

NORTH YORKSHIRE COUNTY COUNCIL

Local Transport Plan 3

Appendix 4

Access to Services

IMPROVING EQUALITY OF OPPORTUNITY ANNEX

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IMPROVING EQUALITY OF OPPORTUNITY ANNEX

1. INTRODUCTION

The County Council's vision begins "North Yorkshire is a place of equal opportunity ..."; through the Local Transport Plan and this strategy we will set out how transport will support that equal opportunity ambition.

Government's goal for equal opportunity is "to promote greater equality of opportunity for all citizens, with the desired outcome of achieving a fairer society"

In interpreting these visions we should think about access in terms of **'place'** and **'people'**

- **Place:** where our transport policies and delivery supports vibrant communities
- **People:** where our transport policies and delivery aims to remove the barriers faced by different groups preventing their full participation in a vibrant North Yorkshire.

This strategy will aim to contribute to a fully inclusive society where all people in North Yorkshire are able to access the essential services and facilities they need.

It will do this through measures that will support the following Access Policy Priorities:

Priority Strand 1:

Ensure the network of road (highway) rail, public and community transport is appropriate to meet peoples need to access key services

Priority Strand 2:

Develop strong strategic inter urban and cross boundary links to support labour market movement and economic activity

Priority Strand 3:

Ensure people are well informed and have easy access to information to enable them to make positive choices in their mode of access to services

Priority Strand 4:

Encourage positive integration both between transport modes and across services providers

Priority Strand 5:

Encourage innovative local solutions to meet small scale local access issues

Priority Strand 6:

Remove Barriers to Social Isolation

1.1 Economic Challenge

Whilst these priorities are designed to achieve our long term vision, it must be recognised that in the current economic climate, it will not be possible to do all we would like to deliver change in the short term. Resources therefore will be targeted at maintaining necessary access and at measures to mitigate the impact of reduced funding before improvements are considered.

Measures and interventions are set out later in this chapter and these are intended as a toolkit of options rather than a plan for delivery. Should conditions change and the opportunity is available once again to invest in high quality public transport services, infrastructure and information then programs for delivering these will be developed.

2. BACKGROUND AND CONTEXT

Good transport is a vital factor in building sustainable local communities. It contributes to:

- stronger and safer communities,
- healthier children and young people,
- improved equality and social inclusion,
- environmental and economic objectives

In developing this annex of the Local Transport Plan, promoting Equality of Opportunity, it is necessary to recognise the contribution transport can make to the delivery of other local strategic priorities. This annex has reviewed various County Council documents including Children and Young People's Plan, Adult Social Care Strategies and the Social Inclusion Strategy.

The previous Government's long term transport strategy document, 'Developing a Sustainable Transport System' (DaSTS), identifies five goals for transport. These are reflected in this 3rd LTP and this annex articulates transport related measures to support the goal to promote equal opportunity. Early indications from the Coalition government suggest that these will remain priorities, albeit within an overarching principal priority of budget deficit reduction.

The enactment of the Local Transport Act 2008 (LTA2008), also impacts on passenger transport planning and delivery, and the opportunities provided in the legislation also have informed the development of this strategy. LTA2008 has revised the regulations relating to quality partnerships and provides greater opportunities to work in partnership with bus operators or other stakeholders.

The Act also makes changes for services being provided by the community transport sector. These will make it much easier for the sector to contribute to innovative schemes to deliver local improved accessibility. We have seen that the voluntary sector makes a positive impact on rural accessibility and we will work to support their continued development.

2.1 Key achievements and lessons learnt from delivery of current LTP2

During the implementation of LTP2 we found that partnership working helps to deliver substantial gains in terms of increased patronage and improved quality, and this we feel is the most effective way to maintain good access to services.

This strategy builds on the achievements and successes delivered over the last 5 years. A variety of initiatives and interventions have made a difference, these include maintaining accessible public transport, expanding rural community transport, and two very local projects which have been cited as examples of best practice in a Commission for Rural Communities¹ report.

¹ Commission for Rural Communities; Rural Accessibility Best Practice Case Studies August 2009

2.11 Maintaining Accessible Public Transport

Over the past 10 years, the quality of bus services provided has increased significantly. A number of operators have invested heavily in new high quality accessible vehicles for those services which are provided commercially. This has resulted in the average age of the fleet used to provide local bus services in North Yorkshire of 7.4 years, this compares favourably with the average for England (8.3 years)². We do not propose to set a target for the age of vehicles, rather to encourage operators to maintain high standards of quality and condition of their buses, in order to maintain high levels of accessibility and ride quality.

This investment in new vehicles has also seen the numbers of accessible buses increase. Now 80% of the fleet, carrying more than 85% of all passenger journeys are low floor accessible vehicles. This again compares favourably with the national picture where only 62% of the bus fleet is accessible³.

The council has encouraged and supported this move to newer accessible vehicles through our tendering process for contracted services. Over the last 5 years we have seen the number of low floor vehicles on contracted services amongst smaller operators increase from fewer than a dozen to over 50. For contracted services, where they are the main all day service for an area, the tendering process provides for Premier Specification Contracts. These contracts were first introduced in the first LTP and further developed in LTP2. We are now proposing that all tendered services (other than occasional or demand responsive services) will require a minimum standard that will be focused on delivering a high quality service for bus users. This will include:

- Low floor buses
- A marketing & publicity budget
- Driver Training
- Customer Charter

2.12 Rural Transport Solutions: Craven Hubs Initiative

The county council and many others have long held the view that Community Transport has an important role to play in improving access to services, we have seen in our two urban areas, that the Dial a Ride operations provide a lifeline for people who have mobility difficulties. For the Craven scheme, we felt that it was time to put some investment into the sector and see how far we could improve issues of rural isolation. The Craven Hubs initiative therefore is a partnership scheme, where the Council invested over £360,000 to purchase 8 new minibuses and provide infrastructure improvements at two Hubs; Bentham Station and Settle Station. The council also supports the operating costs through a series of contracts for home to school or adult social care transport.

This project aims to improve accessibility for Craven residents, and to provide sustainable support for the community transport sector in Craven. It is achieving this in the following four key areas:

- Supporting the community transport sector to take on an enhanced role in transport delivery
- Building Bentham and Settle as new transport hubs along with Skipton
- Promotion of community transport services and joint-marketing of all transport modes
- Developing capacity for off-peak travel options for younger people

² Public Transport Statistics Bulletin; 2009 Edition: October 2009

³ Public Transport Statistics Bulletin; 2009 Edition: October 2009

Has this scheme improved access?

It is still early in the project, but in the first full year of its operation:

- there has been an increase of 60% in passenger journeys;
- it has now introduced demand responsive journeys in North Craven, Malhamdale, Wharfedale, and Airedale in the south;
- it has created and distributed a new set of publicity leaflets and promotional material;
- it is operating in a financially sustainable way.

More importantly, the people who use it find it invaluable.

2.13 Localised Delivery:

Veggie Box Scheme in Selby

The County Council supported a pilot scheme run by the Selby Association for Voluntary Services which grows fresh fruit and vegetables on land that became available at the Stockbridge Technology Centre. It then sells the produce in three sizes of boxes (now replaced by bags) to those who have difficulty in affording or accessing fresh produce. An average of 80 bags per week is distributed through a variety of outlets such as schools, nurseries, public houses and community centres. The provision of the produce is also supported by cooking demonstrations and recipe cards. In addition to supplying fresh food, the scheme is a training opportunity for those who are out of work or are struggling to get back into mainstream life after having had alcohol or drug addictions or mental health problems. It also provides exercise in the open air – a green gym as it has been called.

This scheme showed that with a small amount of money, a little imagination and a lot of commitment from the third sector it is possible to make a significant difference to people's lives. It has also featured in a Commission for Rural Communities publication as an example of good practice.

Grow Green Grow Healthy.

This project provides the opportunities and resources for local people to learn how to grow their own food, encourage exercise and enable young people from nearby schools to learn about growing food on the site as part of healthy eating education programme. The funding from the Local Strategic Partnership Community Grants and NYCC Accessibility fund has secured allotment sites in Wensleydale, Colburn and Richmond and provided each site with both training and gardening tools. Working with Northdale Horticulture and NYCC tutors, each allotment group has received qualitative training in crop rotation, cooking with grown produce, food safety and hygiene. Courses were carefully scheduled in line with the growing season and over 17 individuals have participated. The site in Wensleydale continues to be used by both community and school with advice being delivered by the more experienced gardeners mentoring those with little knowledge. A shed and greenhouse have been erected and chickens purchased.

Monthly e-mails containing information on jobs to do during the month are also



circulated to learners at all 3 sites.

The project has successfully established a grow your own culture in the communities targeted and each will continue to be supported by the Community Development Workers to maintain and develop the project with a view to surplus produce being sold to the wider community.

3. ANALYSIS OF ACCESSIBILITY

The following sections examine accessibility in North Yorkshire, from the perspective of:

- its residents by examining consultation and engagement results;
- 'place' ie the opportunity to access services, by examining the national core indicators and the public transport networks;
- 'people' ie the factors that impact on individuals ability to access services, by examining demographic data and barriers that different people may face.

This will be discussed using:

- a) Survey and Consultation findings ie what people say
- b) Analysis of Place ie how accessible different parts of the county are as seen in the national core indicators, cross boundary commuting and labour market flow and the network of public transport provision.
- c) Analysis of 'People' ie issues that impact peoples ability to access services and issues from emerging policy

3.1 Survey and Consultation Summary

In developing this Equality of Opportunity Annex, we have considered the results from several consultation and engagement exercises. The following paragraphs highlight some of the more significant findings from LTP3 phase one engagement, LTP3 phase two engagement, Citizens Panel surveys; and Place Survey 2008.

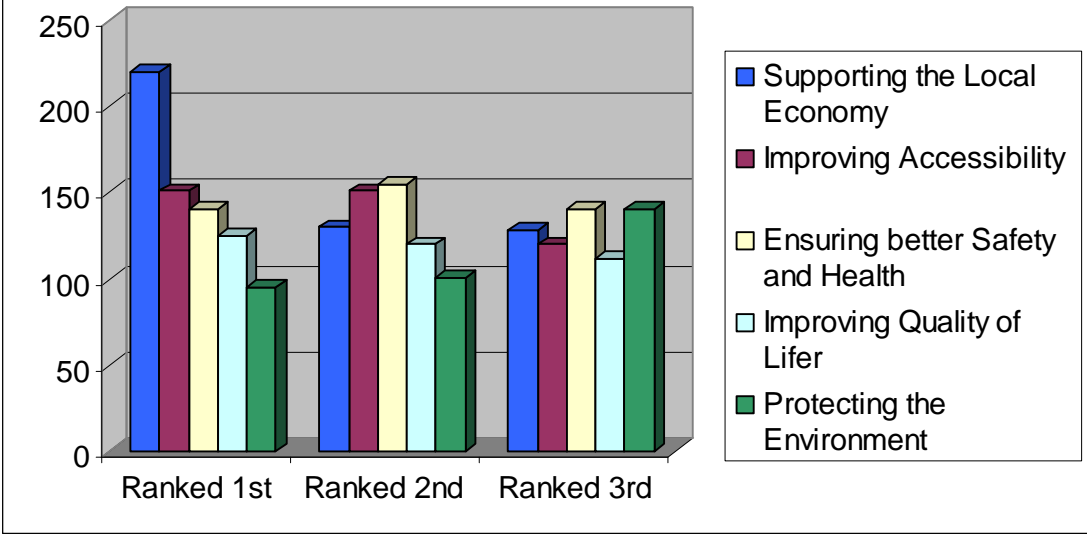
3.11 LTP3 Phase 1 consultation

The first phase of consultation for LTP 3⁴ was designed to find out what stakeholders and local people thought were the highest priorities for transport in the County and identify how they thought these issues could best be addressed.

