parks - especially Foss Bank where in the past I have had to ask someone to go to my car with me. There are cameras in the car park but the parking people obviously do not study them.
190	I generally feel fairly safe in the city centre at most times. By my experience this is not the case for young men. I do have issue with hens/stags carrying lewd items around the town during the day
191	See previous comments
192	The later it gets, the more people are drunk and rowdy. A police presence helps, but it won't stop as people tend to pre-load before going out these days.
193	Too many idiot children hang around McDonald's throughout the evening.
194	There is not enough of a visible police presence.
195	If more places were open more families would visit and would hopefully see less anti-social behaviour.
196	I'm sure York is safer than many places at night, but I still don't feel safe, let alone welcomed, in York at night
197	I don't consider the city to be any more unsafe than any other city
198	Would like to see more police
199	York is as safe as it gets. Stop worrying about it. If you live in the centre like I do you have to expect the odd bit of trouble. Shouting drunks are not a safety issue. Police and councillors tend to over play problems. Be more worried about how dead it is most Fridays nowadays compared to Leeds .

200	I've experienced anti-social behaviour both before and after 5pm. But I've lived in York for 40 years and it's no better or worse than many other places. A late night culture in the UK would be great.
201	More policing and not promoting York as a Stag and Hen Party capital, even if it reduces the tourist traffic.
202	Large parts of the city centre are becoming no go areas after dark, populated only by the drunk and antisocial staggering from bar to bar. As a resident I find it unacceptable and I dread to think what tourists make of it.
203	More police on the streets
204	Far too many stag and hen parties, out of control with alcohol. Bars and clubs should be forced to take more responsibility on turning away people that have already had too much to drink
205	I get anxious reading in the news about homeless young violent gang attacks. i.e. the river walk near the rail station.
206	Don't feel there is any real danger, but as a ghost trail guide wouldn't feel safe walking home in a top hat or takings in my pocket.
207	I think its pretty safe compared to a lot of UK cities but, like most UK cities on Friday/Saturday and Sundays people drink too much and there's a lot of shouting and rowdiness, most of its in fun but after 10 it can get a bit desperate as some people have had way too much by then. I wouldn't go down Micklegate if you paid me on any of those nights, the last time I went down there on a Sunday (about 7pm) bank holiday there where people fighting outside Slug, people so drunk they could hardly walk staggering about the road stopping the traffic, people arguing and screaming at each other outside O'Neills, some police breaking up an argument on Lendal Bridge, it was like the end of the world (at SEVEN PM!) not a great advert for the city.
208	York, compared to other major cities I've visited, appears to have very little anti social behaviour!
209	Cars parking where the kerb is dropped. As a wheelchair user I have to go further round sometimes on the road but it's safer being pushed in a wheelchair on the road in Goodramgate than travel on the up and down uneven paths.
210	There is obviously a good police presence but there are far too many drunken idiots causing problems and making a mess.

211	I always feel safe in my city but there is always police milling around close by on an evening whether on foot or in a van there is a low key presence in the city
212	Stag and hen parties are intimidating.
213	We must have more and better street lighting.
214	Large drunk groups can feel very intimidating. Lack of police/PCSO presence at night.
215	The anti-social agenda of York Council is over-hyped. It's fine, the young get drunk, have fun, argue, kiss .. nothing i didn't do when I was in my teens and 20s, even 30s... I'm now 50+, never felt threatened...
216	Feels about the same as other towns/cities of similar size.
217	It's the drunkenness that causes the problems. If we could only prevent that / encourage more sober activities... Also, some of the antisocial behaviour seems to be caused by people travelling into York for an evening, they have less respect for locals who might live nearby.
218	York seems to be a destination city and it attracts large groups of same sex groups. This can get super rowdy and intimidating but I'm not sure what you can do about that.
219	Centred around Rougier St/Micklegate. Often caused by drink, would help if clubs closed at different times. Also trouble tends to flare at takeaways and taxi ranks. Increased number of taxis would help disperse people quicker. Rarely many available taxis at Rougier St rank after 12.30am
220	ASB happens everywhere, it is a fact of life,

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In Your opinion, what is good about the city centre and the activities in York after 5pm?

1	Nothing
2	Very little
3	Between 5.30pm and 7pm it is dead
4	Unique shops and the ability to support local trades people
5	Theatre cinema and restaurant
6	Very pretty, particularly in the winter and at Christmas
7	A pleasant city to walk round (if you keep away from the Micklegate end), decent pubs and restaurants, always something going on.
8	Great selection of pubs. The recent illuminating York festival was really good. York Explore library is open till 8pm which is very convenient. The new evening bus ticket on First buses is a good idea.
9	The City is still beautiful, well lit and has good cultural events
10	Good variety
11	The clubs and some shops that are open late. Some of the activities such as illuminating York.
12	Good atmosphere up to around 9pm
13	Beautiful city
14	It can be a really lively and convivial place. All sorts of different people are out on the streets - theatregoers, clubbers, buskers, the homeless, Food Not Bombs...
15	Good range of pubs
16	The buzz and atmosphere; it's a beautiful city by night and there's lots to do from a social point of view.
17	Restaurants and live music
18	The city centre always looks really pretty all lit up and there are lots of nice little bars. However all the cafes and shops are shut and there are never any evening markets or stalls or things to visit.
19	Density and variety for a small city
20	Plenty of nice restaurants, pubs and bars, as well as clubs. Also, they shut off all the roads except to taxis and buses.
21	The town is dead usually as so much is closed. I'd like more cafés and places like Borders used to be. Lots of live music.

22	There are a wide variety of restaurants bars and pubs open till late.
23	Lots of pubs
24	Very good pubs, bars and restaurants
25	The bars and clubs available.
26	Clubs are OK, pubs are fantastic!
27	Restaurants and bars and cinema (City screen)
28	Nightlife.
29	It's beautiful, especially towards Christmas as all the lights and decorations go up.
30	No shoppers Mid week can be calm and when light York looks fabulous and I'm proud to live her
31	Wide variety of activities available.
32	Quite a compact area for drinking and eating out.
33	Good variety
34	Very calm, picturesque and relaxing.
35	Day tourists have left and there's a more localised atmosphere
36	York ik beautiful in the dark - especially with the lighting! It should be enjoyed much more!
37	Lots of restaurants.
38	It's pretty and the pubs/etc are very good
39	After work.
40	Things are close together so it's easy to get around.
41	The choice of pubs is superb. There are also many great restaurants.
42	It's dense enough to have that "bustling" feeling.
43	Theatre and City Screen
44	The festivals and choice of places to eat and drink.
45	Choice
46	Restaurants and the theatre
47	Increase in cafes/restaurants opening until later.
48	Restaurants and bars
49	Very little - the cinema on Coney Street?
50	Musical concerts Wide range of restaurants
51	Lots of restaurants / coffee shops
52	The outdoor cultural shows are great (Museum Gardens, Illuminating York). They are also very child-friendly, so we attend those.

53	I LIKE that shops close at 5-6pm. Appreciate that there is a range of cultural activities - plenty of theatres, live music.
54	There are some very nice pubs!
55	I like restaurants, and there are some nice ones in town. There is also more live music available than many people credit York for, at the Basement, Fibbers, Duchess, Barbican as well as pubs, and this I like.
56	There is a good mix of things for people of all ages and interests
57	plenty of pubs and bars, plenty of people, all good
58	At the moment, very little. Special events like Illuminating York and the food festival are great.
59	Best things are the theatres.
60	Lively. varied pubs. Music scene getting better.
61	I particularly like the evening events aimed at everyone including families - such as Illuminating York and the walking around theatre type events - where there is a nice, friendly atmosphere
62	Xmas late night shopping - markets etc tend to give the place a nice glow and friendly atmosphere. Events such as Illuminating York facilitate a more family-friendly atmosphere.
63	Liveliness
64	Restaurants and cocktail bars
65	Lots of bars and restaurants. Proximity to everything.
66	The range of festivals, places to eat, bars and theatre.
67	Not a lot.
68	Good range of restaurants bars and cinemas/Theatre
69	The ability to cycle through the centre, it is a shame York cannot be more like European cities that conveniently and safely allow cyclists to cycle pedestrian areas all day
70	Large range of pubs, bars and restaurants
71	It's still quite busy after 5pm going into the evenings which is a bonus!
72	York has a vibrant cultural life after 5pm, with various bars and restaurants and cinemas and theatres. It is also a beautiful city in which to take a walk after 5pm.
73	Nice pubs
74	Variety of options available
75	The City Screen is great, as is Bettys.
76	Nice pubs and restaurants

77	It is compact and easy to get around on foot.
78	Good variety of restaurants . Live music in pubs. There is a buzz about.
79	The city is very attractive at night.
80	Cafés are still open
81	Good choice of pubs, plenty of people generally still about.
82	There are plenty of bars and restaurants to choose from.
83	Lots of nice pubs/bars.
84	Nice restaurants
85	There is plenty of variety in places to eat and drink and having the cinema is good too.
86	The range of festivals and events - though most of these happen in the winter months is seems
87	It feels safe to walk around compared to larger cities I have lived in such as Manchester
88	There is a lot, perhaps more than many cities of a similar size. Plenty of club/society friendly pubs which people can gather, many events (theatre, dance, art, live music).
89	Yes late night shopping would be great. It would help with restaurants too, and would be good if it was Wednesday or Thursday. Would also draw in a different crowd of people and 'dilute' the number of club goers etc, so they wouldn't appear so bad perhaps?
90	Lots of pubs, restaurants, clubs.
91	The City Screen is great for both films and gigs, however, if you find yourself in York after 8pm there really isn't a lot to do other than go to a pub or club. It's a shame!
92	Number of pubs and restaurants in the vicinity.
93	Lots of nice pubs
94	Not much. It's just a place to hang out and meet friends.
95	There are a lot of restaurants
96	Pubs, bars, restaurants, theatres.
97	The variety of restaurants, cocktails bars, pubs and clubs
98	The different bars, pubs and restaurants are good and varied.

99	The pubs are a brilliant part of the city and if they stayed open late I would happily spend all evening in them rather than the bars which open later. More Cafes should stay open later to offer alternatives, although City Screen is a good place to go if you want a chat and a brew.
100	The centre is beautiful and full of great places to eat and visit
101	Energy, excitement, sense of occasion - the night life of the city is a good thing it just needs to be balanced with other ways of being in the city centre. We don't want to gentrify York beyond recognition - just create a range of options and different ways of being out at night in York.
102	Great food and social scene
103	Not much
104	Real ale pubs and the local pub scene is great
105	Lots of choice so catering for all people
106	There is a diversity of offers
107	It's just a city centre.... nothing special..and that's fine
108	An excellent example of what I feel York should be like after 5pm was seen in the recent "illuminating York" festival - a good-natured throng of all ages, enjoying themselves. Unfortunately the usual rowdiness returned after 9 pm.
109	It is better than most towns. It would be good to have a more cafe society
110	Good choice of new bars in Minster Quarter. Decent Restaurants
111	Atmosphere of the city, social activities - food and drinks, cinema etc. It's a shame shops close so early because it means people leave the city early.
112	The city centre is very attractive after dark and there is a good selection of pubs and the restaurants seem to be improving. There is very little outside of that.
113	Good selection of craft beer bars
114	Live entertainment, lots of options for pubs, easy to walk around
115	Great range of cultural activities - the city screen in particular is fantastic

116	When shops are open later it encourages those who work in the city centre to shop later. I would be happy to shop later in the evening, especially in the summer months when it is lighter late on.
117	That it's full of bars and restaurants
118	Good bars and restaurants
119	Restaurants
120	The Cinema and theatres plus many of the restaurants and pubs do offer great variety and service
121	None, there needs to be more bike racks if you want people to bike into the city centre.
122	Great independent bars and restaurants. Theatre has good shows every now and again. Plus the opera house has good touring shows.
123	Restaurants and the arts venues
124	More shops seem to be opening later in the evenings until 6pm (e.g. Boots, H&M, Lush)
125	Looks nice, always safe, good events on Parliament St,
126	Lots of good places to eat
127	Generally easy to walk around and admire. Those small express shops help make the centre useful at night
128	Variety of activities
129	Currently the Christmas Lights add to the ambience Good theatres Choice of restaurants
130	Restaurants
131	Good variety of night life in terms of bars/restaurants but not much cultural activity except very rarely ie illuminate York, late museum openings etc, not many shops open
132	York is quite pretty in the dark too - I like the central cinema & nice pubs. I like that there's a bit of variety in the type of pub you can go to.
133	Vibrant and lively (although very drink focussed)
134	There is a vibrant and sociable atmosphere in the city at night
135	Shops open, lively restaurant culture and bar culture, cinema, live music, live comedy, lectures.

136	It would be hard to expect shops to stay open later regularly due to costs of staffing and heating etc. I can see that some would like a little longer though and would then possibly stay for food, drinks or cinema/theatre. If so the Park & Ride times would need extending, as they should be to help the city remain open
137	Nicely lit - some streets in the historical areas very attractive after dark
138	Ambience and general York historic buildings
139	It is an attractive and lively place and better than other comparable sites in Tyne/Tees/Yorkshire
140	Vibrant and historic - valid reason to promote tourism
141	Currently the good things about it after 5pm are, the pubs, clubs and bars. Also the cinema and various restaurants. Not a lot else shopping wise as everything closes at 5:30.
142	It is quiet on weekdays but that's not a good thing...
143	THE ACTIVITIES ALREADY MENTIONED BUT NOT ENOUGH AND TOO MUCH EMPHASIS ON THOSE WHO COME JUST TO DRINK AND GET DRUNK
144	Bars, clubs and restaurants are fantastic, and York is an ideal and rather beautiful place to visit in the evenings.
145	The city centre cinema; late night shopping at Christmas;
146	The fact that shops are not open late creates a different ambience to the night time city, it feels much more relaxed and sociable. Allowing later opening times in retail would spoil that atmosphere and make it less attractive.
147	Picturehouse Cinema. Great choice of places to eat and drink. Pubs have a good selection of quizzes, music etc.
148	Cinema, the places on Walmgate, things off the stag and hen party slalom. The theatre is great and Illuminating York this year brought the city to colourful life. This is a beautiful city - behaviour controls need bringing in.
149	Being a small city York does feel relatively safe on an evening and it is a pretty city whether on a summers evening or when decorated with Christmas lights so it is usually attractive. I also like it when you come across something unexpected like finding artwork hanging from the bar walls or the Minster lit up with lasers.
150	It is very picturesque, compact and full of wonder. However, we do not do our best to show the best parts off.

151	The pubs of the city are of national standing and are, on the whole, very well managed and very safe, pleasant places to have a social evening.
152	Lots of good pubs and restaurants, cinema and the theatre.
153	Very little. City screen is only thing that comes to mind
154	Many make the Most of the environment eg illuminating york, st Nicholas fair etc.
155	Poor
156	It is picturesque with plenty of eating, drinking and entertainment
157	The number of bars and experiences to be found in York is inexhaustible, and York attracts many people from outside the city meaning you can be guaranteed an eventful night.
158	Some varied activities at certain times of the year.
159	No activities for families
160	York is a beautiful city which buzzes at all times. It has plenty of venues and activities to suit all ages and tastes at night but one that surprises me is that the coffee bar chains close so early.
161	Bars and restaurants
162	Walking round the centre when it is less busy with shoppers to see the sights. But after 8pm, we do not stay in the centre if out for a walk, due to the drunken yobbish behaviour often seen.
163	Lots of variety, good bars, good cultural activities such as theatre and good venues for music, as well as interesting events throughout the year.
164	Pretty and so many cafes and bars. Still things to see in the streets
165	It's a safe and vibrant city centre.
166	Increasingly diverse eating and drinking experience that has emerged over last 2 decades.
167	NOTHING

168	When the shops/markets are open late, the atmosphere is completely different. York traders currently waste the opportunity that other European cities do not. I know the weather in the UK does not lend itself to Mediterranean style living, but the vibrancy of the Xmas shopping/market opportunities show that people are up for it. So, what is good are the evenings when more people are out, enjoying a range of activities, not just (predominantly) young people out boozing. What is poor is the lack of choice year round - I tried to get a cup of coffee (not in a pub) on Goodramgate on a weekday at 5pm, and failed.
169	There are lots of good attractions - places to eat, theatre, cinema
170	VARIETY
171	There are lots of nice pubs and bars all close together and in well lit safe areas
172	Early dinner offers and the abundance of cultural offerings
173	Lots of things to do, in a beautiful and pretty safe location.
174	I don't really use the city after 5pm. Once I have finished work I usually head home.
175	Markets in Parliament St. Festivals. Number of restaurants and bars giving a choice of different experiences.
176	One-off events like Blood and Chocolate Theatre.
177	Choice of beer and pubs
178	Not much
179	Late night shopping at Christmas is good, although the shops still are not open long enough!
180	Good selection of restaurants and bars, cinemas, theatres
181	Variety of activities
182	Theatre, Grand Opera House
183	The other students who make you feel like your among peers in a safe atmosphere
184	Great Bars and Restaurants
185	It's a pleasant surprise when shops stay open.
186	Stonegate area has a nice feel, particularly in the summer when can use outside seating areas.
187	Not much, unless there is a specific thing on I proactively avoid York city centre most evenings and weekends.

188	Generally safe and plenty of people around, generally good natured. Pedestrian streets and riverside is attractive setting especially in summer for wide range of activities. Festivals and artistic offer gives attractive range of activities
189	Good mix of restaurants, pubs, theatres and cinemas.
190	Variety
191	Plenty of variety in a relatively safe setting.
192	Good mix of bars and restaurants.
193	Bars and restaurants.
194	Many restaurants now make it easier to just walk in and get a table on spec.
195	Plenty of pubs and reasonable restaurants. Theatres OK but now difficult to access due to traffic restrictions and adequate parking for larger events
196	The sheer beauty and history.
197	Restaurants are of good quality and events such as illuminate York good for all the family
198	The real ale pubs and some of the restaurants
199	Plenty of choice, friendly.
200	Lots of theatre choice.
201	It is a very attractive place at night, and it is stil comparatively safe and pleasant.
202	Cultural event, Libraries open late so why not Galleries? Good bars and food offer, City Screen wonderful. All your Festivals especially Illuminating York - my kids love that and the atmosphere changes in the city at night time when that is on. Christmas events especially when the retailers open late for it. York is magical at Christmas times.
203	Range of activities.
204	I don't have an opinion as I rarely come
205	Good night life
206	Special events are good quality and very enjoyable, more please!
207	The first late night shopping days just before Xmas were great, nearly everyone open entertainment on the streets - interesting and bubbling its not just the shops that need to be open but there needs to be entertainment places bars and cafes more family friendly

208	Theatres etc.
209	The night life is much more vibrant then other local towns such as Selby and Doncaster and the setting is much more pleasant to enjoy. Plus there is a wider spread of cultured activity around the city than in other local areas.
210	Early evening offers various attractions
211	Currently, the cinema and the theatre.
212	Currently, not enough goes on in the centre after 5pm. It really feels like 5 o'clock rolls round and the city centre just stops.
213	It gives more options for people who are at work till 5 and also fo tourists to stay in the city longer and enjoy it.
214	Wide range of bars, restaurants both theatres are good but not having a venue for bigger acts is disappointing
215	There is often something happening, be that a festival by the market or a theatrical performance somewhere. It means that there is often something to do, and somewhere different to meet friends. Having a city like this improves the work-life balance.
216	City Screen
217	Eateries are good, but the centre looks drab because most of the shops are closed...if some of the bigger stores were open there would be less emphasis on drinking and getting drunk, and more focus on getting out and about
218	Not much unless you drink to excess.
219	There is little actually. If it wasn't for the fact that York is so beautiful in the dark, I would not venture in
220	Theatres.
221	Not a lot.
222	There are many good quality bars and restaurants in the city centre which seem to mainly what attracts me and others in the evening.
223	Places to eat and drink and the theatre and cinema
224	York can be vibrant and exciting, such as illuminating York, Ghost walks, and Plays in the Park but it is not viable to have these all the time. Not sure I would use late night shopping personally. Great theatres and plays but buses don't run after 8pm which means driving in or taking a taxi.
225	Pubs, cinema

226	We do have some particularly nice bars and eateries. It is a pleasure to live in such a place which is steeped in history, with amazing buildings and architecture.
227	I HAVE ALWAYS FOUND THE SOCIAL LIFE IN YORK TO BE GOOD ESPECIALLY THE PUBLIC HOUSES
228	Its mainly the nice restaurants and city screen cinema that brings us in Think about late night shopping on a Thursday like other cities. Xmastime really needs late night opening more
229	The nicer bars and restaurants.
230	Nothing much. All for tourists not residents
231	The city centre is dying, without good shops it has no future except as a tourist place. Without a radical change of plans by the council to encourage business it has no future
232	It's my home city - there's so much on offer, restaurants, entertainment, pubs, bars and cafes
233	I like that York is quite a busy town and that there is a mixture of old and new streets to walk along in the evening. For eating out, I think that York has got a good and growing foodie culture. Also, though there are issues with behaviour and safety in York, I still think it is a comparatively safe place to live and work in, and also to be out in during the evening. I have lived here for three years now and though I have had some not so nice experiences, they have not been too serious.
234	Good selection of pubs/bars/restaurants/theatres
235	Good range of cultural activities and restaurants and pubs, but atmosphere in City centre completely dominated by those drinking excessively.
236	Nothing apart from everything closing
237	Very wide range of pubs open
238	Good pubs and restaurants
239	City screen is excellent but there is no where else to go early evening. Shame bookshops don't even stay open late as Borders used to. Think many people who work in city would spend money in clothes shops etc if they were open til 7 pm as they are in other cities, as Weekends can be very busy.
240	Pubs restaurant's theatre pictures
241	Choice of pubs and restaurants, plus city screen and theatres
242	Plenty of pubs and restaurants, central cinema and theatres
243	Not a lot

244	There is a good range of options to take part in arranged activities, e.g. talks, walks, launch events. I appreciate have a city centre cinema, and the theatre. There is an excellent range of places to eat and to have a drink with friends; I particularly like the variety of venue from traditional pub to cocktail bar.
245	In summer, York is a lovely place to wander about and admire before the sun sets. There are some very good restaurants, regardless of season.
246	Nothing
247	Many different events going on. Lot of choice about where to go. Feels safe.
248	Nothing
249	Good range of pubs and restaurants
250	Some shops are open until 6pm or later. There's a great range of restaurants, bars and pubs to choose from.
251	The Minster looks nice when it's lit up. Stonegate can be quite nice as well.
252	It looks pretty
253	Nice to stroll around but not much to do.
254	City Screen is a great cinema with a good atmosphere & facilities, putting on a good variety of films and events
255	Variety of restaurants and other places to eat/drink three venues for shows/plays etc
256	Good selection of bars and restaurants
257	Mostly activities for adults
258	When it's not dead it's a lively city full of good pubs nice city centre to live in night and day
259	Number and variety of pubs and restaurants.
260	It's really nice to walk through the city centre in the evenings, the lighting is good and looks enchanting on the river and on the Guildhall and Minster. We have good theatres and now that the Barbican is open again we are getting good acts again. Activities that set us apart like The Mystery Plays, The light show at the Castle Museum, Ebor Vox and Blood and Chocolate make events interesting and want to attend. We have some fabulous restaurants and bars which are independent and welcoming.
261	The vibrancy of certain areas
262	Not much

263	Not a great deal, 1 cinema, 1 decent theatre, other than that, its bars and restaurants
264	The lighting on the cobbled streets. The cafe/bars. The trees in Parliament Street. The views from cafe windows. The cinema and theatre.
265	Swinegate area seems to do well, but the rest of the city is a bit bleak after 5.
266	York's pubs are excellent but shops should stay open till 8 or so
267	I actually love York between about 6pm and 8pm because it's at its quietest in the centre, it's really beautiful and you can walk around with plenty of space and few people about, it's nice to go sit by the river or have a drink at that time especially in spring/summer. It's that time where most people go home, leave college or go back to their hotels so it's really lovely, everyone comes out again after 8. I love a good night out but it's nice for a small city centre like York to have a couple of hours where there is a bit of space and quiet! I think it would be a bad idea to extend opening hours, shops are open 7 days a week, do we need anymore? Has anyone actually got any money to spend?
268	Vast array of eateries
269	City centre shops are shut more seating is available in parliament street.
270	Beautiful city with many nice places to go. It's the visitors that often cause the issues.
271	I think there is a good tea time bar scene, with major offices and in the city centre, these workers use the bars and restaurants after work and the bars actively advertise things such as 241 cocktails and dinner offers to them to pull them in.
272	The theatres. Restaurants are good, but if the children are with us, we would rather go out of town.
273	It can be quieter, and easier to move around.
274	Good variety of bars with quiz's and events. Excellent city centre cinema. Nice restaurants. Generally good touring productions/comedians at the theatre.
275	Theatres, cinema, restaurants
276	its fine, just let businesses do their thing....
277	The range of pubs and restaurants.
278	Good pubs

279	York is such an accessible city - small enough to traverse in a few minutes, small enough to care. It has some lovely, interesting, independent restaurants and bars.
280	Cultural, tradition and historical nature
281	York has excellent restaurants, and excellent pubs. I just wish we could use the pubs more at the weekend.
282	Plenty of theatre and cinema, and some good restaurants
283	Caters for all tastes, some fantastic bars and pubs with great character and personality
284	Its compact, don't have far to walk to get around. Lots of nice restaurants & bars

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Please give one suggestion of what might improve your use or enjoyment of the city centre after 5pm?

1	Summer jazz cafe - open air.
2	Freedom to use all of the Roads & Streets & I am not just on about Lendal Bridge but I do think we use too many unnecessary traffic lights, for instance prior to the Lendal change when the lights at the end of Gillygate/Bootham/Exhibition Square are off the traffic runs much smoother.
3	Stop pushing York to become Blackpool and more like London. Create pedestrian areas with outside bars and tables with heated areas
4	Shops opening later, films starting earlier
5	More things to do: museums, galleries, shopping, etc.
6	Shops open later
7	Less drunken people
8	Stop cars travelling in at night
9	If the park and ride buses ran later into the evening.
10	Street vendors/singers/events.
11	More open shops
12	As previously stated at the beginning of this survey.
13	Less drunk people
14	A slower speed limit - 30mph outside of foot street hours is crazy.
15	More non-pub opening
16	Better public transport. Not particularly relevant given how close I currently live to the city centre, but when I lived just slightly further out the fact that buses stopped running quite early often deterred me from visiting the city centre.
17	I would love to see shops open after 5pm. I don't understand why they would not stay open later. It seems that many people would like to shop after work, but can't. There is potential business being lost.
18	Allow for other activities than just drinking alcohol.
19	An evening market!!
20	Shops open later, more options for cinema in the town centre etc
21	Extended pedestrian hours on foot streets
22	More lighting in the older part of the city
23	More buses

24	More live music venues, shops opening later would be nice.
25	More frequent buses.
26	I would love to see occasional night markets - food related especially.
27	More police presence in the centre
28	Better maps/ information
29	Better lighting in some areas
30	More (social) control and policing of alcohol abuse. I am not referring to people drinking in public, but the people wandering around drunk looking for places to drink.
31	Late night shopping, I often don't finish uni until 6 so cannot enjoy shopping in York until the weekends when it is not enjoyable because it is crowded with tourist
32	More to do other than eat and drink.
33	Longer opening hours of shops, more deals on restaurants etc
34	Cheaper drinking.
35	More bars and clubs should be opened to develop York's nightlife. There are a lot of pubs, but these don't always cater to students.
36	Night buses.
37	More bars that aren't chain bars.
38	Get attractions opening later as well
39	More evidence of purposeful evening activities, including more shops being open until 7-8 pm-ish.
40	Better shows at the theatres - not much to choose from currently. No decent dance clubs eg. jazz or salsa, unless you want to go clubbing
41	Less drunkenness.
42	More frequent and later running buses Shops open longer on a couple of days a week
43	Start by opening Lendal Bridge
44	More non alcohol based establishments opening later.
45	Cheaper bus fares
46	Find some way to stop hordes of drunk young men shouting abuse, and inebriated women being sick on the street
47	I would prefer it if there were less bars and fewer drunk people.
48	Better parking

49	Bring back The Arts Centre (formerly at the bottom of Micklegate) or establish an equivalent space that supports serious clubbing culture (as opposed [offensive] culture of York on a Friday/Saturday night).
50	See earlier answer.
51	More live "street" entertainment. Maybe a monthly or bi-monthly event showcasing local musical talent. Could be with in conjunction with The Duchess, Fibbers, Basement Bar, MOR Music and other local businesses
52	Clean the streets!!!
53	More places to go where you don't have to drink alcohol - there are very few alternatives.
54	Later cafe opening times
55	Late night coffee shops. Few places to take kids for refreshment that wasn't a pub. eg. No where to go after illuminating York apart from rowdy McDonalds.
56	Clamp down on drunken people - particularly men who seem to think it is Ok to shout obscenities, urinate in public etc etc
57	Have more things open that aren't pubs (cafes, shops, library, museums, etc).
58	More shops and cafes open
59	More retail shops open later.
60	Opening supermarkets later in the night.
61	Buses to get home up until 11.30 at night both Friday and Saturday as a minimum, but preferably throughout the week.
62	Everything open later. Places to sit down and relax that aren't bars, pubs, or restaurants
63	More frequent evening bus service after 8pm serving both Railway Station and Fulford - why not keep the park and ride running every 20 mins on Friday and Saturday evenings?
64	Making the environment feel safer for women
65	Later opening hours for cafes and coffee shops - I am unlikely to be tempted into the city by later retail shopping opening hours, but options for places to meet that are not bars or restaurants would tempt me in, and bring more enjoyment.
66	Shops staying open later. Less traffic restrictions!

67	Cheaper public transport More buses after 8pm More taxis available in evening, better lit and more secure taxi ranks. Discounts for local residents Binge drinking & low-level drug taking culture tackled effectively
68	Developing Piccadilly/Parliament Street for family friendly cafe culture
69	Shops staying open later.
70	Less anti-social behaviour - shouting and screaming, [urinating] in doorways, fighting etc...
71	More late shops
72	Later shopping hours
73	More visible policing later on.
74	I would appreciate shops being open past 5pm as it would make it a lot easier for myself to do shopping after work.
75	Arthouse cinema
76	More variety of types of things to.
77	More events in the summer targeted at residents not tourists
78	Food markets summer and winter
79	It is very off putting to to go to the city centre on race days. Sometimes I do not venture into the city because of this. Too many drunk, loud, rowdy and sometimes aggressive race goers. However I'm not sure if the Council are able to make any measures to improve the situation and you hopefully know this is a common complaint of York residents. It cannot be a matter of control, as this would be exclusive, but I think a matter of behaviour of a minority of people travelling to York specifically for the race days. Although I think the policing is very good, the problem seems to either be the same or worse. Perhaps more policing is required on race day evenings? My cousin came through York by train on her way back to Newcastle. She was absolutely disgusted by the behaviour of the people on the train (they all had got on at York, from the races). Perhaps BTP should travel on these trains (like they do at football matches). To be honest I don't think York Racecourse do enough to support either the police or the City Council to help to improve the situation in the city centre or the railway station. Perhaps they should be thinking about providing their own city centre / railway station security patrols?
80	Fewer lairy people
81	Longer shopping hours,

82	Later opening for shops. No one who works full time can manage to get into the centre to shop before they close! Therefore I go out of town to Monks Cross/Clifton Moor. Would be better to keep the business in the centre surely?
83	More interesting clubs
84	Free buses to the city centre.
85	More family friendly activities
86	Abolishing cheap late night trains back to the North East. Make the last train that stops in York on a Friday and Saturday night 8pm and see an instant change for the better. It's not rocket science!
87	More cleaning & more Police, fewer drunks.
88	Later opening hours of shops would mean that I would stay in the city centre longer and more likely stay out for tea and a few drinks
89	Less hen parties!
90	The support of subculture. For a city which could be arts diverse York is very restricted by a facile choice between bars that all offer the same thing. For anybody who wants an alternative there currently isn't one.
91	The centre needs to be a safe, family friendly place that encourages good behaviour and discourages anti social behaviour
92	More cafes, low key music venues, different cultural offers
93	More for younger people to do, a place to go and meet friends that's warm and 'cool'
94	Improved safety
95	Making it illegal for students to spend 12 hours getting [drunk] every night
96	More shops being open to say 7pm
97	Live music, even if it's just coffee house sessions once a week.
98	More bars, not clubs with later licenses
99	Stop supermarkets opening in the evening selling cheap alcohol
100	Clean the streets
101	Limit alcohol sales.
102	Less drunks
103	Shops open later even one night a week
104	More regular shops open late
105	See previous answer, plus more variety of family entertainment and events.