A questionnaire asked people to rank 5 transport objectives, together with an option to select 'other', and then to consider within each priority how transport funding should be spent.

⁴ See WWW.northyorks.gov.uk/LTP for the full consultation results

LTP3 Transport Objectives

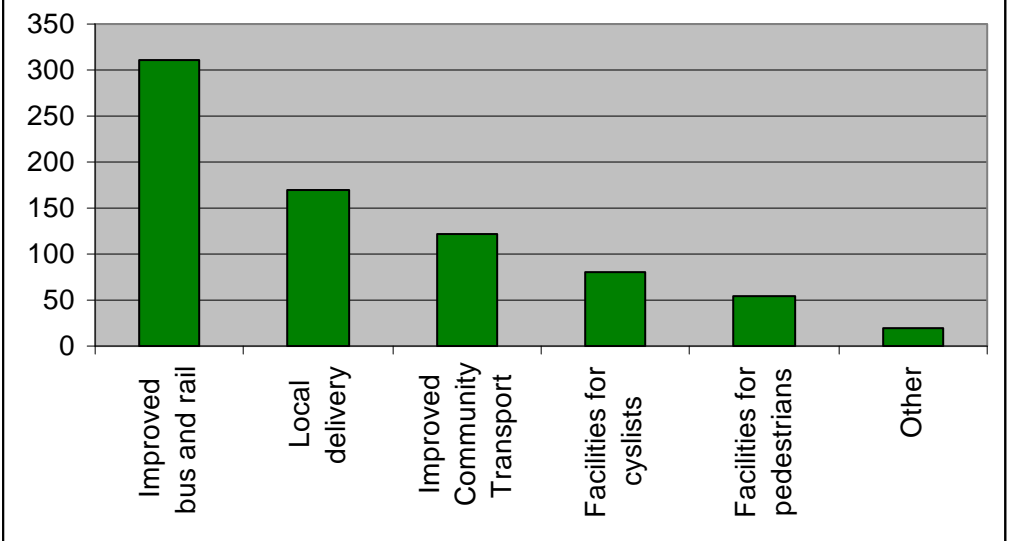


Looking at respondent’s first ranked objectives, it can be seen that the largest proportion felt that supporting the local economy objective was the highest priority, followed by Accessibility then Safety and Health. Taking all rankings into consideration, however, no single objective came out as a clear main priority

In general terms there was strong support for economy, accessibility, safety and quality of life, whilst protecting the environment was seen as slightly less important.

Thinking about the Accessibility priority, people were asked to indicate where transport funding should be spent.

Priorities for Transport Spend for Improving Accessibility



The above table details responses; it shows a clear majority thought that improved bus / rail facilities and services was the best method of improving accessibility, followed by local delivery of services, and improved community transport.

3.12 LTP Phase 2 consultation

LTP phase two consultation invited the public and stakeholders to complete a questionnaire which set out questions to get comments in four areas:- The proposed objectives and priorities; the Challenges; Proposed Solutions; and the principle of Manage, Maintain and Improve.

The opportunity to complete the questionnaire was available through the council's website and at a series of public exhibitions and stakeholder group workshops held across the country.

In summary the consultation found:-

Accessibility was the most commonly discussed priority. Respondents felt that all areas were important, but that this was often the priority most people could relate to.

In terms of challenges, access for communities was amongst the top five challenges that emerged, along with funding, seasonal impacts on the road network, maintenance and providing alternatives to private motorised transport.

Asked about proposed solutions, Public Transport, Partnership Working and the Promotion of sustainable modes of transport were discussed. Issues relating to public transport were discussed at each of the engagement events.

We set out a hierarchy of action which followed a commitment to Manage, Maintain and Improve. Overwhelmingly, people understood and supported the approach, commenting that it is better keep what you have in good order before building new infrastructure.

The full report is available at www.northyorks.gov.uk/LTP

3.13 Citizens Panel Survey – comparison between 2005 and 2009

In preparation for drafting the Accessibility Strategy for LTP2 in 2005, we distributed a questionnaire to gain an understanding of people's perception of their level of access to various key services and in 2009 we repeated this questionnaire to see what if anything had changed. The following paragraphs highlight the comparison between the two surveys in access to key facilities.

In 2005 34% of respondents were able to access a **primary school** within 5 minutes; in 2009 this had increased to 41%. At the other end of the scale, in 2005, 10% were able to access a primary school in between 31 minutes and 1 hour, compared with 2% in the same category in 2009. This suggests that access to primary schools has improved, with more people being able to reach them more quickly.

Looking at access to **work**, those able to access work within 30 minutes in 2005 was 67%, compared with 61% in 2009. This suggests that a small percentage is now travelling

further to work than in 2005. The category 31 minutes to 1 hour is very similar: in 2005 26% and 27% in 2009. The trend towards travelling further for employment is supported in the longer commuting journey times; in 2009 11% are travelling more than an hour to work compared with 6% in 2005.

Access to **doctor's surgeries** has improved, with 97% reporting access within 30 minutes in 2009, compared to 93% in 2006. The improvement is more marked in the shorter travel time bands; in 2009, 64% of respondents were able to reach their surgery within 10 minutes, compared to only 52% in 2005.

Access to the nearest **general hospital** follows a similar change to GP's. In 2009, 63% report the ability to access a hospital within 30 minutes, compared to 61% in 2005. In the lower time bands however, there is a more marked change, with 20% reporting access within 10 minutes in 2009, compared to only 11% in 2005.

We have seen a sharp increase in those being able to access **food stores** within 10 minutes: 61% in 2005 and 72% in 2009. Those within an 11 and 30 minute journey time represented 31% in 2005 and 26% in 2009. Those travelling more than 31 minutes have fallen from 8% in 2005 to 2% in 2009.

All these are positive outcomes and show improvement. Overall, in 2009, just over **three-quarters of respondents expressed satisfaction** with their level of access to key services, only 4% were dissatisfied and 19% neither satisfied nor dissatisfied.

3.14 Place Survey 2008 - Public Transport

The following summarises the detailed breakdown and analysis of the Place Survey 2008/9 by equality strands (age, disability, gender and ethnic origin) and by district. The analysis focuses on the questions relating to public transport and quality of life indicators. The full detailed analysis is available on request (email LTP@northyorks.gov.uk). All percentages given below refer to the percentage of total respondents.

Quality of Life Issues

This looks at the things people feel are important to make somewhere a good place to live, and what people feel are most in need of improvement. People made a selection from a list of 20 quality of life factors. Generally there was a consistency in the top 5 amongst each of the equality strands, and between bus users and the sample as a whole.

The importance of public transport increases with age, from 12th in the 18-44 year olds to ranked 3rd most important in the 65+ age group. The results for Black and Minority Ethnic (BME) respondents vary from the sample as a whole; this may be because the sample size is very low (150 respondents), nevertheless, for things that most need improving, wage levels are in the top 5 priorities amongst BME responses, as opposed to in the bottom 5 for the sample as a whole. Public transport is seen as a measure that is both important, and one which needs improving in all strands other than 18-44 year olds

Satisfaction

This measure examined satisfaction with bus services and timetable information: Satisfaction is highest in Harrogate and lowest in Richmondshire both for information and for bus service. Richmondshire is the only district with a net dissatisfaction with information value.

There is a strong correlation between frequency of use and satisfaction with over 70% of daily users either very or fairly satisfied; this drops to under 30% with infrequent or non users.

Satisfaction is highest amongst the 65+ age group (74% very or fairly satisfied with bus services) for the other age bands the satisfaction is broadly equal at c40%.

Despite Scarborough borough having the highest proportion of frequent bus users (there are more than twice the number of daily users than the rest of NY), it only achieves the 4th highest net satisfaction with information value across the county and is less than half the value of Harrogate.

Usage

This looks at frequency of bus use across equality groups and districts

Scarborough is the district with the most daily bus users at 14%, almost double the average for the other districts, Harrogate has 11% daily bus use.

Taking daily and weekly bus usage together, Scarborough and Harrogate have the highest proportion at 37% and 34% respectively. All the other districts have a similar proportion at c24%

Amongst equality strands, the 65+ age group is twice as likely to use bus services frequently and amongst disabled people frequent travel is c30% more prevalent.

Use of information inversely correlates with frequency of bus use, other than amongst seldom or non users. Daily bus users record the lowest use of information this gradually rises to the most frequent users of bus information is amongst the 'within 6 months' group.

Across the equality strands, there is no significant difference between any group, other than with the BME group who express a higher use of information for daily and monthly travellers

Summary of survey and engagement results

From these results we can see that

- *access is seen a priority for people in the county*
- *generally supporting bus and rail services is seen as the preferred way to improve access*
- *people reported an improvement in their level of access to key facilities since 2005*
- *satisfaction with the level of access to services is generally high, reflecting the comparatively high proportion of car ownership in the County*
- *older people and disabled people view public transport to be of greater importance than the population as a whole, they are more likely to be frequent bus users and they are more satisfied with the services provided*
- *there are marked differences in satisfaction with bus services and satisfaction with timetable information across the districts in the county*

4 ANALYSIS OF 'PLACE'

4.1 Core Accessibility Indicators

In November 2009 Department for Transport (DfT) published the Core National Accessibility Indicators results for 2008⁵ and these have been used as a reference for this analysis. This report examines the availability of means of accessing key services within different journey times and measures this for all residents and for 'at risk' groups (see below). The services chosen are: Employment, GP surgery; Hospitals; Primary Schools; Secondary Schools; and Food shops. We have further included access to a central point in the nearest town or village, to represent access to general high street shops and facilities.

The analysis represents access to the nearest facility, not necessarily to the facility of choice for an individual. This therefore provides an indication of the accessibility for the community. Two journey time lengths have been used, a lower time (15 – 20 minutes) and a higher time (30 – 45 minutes). The lower time represents the median (most frequent) time for the trips taken from data from the national travel survey. The higher time band is the time within which most (80-90%) of all journeys were made.

The journey options used are access by public transport or walking, and the 'at risk' populations are 'no car households'; except for employment where it is 'residents in receipt of job seekers allowance', and education, where it is 'pupils who are eligible for free school meals'.

⁵ 2008 Core National Local Authority Accessibility Indicators: November 2009

The analysis measures access from a central point in Lower Layer Super Output Areas⁶ (LSOA) and therefore provides an average. Individual households within the LSOA will experience varying levels of access.