106	Not much that a council can do about it but... more coffee shops staying open in to the evening would be great. 5pm is a misleading time, most people finish work at 6-6:30pm, so there evening is generally 7pm-10pm. Too many events etc stop at 7pm.
107	More Craft Beer Bars Less mass produced lager drinking Barns
108	Open the shops
109	A better atmosphere. It seems as though the city belongs to the drunks once the evening starts. I'd say 5 pm is not a good cut off; the drunks don't start that early, except on weekends.
110	Clean the footpaths. Don't mind the stag/hen do's per se, they're just having a good time, but the physical evidence left behind - the dirt, the vomit, the blood, the rubbish - is disgusting. Have seen no evidence of street cleaning in the 9 years I've lived here.
111	Pubs that don't play really loud music - early on, people are there to chat and socialise rather than dance so it doesn't really create a good atmosphere, it just ends up with everyone shouting to be heard. I love going out for dinner and drinks with friends but we find ourselves sticking to our local pub out of York as we can't hear each other talk.
112	More bars and restaurants and a bit of street entertainment
113	As above and also stop hen dos
114	See above about drinking control and cleanliness
115	Making the city centre more accessible with less buses would improve it dramatically.
116	If shops and cafes were open later.
117	York has a vibrant local art/music/bar/cinema culture and currently the council make it very hard for this to flourish due to lack of interest and punishing good local businesses for the faults of large chains, cheap deals in supermarkets and alcohol day-trippers.
118	More shops open! I prefer shopping in the week to on the weekend when the city is usually horrendously busy, so if even more shops opened later I would definitely visit them.
119	Opening shops longer would be the main thing. I work 9-5.30, Mon-Fri, it's impossible to buy a new shirt for work or any other non-supermarket item during the week unless I rush about at lunchtime. Even till 7pm would make a massive difference. And it's a virtuous circle, if there were more shops open, you'd have more people around the place buying stuff.

120	More police on the streets at the weekend
121	Clamp down on the rowdiness of clubs and late bars
122	More shops open later
123	Later buses so can stay out later or not have to walk home from work
124	Getting rid of stag and hen do's. Diverting race goes out of the city.
125	Cleaning up the broken glass.
126	Have stores stay open longer - especially for the holidays!
127	Better public transport, travel to work by Park & Ride but the sites close too early to leave the car there and this means a trip home and then back in by car, very few buses in the evening.
128	Improve access for cars and increase car parking spaces whilst reducing parking charges
129	More late night shopping, more cafes and coffee shops open in the early evening. More to do
130	More cultural festivals like Illuminating York that kept families involved in the city centre longer, moving around the city and adding the cultural vibrancy and feel of the city.
131	Free car parking on streets in all streets after 6pm til midnight except where emergency vehicles would be impeded. Europe has this in similar cities. Park & Ride should operate til much later-midnight and later on Fri/sats. This would encourage broader demographic and might encourage retailers to stay open later which would make city more popular.
132	Less drunkenness please.
133	During festive periods, improved Xmas lighting and evening events. More visible presence of security eg police/community support
134	Shops open till 8pm
135	Encourage more volunteers to join the Street Angels
136	Free park and ride after 6.00pm and extend certain routes after midnight
137	Have a few more shops and cafe's open in the centre, it would make things a little more exciting after finishing work.
138	If more shops were open, as I used to live in Newcastle and there all the shops are open until at least 8pm.

139	More shops open, more activities and cultural events. Need an arts, exhibition, entertainment and cultural centre (Bonding Warehouse would be ideal venue)
140	Later opening hrs for shops /more family friendly evening markets /street performers like at Covent Garden. Zero tolerance on drinking in the street. Clean up the Micklegate run. Have Street Angels/police to prevent anti social behaviour. York illuminated is so beautiful make the most of this
141	Extending opening hours of larger shops and smaller cafes.
142	Fewer drunks!
143	More activities
144	More parking space available at free or very low cost. It would greatly improve accessibility for more frequent visits and more time spent on the available activities. It may encourage new activities to become available if people knew they could access them easily and not have late night buses to wait around for, reduce the sense of vulnerability etc.
145	Stop the drunkards!
146	More lighting
147	More city centre activities, but not related to food or markets.
148	A reduction in the number of visiting groups that get drunk in the city.
149	Make it cleaner.
150	Properly manage the licences of pubs. Stop them serving drunk people. Shops open later. Cafés open later
151	Longer shop hours and free parking or improved bus links, park and ride opening later etc.
152	Better control of the drunken hoards later at night.
153	York very much attracts people whose main aim is to get drunk. It's very much a stag-do and hen-party destination. If York was able to create a strong after-hours identity - like Manchester or Liverpool - with a vibrant community atmosphere it would be much more attractive to other revellers from outside the city. Free outdoor festivals are an excellent way to make this happen. Hull Freedom Festival is an excellent example of an event which has helped to define a city's nightlife economy.
154	It needs to be cleaner - a lot cleaner and less sick!
155	Better transport options in and out of the city after 11pm - other than taxi's or driving myself in and out of town.

156	Free parking
157	If I was able to use public transport to get in and out of the city.
158	Installation of temporary portable urinals
159	Summer - pavement cafe/restaurants/bars open for longer - street entertainment (organised not blaring out same stuff all night) more relaxed atmosphere after finished work.
160	Already given
161	As previously stated re police uniform patrols on foot in city centre.
162	Apart from the over zealous bouncers I am very happy with all aspects of York on a night
163	More buskers and later shopping
164	Cheaper parking
165	Bigger 'cafe culture'
166	GET RID OF THE DRUNKS
167	Later opening of non-alcohol venues - I include shops and cafes in that suggestion.
168	Somehow - and I appreciate this will be difficult - but persuade less "hen" and "stag" parties to visit the city.
169	More late/all night takeaways, cheaper pubs and bars
170	Greater variety of shops open late.
171	Less ASB
172	Later opening hours of shops and cafes. Why not open an hour later and shut an hour later? If you work in the centre and have to hang around for, say, an exercise class there are very few places open after 5, unless you want to go to a pub (the library being a notable and welcome exception). Illuminating York is great at getting people into the city in the evening, but each year I wonder why the shops don't stay open (how about a very early Christmas Thursday evening late night shopping?) and why the cafes aren't open and doing a roaring trade in hot drinks and mulled wine!!
173	A better cinema - City Screen is great if you like alternative films, but it doesn't show many of the main stream films my son would like to see, I have to hike up to Clifton Moor to Vue. This costs me bus fare and is time consuming. I think it could do with a leisure centre for kids with activities aimed at getting them moving about. Somewhere you could leave them for a couple of hours whilst you shopped in peace. People would be prepared to pay for that luxury. Kids hate shopping and parents hate bringing their kids shopping. No brainer!!

174	Enforcement of law that says people shouldn't be served with alcohol if they are already drunk.
175	More things for younger people and non-drinkers. Cheaper pubs.
176	Discourage stag/hen parties and other big, often drunken, groups somehow
177	If the centre of York had a more safe, and family friendly feeling on an evening that would help.
178	More protective factors, PSCOs? Lighting
179	Better public bus service from Bishopthorpe/South Bank area
180	Less threatening atmosphere from drinkers particularly
181	If locals were more open and welcoming to their students population
182	Open shops later - retail argue they are losing money to Internet shopping but a lot of people now work full time and the shops are only open when you are at work. Open late and you will encourage more people to come into town and shop and then stay to drink and eat
183	More shops open for longer.
184	Get rid of the drunks.
185	More cafes, museums being open and more focus upon family/dining than getting smashed up on Mickelgate.
186	In Newcastle, many of the city centre shops are open until 8pm on Thursdays all year round. If a similar scheme operated in York I think it would help residents and tourists alike, who often feel stranded after 5pm. At present, the main use of York city centre after 5pm is for eating and drinking. If there were, for example, non-alcoholic options available (cafes, non-alcoholic bars), there would be a more 'family-friendly' feel and hopefully less drunkenness and anti-social behaviour.
187	Remove vehicular traffic entirely from key streets so operate more like Stonegate
188	Less rowdy and drunken behaviour.
189	Things are fine as they are.
190	Night buses, cheaper means of getting home after a night out.
191	Better public transport, but also to surrounding areas
192	Less tolerance of group dos? Is this possible?
193	More family orientated area/s. Better policing, particularly in winter

194	Improve bus services, more frequent and running later.
195	That the city and people using the facilities be treated with respect. Not having rude loud-mouthed drunks parading the streets.
196	Less stag and hen parties please but that's probably just my age creeping up on me
197	Better policing of licensing laws
198	Difficult to say as it is unrealistic to have greater enforcement on large groups.
199	Ban stag and hen parties - places selling cheap alcohol
200	If more cafes would stay open later so you don't just have to go to pubs for refreshment. This might encourage more families to use the city after 5pm with a corresponding change in atmosphere.
201	Later retail offer, including the Parliament Street markets
202	Shops open later
203	If only I could feel less apprehensive
204	Keep more cafes/coffee shops open for people that don't want a full blown meal but want a coffee and a snack with work colleagues/friends/partner. Not everyone wants to go straight to the pub and get leathered. Look at what Newcastle does, Live after Five.
205	The German bar in Parliament St was very good. More of that, the food festival staying open later
206	Higher crackdown on anti-social behaviour, gangs of youths, stag and hen parties all ruining the city.
207	Pop up bars, cafes, activities - temporary but effective and adds really difference and ingenuity to York's night life that Leeds and Sheffield don't have presently. Perhaps a pop-up film club that screens films in different exciting locations across the city?
208	Extended shopping hours and more pavement cafes
209	Removal of car parking charges at 5pm
210	More events like open air theatre performances and "moving theatre" like Blood & Chocolate would be more than welcomed.
211	Allow shops to stay open till 7pm year round not just during late night shopping up to Christmas.
212	Shops open later.
213	Make it look better because of high rents and business rates tenants cannot afford to look after their premises

214	If some of the shops stayed open longer - even on specific nights of the week if all the time wasn't feasible - it would mean that a lot of people who work in the city (for Aviva, the council, as well as lots of the shops and restaurants) would be able to make best use of the time. I work in the city centre but often end up going to Monks Cross to do my shopping after work because I finish at 5 and there just isn't enough time left in town. Also, this might cut down problems at the weekend a little bit, because people like me wouldn't try to come in on busier days if we could just as easily come in on a weeknight.
215	Later opening hours of shops. More residential areas within the centre
216	Guests visiting the city have to return to their cars at the park and ride by 8pm in summer and are reluctant to return to eat out of the city. If the buses ran later they would remain in town to eat. This is the comments I have received from guests and friends
217	More child friendly environments...some places don't welcome children after 6pm or 8pm...very different to Europe where families are made to feel welcome
218	Better offerings at the theatres, perhaps street entertainers - fire jugglers, singers. Late night shopping.
219	Just more open. Especially restaurants
220	Ban Hen/Stag parties.
221	Cafes staying open later, family events away from pubs and cheaper deals when eating.
222	Outside areas to sit to read, have a drink(coffee/or alcohol)
223	Free parking.
224	Being able to come to work on the park and ride and then go for a spontaneous drink after work without worrying about catching the 8 o clock last bus or being locked in the P & R. 8 o clock is far too early.
225	Not sure as more activities may not necessarily draw more people in, especially in the dark winter months when many just want to go home after work. There is already an excellent selection of pubs and restaurants in the city. Less anti social behaviour would certainly encourage more people to stay but a difficult one to address.

226	Shops, markets street art, buskers, street performance, music, film, non alcoholic communal drinking areas, dance halls, parks, river cruises, cafe culture, zero tolerance anti social behaviour fines, fairgrounds, free parking
227	I think it's a fine line between attracting the business of hen/stag parties and race-goers whilst maintaining civility and safety in the town centre after dark. Our City is a small place and with the best will we can't expand the pub scene to the four corners of it. However, in an ideal world, I would like to see a reduction in fun pubs and an expansion of the Stonegate Quarter
228	Lighting, like I have said before about Parliament Street area, make it into a spectacle and somewhere to visit. Improve lighting across the city centre and improve bus services. Improve train times too and from Harrogate. Improve bus services to and from outlying villages. The food festival was fab, champagne tent and real ales in Parliament Street was brilliant. Do something like this more often with additional activities encouraging people to visit. In summer that space could be used so much better.
229	Residents only evening offers
230	Later buses.
231	More pubs with entertainment for older people
232	Employ someone to organise "events/activities" in the city centre
233	Fewer drunks
234	I think that stricter policies on not serving customers who are already drunk would be good. It is not about how long people stay out for, it's what they do in that time. I don't think that places need to shut earlier or that there needs to be less pubs/clubs just tighter control on drinking.
235	As I work until 5 it would be good if coffee shops and shops staying open later.
236	Less excessive drinking, cleaner environment.
237	Greater police presence to deal with jobs
238	Good bookshop cafe to go and browse in and more shops open. Reduction in hen and stag dos and reduction in loud abusive drunks
239	Fewer Stag and Hen parties - they are giving York a bad reputation on Saturday nights. If I had a young family I would not take them near York city centre on a Saturday night for this reason.

240	On-street parking
241	Change the hours the shops are allowed to take deliveries
242	Friendly family to go areas, where drinkers aren't welcome
243	More businesses open after 5.30pm, especially coffee shops. Less rubbish in the street.
244	More events like the food festival in Parliament Street
245	In summer, York is still very much busy at 17:00 when a lot of shops are closing. A large campaign to extend opening hours to 18:00 could prove to be very beneficial to both customer and shopkeeper.
246	Less hen dos
247	Later Market, Open Shops, More activities other than drinking.....
248	A place like City Screen that is warm to sit in between October and April!
249	More events for locals
250	Later opening shops and cafés
251	Less beggars.
252	Later opening for shops; ban hen and stag parties, on-the-spot fines for drunkenness and lewd behaviour,
253	A decent cinema chain. Better parking on the north/west side. More active policing outside McDonald's. More outdoor entertainment.
254	Street food stalls.
255	Making the city feel safer and more pleasant to walk around at night
256	Visibility of security in terms of actual people be they police or others on foot
257	More events or things to do
258	Shops opening later as in bigger cities would encourage more shoppers and make it less drinking focused.
259	More coffee shops open
260	I can't
261	Public transport after 8pm in the Rawcliffe area
262	Better late night buses
263	A safer, more family friendly atmosphere with less antisocial and drunken behaviour.
264	Keep shops open
265	Being allowed to park right in the city centre after 6pm

266	No tramps in doorways. Sign posts with times of music/events/busking in the city that day and the next, at the entrance of the bar walls. The buskers would earn more as some are only on for less than an hour.
267	Shops and museums open later: until 8-8.30 at least. Something to keep Parliament Street alive; at least a cafe with tables where families could sit. Tourist information open later.
268	More street drinking like in London and Europe
269	Discourage stag and hen nights
270	Just keep it clean and tidy and light the place nicely, check out some European towns (Bruges, older areas of Paris) they light the places creatively and it can be very attractive, it brings the best out of the unusual or older architecture, it wouldn't necessarily cost much more. Maybe keep some of the coffee shops open a bit later? There's not really anywhere in the centre where you can sit outside and have a coffee after 5.30 they all seem to shut, its fine by the river but it would be nice to have that outside cafe culture that the Europeans have all day. York seems to have a bit of it but then it disappears about 5pm and turns into an English pub town.
271	LGBT Venue
272	Less street cafes during the day. York gets that full you can't get free seating all taken up by others but plenty of seats in street cafes but if you want to sit there you have to buy something. This affects the wife more, she is disabled. My carer and pushes me in the wheelchair. I have difficulty accessing most shops not having a standard wheelchair. There must be more like me.
273	Less [idiots].
274	The Swinegate area has nice feel to it, similar to that of Jesmond in Newcastle with the fairy lights / street lights all year round. It would be nice to see this sort of feel in the corner of pitcher piano/ revs city screen. Perhaps something in the dead space of that central area?
275	Less drunks and antisocial behaviour.
276	Better parking for residents - we do not use as much as we could due to there being extremely limited parking and not everyone rides cycles or uses dirty unreliable buses.
277	Feeling safer. Cleaner!!
278	Abandoning all the anti-car measures put in place over the last few years

279	Clean the rubbish off the streets
280	Better, more decorative lighting to lighten the streets (even main areas are quite dark sometimes).
281	Large bookshop (but Borders has gone)
282	It would be lovely to be able to have a coffee past 6pm in the city. Events like Blood and Chocolate are great for bringing people to the city in the evenings.
283	In the week York is fine and is a great place to be. The weekends are a different story due to huge rowdy same sex groups. Might I add the groups are not students - they are much older.
284	More things happening between 5 -8
285	Closure of Salvation! That plus the opposite takeaway = disturbances waiting to happen.
286	Would welcome more varied activities in the city centre. Shops to stay open later



Corporate & Scrutiny Management Committee

10 March 2014

Report of the Economic & City Development Overview & Scrutiny Committee

Night-Time Economy Scrutiny Review (Retail & Transport) –Final Report**Summary**

1. This final report presents the findings and draft recommendations arising from the scrutiny review completed by the Economic & City Development Overview & Scrutiny Committee in support of the corporate scrutiny review into York's Night Time Economy.