The following tables illustrate levels of accessibility in North Yorkshire compared to England as a whole. It is notable that for the majority of residents, the opportunity to access key services without reliance on the private car is good there will, however, inevitably be some individuals and communities where a car is necessary to go about normal everyday activities.

	All Population Lower Time		At Risk Population Lower Time		All Population Higher Time		At Risk Population Higher Time	
	North Yorkshire	England	North Yorkshire	England	North Yorkshire	England	North Yorkshire	England
Employment	89%	97%	94%	98%	97%	100%	98%	100%
Food Shopping	82%	95%	91%	98%	96%	99%	99%	100%
Primary School	93%	98%	97%	99%	98%	100%	99%	100%
Secondary Sch	67%	88%	74%	93%	93%	99%	96%	100%
GP Surgery	70%	89%	81%	95%	92%	99%	97%	100%
Hospital	62%	77%	72%	84%	90%	97%	94%	99%

Percentage of the population with access to services by public transport or walking

Whilst in general, access across the county is broadly similar to the national picture, there are some notable differences and between districts there are more marked variations.

The biggest variation from the table above is in access to secondary school where only 67% of the population, compared to 89% nationally can access secondary school within the lower time band. This calculation however doesn't take account of the extensive home to school transport network that is contracted by NYCC, this provides access for c12,000 students. Access to health services, either hospital or GP is also notably worse in North Yorkshire than the country as a whole.

Looking at the access to health care services by district, we can see quite a large spread in the level of access between districts. In Scarborough for example, 84% of the population can access a doctor with 15 minutes by public transport or walking, whereas in Ryedale only 59% of the population can do so. Similarly for hospital trips, 77% of residents in Harrogate can access a hospital with 30 minutes, whereas only 37% of the population in Ryedale can achieve this.

Ryedale is consistently the district with the lowest level of accessibility, and the delivery action plan later in this annex will outline measures that will aim to address this.

⁶ LSOA is a defined geographic area with on approximately 1,500 population. There are 370 LSOA's in North Yorkshire

	GP Surgery				Hospital			
	All pop lower time	At Risk pop lower time	All pop Higher time	At Risk Higher time	All pop lower time	At Risk pop lower time	All pop Higher time	At Risk Higher time
Craven	71%	75%	96%	99%	77%	84%	98%	100%
Hambleton	61%	73%	85%	94%	52%	64%	77%	85%
Harrogate	71%	84%	91%	95%	73%	82%	94%	97%
Richmondshire	64%	75%	95%	96%	66%	68%	87%	90%
Ryedale	59%	72%	84%	93%	37%	45%	71%	75%
Scarborough	84%	88%	97%	98%	67%	75%	96%	98%
Selby	67%	78%	96%	98%	52%	63%	97%	98%
North Yorkshire	70%	81%	92%	97%	62%	72%	90%	94%
National Ave	89%	95%	99%	100%	77%	84%	97%	99%

When looking at access in the higher journey time band, it can be seen that a larger proportion of the population can access services, and this proportion is much closer to the access level for the country as a whole. The longer the journey time the greater the disincentive to actually make the journey, particularly by that mode. So whilst the above demonstrates a theoretical level of accessibility, the reality will be that a much lower percentage of the population will have effective access to services by public transport or walking

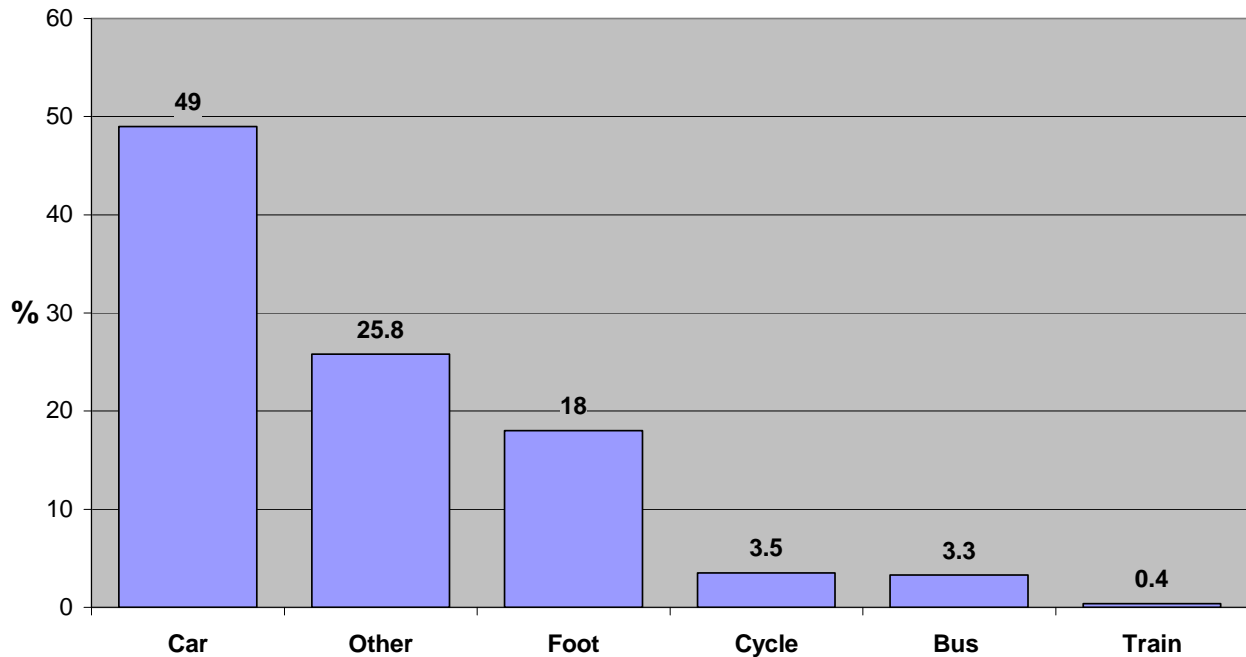
4.2 Connectivity- Key Travel Flows

Access to employment is an important factor both in supporting the local economy and in supporting individuals. The following paragraphs examine commuting and access to labour markets across the county.

Looking at the internal commuting flows we can see that the top 5 flows are Scarborough to Ryedale; Hambleton to Harrogate; Richmondshire to Hambleton; Harrogate to Hambleton; and Ryedale to Scarborough.

From the graph below, it can be seen that the contribution public transport makes overall to internal commuter flows is approximately 4%. Certain corridors attract a higher percentage of public transport commuting, such as the Richmondshire to Hambleton corridor where 6% is made using the bus, however less than 1% is made by bus in the other direction. This could point to a less effective level of cross-boundary bus service and therefore lower levels of access to employment.

Internal Commuter Journeys by Mode of Transport



Commuting:

Overall there are significantly more people, almost twice as many, who commute out of the county than commute into North Yorkshire, as can be seen in the table below. The largest proportion of this commuting is by road and this is mainly facilitated by the highway.

Summary of cross boundary commuting trips

Outbound to Destination	Number of daily trips	Inbound from Origins	Number of daily trips
Leeds	18,033	York	6,591
York	11,059	Leeds	6,248
Bradford	5,611	Bradford	4,406
Wakefield	5,153	East Riding	4,203
Middlesbrough	2,314	Wakefield	3,144
Total	42,170		24,592

The significant corridors out of the county are Harrogate into Leeds, Skipton into Bradford and Selby into York. There are key corridors into the county from Leeds into Harrogate, Bradford into Skipton and York into Selby; to a lesser extent there are flows into Teesside from the northern districts.

Appendix 3 shows travel to work flows into, out of and within the county. It can be seen that the vast majority of trips are made by car, however there are some notable flows which are catered for by Public transport.

Generally outbound cross boundary commuting by public transport accounts for c9% of all trips; inbound only 1% and internally, within the county, c6% are catered for by public transport. These public transport trips are largely by bus, with the exception of Selby where 8% of trips to Leeds are made by train, with only 4% by bus and Harrogate where

bus and rail account for approximately 5% each. Notably in Selby district, c11% of commuting trips to York are catered for by bus, whereas only 1% by rail.

The data we have for commuting travel flows is the same as that used to develop our cross boundary commuting strategy for LTP2 ie from the 2001 census data, with regard to the key transport corridors, these are not likely to have changed in relative priority across the county, so will be carried forward into LTP3.

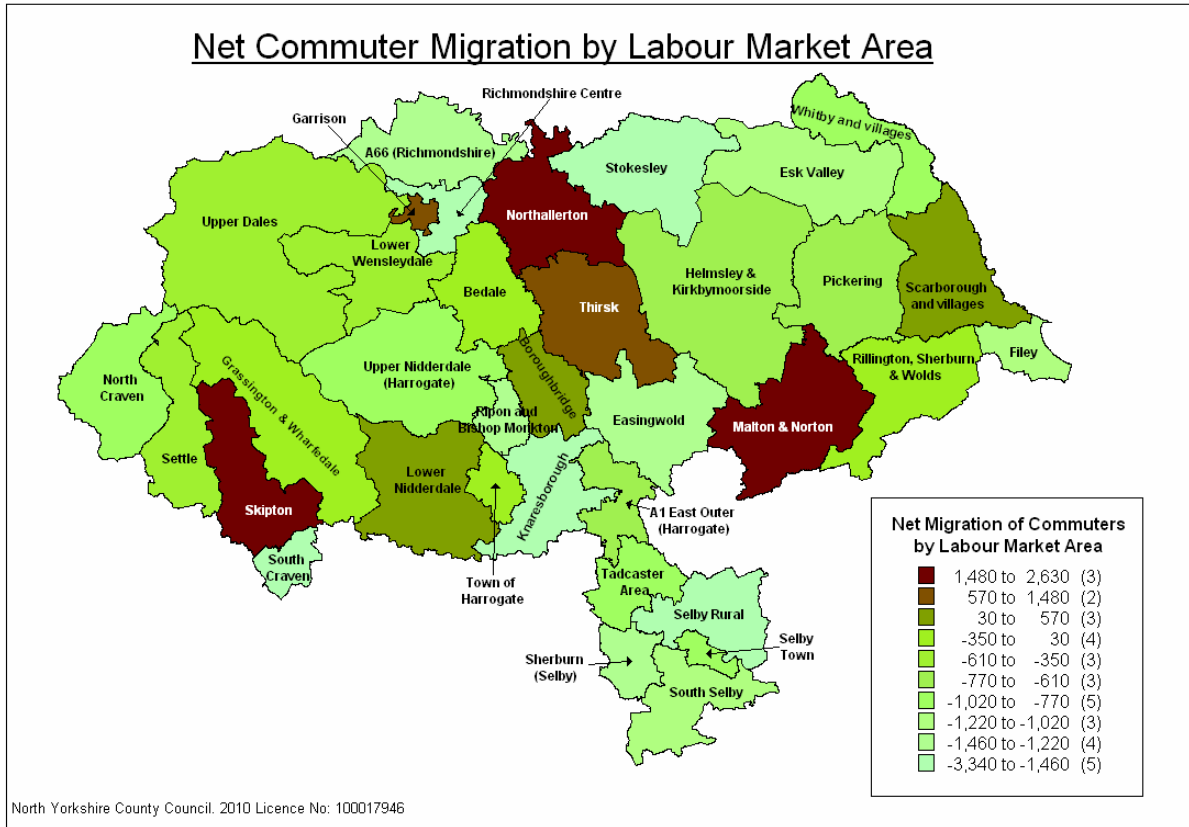
During LTP2 we concentrated on key cross boundary commuting corridors where the largest flows were evident. This was correct for that time, and public transport usage into Leeds from Harrogate and Selby and into York from Selby has seen significant growth over that period. For LTP3 we have looked at flows within county and the lesser flows in the north of the county. Here we can see that the rate of travel by public transport is generally low, particularly travel by rail.

We will refresh this element of this annex at the mid point of LTP3 when new census data will be available.

Labour Market Area (LMA) Analysis

As we have seen from the net commuter flows by labour market area, for the majority of North Yorkshire, there is more daily community out of, than into the county. This means that, as discussed above, the road and public transport networks will need to cater for outbound flows in the morning and inbound in the evening. There are a few exceptions where more people commute into an area than leaving, and for these we need to look at services to ensure they are capable of meeting these demands. It should also be noted that where there is a greater inward flow of commuters, the wider the travel to work area of influence will be, also the predominant type of the employment will also impact on this.

Net Commuter Migration by Labour Market Area



The following table identifies the top 5 net positive (inward) migration Labour Market Areas (LMA's) (Skipton, Northallerton, Harrogate Town, Catterick Garrison and Norton / Malton), and summarises these by employment type, main commuting origins and by public transport access. All of these have a requirement for workers greater than that which is available from within the local area, with net inward flow of between 1,400 and 8,100 FTE employees. A summary of all 35 LMA's is attached as appendix 2

Top 5 Net Positive Migration LMA: Summary of Employment by Industry and Commuting Origins

Labour Market Area	Employment by Industry (Annual Business Inquiry 2007)	Commuting Origins (Census 2001)	Public Transport Access
Skipton	The banking, finance and insurance sector accounts for a third of employees (35.8% - double that seen in the sub region – 16.5%) Distribution, hotels and restaurants (24.5%) means two sectors account for 60% of all employment, which is also higher than sub regionally (51.9%)	Commuting into the LMA was dominated by other areas in the Craven district (1,850), Bradford (nearly 2,000) and Pendle in Lancashire (1,250+).	The majority of the travel will be into Skipton Town area. PT is well provided for along the Aire Valley with 4 trains per hour, 3 buses per hour plus hourly to Leeds; from other parts of the district there is at least an hourly bus service. From the Lancashire area there are no rail services, however the recently improved local bus services now provide 3 journeys per hour from Burnley.
Malton / Norton	The distribution, hotels and restaurants (21.6%) and also public administration, education and health (18.3%) sectors account for a further 40% of employees	Commuting is primarily from York , elsewhere in the Ryedale, together with a high proportion from Scarborough .	Hourly rail service from Scarborough and York / Leeds. 3 buses per hour from Leeds / York. Hourly from Whitby and hourly from Scarborough.
Northallerton	The public administration, education and health (52.1%) sector accounts for more than half of all employees (one of the highest percentages seen for a single sector across all of the LMAs). The distribution, hotels and restaurants sector accounts for a further 21.2%, making these two sectors account for almost 3/4 of all employment	By far the largest volumes of people commuting were from other parts of the district. Other notable locations were Richmondshire and the northern Teesside Unitaries.	Two trains per hour through the day, but effectively only one commuting option from Darlington, Middlesbrough and Yarm. Bus services operate from Bedale with a ½ hourly frequency; from Stokesley, Thirsk and Richmondshire, with approximately hourly services.
Catterick Garrison	Public administration, education and health accounts for 40.7% of employees	Commuting into the area is primarily from other parts of Richmondshire (nearly 1,250 people).	No rail service. The garrison is served by 15 minute frequency bus service from Darlington and Richmond. No other direct bus service caters for travel to the Garrison; elsewhere a connection would need to be made
Thirsk and Villages	The distribution, hotels and restaurants (26.8%) and public administration, education and health (23.2%) sectors make up half of all employment	Commuting is primarily within the LMA and neighbouring LMA's (Northallerton and Ripon). There are small numbers of commuters travel from York and Teesside	Thirsk has both bus and rail links to other areas. Two trains per hour through the day, but effectively only one commuting option from Darlington and one from Middlesbrough and Yarm. Buses provide roughly hourly service from York, Easingwold and Northallerton and roughly 2 hourly from Ripon.

Comparing these inward migration areas and commuting flows, we could conclude that for:-

Summary of Connectivity- Key Travel Flows

- *Skipton LMA - monitor the impact of the recently improved bus links from Lancashire*
- *Malton / Norton LMA – whilst the strategic transport links are present, having the 2nd lowest average income in the county may point to a need for more local transport being required*
- *Northallerton and Thirsk LMAs – priority should be to encourage better rail links from the north*
- *Catterick Garrison LMA – consider improving bus service links from east and south*
- *Selby to York - rail service timetable improvements*
- *Investigate network of bus service Hambleton to Richmondshire*

4.3 Public Transport Network

Bus and rail patronage

Bus and rail patronage can be seen to be distributed on primary corridors and on dedicated town services. Together approximately 80% of the bus patronage is catered for on principle corridors where patronage exceeds 200,000 passengers per annum and in the towns with dedicated town services. The table below sets out where the main public transport flows are, and categorises these by priority. Bus services provide more than 3 times as many public transport journeys as rail, and as expected the largest numbers of journeys are made in areas with the larger populations. The table below also identifies the main rail stations and categorises these by priority.

Summary of Analysis of 'Place'

- *the need for comprehensive network of local bus services is most evident in Scarborough and Craven;*
- *from the accessibility data, it can be seen that Ryedale has the highest proportion of the population without acceptable access to key services;*

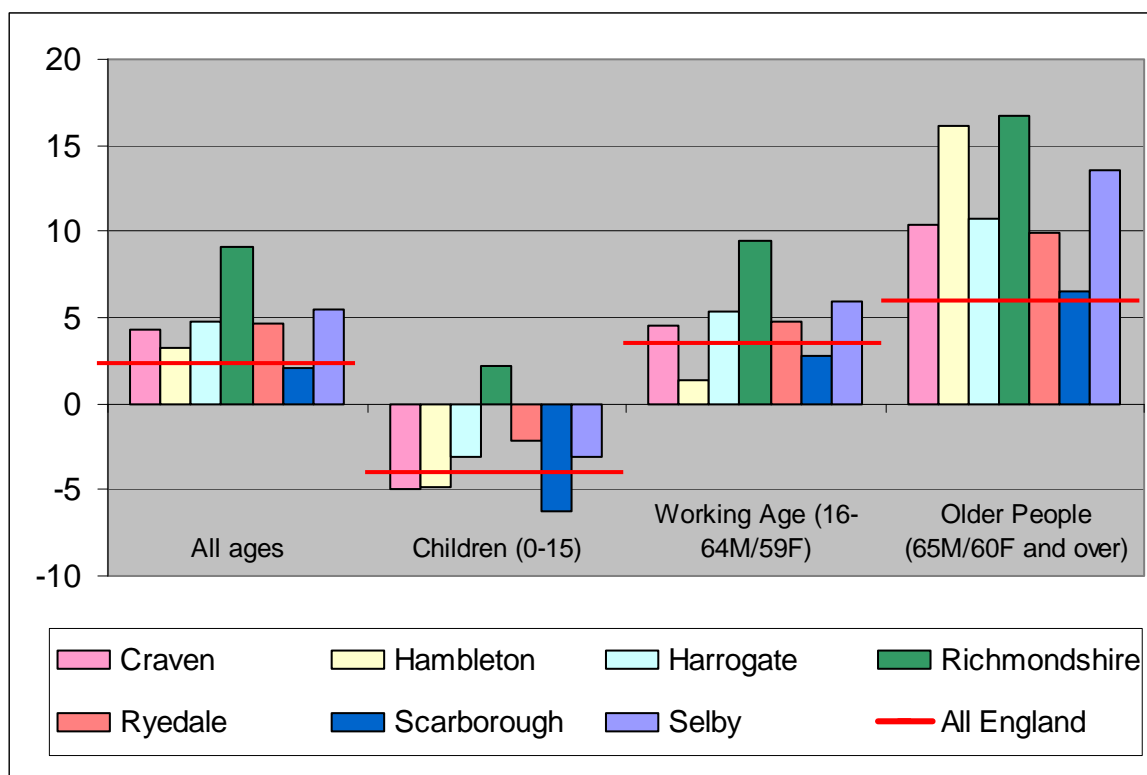
5. ANALYSIS OF ISSUES FOR PEOPLE- Where our transport policies and their delivery aim to remove the barriers faced by different groups preventing their full participation in a vibrant North Yorkshire.

5.1 Individuals' differences in accessing services

The following section highlights data that can indicate individuals' differences in accessing services. We have taken Office of National Statistics (ONS) population projections for 2007 and 2015, as an indication of change to date from the last census and projection of change through the course of the next LTP.

Two significant factors relating to population change will take place during the course of the next LTP. Firstly the age at which students must remain in full time education or training is being extended to 17 in 2013 and 18 from 2015. This will mean that the average age at which young people can become economically active is raised and so access to education and training will be required for longer. Consideration should also be given to raising the age for which child concessionary travel is available. Secondly the pension age for women is increasing with women progressively reaching retirement age later up to 2020 when it will be equal to men at 65 yrs; during the period of LTP3, the pension age will have risen to 63yrs by 2016.