Background to Review

2. At a meeting of the Corporate and Scrutiny Management Committee (CSMC) on 24 June 2013, members agreed a corporate scrutiny theme for this municipal year around the city's night-time economy, noting its connection to a number of the Council's key priorities in its Council Plan 2011-2015.
3. In July 2013 the Economic & City Development Overview & Scrutiny Committee (ECDOSC) agreed to proceed with their NTE review and a Task Group comprising Councillors Hyman (Chair), Semlyen, D'Agorne and Barnes was set up to carry out the review on the Committee's behalf.
4. The Task Group met for the first time in August 2013 to identify a suitable review remit and review workplan.

Aim

5. At the full meeting of ECDOSC on 24 September 2013 Councillor Semlyen relinquished her position on the Task Group, and the full Committee agreed the following review aim as proposed by the Task Group:

'To improve diverse commercial opportunities after 5pm in, and evening transport to and from, York City Centre.'

Objectives

6. The Task Group met again on 15 October 2013 and agreed the following review objectives:
 - i) Identify barriers to evening retail opening hours by gathering the views of residents and retailers;
 - ii) Investigate solutions to barriers for extended retail opening hours in York
 - iii) Investigate options for improved public transport to support York's night-time economy
 - iv) Identify suggestions for improvements.

Consultation

7. To support the Night-Time Economy Corporate theme it was agreed that an online survey "Yorkafter5" be undertaken. This ran between 14 October 2013 and 29 November 2013. The survey included questions in support of all the reviews except the health related review for which separate surveys were agreed.
8. Specifically in support of this review, the survey included a number of questions relating to:
 - How people travel into and out of the city in the evening and what factors influenced their choice of transport – see responses to questions 4-6.
 - Whether people would come into or stay later in the city centre if retail opening hours were extended – see responses to question 18.
9. The specific survey responses related to this NTE review were shared at a meeting of city centre retailers and transport operators – see paragraphs 44-67 below - on 10 December 2013.
10. In addition, in support of all the NTE reviews, a number of focus group meetings were organised by the Policy, Performance & Innovation Team to gather residents' views

Background to the Issues

11. At present at the end of every working day thousands of people simultaneously make the journey home from York city centre, putting pressure on the transport infrastructure. This often leaves a lull of activity in the city centre until the night-time economy picks up, resulting in a disconnect between day and night.
12. Retailers with later closing times can attract people into the city centre and help to entice city centre workers to stay in the centre a little longer, cutting congestion at peak times, and increasing custom for the retail and service sectors.
13. A study of retail trading hours recently undertaken by the Association of Town Centre Managers (ATCM) stated that sales between 5pm and 8pm are typically 50% more than those between 9am and 11am pointing towards the possibility of retailers opening later and closing later to capture extra spend. The ATCM estimate that revising trading hours to open later and close later will increase sales by 10 - 12%.
14. The ATCM also promotes initiatives such as Alive after Five to create an early evening vibrancy with a good and diverse range of activities to cover the “dead period” between 5pm and 8pm. The aim is to bring visitors to city centres as well as encourage city centre workers to stay after work.
15. Should a need for change be identified it may well be that this would not necessarily result in longer working hours for retail staff – just working hours that are more compatible to the needs of the modern consumer.
16. In addition, getting people safely into the city and home again after an evening out is a prime requirement in improving the night-time economy. It is therefore acknowledged that there is a need in York to further develop a safe, affordable and regular late night transport system to serve the city centre as well as providing secure late night car parks.

Initial information gathered

17. The Task Group considered the findings from the last council review into the night-time economy “York After Dark” which was presented to the former Economic Development Partnership Board in 2007 – see: <http://modgov.york.gov.uk/ieListDocuments.aspx?CId=123&MId=3041&Ver=4>

18. At that time the Board supported in principle the development of a vibrant, diverse and inclusive evening economy in York and called for a further report to be presented on a costed action plan to support the development of the evening economy in the city centre. However, the Board ceased to exist in 2008 and therefore never received the requested action plan.
19. To help their considerations the Task Group requested information on cities similar to York to establish a benchmark for the night-time economy and to look at best practice elsewhere.
20. Colchester: Extending retail opportunities was an ambition they shared but had not yet achieved. There was a need to achieve a “critical mass” of shops opening later but in a recession businesses were reluctant to risk more costs by having staff until 8pm. Some major retailers had tried to galvanise the rest of the centre by having late night shopping on Wednesdays but with little success.
21. Lincoln: Has managed to establish a modest Thursday night retail offer in the city centre but only until 7pm, backed mainly by the top dozen retailers. The numbers of shoppers for this was low but just about enough to make the offer viable and sustainable.
22. Sheffield: Some shops and traders stay open longer, to some degree, with John Lewis and Debenhams opening until 9pm on Wednesday. There has been some success in the city where a cluster of independent shops in The Forum, a smaller shopping hub, stay open until 9pm.
23. Bath: Thursday is the late night shopping day, although it tends only to be the major high street stores which open late every Thursday throughout the year, otherwise most shops open late each Thursday in the run-up to Christmas.
24. Chester: Most shops in the city centre close around 5.30pm although there is late-night shopping in the run up to Christmas.
25. Norwich: The Castle Mall, a complex of 70 shops in the city centre, is open until 5.30pm Monday, Tuesday, Wednesday and Friday; 8pm on Thursday and 6pm on Saturday while the Chapelfield Shopping Centre, another central location housing 90 shops, cafes and restaurants, is open until 6pm weekdays except Thursday when it is open until 8pm.

26. Oxford: The Westgate Centre comprises 40 outlets in the city centre and closed at 5.30pm with a late night until 8pm on Thursday. The Clarendon Centre, again in the city, opens until 6pm and 7pm on Thursday.
27. York: A sample survey (Annex A) was taken of the closing times of business premises in some of the main shopping streets in York city centre on Friday 1 November 2013. The businesses surveyed included 83 businesses that advertise opening and closing times at the front of the shop. A significant proportion of shops gave no indication of opening or closing times.

Analysis

28. The Committee may want to publicise the findings of the ATCM retail study which notes a significant increase in sale in the early evening compared to mornings - see paragraph 13.
29. In regard to the ATCM promotion 'Alive after Five' detailed at paragraph 14, whilst this does not fall within the specific remit of this review it should be noted that many cities acknowledge the biggest boost to the night-time economy is when special events are held. For example, Hull's Freedom Festival attracted 75,000 people for three days of live music, dance, theatre, comedy, street entertainment, eating, drinking and markets.
30. The brief study of the other cities (paragraphs 20-26) seems to indicate that few have been able to demonstrate any real success in extending retail opening hours in their city centres at night. However some success in extending retail opening hours has been achieved in areas where there are clusters of shops in city centres.
31. The predominant retail closing time in York's city centre appears to be 5.30pm or 6pm. The sample survey shows that of the 83 businesses, 37 close at 5.30pm and 33 close at 6pm or later. In addition 12 businesses close at 5.30pm but with at least one late night of 6pm or later. Only one business was found to close at 5pm.
32. In comparison, Monks Cross advertises its opening hours from 9.30am until 8pm (with the exception of supermarkets); the Designer Outlet from 10am until 6pm with late-night opening until 8pm on Thursdays while stores at Clifton Moor (with the exception of supermarkets) generally close at either 6pm or 8pm.

Further Information Gathered

33. In light of the evidence from the survey of other cities, which showed that opportunities for businesses to extend their opening hours was most easily achieved where there are clusters of shops, the Task Group agreed it would be useful to identify an area of the city centre containing a cluster of businesses where this approach might be further investigated.
34. With this in mind, the then Chair of the Task Group, Councillor Hyman, met with the manager of the Coppergate Centre on 15 November 2013. As well as being the home of the Jorvik Centre, Coppergate is a shopping hub featuring major high street stores including Top Shop, Boots, Fenwicks, Body Shop, and Clarks as well as smaller shops and cafes and is soon to be the site of a Primark store in the premises currently operated by Marks and Spencer.
35. The Chair was encouraged by the enthusiasm and positivity of the centre manager towards extending retail opening hours. The manager confirmed this is something that has already been discussed with tenants including the managers of Fenwicks and Top Shop

Further Analysis

36. In view of the information above the Committee should note that York appears to be doing as well as, if not better than, similar cities with regard to extending retail opening hours after 5pm. However, to further develop the night-time economy, the Committee may wish to consider how the Council may better encourage retailers to collaborate and co-operate in order to:
 - a) Optimise their opening hours
 - b) Capture maximum spend (see paragraph 13)
 - c) Benefit from working as a shopping hub e.g. like the Coppergate Centre
37. Evidence from the Task Group Chair's meeting with manager of the Coppergate Centre shows that one perceived barrier to extending retail opening hours in Coppergate is that Piccadilly Car Park closes at 6.30pm.
38. The committee may wish to investigate whether the opening hours of all the council's city centre car parks could be extended (i.e. those that

currently close before 8pm). Also, what would be the positive and negative effects of offering free car parking after 5pm on late night shopping evenings?

Focus Groups

39. To further consider the views of resident on the night-time economy, the Policy, Performance & Innovation Team held a number of focus group meetings in November 2013 and gathered the views of City of York Council staff
40. At the focus group meetings public transport was cited as a key issue and was seen as a barrier for some wanting to use the city centre at night. There was concern over the frequency and reliability of buses which included:
 - That passengers routinely had to catch one bus earlier to make sure they reach their destination on time;
 - That bus services were poor after the main commuter hours;
 - That the frequency and reliability of buses is not just a problem for people getting home from the city centre, but also for people getting into the centre after 7pm;
 - That park and ride closes too early for people to stay in the city centre later in the evening;
 - That it was difficult for people to attend the theatre or cinema as buses on some routes stop before the performance has ended.
41. The focus groups considered that between 5pm and 7pm there was little alternative in the city centre to frequenting bars, pubs and restaurants. There are few coffee shops open and no metropolitan atmosphere in the city centre. They felt shops need to stay open longer for working people who do not necessarily want to come into the city centre at weekends. Residents were in favour of later retail opening hours to encourage people to come into York city centre after 5pm or to stay in the city centre. They felt this would have the knock-on effect of people spending at other businesses, not just shops.

Key Partner Meeting

42. The Task Group had previously agreed that the transition from day to evening needs to become a more profitable period for the city centre and decided to invite the following to a meeting on 10 December 2013 to discuss the findings to date and the survey results, and to identify ways of developing the evening retail offer and any potential barriers:
- Representatives of York Retail Forum
 - The Federation of Small businesses
 - City Team York
 - Representatives of Bus Companies
 - Taxi and private hire federations
43. The meeting was well attended and included representatives of retail and transport groups as well as CYC's Sustainable Transport Operations Manager and the Economic & Enterprise Manager.
44. The Chair explained that the intention of the review was not just attracting people to the city centre it was also about finding ways of encouraging people, including the thousands of city centre workers, to stay in the centre longer.
45. He also explained that the Task Group was not a decision making body but sought to gather the views of people involved in York's night-time economy so recommendations could be made to the Economic & City Development Overview & Scrutiny Committee.
46. The findings from the Yorkafter5 survey specific to the Task Group's review were put to the meeting and discussed by the various representatives involved.

Retail

47. Retailers at the meeting were concerned that while the survey indicated an overall 80% of respondents would come into or stay later in the city centre if retail hours were extended, this did not appear to be the case on the evidence of support for late-night opening in the run up to Christmas. They considered that the late-night shopping offer had been failing for a long time.
48. They stressed that there were no retailers who would not switch their hours if they could make more money from it but that if the people were

not there the shops would not open as there is already a lot of pressure on shops and large chains have huge outgoings.

49. From a retail standpoint York was now a seven days a week city and this has affected late-night shopping. While there was support for the concept the Task Group was told that some retailers did not have the appetite for late-night opening and the majority who did open later were not making any money from doing so. The Retail Forum has already discussed the possibility of changing late-night opening from Thursday to Friday.
50. They considered the biggest barriers to extending retail opening hours to be:
 - a lack of coordination;
 - a lack of promotion and marketing;
 - car parking;
 - that pedestrianisation finishes at 5pm.
51. The Committee might want to consider that to change retail opening times there would need to be coordinated action backed up by solid promotion. The retailers felt there needs to be an explosion of events in the city to kick-start extended opening hours. There needs to be a diverse mix of activities combining culture, eating, drinking and retail.
52. There was a perception that the city closes down between 5pm and 7pm and what was needed was a complete cultural experience both to attract people and keep people in the city centre during this period.
53. The Task Group accepted that changes in retail opening hours could be a long process. Retailers suggested that a way forward could be to look to make any changes in December 2014 - December being the peak month of the year - monitor the response from customers and, if it is a success, build on that. A Task Group Member suggested a good time would be to link an extension of retail opening hour to the Tour De France Grande Depart in York.

Transport

54. Almost one-third of survey respondents commented on the availability and frequency of buses to and from the city centre with many expressing the view that some services finished too early while other were concerned about costs. A number of people also questioned the closing times of Park and Ride sites.

Buses

55. Bus company representatives accepted the concerns of the focus groups and the comments of people who took part in the survey over frequency and reliability, and agreed that reliability was key. They assured the Task Group that they did everything they could to review the operation of the transport network.
56. They made the point that York was a difficult city in which to operate buses because of the volume of traffic and that it did not take much, a badly parked car for example, to cause services to be delayed.
57. The representatives stressed to the Task Group that to bring more people into the city there needs to be something happening. They run extra services outside their contracts when special events are held.
58. They were concerned that late-night shopping could present a huge risk as there was uncertainty over demand compared to the costs they would incur with wages and fuel.
59. Bus companies were also open to the idea of being part of promoting the city, pointing out that they had hundreds of buses running round that could advertise what retailers were doing.
60. The Task Group noted that retailers were keen to work hand in hand with bus companies as the retailers did not want empty shops and the transport operators did not want empty buses.

Taxis and Private Hire

61. The Task Group was made aware that what was considered to be a dead period for many in the city centre was, for private hire operators, one of the busiest periods of the day. However, they pointed out that much of their business between 5pm and 7pm involved taking people home, not bringing them into the city centre.
62. Their biggest problem was traffic which made it difficult getting around the city with some thoroughfares being cut off by rising bollards.
63. One of their big concerns with any extension of retail opening hours and late-night shopping was that streets in the city would be closed and they would not be able to access the centre.
64. The Task Group was assured, however, that as an industry they were keen to help promote any measures that would improve the city.

65. The Chair mentioned that he had an app on his phone which gave him real time information on bus arrival times and was told by private hire representatives that similar technology was available to them to give them the exact location and arrival times of their vehicles. The meeting was encouraged that technology made it possible for businesses to be more customer focused.

Conclusions

66. Evidence from the focus groups and findings from the survey indicate that residents have an appetite for extending retail opening hours in the city centre. However, retailers were wary as this was not borne out in support for late-night opening in the run up to Christmas. Preliminary suggestions had emerged to trial and assess the results of later opening in December 2014 or to coincide with the Tour De France Grand Depart.
67. There is a general consensus that there needs to be a coordinated approach to any changes in retail opening hours with retailers working closely with CYC and transport operators.
68. Should there be a change this will need to be properly promoted so residents know when shops will be open and when buses will be running.
69. As was the case in other cities, retailers and transport operators agreed that special events in the city centre were a catalyst for attracting people into the centre and the Task Group may consider this was something that should be encouraged.
70. Transport operators agreed that reliability of their services was key and will do everything they can to review the transport network.
71. There appears to be an encouraging level of cooperation between retailers and transport operators and a willingness to work together to promote measures that will benefit the city centre.

Further Action

72. In December 2013 Councillor Hyman had to resign from the Task Group because of work commitments and the other two members agreed they needed a third person on the Task Group to progress the work. As a result, in January 2014 Councillor Semlyen offered to resume her role on the Task Group, which was ratified by the full Committee on 28 January 2014.
73. On 15 January 2014 the Task Group met to formulate recommendations to be made to ECDOSC on 28 January. Task Group Members

considered evidence gathered during the review with the aim of identifying measures to increase footfall in the city centre between 5pm and 7pm – based on the previous three month seasonal average bearing in mind major events, the weather and events beyond CYC control – to boost cultural and economic activity and reduce rush-hour traffic.