Population change (%) from 2001 to ONS 2007 estimates



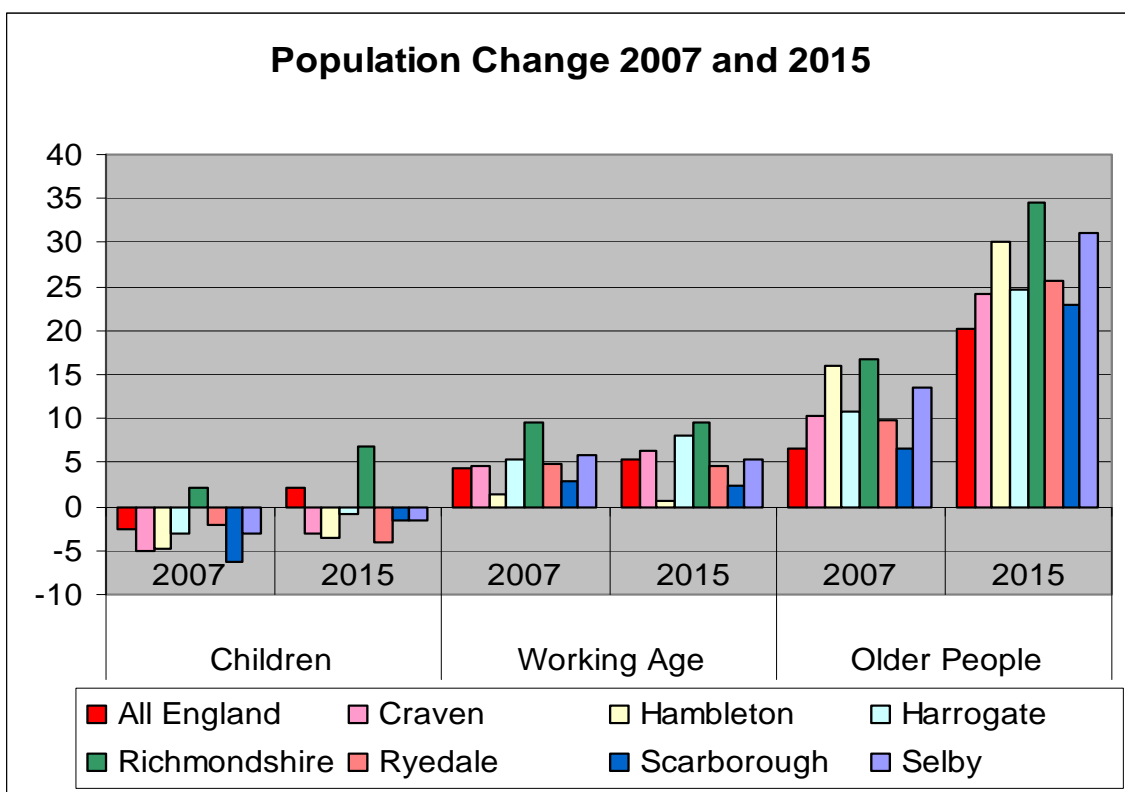
ONS 2007 population estimate

The population overall of North Yorkshire has grown slightly more than the national average since 2001, at 4.5% against the national average of 3.3%⁷. Whilst there has been a modest growth in population overall, the above table shows significant increases in the number of older people, with Richmondshire and Hambleton having the largest growth at over 15%. It should be noted that in most cases the rise in older population is accompanied by a decline in the number of children. This is most marked in Hambleton, where the gap between the proportion of older people and children is over 20% and the working age population is 15%. Richmondshire District shows the largest growth, and this

⁷ Population Estimates Unit, ONS

is across all age ranges. It is the only district to have seen growth in young people; in all other districts the number of young people is declining. Richmondshire has the largest British army camp in the world, and with a population of 7,480⁸, is likely to account for much of the growth.

Breaking population down by age shows that North Yorkshire's older population is growing faster than the national average and at 11.3% compared to 6.5%, by a significant margin. Only Scarborough Borough is broadly equal to the national average with the other districts well above average. The child population is generally declining at a greater rate than the national average (-2.5% and -3.4% respectively), other than Richmondshire which is the only district in the county to show positive growth, probably due to the influx of young families in the military. Scarborough Borough has the highest decline with a reduction of 6.1%.



ONS 2006 based sub-national population projections

The above denotes the change in population from the last census in 2001 to the mid year estimates in 2007. ONS has further estimated population change at 2015, 2020 and 2030, and whilst the further ahead the projections are made the less certain they become, the projection for 2015 provides a reasonable estimate for the change over the course of this LTP. The above chart shows the change in population for the districts and 'all England'. As can be seen, the trend is for an increasingly aged population for England as a whole (20% larger pensioner population), however when looking at the districts in North Yorkshire we can see there is a larger growth in the older population in all of county,

⁸ Defence Analytical Services and Advice (DASA): October 2007

particularly Richmondshire and Selby both of which have an older population over 30% higher than in 2001. In absolute terms, by 2015 it is projected that 22% of the population in North Yorkshire will be of pensionable age.

Economic and Social Factors

The following examines demographic data from the 2001 census, whilst this is now quite out of date, it still provides a good indication of issues relevant to each district. The chosen indicators are those that could be considered to demonstrate a greater risk of not being able to travel by private means, and therefore have a greater risk of lack of access and social exclusion. So for example lower wage households may have less access to a car, or pensioner households are more likely to be no longer driving. Considering these factors, we have looked at average wage levels; 'no car households'; Lone parent households; lone pensioner households; and households with Long Term Limiting Illness. Charts attached as appendix 1.

Income: Average household income for the county as a whole is slightly lower than the national average, however in all districts except Scarborough and Ryedale, household income levels are above the national average. Scarborough is notably less affluent, with weekly average incomes c£100 lower than the national average. In contrast, Harrogate and Hambleton are notably more affluent, with average weekly incomes c£100 more than those in England and Wales.

The table below shows a link between income and bus use, using this as a guide, it would be expected bus usage would be highest in Scarborough and lowest in Harrogate and Hambleton. This is borne out to some extent by usage figures from the Place survey 2008, where Scarborough had twice as many daily bus users than the average of the other districts, and Hambleton was amongst the lowest daily bus users. In Harrogate however, frequent bus use is high despite its relative affluence, and this is likely to be due to a combination of the area being more urban, to targeted promotion by the main bus operator or to other traffic related issues eg congestion.

The Effect of Household Income on Bus Use

Annual Household Income	% Who have Used Bus in last Month	% Who have not used Bus in last Month
up to £10K	57	43
£10K - £20K	49	51
£20K - £30K	37	63
£30K - £40K	32	68
Over £40K	26	74

[Ref:]

No car households: All districts in the county except Scarborough have significantly fewer 'no car households' than the national average, with the average being 15% as against the national 27%. Scarborough has twice as many no car households as the remainder of the county. This is an indicator with a strong correlation with bus usage, and we can see that Scarborough has almost twice as many daily bus users than the other districts.

Lone pensioner: The average for lone pensioner households in the county is slightly higher than the national average and across the districts the proportion varies. Scarborough has the highest proportion at 18%

Long Term Limiting Illness (LLTI) households: Long Term Limiting Illness is the terminology used by ONS as an indicator of disability, and is included here as disabled people are more at risk of poorer access to services. For LLTI, all the districts are broadly similar to the national average at 15%, Scarborough, however stands out, having twice as many (30%) of households with a member who is disabled.

Lone Parent households: Lone parent households are often an indicator of lower income which can lead to greater social isolation (see table below). Here again the average for the county is lower than the national average, however Craven has almost twice as many lone parent households. In Craven there are 12% of lone parent households (national average is just over 6%) and within the district, there are some wards where this is higher still. In Skipton North for example, ¼ of all households have a lone parent with dependent children.

Summary of analysis of 'people'

- ***An aging population over the course of the Local Transport Plan will lead to a greater number of people at risk of poor access to services***
- ***Scarborough district is more reliant on public transport for access and therefore more at risk of changes to public transport provision***
- ***Scarborough district consistently features as the most deprived for the chosen indicators***
- ***Pressure on budgets for age related demand led services (concessionary fares) will increase over the course of Local Transport Plan 3.***
- ***From changes to populations, it can be seen that Richmondshire has the fastest growing population overall, and that Hambleton has the most rapidly***

6. KEY ISSUES / PROBLEMS

6.1 Commitment to Transport within North Yorkshire County Council

6.11 Children and Young People

In 2006, North Yorkshire Children's Trust first developed the Children's and Young People's Plan (CYPP), and this has been updated for the 2nd plan for 2008 to 2011. The Plan recognises the variety of access to specialist services and the differing needs of individuals. One of the CYPP's main aims is to improve the capacity across the County to provide a broad range of services, delivered in an integrated way at local level. The strategy's aim is to find out about needs sooner, respond more quickly and flexibly, and to provide effective, preventative services as close to a child's home area as possible.

In line with the national guidance we will also be identifying the issues raised in the *'Transport Guidance: Supporting Access to Positive Activities'*, produced by the DfT and Department for Children, Schools and Families, 2009. The document encourages the need

to increase Young People's participation in positive activities. It demonstrates how local authorities from around the Country and their partners worked with Young People to overcome transport barriers, by developing innovative solutions which make the best use of available transport sources and local flexibility. North Yorkshire County Council will aim to reflect best practice and address barriers such as cost, accessibility, safety, rurality and lack of information in the delivery section of this document.

In 2008 Children and Young People (0-19years) made up approximately 23% of North Yorkshires population, by the end of the plan period this is projected to have declined to 21%. The CYPP recognises the following challenges facing young people in North Yorkshire.

- Pockets of deprivation within a broadly affluent county
- Rural deprivation and isolation
- Lack of choice
- Dispersed vulnerability
- Inclusion and barriers to it
- Integrating dispersed services and multiple partners.

CYPS recognise that a number of Children and Young people are affected by rural isolation and poor access to services. The CYPP makes the following commitments to Transport:

- *To ensure that all Children and Young People have appropriate access to activities, including short breaks.*
- *Ensure transport to and from school and settings is safe and accessible.*
- *Improve transport to and from school for disabled children*
- *Ensure the positive contribution made by children and young people is acknowledged.*
- *Demonstrate the difference made by children and young people's involvement in service planning and delivery and extend the use of the Youth Charter*
- *Enable more children and young people to participate on a voluntary basis in out of school and in community based activities and an increasing number will have the opportunity to gain accreditation for those activities if they wish.*

Commitments related to road safety and accident reductions will be addressed as part of the Road Safety Annex of the Local Transport Plan 3.

CYPS 2008 – Consultation response

A variety of consultation methods were used to inform the CYPP. The Tellus survey is a national survey carried out by the Department for Children, Schools and Families on a sample of children in Year 6 and Year 10. In 2008 there were approximately 350 responses in North Yorkshire, the responses were as follows:

73% children reported feeling very or quite safe on public transport (70% nationally) and 94% felt very or quite safe going to and from school (88% nationally).

In 2008 the Children's Trust carried out a local parent survey with over 1110 responses, the following transport issues were raised:

52.5% of parents and carers who responded felt that improvement was needed with the number of safe walking or cycling routes to school, with 31% being very dissatisfied with the situation. Levels of dissatisfaction varied across the county with the Craven area showing the highest levels of dissatisfaction (65.3%) and coastal areas showing the lowest levels (43.1%). Further comments included:

- More reasonably priced local transport
- Not a lot of facilities, things to do or support for 16-18 year olds- especially transport considerations to get them into work/ training etc.
- Live in rural area, catchment area difficulties. They should have better choices and transport help.
- Travel routes to school needs to be improved.
- Lack of public transport/ transport to education. Affordable transport that is available throughout the course of the day/evening.
- Better bus services would help access to services
- Better transport facilities to college- free transport
- Continue provision of safe transport to school.
- Cycle routes required, would like to see more opportunities for their children to cycle.

6.12 Adults and Older people

Through Our Future Lives, adopted in 2006, NYCC's commitments to improve services for older people are as follows:

- Support more people to live at home
- Improve access to practical and other support services to enable people to live independently
- Improve access to and/or participation in cultural, sporting and leisure activities.

In addition, North Yorkshire's first Joint Strategic Needs Assessment (JSNA) has been produced by the County Council with NHS North Yorkshire and York and other partnerships, in order to inform short and long-term strategic planning,

The JSNA has given people in the local communities the opportunity to give their views in order to gain an overall picture of how they are performing in terms of:

- Being healthy
- Being safe
- People's quality of life
- People making a positive contribution
- The community's economic well-being
- Its access to high quality services

Headline messages from the North Yorkshire JSNA

- Maximise access points to information and services
- Improve consistency of access to health and social care services
- Invest in electronic access, particularly to information and assessment
- Promote understanding and use of assistive technology in order to realise its potential
- Work with public transport providers to streamline times and routes
- Improve access to sport and leisure facilities

Public transport was the fourth largest area in terms of comments received; with the highest number coming from Craven district.

The report recognises that creative and innovate initiatives are required in North Yorkshire, where there are relatively more areas with barriers to housing and services than the national average, particularly in Ryedale and Richmondshire and other rural parts of the county. The national indicators that contribute most to North Yorkshire being an 'outlier' are those reflecting road distance to key services.

The level of availability and frequency of public transport forces a high reliance on the private car. Not only does this impact upon the environment and traffic congestion, it also greatly inhibits those households that do not have access to a car.

In North Yorkshire the balance of population is shifting. There is both a rise in the number of older people and those suffering from dementia. Many people retire to North Yorkshire and in general the population lives longer, and is healthier than most other places in the country; when health starts to deteriorate, it tends to happen rapidly.

Adult and Community Services (ACS) social workers are currently undergoing training, part of which is aimed at encouraging them to promote independence. The latest approach is to only offer transport if there is clear evidence that the client has no other alternative. Social workers are to mentor their clients to give them the necessary skills to live more independently. For example, how to find out about local bus services or book community transport. In addition, personalised budgets are now in place and being more widely introduced as a phased process.

It is important that ACS and the Community Transport sector work together to identify the impact of this shift in approach to offering transport; the Community Transport sector will require information relating to likely demand and an expected level of income. Currently 64% of care is purchased by self-funders (anyone with £22,000 or more in the bank). Most of those are happy to purchase from the Local Authority, indicating that this is unlikely to change under the new regime, when clients have greater choice. Therefore it is unlikely that the number of people requiring Community Transport services will change significantly, however ongoing funding could be more problematic.

7. MEASURES AND INTERVENTIONS TOOLKIT

These measures and interventions are intended as a toolkit of options rather than a plan for delivery. As economic conditions change and the opportunity is available once again to invest in high quality public transport services, infrastructure and information then programs for delivering these will be developed.

Make best use of existing bus services.

It is estimated that 93% of the population of North Yorkshire live in a Parish which has at least a daily bus service and this has remained broadly stable for the past 10 years. It is essential that we promote these services effectively both to raise awareness and build confidence. In the past few years we have introduced the following initiatives towards this:

- Extensive advertising of the traveline service and internet journey planner.
- Regular press releases on public transport issues.
- Production and distribution of Bus route and frequency guides.
- Programme to mark bus stops.
- Improved quality on contract services.
- Introduced timetables by post
- Delivered marketing campaigns

We will work in partnership with others to continue further development of this work.

Continue to develop key transport corridors and other areas where buses can relieve congestion and where appropriate develop Quality Bus Partnerships.

Bus services have an important role to play in offering an alternative to the car. However, we must ensure that we offer the right product then develop and market it to potential users. In the past four years we have worked with bus operators to identify key transport corridors and have jointly developed these to provide high quality vehicles and passenger infrastructure. It is on these corridors that we have seen growth in passenger numbers. These key corridors have formed the basis for informal quality bus partnerships. We maintain and review our prioritised list of services and corridors and this will inform the basis of our work during 2011 – 2016.

Ensure that new development (building) incorporates proper facilities for public transport walking and cycling.

Indicative housing allocations were set out in the now deleted Regional Spatial Strategy show significant new housing requirements across North Yorkshire. The majority of District Council's, as Local Planning Authorities have decided to retain these numbers in their Local Development Frameworks which will set out precisely where the new housing will be built, so whilst the impact on transport for individual sites is not yet known, it is clear that this level of growth will impact on transport at all levels.

If bus travel is going to be seen as an effective part of our transport network then we must ensure that bus friendly design is considered as an integral part of the design stage of new developments. The location must be served by existing bus services, bus services must be able to penetrate sites and be able to turn or manoeuvre, passenger facilities must be provided at appropriate locations. The Council will seek to secure developer contributions for the development of public transport services and facilities as part of new housing developments.

Ensure the best solution is available to meet needs and be innovative and creative in developing these

Demand on the network can be affected by a number of issues, from demographic changes, legislation driven impacts or demand influenced by the economy. It is important therefore that the transport network is able to evolve to meet these challenges and to

deliver services in innovative ways. In the past 8 years we have introduced a number of initiatives taking advantage of funding from Rural Bus Challenge and Kickstart. These initiatives included collaboration with the CT sector with for example the Craven Hubs Initiative and through partnership with Bus sector and Airport Authority with the development of improved surface access to Leeds Bradford International Airport.

The 'best' solution, however may not necessarily involve motorised transport; walking and cycling offer benefits to health and well being as well as a means to get to where you need to be, and opportunities to facilitate access in these ways should be considered where possible. The Council will continue to identify opportunities for new and experimental services and seek to identify sources of external funding for these where possible.

Ensure that Passenger Transport Services are integrated.

It is not always possible to provide direct journeys particularly in the remoter rural areas where conventional public transport is not the most efficient solution. We need to ensure that services connect at key interchange points and that through ticketing is available between operators and modes. Integration also means better co-ordination and use of school services, social services transport and community transport. The Council has restructured its transport procurement to deliver better coordination and improved access to services. The Council will continue to develop active partnerships to foster greater integration.

Improve reliability and reduce journey times.

If bus services are going to be a viable alternative to the car then we need to ensure that journey times are shortened and reliability is improved. This can be achieved by, for example, giving them priority at key junctions and other locations, through dedicated bus lanes or through traffic light priority control. The Council has established a Punctuality Improvement Partnership in Harrogate and has seen an improvement of the punctuality of bus services. We will continue to work with bus operators to further develop and monitor Punctuality Improvement Plans (PIPs). In particular we will establish PIP's in Scarborough and other urban locations. Roadworks can cause significant disruption to bus services. The Council will ensure that priority is given to maintaining bus services and minimising disruption to bus passengers by ensuring adequate notice and consultation with bus operators where roadworks are planned.

Ensuring Safety and Security

In the 2008/9 Place Survey, the level of Crime is seen as the most important factor in making a community a good place to live, however of the things that most need improving in NY, improving [reducing] the level of crime was not seen as a priority (ranked 8th); when analysing the results by age, it can be seen that the level of crime is seen as both important and a priority for improvement in the older age categories. With over half of bus passengers being over 60 years old, it is essential that passengers feel safe and secure at all stages of their journey – whether waiting at stops or whilst travelling on vehicles. The Council will work with operators and passengers to identify areas of concern and propose measures to address these by for example introducing CCTV in shelters and on vehicles or encourage safer driving standards through the adoption of Safe and Fuel Efficient Driving training.

Fares & Ticketing

A successful transport network has to be seen as affordable to both individuals and family groups and has to be seen as inviting and easy to use. With so many different operators involved in providing services, ticketing and fares can be seen as complicated and expensive, particularly where passengers need to change from one service to another. Through this strategy we will work with operators to identify key links and ensure that interchangeable ticketing is available particularly where cross boundary travel is an issue. The introduction of a free national concessionary fares scheme in April 2008 has reduced costs and improved accessibility for many older and disabled people. The Council welcomes this concession which has encouraged many more journeys being made by pass holders. The scheme provides eligible people with a 'Smart' bus pass, ie one that can be read by electronic ticketing systems. Over the coming years we will work with operators and regional partners to develop smart ticketing across the county, this will not only improve the quality of data, it can also provide opportunities for wider use, eg with our adult social care transport.

Developing Passenger Infrastructure

Over the last 8 years, the Council has invested a significant amount of money on improvements to passenger facilities at stops interchange points, these facilities include as a minimum an area of hard-standing a bus stop sign and information case. Where appropriate this will also include a low floor bus boarder to allow easy access to vehicles and a shelter. We feel that much of the county and all the key corridors have been completed and the council will now concentrate on improvements for passenger facilities in the market town and village centres. In these cases the minimum will include raised bus boarders, shelters and a larger information board.

Publicity and Information

The Council recognises that this is an important area and has developed a complementary Bus Information Strategy. The bus information strategy remains a statutory duty, and is an important part of increasing awareness of the extent of existing services and building people's confidence to make use of public transport services for longer and more complex journeys. This strategy is will be reviewed early in 2011.

Localised Measures to improve Access to Services

The success of the Veggie Bag Scheme in Selby demonstrates there is a need or even a market for reasonably priced fresh fruit and vegetables to be made available for those who do not have access to private transport. Furthermore, from the evidence of the Grow Green, Grow Healthy project in Richmondshire there appears to be a ready supply of volunteers who are prepared grow the produce themselves.

In February 2010 a co-operative formed by the people of Hudswell in North Yorkshire bought the local pub which had been closed for 18 months. The George and Dragon is now owned by Hudswell Community Pub Ltd, which is democratically owned and controlled by its members. On 18 February 2010, when the sale was completed, there were 152 members including 77 from Hudswell. The co-operative has appointed a tenant to run the business. The tenant is free to make all key business decisions but there are various conditions. The co-operative wants to ensure that the pub is used for community events, celebrations, and cultural and social activities. There are plans to run a small shop from the premises and to develop part of the land as community allotments. There is also planning permission to develop a bed and breakfast annex. Other communities are

expected to follow this example which is encouraging a new trend in co-operative ownership of local assets.

North Yorkshire County Council has also funded projects such as the design of a new website for the Rite2 Talk project in Ryedale. The future aim of the project will be to develop safe online counselling services for Young People's service, to increase awareness within the community of the Young People's service and to increase awareness amongst outside professionals of safe referral options, promoting multi- agency working with young people.

Such projects seek to improve access to services or facilities which reduce the need to travel. This may be delivering the service more locally or even by a different means altogether either by mobile services or better use of technology. As part of this Strategy North Yorkshire County Council will continue to encourage groups to develop these initiatives in their own parts of the county, by doing so these 'softer measures' not only address the barriers of rural isolation and access to services, but on a social level such measures also encourage community involvement, developing the sense of a 'Community Spirit' in the area.

8. DELIVERY ACTION PLAN

Our goal in promoting equality of opportunity is to ensure that our transport policies and delivery support:-

- Economic activity in North Yorkshire;
- Access to health services and healthy choices for people;
- Access to education, training and employment;
- Access to necessary services and facilities
- Access to food shopping
- Remove barriers to social inclusion

We have seen in this annex that generally the majority of people are satisfied with their opportunity to access the services and facilities they require (75% of all respondents satisfied with access, 86% of people without a car)⁹, however good access is not available for everyone, or equally available across the county.

This section will therefore outline priorities with regard to people's different needs and with regard to different parts of the county.