Recommendations

74. In relation to the specific aim and objectives of the review, ECDOSC recommends:

- (i) That the Economic Development Unit in conjunction with the new agency being developed in the city to promote inward and visitor investment:
 - (a) liaise with city centre businesses and the City Team York to agree a specific day or days of the week for appropriate late night opening by autumn 2014.
 - (b) work with City Team York to develop proposals for the Council to provide support and guidance for city centre businesses to help coordinate a city-wide marketing and branding strategy to promote late night opening hours;
 - (c) In relation to a potential city centre late-night opening pilot at Coppergate Shopping Centre:
 - hold further talks with the management of the Coppergate Shopping Centre to encourage the further development of a late-night shopping offer at the Centre.
 - hold discussions with the operators of the Jorvik Centre and other attractions near the Coppergate Shopping Centre (eg museums) to encourage them to open later on the days selected for late-night shopping.
 - enter into discussions with Primark at an early stage to seek to use their arrival at the Coppergate Centre as a catalyst for the further development of the Centre's evening offer.

- work with the Coppergate Shopping Centre to provide business confidence measures and encourages the Centre to share information on the success of any late night opening offers and the effect on their trading between 5pm and 7pm.

- (d) liaise with the City Team York and city centre businesses and attractions to encourage them, by the end of 2014, to clearly display their opening and closing times for each day of the week.

- (e) ask the City Team York to incorporate the request to encourage businesses to open later into its works programme for 2014, and incorporate research from bodies such as the Association of Town Centre Managers (ATCM)

- (ii) That the Sustainable Transport Operations Manager invite bus and Park & Ride operators to:
 - (a) discuss proposals for later buses to serve the city's night-time economy, particularly for the days chosen for later (post 6pm) opening and major cultural festivals, and the potential for discounted travel;

 - (b) consider ways of improving consistency in Park & Ride closing times, later closing times of the Park and Ride sites and consideration of extending the policy for pay on exit ;

 - (c) work with the City Team York and relevant city centre businesses to develop reciprocal promotion of any new offer with suitable discounts / advertising.

- (iii) That Director of City & Environmental Services explore options to change parking policy and charges to address retail and business needs for the future vitality of the city centre, to include:
 - (a) Exploring proposals for the Council's city centre car parks to be free to residents from 5pm (instead of 6pm at present), subject to ticket machine programming issues and associated

cost implications, in co-ordination with a consistent city centre car parking and public transport offer.

- (b) Considering extending the opening time of CYC secure city centre car parks until 8.30pm on most nights and 11.30pm on Friday and Saturday, providing this is consistent with other work being undertaken in this area, and pending revenue implications.

75. Finally, Economic & City Development Overview & Scrutiny Committee recommends that the Corporate & Scrutiny Management Committee note residents' views relating to transport and pedestrians in the city centre during the evening period. Whilst the concerns raised did not fit exactly with the remit of the review, the Committee were keen to highlight those views as part of their final report, as they agreed there was a problem with the speed of some vehicles in the pedestrianised area in the city centre in the evening.

Reason: To conclude this review in line with scrutiny procedures and protocols, and the committee's workplan.

Council Plan

76. The review would contribute actively to the following priorities identified by the Council in its Plan for 2011-15:
- Create jobs and grow the economy;
 - Build strong communities;
 - Get York Moving

Implications

77. Implications arising from extended, later opening hours have emerged as a result of the consultation undertaken by the Task Group. These range from the provision of city centre car parking, transport in and out of the city centre and promotion to the viability or otherwise for the businesses in York. Some of these will need to be taken into account during discussions with City Team York and retailers as any firm proposals develop.

78. In regard to possible changes in city centre parking arrangements the CBSS Finance Manager reported that the Council budgets for car parking income to provide total revenue of c.£6.0m per annum, which equates to 8.5% council tax. Over the last two years there has been a shortfall in income received compared to budget of £250k last year and a projected £200k this year. Offers to reduce charges inevitably reduce the amount the council receives. This therefore has to be paid from increased charges elsewhere or budget reductions.
79. There is no financial impact of keeping the car parks open to 8.30pm as the enforcement officers work until 10pm. However to keep them open to 11.3pm at a weekend would require additional staffing cover of approximately £10-£20k per annum.

Risk Management

80. There are no direct risks associated with the vast majority of the Task Group's recommendations, which largely invite discussions and put forward proposals with retailers and the City of York Team to improve diverse commercial opportunities in York after 5pm.

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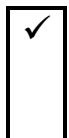
Andrew Docherty
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Report Approved



Date 25/2/2014

All



Wards Affected: *List wards or tick box to indicate all*

For further information please contact the author of the report

Annexes:

Annex A – Sample Survey of city centre closing times

Abbreviations

ATCM – Association of Town Centre Managers

CSMC – Corporate & Scrutiny Management Committee

CYC – City of York Council

ECDOSEC – Economic & City Development Overview & Scrutiny Committee

NTE – Night-Time Economy

P&R – Park and Ride

Sample survey of retail closing times in York on 1 November 2013

	Mon	Tues	Weds	Thurs	Fri	Sat
PICCADILLY						
M&S (Homes)	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Bright House	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Argos	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Top Shop	6pm	6pm	6pm	6pm	6pm	6pm
Tesco	11pm	11pm	11pm	11pm	11pm	11pm
COPPERGATE						
Trade Secret	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Ryman	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Boots	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
M&S (Homes)	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Greenwoods	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Clark's	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	6pm
Fenwicks	5.30pm	5.30pm	5.30pm	5.30pm	6pm	6pm
Ark	6pm	6pm	6pm	6pm	6pm	6pm
Body Shop	6pm	6pm	6pm	6pm	6pm	6pm

	Mon	Tues	Weds	Thurs	Fri	Sat
Vodafone	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Curry's PC World	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Yumi	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	6pm
Chocolat	5.30pm	5.30pm	5.30pm	5.30pm	6pm	6pm
H&M	5.30pm	5.30pm	5.30pm	5.30pm	6pm	6pm
Holland & Barrett	5.30pm	5.30pm	5.30pm	6pm	6pm	6pm
Leia	6pm	6pm	6pm	6pm	6pm	6pm
WH Smith	6pm	6pm	6pm	6pm	6pm	6pm
Millecs	6pm	6pm	6pm	6pm	6pm	6pm
Next	6pm	6pm	6pm	6pm	6pm	6pm
Office	6pm	6pm	6pm	6pm	6pm	6pm
Lush (Cosmetics)	6pm	6pm	6pm	6pm	6pm	6pm
Banks Music Room	6pm	6pm	6pm	6pm	6pm	6pm
HMV	6pm	6pm	6pm	6pm	6pm	6pm
Boots	6pm	6pm	6pm	7pm	6pm	6pm
Games Workshop	6pm	Closed	Closed	8pm	6pm	6pm
TK Maxx	6pm	6pm	6pm	7pm	7pm	7pm
Herbal Inn	6.30pm	6.30pm	6.30pm	6.30pm	6.30pm	6.30pm
Betty's	9pm	9pm	9pm	9pm	9pm	9pm
Morrisons	11pm	11pm	11pm	11pm	11pm	11pm
Cornish Bakery	1am	1am	1am	1am	1am	1am

	Mon	Tues	Weds	Thurs	Fri	Sat
HIGHER OUSEGATE						
Shoe Zone	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Card Factory	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Lakeland	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Waterstone's	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	6pm
Fat Face (Clothing)	6pm	6pm	6pm	6pm	6pm	6pm
Urban Outfitters	6pm	6pm	6pm	6pm	6pm	6pm
PARLIAMENT ST						
Vision Express	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Carephone W'house	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Thomsons (Holidays)	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Thornton's	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Optical Express	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Hotters	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Barretts	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Vodaphone	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
EE	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
New Look	5.30pm	6pm	6pm	6pm	6pm	6pm
Disney	6pm	6pm	6pm	6pm	6pm	6pm
Pret a Manger	6pm	6pm	6pm	6pm	6pm	6pm
Claire's	6pm	6pm	6pm	6pm	6pm	6pm

	Mon	Tues	Weds	Thurs	Fri	Sat
Wittards	6pm	6pm	6pm	7pm	6pm	6pm
Marks & Spencer	6.30pm	6.30pm	6.30pm	7pm	7pm	7pm
DAVYGATE						
Coast	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
East	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm
Laura Ashley	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	6pm
Browns	5.30pm	5.30pm	5.30pm	5.30pm	5.30pm	6pm
French Connection	5.30pm	5.30pm	5.30pm	6pm	5.30pm	6pm
Debenhams	5.30pm	5.30pm	5.30pm	6pm	6pm	6pm
Gap	6pm	6pm	6pm	6pm	6pm	6pm

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Corporate & Scrutiny Management Committee

10 March 2014

Report of the Health Overview & Scrutiny Committee

Night Time Economy Health Review – Final Report**Summary**

1. This final report presents the findings and recommendations arising from the scrutiny review completed by the Health Overview and Scrutiny Committee (OSC) in support of the corporate scrutiny review into York's Night Time Economy.

Background

2. At its meeting on 24 June 2013, CSMC expressed interest in developing a theme around the Night Time Economy worthy of 'corporate review', and received a briefing paper in support.
3. The briefing suggested a number of possible areas for review associated with the Night Time Economy which would support the Council's current key priorities in its Council Plan 2011-2015. They agreed to proceed with the theme and requested each of the Overview and Scrutiny Committees identify a suitable review remit in line with their individual terms of reference.
4. The Health OSC acknowledged that the night-time economy presented a number of challenges from a health standpoint, in particular a peak in violent crime and anti-social behaviour in the city centre in the evening and night (particularly on Saturdays).
5. They recognised the strain this was putting on resources at York Hospital's Accident and Emergency Department (A&E - now the Emergency Department) between midnight and 2am, and at their meeting on 11 September 2013 therefore agreed the following review remit:

Aim:

'To work with key partners to identify the relevant issues within the

'health environment' (including the impact on A&E at peak times) and suggest what measures need to be taken in order to address the issues identified'

Objectives

- i. Understand how a peak in violent crime and anti-social behaviour in York City Centre impacts on late night and early morning resources at the A&E department
 - ii. Investigate potential health risks to residents and visitors to York City Centre at night and early morning
 - iii. Evaluate responses from staff consultation and a hospital questionnaire to understand people's perception about visiting A&E at night
 - iv. Examine the impact of any campaigns previously run in York and elsewhere to encourage a reduction in excessive drinking, in an effort to identify successful campaigns for future use in York
6. To support the remit above, the Committee agreed a draft timetable for the work and how the objectives could be achieved.

Consultation

7. The Director of Public Health provided a list of key organisations that could be consulted to support the review including representatives of the Emergency Department (ED) at York Teaching Hospitals NHS Foundation Trust (YTHNFT); the Vale of York Clinical Commissioning Group (CCG); the GP Out of Hours Service; Yorkshire Ambulance Service (YAS) and York Street Angels.
8. Health OSC agreed to consult with ED attendees during planned night visits to the Emergency Department (ED) as well as a survey of ED staff.

Information Gathered

York Hospital Emergency Department

9. In support of Objective (i) two committee Members met with the Programme Director - Service Development and Improvement, the

Directorate Manager for York Emergency Department and a Consultant in Emergency Medicine.

10. They provided information on the ED's "flag system" used to record reasons for attendance using a number of categories, including mental health, domestic violence and alcohol.
11. In 2007 the National Bureau of Statistics reported that a quarter of York's population were in the higher risk category related to alcohol. However, because of the way ED attendances were being coded in the flag system, the statistics were found to be not properly reflecting the true picture e.g. someone admitted to the ED with a head injury was being coded as such, not as someone who was under the influence. At the time clinical coding of alcohol was anecdotal and unreliable.
12. In order to address this issue, in 2011 the ED carried out an alcohol audit within York ED. Data was collected for one week per quarter throughout the year from January to December, based on date, arrival time, sex, age, partial postcode, arrival method, disposal type, alcohol involvement and diagnosis. The findings from the audit were published in the Emergency Medicine Journal in 2013 and presented as "Are you being served? The estimated burden of alcohol on York Emergency Department", on 25 April 2013).
13. During 2011 total ED attendances were 74,128 and in the four weeks audit period total attendances were 5,704. Of the total in the audit period, just 46 were flagged under the old criteria as being related to alcohol. Using the audit results, that figure rose to 533 for the same period, accounting for 6% of the total number of attendances during the day and almost 20% at night.
14. Based on the data collected during the audit period the estimated burden on the ED indicated 9.8% of total attendances were due to alcohol, i.e. 7,265 alcohol related ED attendances from a total attendance of 74,128.
15. Of the 553 alcohol related attendances in the audit period the following diagnoses were made:
 - 34% (186) trauma¹;

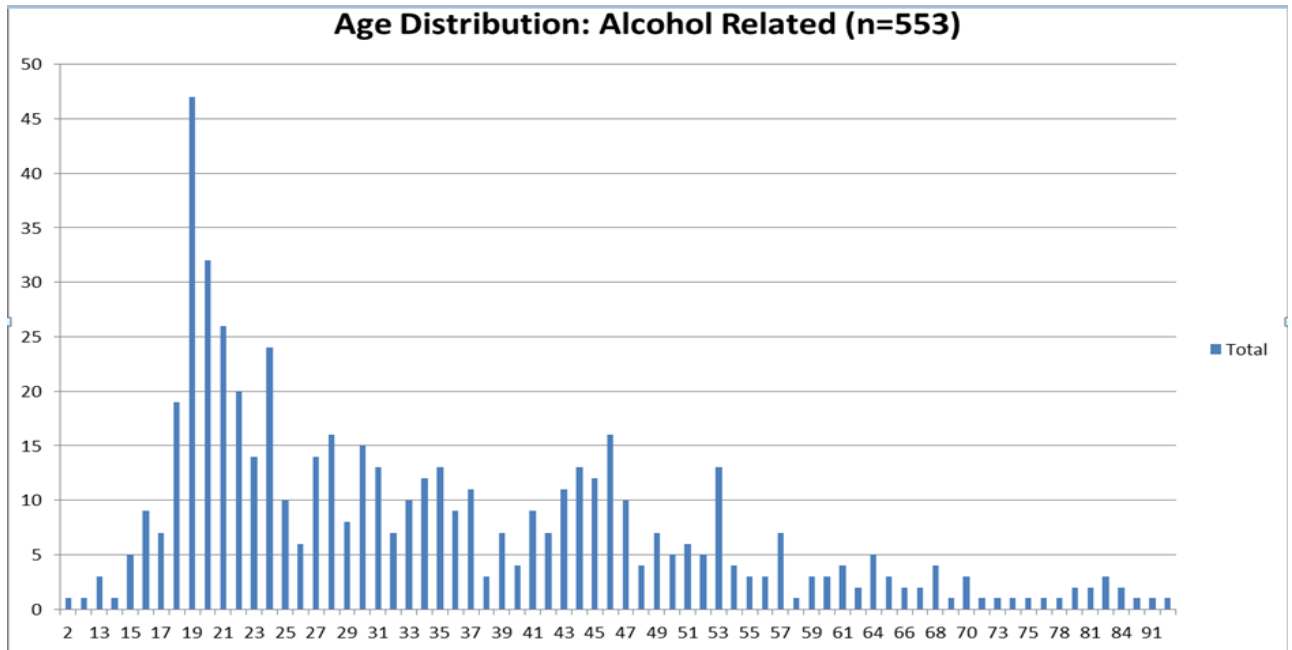
¹ Trauma is defined as a physiological wound caused by an external source. It can also be described as a "physical wound or injury, such as a fracture or blow".

- 19% (103) adult medical;
 - 18% (98) mental health;
 - 11% (62) social / behavioural;
 - 11% (63) head injuries.
16. As part of the new flagging system the partial postcode data collected showed that 62% of the total number of alcohol related attendances were from the City of York with a significant percentage of the remainder coming from neighbouring areas (11% from Selby, for example).
17. At the weekend the percentage for York postcodes dipped to 54%, still more than half the total number of alcohol related attendances.
18. To further support Objective (i) statistics were provided which showed the highest percentage of alcohol related attendances at ED were at night.

Attendances: Day (9am-9pm) v Night (9pm v 9am)

	No alcohol	Alcohol related	Total	Proportion
Day	3,914	249	4,163	5.98%
Night	1,237	304	1,541	19.73%
Total	5,151	553	5,704	9.69%

19. The audit period review revealed the rise in alcohol related admissions at night led to a spike in these admissions from 11pm to 5am peaking at 1am.
20. In the audit period the average age of the total 5,704 ED attendees was 40.4 years while the average for the 553 alcohol related attendees was 34.6 years, covering a span from 2 to 91 years, as shown in the graph below:



21. It is evident there was a spike in alcohol related admissions at age 19 and 20 but the graph shows this is not just a young person's problem.

Under 30

Total attendances = 2,411

Due to alcohol = 263

10.91%

30 or over

Total attendances = 3,293

Due to alcohol = 290

8.81%

22. And it was not just men. Of the total number of alcohol related admissions 36% were women. Results from the audit period found:

Female attendances = 2,725

Due to alcohol = 199

7.3%

Male attendances = 2,979

Due to alcohol = 354

11.88%

23. Effect on length of Stay

Alcohol related attendances during the audit period accounted for 9.6% of admissions staying in the department between two and three hours; 13.7% between three and four hours; 14.9% between four and six hours and 20% over six hours. It means a disproportionate number of patients go into breach i.e. over four hours. Many of the alcohol related

attendances were not considered to be a healthcare issue but a protection issue.