Priority Strand 1:

Ensure the network of rail, public and community transport is appropriate to meet peoples need to access key services

In particular

- in Craven and Scarborough, ensure that current levels are maintained where the need is greatest in the county;

⁹ Citizens Panel 18 : November 2009

- in Ryedale, which has the lowest level of access in the county consider expanding services or introducing more community transport;
- in Richmondshire reflect the growing population
- in Hambleton enhance the network to meet the needs of an ageing population

Priority Strand 2:

Develop strong strategic inter urban and cross boundary links to support labour market migration and economic activity

In particular

- maintain current levels of bus and rail services between Harrogate and Leeds within the Harrogate / Knaresborough conurbation;
- expand public transport access to Northallerton LMA principally rail links from Teesside and Durham;
- maintain service levels in the Aire Valley, and consider opportunities to strengthen services between Skipton and Lancashire
- maintain current services from the north to Catterick Garrison and consider improvements from the south and east;
- strengthen local transport links into Norton / Malton;
- maintain current Selby – York and Selby – Leeds services and consider improving the rail service between Selby and York, and bus services between Selby and Leeds

Priority Strand 3:

Ensure people are well informed and have easy access to information to enable them to make positive choices in their mode of access to services

In particular

- target interventions in areas where satisfaction with information is low, principally in Richmondshire where net satisfaction is negative; and Scarborough where satisfaction is lower relative to the frequency of bus travel;
- carry out further focus group work to understand infrequent travellers information needs;
- develop a public transport promotion strategy to inform people and to provide positive reinforcing messages for bus and rail travellers;
- develop measures, through information and pricing, to encourage 16 to 25 year olds to continue to use public transport;
- provide information in ways which are accessible to all, and in particular target more personalised travel information amongst those most likely to be excluded because of disability, race, gender or age;

Priority Strand 4:

Encourage positive integration both between transport modes and across services providers

In particular

- Bus / rail integration where Rail stations and bus termini are in close proximity, principally Harrogate, Knaresborough, Selby, Malton, Scarborough and Northallerton;
- between conventional public transport and community transport through the continued development of Hubs;
- Strengthened Community Transport that is efficient and available throughout the county;
- Integration with ACS; CYPS; and H&T with the aim of supporting access that best meets clients needs in the most efficient way;
- Integration between health sector and county council, principally to ensure access to hospitals and GPs is provided for in sustainable ways

Priority Strand 5:

Encourage innovative local solutions to meet small scale local access issues

In particular

- Reconsider what is possible with no funding
- Grow healthy, to develop a program to roll out the successful veggie box / bag principle across the whole of North Yorkshire
- Go voluntary, to support the development or continuation of small local community transport or access projects
- Go mobile, where outreach access services are provided
- Go remotely – support for extending remote access to facilities in conjunction with NYnet

Priority Strand 6:

Remove Barriers to Social Isolation

The Equality of Opportunity Annex aims to tackle social isolation by providing better access to services and information to all, in doing so it will aim to remove a number of barriers to employment, education and social opportunities. Both the Bus Information Strategy and the introduction of local strategic measures will be used to address this.

9. PERFORMANCE MANAGEMENT

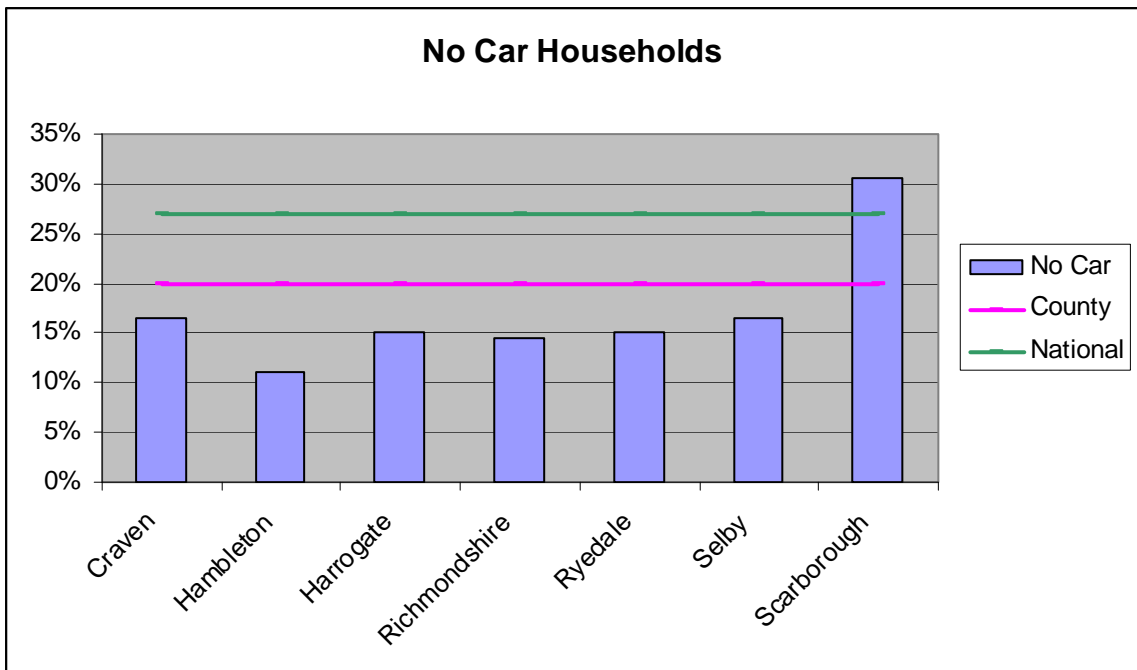
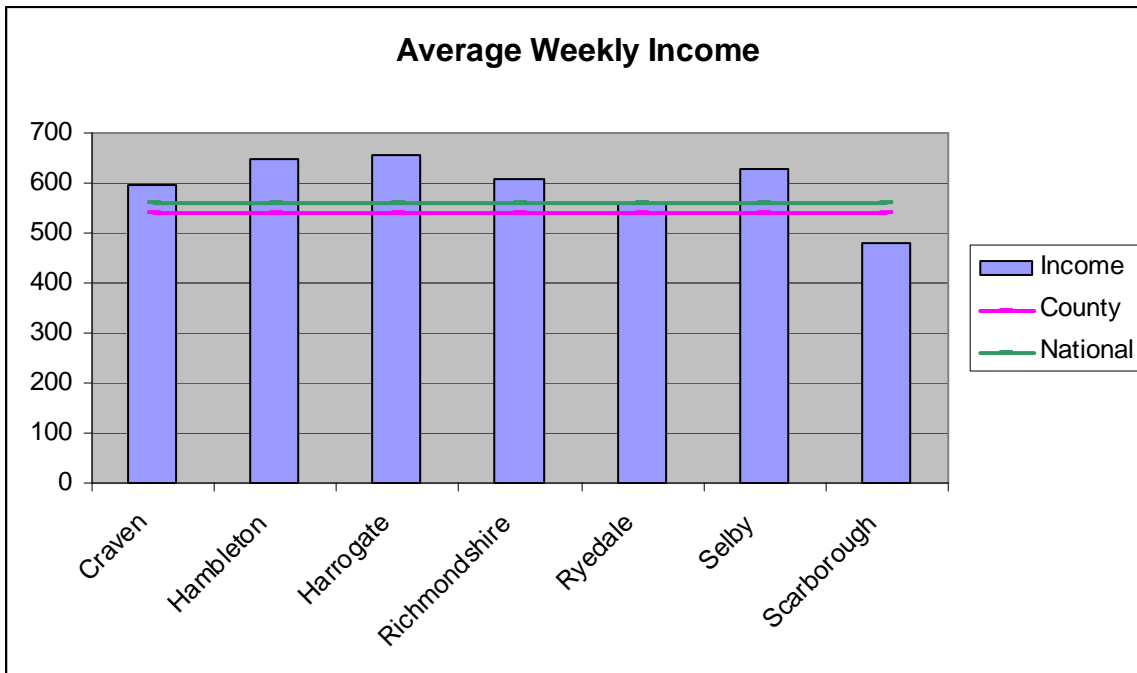
Chapter 16 of the LTP3 sets out the approach to performance management for delivery of the Plan. This identifies indicators for all objectives, through Key Performance Questions, and will set appropriate targets for these following the announcement of the capital settlement from the government.

The following are the indicators relating to Access to Services and target values for these will be determined to reflect the level of available funding.

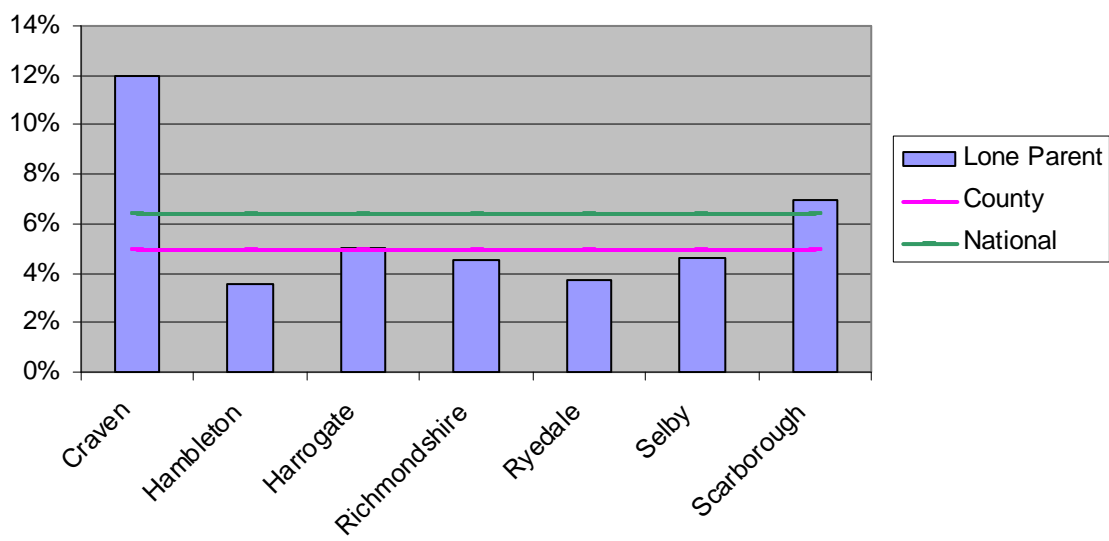
Objective / Theme	Key Performance Questions	Key Outcome Indicators
Access to services	<ul style="list-style-type: none"> • How easy is it to access the services they need? • How much are we improving people's access to service through better transport? • How much are we improving people's access to service through local provision of services? 	<ul style="list-style-type: none"> • NI 177 Local bus service patronage • Ease of peoples ability to access key services*