24. In addition, half of all patients coming to ED with mental health issues are under the influence of alcohol. Before they can be seen by a psychiatrist they have to be sober, and can block a cubicle or a bed for several hours.
25. The case of a 29-year-old man was cited to highlight the way cubicles and beds at the hospital can be blocked. He was transported to ED by ambulance and on his arrival was too drunk to speak or stand. He slept in a cubicle for two hours and it was a further two hours before he was sober enough to stand – with two security men in attendance to stop him wandering off around the department and falling over. When he was finally able to stand properly he needed to pass water but was still too drunk to fill a bottle and urinated all over the cubicle. He had money and keys for accommodation and left after five hours following an ambulance journey, multiple observations, a security presence, and a blocked cubicle.
26. Effect on Hospital Staff and Other patients

Staff had to deal with many instances of intoxicated people who were often confused, unable to stand up and abusive. In many instances these people were accompanied by friends in a similar state. Some ED staff also reported to their managers that they were not keen to stay in the department because of the abuse they got. However, this did not stop them giving all their patients the care they needed.

27. Effect on Ambulance Service

Information provided showed that 18% of the 1,655 ambulance attendances at ED during the audit period were alcohol related. Of the alcohol related arrivals at ED during that period 54.6% (302 people) arrived by ambulance while of the non-alcohol related arrivals 26.27% arrived by ambulance.

Yorkshire Ambulance Service NHS Trust

28. As part of the Review, Members met the York Ambulance Service (YAS) Head of Emergency Operations for North Yorkshire to gather further evidence in support Objective (ii).

29. Demand on YAS increases by 28% at the weekends and staff in the Emergency Operations Centres see a noticeable increase in the number of people calling for an ambulance where alcohol is believed to have been a factor.
30. Ambulance crews working night and early morning shifts at the weekends, particularly those who operate in the city, expect to spend much of their time dealing with alcohol-related incidents such as falls, assaults and alcohol poisoning.
31. Below are the numbers of calls by category from York City centre between 10pm and 4am on Friday/Saturday and Saturday/Sunday over a full 12 month period from December 2012 to November 2013. Included in the figures are the numbers of calls to people who were not transported to hospital, which are identified separately in the final column of the tables below.

Friday night (20:00 to 04:00 Saturday)

Month	Call Category						Grand Total	Number not transported
	Green1	Green2	Green3	Green4	Red1	Red2		
2012								
Dec		8	8	5		13	34	13
2013								
Jan		5	2	3		6	16	8
Feb	1	5	1	2		5	14	3
Mar		10	3		5	6	24	9
Apr		5	2	4	1	14	26	10
May		4		1		6	11	2
Jun		6	3	1		17	27	12
Jul		11	1	2		10	24	12
Aug	1	7		3	1	11	23	12
Sep	1	5	1	2		8	17	6
Oct	1	10	3			17	31	14
Nov		15	4	2	1	12	34	11
Grand Total	4	91	28	25	8	125	281	112

Saturday night (20:00 to 04:00 Sunday)

Month	Call Category							Grand Total	Number not transported
	Green1	Green2	Green3	Green4	Red1	Red2	NULL		
2012									
Dec	1	18	8	4	2	12	1	46	16
2013									
Jan		9	3	2	1	17		32	16
Feb		16	4	2	2	10		34	9
Mar		5	5	5		11		26	9
Apr	1	8	1	5		5		20	5
May		9	1	2	2	17		31	15
Jun	2	10	6	1	1	19		39	18
Jul	1	8	3	3	1	13		29	11
Aug	2	7	3	1	1	14		28	10
Sep	2	9	4	5	1	11		32	12
Oct		10	1	6	2	21		40	17
Nov	1	12	4	5		13		35	16
Grand Total	10	121	43	41	13	163	1	392	154

32. In the full year period from December 2012 to November 2013 the Ambulance Service transported a total of 673 people from the city centre to York Hospital on Friday night/Saturday morning and Saturday night/Sunday morning with a further 266 calls which did not involve transportation.
33. A breakdown of the figures show that a total of 281 people were taken by ambulance from the city centre to hospital on Friday nights/Saturday mornings with a further 112 not transported and 392 were taken to hospital by ambulance on Saturday nights/Sunday mornings with a further 154 not transported.
34. As it is imperative that the most serious, life threatening calls are dealt with first, calls are prioritised according to nationally agreed categories and are colour-coded red or green. Red coded calls are classed as life threatening and require emergency response (with blue lights).

Red 1	Red 2	Green 1	Green 2	Green 3	Green 4
Response within 8 minutes 19 minute transport standard Most time critical which may be immediately life threatening and cover cardiac arrest patients who are not breathing and do not have a pulse, and other severe conditions such as airway obstruction.	Response within 8 minutes 19 minute transport standard Calls that are serious and may be life threatening but are less immediately time critical and cover conditions such as stroke and fits.	Response within 20 minutes Serious calls but not life threatening Diabetic problems or suspected stroke with no serious symptoms	Response within 30 minutes Serious calls but not life threatening Suspected fractured arm or leg with injuries that may hamper mobility	Telephone assessment within 20 minutes or on-scene response within 50 minutes Overdose with no symptoms or a non serious assault injury	Telephone assessment within 60 minutes or on-scene response within 90 minutes Minor scalding, a fall with no apparent injuries of someone in pain but with no urgent symptoms.

35. To highlight the impact on ED (Objective i) the Head of Emergency Operations told members that he had seen as many as 14 ambulances parked outside the hospital on a weekend night.
36. The Trust has been working closely with its healthcare partners and the police to address the difficulties it experiences in dealing with city centre incidents. A joint initiative has seen police and paramedic teams in rapid response vehicles operating in the city centre. People who have suffered a minor injury are seen more quickly as the police have a paramedic immediately on scene. They can deal with incidents there and then.

Members who met Ambulance officials were told that the police-paramedic car manages, on average, 15-20 patients per night.

37. YAS also operates a static medical unit staffed by an Emergency Care Practitioner in the city centre on Friday and Saturday nights. Again this is to prevent people being taken to ED. On a busy night the unit deals with 8-10 cases.
38. Any ambulance waiting at the hospital for more than 25 minutes is considered delayed but problems arise with increased volumes of patients as paramedics cannot leave the hospital until beds have been found for their patients.
39. According to statistics published by the Vale of York Clinical Commissioning Group in May 2013, in the 12 weeks up to 24 March 2013 an average of 60% of ambulances were not turned around within 25 minutes of arriving at ED.
 - 40% - less than 25 minutes;
 - 32% - 25-40 minutes;
 - 16% - 40 minutes-1 hour;
 - 8% - 1-1.5 hours;
 - 3% - 1.5-2 hours;
 - 1% - 2-3 hours
40. Ideally, the Ambulance service would like access to somewhere other than hospital on weekend nights and information was provided on an Alcohol Treatment Centre (ATC) housed in a former church in Cardiff city centre which provides additional capacity to offset the high volume of intoxicated individuals attending Cardiff city's ED at the weekend – for further information see: www.vrg.cf.ac.uk/Files/20130118_ATC_final.pdf
41. The Cardiff unit deals with between 15 and 20 patients a night, the majority of whom are able to sleep off the effects of drinking too much resulting in a reduction of ambulance journeys to the emergency department.
42. Yorkshire Ambulance Service confirmed they would welcome such a facility in York and suggested it could be manned by police, paramedics,

Emergency Care Practitioners and Street Angels, providing both clinical care and a place of safety.

Emergency Department visits

43. Over the weekend of 15/16 November two Members spent Friday and Saturday nights at York Hospital's Emergency Department followed by a debrief with the Directorate Manager for ED on 26 November 2013.
44. Among other things they witnessed people being sick in the department and people sleeping off the effects of too much alcohol.
45. On the Friday average waiting time between 6pm and midnight was 02:40 hours, rising to 03:45 hours between midnight and 6am Saturday. On the Saturday average waiting time was 03:07 hours between 6pm and midnight and 04:08 hours between midnight and 6am Sunday.
46. Between 6pm and midnight on the Friday there were 60 hospital attendances and eight cases went into breach. There were 20 attendances between midnight and 6am Saturday with eight breaches during that time. On the Saturday there were 48 attendances and 10 breaches between 6pm and midnight and 33 attendances and nine breaches between midnight and 6am Sunday.
47. Due to pressure on hospital staff time the questionnaires distributed in the Emergency Department did not elicit significant data and the department was too busy to provide meaningful evidence from the patient survey.

GP Out of Hours Service

48. The Out of Hours service operates when GP surgeries are closed. It is for urgent and serious medical problems that cannot wait until the next day.
49. The service operates out of York Hospital and is located in the emergency department. Information to the Committee from the acting Clinical Director for Unscheduled Care which covers the GP Out of Hours (OOH) service revealed the Night-Time Economy had almost no impact on the service but accepted it did have a considerable impact on the ED itself. While OOH doctors are at the hospital patients have to be referred to them.

Vale of York Clinical Commissioning Group

50. To further progress work on Objective (i) a meeting was held with the Senior Improvement and Innovation Manager of the Vale of York Clinical Commissioning Manager on 4 October 2013.
51. The Clinical Commissioning Group (CCG) is responsible for the planning and purchasing of the vast majority of health services across the area. This includes hospital care, mental health and community services. CCG has Emergency Care Practitioners based at GP surgeries across the area. One of their roles is to enable patients to be treated in their own home so they do not need to attend ED. The Emergency Care Practitioners are able to carry out minor medical procedures such as stitching and can also administer some medications such as antibiotics.
52. The CCG also compiles data around hospital admissions which revealed that most of their attendance data around alcohol comes in as cuts and minor injuries and most are at night.
53. The figures reveal a peak around the younger part of the population and that half are discharged without treatment, indicating these are the ones who are not medically unwell and do not need to be admitted to hospital.

Street Angels

54. To support Objective (ii) a meeting was held with Street Angels team leaders in November 2013 to discuss their work and how they help ease the strain on the hospital's Emergency Department.
55. Street Angels York is a Church-led initiative that is made up of volunteers who want to help make York city centre a safer and better place. Volunteers walk the city streets in the late evenings on Friday and Saturday and into the early hours of Saturday and Sunday caring for, practically helping, and listening to people, especially those in vulnerable or difficult situations.
56. All the volunteers are trained and the team leaders were keen to stress that they did not go looking for trouble but they work with people who are in trouble. Their role is to look out for people in a vulnerable situation such as those who have had too much alcohol and those who had become separated from their group or party.

57. The Street Angels have two forms of contact 'casual' and 'significant'. Significant contact is where team members spent a lot more time with those people in need and these are recorded at the end of the night. In York centre there are between two and six recorded significant contacts each night they are on patrol.
58. As a result they estimate that their work is able to prevent an average of five ED attendances every weekend, approximately 260 a year. Street Angels consider it their duty to care for these people to enable them to get home safely. A lot of the people they care for are very drunk and the Street Angels sit with them, usually in their minibus, until they are sober enough to make their way home.
59. Example 1: A Street Angels Team needed to help a very drunk girl who it later transpired has just broken up with her boyfriend. She was on anti-depressants and was not supposed to drink, but she did. She was frothing at the mouth and clearly distressed. They called for paramedics to assess her but rather than send her to hospital they stayed with her until she was well enough to get home.
60. Example 2: Volunteers were concerned about a man in his 40s. He was dressed in a suit and had blood on his face. They followed him and he pulled a tag off his wrist and threw it away. The tag revealed he had discharged himself from Bootham Park Hospital. He then broke a bottle and tried to cut his own throat. They called the ambulance services and the police also attended. The police stood back while paramedics spoke to the man and resolved the situation. The Volunteers praised the way in which the police and paramedics regularly work together in this way to achieve best outcomes for people in distress.
61. Example 3: They noticed a young man acting strangely. He was dressed in combat gear and would not speak to the volunteers. He began jumping on the stalls at Newgate Market. The police were called but they told the volunteers there was nothing they could do unless he committed a crime. It transpired the man had mental health issues and had not had his medication that day. It took the volunteers two to three hours to encourage him to take a Mars Bar.
62. Example 4: A man started lashing out and caught one of the Street Angels. They were concerned for their own safety and the safety of passers by. The man lashed out again then fell to the floor and banged his head and was able to be helped and treated.
63. The volunteers have also helped people who have had seizures and others who have threatened to jump off bridges.

64. In support of Objective (ii) the volunteers identified several issues they considered presented health risks.
65. Issue 1: The spiking of drinks is said to be a growing risk to people using licensed premises. Drinks can be spiked by extra shots of alcohol or by drugs. In the main this involves younger females who are sometimes abandoned in the street because people think they are drunk when often they are not.
66. Issue 2: The volunteers reported there was a significant amount of “pre-loading” in York. This is when people drink cheaper alcohol at home or elsewhere before coming to the city centre.
67. Issue 3: Some girls get drunk and become very vulnerable because of the predatory nature of some of the men in the city centre. Street Angels are trained to notice anything unusual and look at the age and attire of people in the city centre. On occasions such as university Freshers’ Week they noted an increase in the number of 30-40 year old men in the centre. If the volunteers notice girls in a vulnerable situation they stay with them until they are reunited with their friends or are able to get home safely.
68. Issue 4: There is a lot of broken glass on the city centre streets at night bringing the potential for injury. The night-time patrols are often called to help with minor injuries caused by broken glass. At the end of an evening out women who have been wearing heels often go barefoot, sometimes resulting in their feet being cut.
69. Street Angels – who give flip-flops to these people – highlighted an ongoing national campaign to get glass banned from late-night city centre bars and clubs, - for further information see:
www.pop-campaign.co.uk/
70. Street Angels confirmed the campaign has been rolled out by some local authorities with a great deal of success. It was launched in 2004 after a worker was assaulted on Christmas Eve when he tried to assist and protect a female colleague. He was attacked with a glass bottle and was left fighting for his life after his face and throat were slashed.
71. They asked that the Committee give their support to this campaign and any other campaigns that address the binge drinking culture, and/or examine how some pubs and clubs are able to offer low priced drinks to attract people to their premises.

72. The team leaders wanted the committee to note that the city centre police, ambulance service and door staff are all helpful and professional but they understood their frustrations.

Campaigns

73. Members received the following information in support of Objective (iv) – to examine the impact of any campaigns previously run in York and elsewhere to encourage a reduction in excessive drinking, in an effort to identify successful campaigns for future use in York.
74. There are many high-profile national media campaigns launched at regular intervals throughout the year involving wide-scale newspaper and television coverage and national advertisements. Most recently these have included the British Liver Trust ‘Love Your Liver’ campaign in January 2013; the ‘Change4life’ campaign in February/March 2013 to raise awareness of health risks associated with drinking too much; ‘Alcohol Awareness Week in November 2013 and Alcohol Concern’s Dry January 2014 campaign ‘Dryathlon’ which encourages people to abstain from alcohol for a month.
75. In addition, there are numerous leaflets and posters highlighting the risks of alcohol abuse produced nationally and made available from, and displayed in such places as GP surgeries, Health Centres and Hospitals throughout the city.

Analysis

York Hospital Emergency Department

76. The committee noted that 19.73% of the night time attendances during the audit period were alcohol related. However there was no definitive evidence to prove the spike in Emergency Department attendances on Friday and Saturday nights (as detailed in paragraphs 18 & 19 above) was as a direct result of the city centre’s late night economy, as it was not known what percentage of the attendances are as a result of drinking in licensed premises in the city centre, at home or elsewhere.
77. And whilst the Ambulance Service could confirm the numbers of people collected from the city centre there was no evidence to show whether those people had consumed all their alcohol in the city centre or whether people had been pre-loading prior to going out in the city centre.

78. The Committee also acknowledged there was no concrete evidence to confirm the high percentage of alcohol related diagnoses of trauma; social / behavioural and head injuries could be put down to violent crime or anti-social behaviour linked to the city centre night-time economy.
79. Those Members that took part in the ED visits identified the following issues:
- i. Members recognised that alcohol related attendees spent a disproportionate length of time in ED as highlighted in paragraphs 23-25;
 - ii. The length of stay for alcohol related attendees had huge implications for staff and other attendees with some patients having to wait in inappropriate places for hours;
 - iii. It was unpleasant for other patients to be in a department where people were drunk, and Members agreed that patients with a need to attend ED should expect a better experience.
 - iv. The number of people attending ED who should not be there and did not need the expertise of staff in ED. A spot check at midnight on one of the two nights indicated that 20 people should not have been there. They also counted eight people who they considered to be in ED as a direct result of alcohol although they acknowledged there were probably more where alcohol contributed to the ailment / injury.
80. Finally, in light of the postcode data provided at paragraph 17 Members recognised the number of alcohol related attendances was not a tourist problem, a student problem or a stag or hen party problem – it was a York problem.

Yorkshire Ambulance Service

81. Members recognised that an ambulance crew caught up dealing with an anti-social or alcohol-related incident that could have been avoided could be delayed from reaching someone with a more serious life-threatening condition such as a heart attack.
82. In regard to the information provided by YAS and in particular the information they provided on the Alcohol Treatment Centre (ATC) in Cardiff (paragraphs 40-42), the members who met with them

acknowledged that a similar facility in York could help ease the strain on York's ED resources, a suggestion that was accepted by senior staff at the hospital.

83. In light of the statistics provided at paragraph 27 regarding the number of ambulance attendances the Committee recognised that if the 18% alcohol related ambulance attendances at ED were removed from the equation the ambulance service would hit all its turnaround targets.
84. Members acknowledged the shared view of the ambulance service and ED that alcohol posed a disproportionate burden on their resources and were pleased to note both were involved in initiatives to manage the problem.
85. They acknowledged ambulance crews' frustrations at their numerous journeys between the city centre and ED on weekend nights and agreed it would be more efficient to manage these people through better access to pathways that do not involve ED.
86. With this in mind and having considered the information provided on the Cardiff Alcohol Treatment Centre Members agreed it would be a good idea for York. Such a unit could help reduce the effect of alcohol-related attendances on the hospital, and would provide an appropriate alternative for people who did not really need ED. Alcohol related attendances were a good example of people who did not need to be there.

Street Angels

87. In regard to the issues raised by Street Angels (as shown in paragraphs 54-72 above) the members who met with them noted their efforts to reduce the numbers attending the ED, expressed their appreciation in the work done by Street Angels, and questioned whether more could be done to support their volunteers. The Committee noted that Street Angels was a voluntary organisation but some funding was provided by Safer York Partnership.
88. In regard to the issue of broken glass on city centre streets, the Committee noted that the NTE Review being undertaken by the Community Safety Overview & Scrutiny Committee would be addressing the issues around city centre street cleaning and the impact of anti-social behaviour associated with commercial waste presentation during the evening.

Campaigns

89. In light of the numerous national campaigns that are run on a regular basis, the Committee agreed it would be better for CYC Public Health officers to ensure York is included in these rather than running local campaigns and that the full array of nationally produced leaflets/ posters continue to be made available across the city.
90. Members who met with Street Angels noted the concerns raised about the use of glass in late-night bars and clubs in the city centre and the ongoing Pop-Campaign. They queried whether the Council Gambling, Licensing and Regulatory Committee could introduce a licensing condition regarding the use of glass and agreed this should be further investigated,

Conclusions

91. While the Committee recognised the adverse effects of alcohol consumption on the work of health partners and the patients they are caring for they concluded it was difficult to identify where the alcohol was consumed although there is anecdotal evidence from Street Angels of preloading before people come into the city centre.
92. However, they agreed it was reasonable to conclude that the huge influx of people frequenting licensed premises in the city centre at the weekend would have a significant bearing on the hospital attendance figures – particularly alcohol related attendances
93. They also concluded that the high number of alcohol related attendances at night was putting an unnecessary strain on staff, their time, beds and cubicles and waiting times at the Emergency Department and on the Ambulance Service, as evidenced in paragraphs 13-19 and 27.
94. Therefore, the Committee would strongly support the further investigation of the introduction of a city centre treatment and recovery centre.
95. The Committee concluded that the cost of running a local alcohol awareness campaign could not be justified given the number of wide-reaching national campaigns and therefore this should not be pursued. In regard to the Pop-Campaign, detailed in paragraphs 68-71, they agreed the ongoing problem of broken glass in the city centre as a result of anti-social behaviour needed to be addressed.

96. Finally, the Committee wished to acknowledge the value of the good working relationships between the key organisations including police, ambulance staff, Street Angels and door staff, working in the city centre.

Recommendations

97. Having considered the evidence above the Health Overview & Scrutiny Committee makes the following recommendations:
- i. That the Council, Safer York Partnership and health partners investigate the establishment of a city centre treatment and recovery centre to operate on Friday and Saturday nights to provide both clinical care and a place of safety;
 - ii. That the Council continue to support the work of Street Angels, and encourage Safer York Partnership to continue supporting and working in partnership with them to support funding bids from the Police and Crime Commissioner.
 - iii. That York Hospital Trust be actively encouraged to continue to monitor the reasons for people arriving in ED and identify what else needs to be done to manage the pressures on ED, both on the services that are provided and the strains on staff;
 - iv. That the Council's Public Health team continue to promote any future public health campaigns in relation to alcohol, by proactively linking with NHS England;
 - v. Further to the Pop Campaign, that the Safer York Partnership be recommended to encourage late night bars and clubs in the city centre to consider using plastic glasses instead of glass.

Reason: To conclude this review in line with scrutiny procedures and protocols, and the committee's workplan.

Implications

98. The financial implications from the review recommendations are that given the current financial climate and constraints on the council's budgets, any additional costs resulting from these recommendations would have to be funded from within existing available resources. There are no legal implications.

Risk Management

99. There are no direct risks associated with recommendations in this report.

Council Plan 2011-15

100. This review relates to the following key element of the Council Plan 2011-2015: 'to protect vulnerable people'.

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Report Approved



Date

21 Feb 2014

Wards Affected:

All



Background Papers: None

Annexes: - None

Abbreviations:

A&E – Accident and Emergency

ATC – Alcohol Treatment Centre

CCG – Clinical Commissioning Group

Cllr - Councillor

CSMC - Corporate Scrutiny Management Committee

ED – Emergency Department

GP – General Practitioner

Health OSC – Health Overview and Scrutiny Committee

OOH – Out Of Hours

OSC - Overview and Scrutiny Committee

NTE – Night-Time Economy

YAS – Yorkshire Ambulance Service

YTHNFT - York Teaching Hospitals NHS Foundation Trust



Corporate & Scrutiny Management Committee **10 March 2014**
Report of the Community Safety Overview & Scrutiny Committee

City Centre Street Cleaning Scrutiny Review - Final Report

Purpose of Report

1. This final report presents the findings and draft recommendations arising from the scrutiny review completed by the Community Safety Overview and Scrutiny Committee (OSC) in support of the corporate scrutiny review into York's Night Time Economy.

Background to Review

2. At a meeting of the Corporate and Scrutiny Management Committee (CSMC) on 24 June 2013, members agreed a corporate scrutiny theme for this municipal year around the city's night-time economy, noting its connection to a number of the Council's key priorities in its Council Plan 2011-2015.
3. CSMC agreed it would be possible for each overview & scrutiny committee to identify an appropriate night time economy related topic which would support their individual terms of reference. They tasked each committee with completing its night time economy review in time for the presentation of their review final report to the meeting of CSMC in March 2014. In turn, CSMC agreed they would collate the findings and recommendations arising from each review and present them to Cabinet by the end of the municipal year.
4. In September 2013 The Community Safety Overview & Scrutiny Committee received a briefing paper on a number of possible topics for review in support of the night time economy corporate theme. They considered a possible review on anti-social behaviour associated with the city centre night time economy, but agreed any such review would duplicate the work of AVANTE (Alcohol and Violence in the Night Time Economy – a multi-agency task group of the Safer York Partnership),. Instead they agreed to focus their review on City Centre Street Cleaning and associated issues related to Commercial Waste presentation.

5. However, recognising the effects of anti-social behaviour on the Night Time Economy (NTE), the Community Safety Overview & Scrutiny Committee requested that Safer York Partnership provide an update on the work of AVANTE for Corporate & Scrutiny Management Committee's consideration at this meeting, so that they may be included in the overall findings for the Night Time Economy corporate scrutiny review – see report on AVANTE at Appendix 5 to agenda Item 5 on this agenda.

Consultation

6. To support the Night-Time Economy corporate theme it was agreed that an online survey 'Yorkafter5' be undertaken. This ran between 14 October 2013 and 29 November 2013. The survey included a number of generic questions in support of all the reviews (except the health related review for which separate surveys were agreed).
7. The 'Yorkafter5' survey responses were analysed and used in support of all of the NTE reviews – see Consultation Survey Report at Appendix 1 to agenda Item 5 on this agenda.
8. Specifically in support of this review, the survey included a number of questions relating to:
 - The cleanliness and attractiveness of the city centre – see responses to questions 7a, 7b & 8.
 - Anti-social behaviour & personal safety – see responses to questions 13-18.

Information Gathered

9. Levels of littering increase during the evening/night. Main causes of littering are Nightclub flyers, broken glass, takeaway wrappers, and the scattering of commercial waste as a result of anti-social behaviour. Staff are on duty from 05.30 each morning in order to clear away litter and debris etc before the city 'awakes'.
10. i) Staining of Pavements & Littering
In the city centre there is a particular issue with takeaway food stains. Neighbourhood Pride Services has recently invested in a machine to aid the removal of stains from pavements. However the amount of litter and staining on city centre streets could be reduce if Takeaways were more compliant with licensing conditions and health and safety issues.

11. The issue with flyers is specific to certain areas of the city centre. Proactive enforcement through the regulation of leafleters (nightclubs and bars) would help to reduce the problem. The Clean Neighbourhoods & Environment Act 2005 enables a Local authority to designate land upon which the distribution of free printed material or matter is illegal without consent i.e. relevant land of the authority and/or all or part of any relevant highway for which the authority is responsible.
12. **Leeds City Council** have used this to introduce a scheme to prevent designated areas of Leeds being blighted by litter and stickers, including the city centre. The scheme is designed to help control litter problems caused by the distributors of free printed matter which is often discarded by persons to whom it is given. Printed matter includes any materials produced for distribution which have been subject to a printing process, and includes flyers, leaflets, cards, papers, containers and any similar items. The scheme does not support or allow the distribution of stickers under any circumstances. This includes self adhesive, gummed or glued materials. If people are found distributing such materials, they are treated as distributing without consent, resulting in prosecution or a fixed penalty notice. In addition, all consent badges for those consent holders found distributing such materials are immediately revoked.
13. Applicants must apply from a Leeds based address, or provide a statement detailing how the applicant proposes to ensure that there is local management and accountability to prevent litter occurring as a result of flyering, and to remove litter should it occur. Consent can be applied for on an annual or monthly basis, and applicants can apply for as many badges as they need. Leeds City Council charges the following fees:
 - Monthly Authorisation badge £50
 - Annual – 1st Authorisation badge applied for £75
 - Annual – 2nd Authorisation badge applied for £100
 - Annual – 3rd Authorisation badge applied for £150
 - Annual – 4th and subsequent Authorisation badge applied for £175
14. Officers in the City of York Council (CYC) Public Realm would welcome the introduction of a 'No Flyer Zone' in York city centre or alternatively, a consent scheme suggesting that applicant fees could be used to provide additional funding for city centre street cleaning.
15. ii) Commercial Waste Presentation
CYC Waste Services has historically enjoyed a good market share of York businesses with its main focus being on the smaller independent

retailers located within the city centre. However, in recent years this area of work has become much more competitive with a number of local and national operators moving into the area. This has resulted in business customers in York having a wider choice of suppliers, and suppliers adopting pricing strategies to build their customer base. Due to legislative constraints in recent years (LATS) CYC Waste Services recognise that their service has now become expensive and uncompetitive. As a result their customers continue to be lost to the private sector.

16. CYC Waste Services has arrangements with its city centre customers to ensure that the waste they are responsible for is collected in a timely manner and not left on the street for longer than is necessary. However, for those customers of private sector suppliers (of which there are 8), due to customer opening times and their suppliers collection times not being aligned, their waste is often left on the city centre streets for long periods. In fact, evidence suggests that the waste from a majority of customers with private sector suppliers is left on city centre streets overnight. This detracts from the aesthetics of the city centre and also causes problems with litter associated with anti social behaviour.

Analysis

17. In late January 2014 members of this Committee met with Public Realm officers to discuss the ongoing issues around flyers and commercial waste collections and the additional work they generate for the city centre street cleaning teams. Officers suggested options for reducing the impact of both i.e. the introduction of a 'no flyer zone' and a By-law to control the presentation times of commercial waste by city centre businesses. Officers confirmed that as yet these ideas had not been progressed although they were planning to commence discussions and work with other council departments and retailers to further investigate these options.
18. The committee members agreed that if sufficient time was available for their review, these would be the right issues to focus on to generate improvement in the aesthetics of the city centre and help reduce opportunities for anti-social behaviour. As part of their review the Members would have liked to facilitate meetings with the other city centre waste services providers to identify the times they are actually in the city centre collecting waste as it would appear that some may not be collecting until after 9am, which would allow their customers to present their waste at the beginning of their working day rather than at the end.

Members would also have liked to engage with city centre businesses to gather their views.

19. However, in light of the limited time available for the review, those Members who attended the meeting with officers acknowledged the only option at this stage would be to recommend this work be undertaken as a matter of priority by Public Realm officers working with CYC Waste Services and Safer York Partnership.

Council Plan 2011-15

20. This review relates to the Council's corporate priority to create jobs and grow the economy.

Review Recommendations

21. In an effort to improve the city centre aesthetics and help reduce opportunities for anti-social behaviour, and in light of the fact that the Committee did not have sufficient time to investigate the options, they agreed to recommend that:
 - i. Officers in Public Realm, Safer York Partnership, Waste Services and Legal Services work together to identify an optimum way of preventing city centre businesses from presenting their commercial waste on the streets between 7pm and 6am.
 - ii. In regard to flyers, officer in Public Realm identify the best option for York - either a flyer consent scheme or a No-flyer Zone

Reason: To conclude this review in line with scrutiny procedures and protocols, and the committee's workplan.

Implications & Risk Management

22. Assuming the above recommendations are approved by Cabinet as part of the final report arising from the Corporate Scrutiny Review on York's Night Time Economy, the implications and risks associated with managing commercial waste presentation and the use of flyers will be identified as officers investigate the available options, and will be reported on when officers present their future recommendations.

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Report Approved **Date** 24 February 2014

Specialist Implications Officer(s) - N/A

Wards Affected:

For further information please contact the author of the report

All

Background Papers: None

Annexes: None

Abbreviations:

CSMC - Corporate and Scrutiny Management Committee
AVANTE - Alcohol and Violence in the Night Time Economy
NTE - Night Time Economy
CYC - City of York Council
LATS - Landfill Allowances and Trading Scheme



Corporate & Scrutiny Management Committee

10 March 2014

Report of the AD Housing & Community Safety

Safer York Partnership Update on the Work of AVANTE**Summary**

1. This report presents updated information on the work of Safer York Partnership's Alcohol & Violence in the Night Time Economy (AVANTE) multi-agency task group in support of the corporate scrutiny review into York's Night Time Economy.

Background

2. At its meeting on 24 June 2013, CSMC expressed interest in developing a theme around the Night Time Economy worthy of 'corporate review', and received a briefing paper in support.
3. The briefing suggested a number of possible areas for review associated with the Night Time Economy which would support the Council's current key priorities in its Council Plan 2011-2015. They agreed to proceed with the theme and requested each of the Overview and Scrutiny Committees identify a suitable review remit in line with their individual terms of reference.
4. The Community Safety Overview and Scrutiny Committee received an initial briefing from Tanya Lyon, Crime Reduction Manager, Safer York Partnership on the work that the Alcohol and Violence in the Night Time Economy (AVANTE) task group was delivering in relation to tackling crime and anti-social behaviour resulting from excessive alcohol consumption.
5. This report provides an update on the work of AVANTE.

Performance Targets

6. To achieve a 5% reduction in violent crime across the City of York between 2009/10 and 2013/14

Violent Crimes in York / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	2712	2831	2443	2254	2070 (Est)
Target Based on 5% Reduction from 09-10 Baseline	2712				2576

7. To achieve a 5% reduction in violent crime in the Cumulative Impact Zone (CIZ) between 2009/10 and 2013/14.

Violent Crimes in York Cumulative Impact Zone / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	481	525	470	406	412 (Est)
Target Based on 5% Reduction from 09-10 Baseline	481				457

8. To achieve a 5% reduction in criminal damage in the Cumulative Impact Zone between 2009/10 and 2013/14.

Criminal Damage Crimes in York Cumulative Impact Zone / Source: NYP					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	128	113	90	82	68 (Est)
Target Based on 5% Reduction from 09-10 Baseline	128				115

9. To reduce Violent Crime attributable to alcohol by 2013/14 from 2011/12 baseline of 4.65 per 1000 population

Violent crimes attributable to alcohol: Persons, all ages, crude rate per 1000 population / Source: LAPE					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout	4.49	4.65	4.36	Not Published Yet	
Target Based on 5% Reduction from 09-10 Baseline (Set in line with Violent Crime reduction set in 2011-14 Community Safety Strategy)	4.49	4.44	4.39	4.34	4.27

10. To reduce A&E admissions for assault by 2013/14 from a 2012/13 baseline

York A&E Admissions for Assault / Source: YDH					
Type	2009-10	2010-11	2011-12	2012-13	2013-14
Actual Turnout					
Target Based on 5% Reduction from 09-10 Baseline				TBC	

11. Data Analysis

There is a decrease in reported violent crime with a predicted 250 decrease compared to last year. In the current CIZ, 46 crimes were recorded in December which was a slight increase on previous months, however there is no clear emerging pattern. ASB levels remain similar to last year with noise nuisance relatively low. MEDACS data (obtained from the police custody suite) is being monitored to build an evidence

base to support a possible Rest and Recovery Centre or static ambulance unit within the city centre. No problem premises have been identified, although data obtained from the Ambulance Service shows a high demand for service in Blake Street.

PREVENTATIVE ACTIVITIES IN RELATION TO VIOLENT CRIME/RISKY BEHAVIOUR ASSOCIATED WITH ALCOHOL MISUSE

12. Operation Safari

This is a multi-agency operational model to combat alcohol related violence and disorder at key times of the year e.g. Freshers Week, races, public holidays etc remains in place. A new contract has been awarded to APEX Radio Systems Ltd to run the Storenet/Nightsafe radio scheme. This is a new digital radio system with a host of new features allowing better monitoring of the radio usage by the police. The contract is due to begin at the beginning of April in time for the start of the tourist season.

13. Operation Erase

This is a multi-agency operation to tackle the large number of people coming to York from the North East at weekends and consuming large amounts of alcohol, is to be revamped with a view to achieving greater impact. Options are being sought to fund police overtime and support from West Yorkshire's mounted section

14. Pubwatch

Work is underway through Pubwatch to look at the issue of 5pm-8pm closure of businesses in the city and ways to encourage visitors to visit or remain in the city at this time. Police licensing are looking at ID confiscation and an operational standard for drinks promotions/pricing. Whilst it is not mandatory to attend Pubwatch, all licensees are encouraged to attend meetings. Much of the current discussion at Pubwatch is centred on the forthcoming Tour de France and ensuring that licensees are involved in work to ensure visitors and residents are safe in the city.

15. Links to the Universities

Work continues with the universities and Student Unions to provide preventative advice on campus and improve co-ordination of activity around key student social events. Successful bids for funding from the PCC and SYP have resulted in the launch of a crime prevention campaign entitled 'Call it in'. The aim is to increase students' willingness to report crime and suspicious activity. By improving dialogue between

students, police and campus security, this provides help and support for students who have been victims of crime. The funding received is being used to provide an educational film, leaflets and victim crime packs. York University Students Union is also working with the Street Angels to introduce a similar initiative for their students on Club Nights. It is hoped this will ease pressure on NYP and the Emergency Department at York Hospital. There has been an increase in reports of drink spiking with students both on and off campus. Anti-spiking tops are being given out but as incidents have not been reported to the police, the increase is not showing in police data sets.

16. **Rest and Recovery**

A multi-agency meeting was held at the hospital Emergency Department before Christmas to discuss the problems caused by those in drink, particularly during the St Nicholas Fayre weekend. At that meeting there was universal support for diverting those 'in drink' away from the ED and police custody by providing somewhere safe for them to be monitored whilst they sober up. A meeting was held on 22nd January to discuss this further and agreed that an initial evidence base for such a centre should be identified from police custody records and other relevant data sets. SYP's Crime Reduction Manager met with the Yorkshire Ambulance Service on 11th February to look at the possibility of establishing a static ambulance unit in the city centre which would be deployed each weekend at a regular time (until the early hours of the morning). This would allow agencies to signpost individuals to this facility and is based on a successful initiative in Leeds City Centre.

17. **Street Angels**

Work continues with Street Angels with a pilot scheme using their Night Bus located in the city centre Friday and Saturday nights from 2130 until 0230. The bus will be clearly branded and will be located in Parliament Street. It is intended that one of the Street Angels team of three will be deployed on the bus to assist with 'rest and recover' and another team member will patrol the city. It has been suggested that the bus move location to Rougier Street later in the evening. Street Angels will be provided with a nightsafe radio under the new contract. *Further information on the work of Street Angels is included in the Health Scrutiny Review final report included elsewhere on the agenda for this meeting.*

18. **Restriction on Sales of Super Strength Alcohol**

This is an initiative which has been successfully implemented in Ipswich and involves the banning of sales of super strength alcohol by Suffolk Police as a mechanism to tackle problematic street drinking. A

presentation will be given at the Institute of Licensing meeting on 4th March by a representative from Wakefield to talk about their experience of implementing such a scheme.

ENFORCEMENT ACTIVITY

19. Refresh of City of York Council's Licensing Policy

A report has been submitted to the Licensing Committee and has gone out to consultation until 7th February. The final stage is for the report to be submitted to full Council for approval in March. Work is underway to refresh the whole policy, including the inclusion of safeguarding services. The policy will refer specifically to the off license trade and include reference to possible sanctions that can be imposed on those businesses who fail to meet the requirements of the policy. These could include restriction on % alcohol sold or restricted hours.

20. Alcohol Restriction Zone (ARZ - previously Designated Public Place Orders)

The ARZ has been approved. Legal notices are to go out and signage has been ordered funded by SYP. The ARZ will formerly be implemented on 31st March 2014 with associated PR to include British Transport Police and York Railway Station. The new ARZ covers the area within the Bar Walls. This will ensure simplify the current DPPO landscape, making it more obvious to the police where the powers to seize alcohol apply. Under the development of the joint police/City of York Council Anti-social behaviour Hub, Council Enforcement Officers will also have the power to seize alcohol granted by the Chief Constable under the Community Safety Accreditation Scheme.

21. Cumulative Impact Zone Review

CIZ consultation is currently ongoing with a view to including off licence premises and extending the area of the current CIZ. Data from the CIZ has shown that this initiative does impact in reducing incidents of crime and ASB within the zone. The CIZ currently covers premises within the City Centre/Micklegate area but will be extended to include the Back Swinegate area, expansion to the Goodramgate area and expansion into the Fossgate area as well as inclusion of missing properties in Spurriergate.

22. Alcohol Referral Projects

Lifeline, the organisation contracted by the DAAT to provide drug and alcohol treatment is currently in the process of recruiting a worker to support the implementation of an Alcohol Referral Project. Alcohol

referral is based on the evidence gathered from the Drug Intervention Programme that short term educational and awareness interventions are successful in changing behaviour associated with substance misuse (both alcohol and drugs). The Clinical Commissioning Group has funded two link workers who are working with street drinkers and the ED through Arclight. These drinkers are being encouraged into treatment services and accommodation. The posts are only being funded for three months however, it is hoped that there may be an option to increase the service as it is proving successful.

23. Under-age drinking/test purchase operations

A Christmas campaign was recently run whereby ten premises were visited with one illegal sale. The Test Purchasing Enforcement Policy on under-age sales has been approved.

24. Irresponsible Drink Promotions

This has been discussed at recent Pub Watch meetings where those in attendance were of the view that all venues would prefer not to be doing this. Further consultation is taking place with venues on this subject. Venues were, however, keen to stress that supermarkets were also responsible for cheap alcohol contributing to the culture of pre-loading.

25. Intervention Programme

This is a long term initiative being driven by Dr Gill Kelly at York Hospital to run an intervention project from the ED at York Hospital. Development of a business case is ongoing and this is very much a long term aspiration at this stage.

Implications

26. The implications associated with the information contained within this report form part of ongoing progress reports to O&S Committee.

Risk Management

27. There are no direct risks at this stage associated with recommendations in this report. Any risks associated with any implications which will be reported to the O&S Committee in future update reports.

Council Plan 2011-15

28. This review relates to the following key element of the Council Plan 2011-2015: 'to protect vulnerable people'.

Report Recommendations

- 29 Corporate & Scrutiny Management Committee are recommended to:
- i. Note the ongoing work of Safer York Partnership's AVANTE Task Group when considering the findings from the other Night Time Economy related scrutiny reviews detailed elsewhere on this agenda.
 - ii. Consider the ongoing work of the AVANTE Task Group when making their commendations to Cabinet, to ensure there is no duplication of that ongoing work.

Reason: To conclude the work on this Review in compliance with scrutiny procedures, protocols and workplans.

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Report Approved Date 24 February 2014

Wards Affected:

All



Background Papers: None

Annexes: None

Abbreviations:

A & E – Accident and Emergency

ARZ – Alcohol Restriction Zone

ASB – Anti-Social Behaviour

AVANTE – Alcohol & Violence in the Night-Time Economy

CIZ – Cumulative Impact Zone

CSMC – Corporate and Scrutiny Management Committee

DAAT – Drug and Alcohol Team

DPPO – Designated Public Place Orders

ED – Emergency Department

ID – Identity

LAPE – Local Alcohol Profile for England

NYP – North Yorkshire Police

O&S – Overview and Scrutiny

PCC – Police and Crime Commissioner

SYP – Safer York Partnership

YDH – York District Hospital

Improving Evening Culture Scrutiny Review

Task Group Meeting – 25 February 2014

A new city marketing organisation is being developed to build on the way York is promoted as a visitor destination and business location (referenced at paragraph 52 of the scrutiny review report for the Task group meeting on 25 February 2014).

A report setting out the specific productivity challenges the city faces went to Cabinet in November 2013, recommending the development of a number of new approaches to attracting investment. One of which was a new approach to delivering marketing, culture, tourism and business development for the city.

The aim and outcomes

The aim of pursuing this new approach is to build on the city's strong quality of life, culture and people assets to attract more investment and visitors to the city – creating a more professional and dynamic approach to promoting and securing interest in doing business in, visiting and living in the city of York.

The proposed outcomes are:

- To deliver greater inward investment, and thus market share, for York in its key growth sectors, including those sub-sectors in which the city has a strength of assets, particularly life science – related industries, high-tech industries and business services
- To increase the value of the visitor economy through promoting innovation and higher quality in the existing offer and encouraging high value visitor economy investment
- To achieve a stronger coordination and promotion of the city's profile and cultural offering underpinning that profile

The principles

A new way forward is sought on the basis of the following principles:

- **A joined up approach to “Brand York”** – Although there is a need for different marketing strategies to different audiences, the new model will

seek to coordinate those various “sub-brands” and strategies to align and work together to the overall “Brand York”

- **A joined up offer for business and visitors** – The new model will provide a truly joined up, professional and supportive front door for the city for visitors and business looking to explore what the city has to offer them. However, there are a multitude of agencies and organisations working in markets beyond the city every day, and it is recognised that a business or visitor should feel as welcome and get the right message at whatever point of contact they make.
- **Coordination not duplication** – the new model will establish a framework within which partners can come together to promote the city as a destination for living, working and visiting, and creating a coordinated offer.
- **The culture of the place is fundamental** – Culture, including the full spectrum of creative and cultural industries, including the heritage of the city, the arts, and innovation which is quickly developing in the city, is the city’s distinguishing asset and the golden thread that links both the visitor and business economy.
- **Commercial viability** – Whilst the Council and other public sector bodies may currently be able to support the activities envisioned in the new model, there is a growing recognition that the public purse is facing further constraints in future, such that any new model will need to develop commercial viability, partially in the short term but much more so in the future. This commercial basis can be derived from a number of income streams, several of which are explored later in this report and will be explored fully in the development of a new model.

From the outset the new model will deliver against the following remits:

Branding

- Develop and manage a **strong, clearly identifiable destination brand** that will help us to attract investment, talent, students and tourists. Engage all businesses and organisations as brand ambassadors along similar lines to what has been achieved with I Amsterdam
- Lead on a **proactive marketing strategy for the city** that will increase York’s share of domestic and international markets – both in terms of the visitor and wider economies

Culture

- **Attract / facilitate high impact, strategic cultural events commensurate with developing York as a world-class destination** - pulling in the cultural events function currently provided within the Council
- Coordinate and champion the development and delivery of a **city cultural strategy and ambition**, for the benefit of residents, businesses and visitors alike, including the development of a framework for monitoring performance and progress
- **Take a proactive role in “curating” a cultural programme that will deliver against the city’s cultural strategy**, directing strategic programmes and identifying key projects and partners to deliver them

Business and Leisure Visitor Economy

- Deliver an exceptional world-class service for leisure and business visitors using digital, telephone and face-to-face **communication**,
- Establish a joined-up approach to **product development** involving tourism, cultural and leisure businesses to generate investment in the city
- Deliver a city-wide approach to **lead generation for conference activity** –creating a “York sales team” to win convention and meetings business and resourcing a full conference desk support service
- Provide a **city-centre management function** to ensure the best quality environment for visitors, residents and businesses

Business development

- Where appropriate, coordinate **support to and encourage innovation with businesses** through local, regional and national partners
- Provide **proactive lead generation in inward investment** for the city, acting as a first point of contact for interested businesses, investors and developers looking to invest in or locate in the city.
- Scope and engage with **potential new domestic and international markets** for the city of York to target for business opportunities and connections – whether inward investment, joint venture or other such opportunities.

- **Provide sector intelligence** to the Council and other partners shaping public and other services for business.

This will be a **highly proactive, private-public sector led approach** fitting with the York Economic Partnership's aim to create the environment for business growth. It will sit alongside the proposed joint venture for development, which will target the establishment of the hard infrastructure – sites and physical infrastructure, including roads, rail, digital and energy provision.

Meeting Date	Corporate & Scrutiny Management Committee Work Plan for 2013-14
15 July 2013 @ 5pm	<ol style="list-style-type: none"> 1. Attendance of new Cabinet Member for Finance, Performance & Customer Services – Discussion around Priorities & Challenges 2. Bi-annual Workforce Strategy 2012-15 Monitoring Report(PS) 3. Briefing on Potential Themed Topic – Night Time Economy 4. Workplan 2013/14
9 September 2013 @ 5pm	<ol style="list-style-type: none"> 1. First Qtr Finance & Performance Monitoring Report (DM) 2. Evaluation of the Service to City Programme (PS) 3. Further detailed briefing on Council’s Journey to Excellence in Equalities (CC) (Possible Attendee from another Local Authority, demonstrating good progress towards ‘Excellence’) 4. Procurement Strategy Update (<i>deferred from May 2013</i>) (TC) 5. Draft Annual Overview & Scrutiny Report for 2012/13 6. Workplan 2013/14 (inc. verbal update on ongoing scrutiny reviews)
11 November 2013 @ 5pm	<ol style="list-style-type: none"> 1. Report & Presentation on Staff Survey Results 2. Update on implementation of recommendations arising from Managing Staff Sickness Absence Review and Community Engagement Review 3. Scoping Report for proposed scrutiny review on Equalities 4. Workplan 2013-14
13 January 2014@ 5pm	<ol style="list-style-type: none"> 1. Bi-annual Workforce Strategy 2012-15 Monitoring Report (PS) 2. Second Qtr Finance & Performance Monitoring Report 3. Scrutiny Support Budget Monitoring Report (DS) 4. Procurement Strategy Update 5. Draft Final Report for Loans & Grants Scrutiny Review 6. Workplan 2013/14 inc. verbal update on Equalities Review
10 March 2014 @ 5pm	<ol style="list-style-type: none"> 1. Third Qtr Finance & Performance Monitoring Report 2. Presentation of 3 final reports from Night-Time Economy Scrutiny Reviews & ASB Update 3. Workplan 2013/14 inc. verbal updates on any ongoing reviews
7 April 2014 @ 5pm	<ol style="list-style-type: none"> 1. Attendance of Cabinet Member for Corporate Services – End of Year Update 2. Update on Staff Survey Results 3. Presentation of 4th final report from Night-Time Economy Scrutiny Review 4. NTE Review - Report on Supporting Work by OCE 5. Draft Workplan for 2014/15 & Discussion re Possible Scrutiny Topics for coming Municipal Year 5. Workplan 2012/13

<u>Additional Meeting</u> Suggested Date - 17 Apr @ 5pm	1. Draft Night–Time Economy Final Report & draft recommendations (incorporating findings from all the reviews & ‘Yorkafter5’ vision) (CMT date – 2 April)
12 May 2014 @ 5pm	1. Update on implementation of recommendations arising from Managing Staff Sickness Absence Review and Community Engagement Review 2. Update of Procurement (Debbie Mitchell/Tracey Carter) 3. Workplan 2013/14