Appendix 1

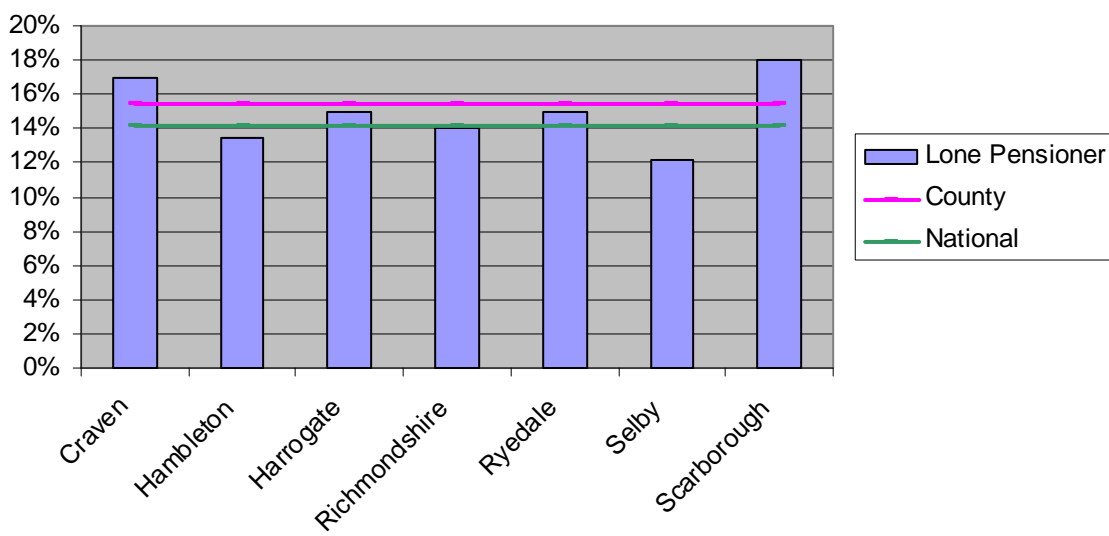
Charts showing proportions of population where access may be an issue



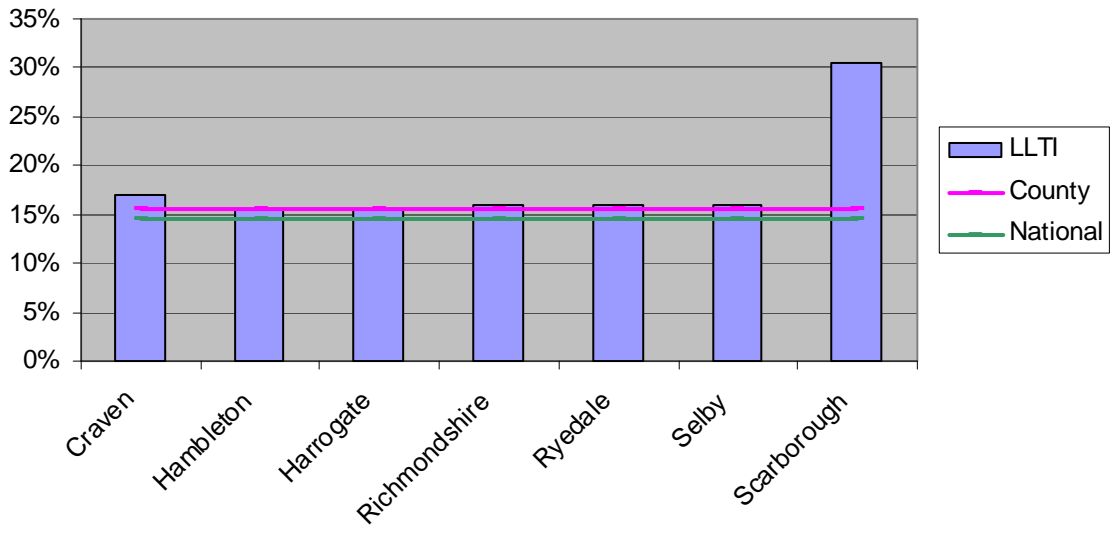
Lone Parent households



Lone Pensioner households



Long Term Limiting Illness households



Appendix 2

Table Summarising Employment by Industry and Commuting Destinations / Origins

District	Labour Market Area	Employment by Industry (Annual Business Inquiry 2007)	Commuting Destinations / Origins (Census 2001)
Craven	Grassington and Wharfedale	In terms of employees there is a higher prevalence of employment in distribution, hotels and restaurants; transport and communication and agriculture sectors than is seen sub regionally	commuting was primarily to / from elsewhere in the district, with a high proportion of people commuting to Bradford (250+).
	North Craven	The distribution, hotels and restaurants sector accounts for 30% of employees	Any commuting was primarily to / from elsewhere in the district, with a high proportion of (out) commuting to Bradford (250+ people).
	Settle	Public administration, education and health (34.4%) and distribution, hotels and restaurants (30.9%) account for more than two thirds of all employees	Any commuting is primarily to / from elsewhere in the district (e.g. 550+ people primarily commuting to Skipton and Gargrave and nearly 500 commuting in were mainly from Ingleton and Clapham).
	Skipton	The banking, finance and insurance sector accounts for a third of employees (35.8% - double that seen the sub region – 16.5%) Distribution, hotels and restaurants (24.5%) means two sectors account for 60% of all employment, which is also higher than sub regionally (51.9%)	Commuting into the LMA was dominated by other areas in the Craven district (1,850), Bradford (nearly 2,000) and Pendle Lancashire (1,250+).
	South Craven	Employment in manufacturing, energy and water (21.5%) is in proportion terms more prevalent than is the case for the sub region as a whole (12.1%)	Commuting (out) from the LMA was dominated by other parts of the Craven district (1,100+) and Bradford (2,200).
Hambleton	Bedale	The distribution, hotels and restaurants sector accounts for more a third of businesses (34.9%) and a quarter (24.2%) of employees	The LMA area sees very similar volumes of people commuting in and out of the area. Commuting was most prevalent to and from other parts of the district, Harrogate and Richmondshire
	Easingwold	In terms of employees one third (33.1%) work in public administration (26.1% in the sub region), with transport and communications also seeing notably high levels	The LMA area is a net exporter of labour (in excess of 1,300 jobs). Key commuting was seen to York (1,800+ jobs), although 1,000 York residents travel to work in the Easingwold and villages LMA.
	Northallerton	The public administration, education and health (52.1%) sector accounts for more than half of all employees (one of the highest percentages seen for a single sector across all of the LMAs). The distribution, hotels and restaurants sector accounts for a further 21.2%, meaning two sectors account for two thirds of all employees	By far the largest volumes of people commuting were to / from other parts of the district. A wide variety of other locations followed, including Richmondshire and also more 'northerly' areas outside of the sub region such as Stockton on Tees .

	Stokesley	The distribution, hotels and restaurants sector accounts for more than a quarter (28.1%) of all employees	The outflow of jobs was dominated by 'northerly' areas outside of the sub York and North Yorkshire region. These were Middlesborough (nearly 1,500), Stockton on Tees (1,000+) and Redcar and Cleveland (800+).
	Thirsk	Employment in agriculture is more prevalent than in the sub region as whole (3.9% compared to 1.8%)	Key outflows were however seen to elsewhere in Hambleton (1,300), Harrogate (640) and also areas outside of the York and North Yorkshire sub region, e.g. Middlesborough .
Harrogate	Boroughbridge	The distribution, hotels and restaurant sector accounts for more than a third (37.5%) of employment (notably higher than is seen for the district and sub regionally)	Key commuting was to / from other parts of Harrogate (particularly commuting in from Ripon), Hambleton (including Thirsk and Northallerton), York and Leeds .
	Harrogate North	Public administration, education and health (27.4%) and distribution, hotels and restaurants and transport and communications (27.7%) account for more than half of all employment in the area. The banking, finance and insurance sector accounts for nearly a third of businesses, yet only 11% of employees (compared to 16.5% sub regionally)	Commuting was most prevalent to other areas in the Harrogate District (7,400+ people) and Leeds (1,300+ - mainly to the 'city' and Wetherby areas).
	Harrogate South	Employment in the public administration, education and health (32.4%) is higher than seen sub regionally (26.1%)	People commuting into the area were mainly from other areas in the Harrogate District (7,100+ people) and Leeds (1,500)
	Harrogate Town	The distribution, hotels and restaurants (42.2%) and banking, finance and insurance (27.8%) sectors account for 70% of employees. These sectors also account for a higher proportion of all employees than is the case sub regionally	Over 9,000 people travelled in from elsewhere in the Harrogate district and nearly 1,000 from Leeds .
	Knaresborough	The distribution, hotels and restaurants sector accounts for more than a third (35.3%) of all employees, which is also higher than is seen sub regionally (27.1%)	Over 3,600 people travelled to elsewhere in the Harrogate district , 2,100+ to Leeds and nearly 500 to York .
	Nidderdale	The distribution, hotels and restaurants (23.1%) and public administration, education and health (22.6%) sectors account for nearly half of all employees. Employment in agriculture and other services is more prevalent than sub regionally	In 2001 there was a net outflow (-1,000+) from the LMA. Nearly 2,500 people travelled from elsewhere in the Harrogate district and 1,100+ from Leeds .
	Ripon and Bishop Monkton	The distribution, hotels and restaurants (44.1%) sector accounts for more than half of all employment in the area (compared to 27.1% sub regionally). Employment in public administration, education and health sector (24.5%) means two sectors account for more than two thirds of all employees	Commuting was most prevalent to other areas in the Harrogate District (2000 people), Hambleton (400), Leeds (270) and York (100+).

Richmondshire	A66 (Richmondshire)	The distribution, hotels and restaurant sector accounts for nearly 40% of employees (compared to 27.1% in the sub region)	Commuting was most prevalent to Darlington (700+ people), other parts of Richmondshire (nearly 500 people) and Hambleton (200+).
	Lower Wensleydale	Approaching half of all employees work in distribution, hotels and restaurants and transport (26.2%) and public administration, education and health (21.0%) sectors	In terms of travel to work patterns, the LMA area relatively self contained. Commuting is primarily to / from elsewhere in the district (nearly 400 people) and Hambleton (nearly 250 people) and particularly Northallerton and Bedale .
	Richmondshire Central	The distribution, hotels and restaurant sector accounts for 28.3% of employees. This and the public administration, education and health (22.0%) sector account for half of all employment	Commuting was most prevalent to other parts of Richmondshire (1,300+ people), Hambleton (800+) and Darlington (550+).
	Garrison	Public administration, education and health accounts for 40.7% of employees	Any commuting into the area primarily from other parts of Richmondshire (nearly 1,250 people).
	Upper Dales	Distribution, hotels and restaurants, transport and communications (34.7%) make up a third of all employees	The key outflows was to elsewhere in Richmondshire (nearly 500 and primarily to Leyburn).
Ryedale	Helmsley and Kirbymoorside	76.8% of employees work in distribution, hotels and restaurants and transport (65%) and public administration, education and health (11.6%) sectors	In terms of any commuting (whether in or out of the LMA area) elsewhere in the Ryedale district, York and Hambleton were key.
	Malton-Norton	The distribution, hotels and restaurants (21.6%) and also public administration, education and health (18.3%) sectors account for a further 40% of employees	Any commuting was primarily to / from York , elsewhere in the district, with there also being a high proportion of people commuting in from Scarborough .
	Pickering	Distribution, hotels and restaurants make up 30.4% of employees and Public administration, education & health make up 25.3%.	Key commuting was to elsewhere in the Ryedale district, Scarborough and York .
	Rillington, Sherburn & Wolds	Manufacturing, energy and water and construction (52.9%) account for more than half of all employees	The Scarborough district also provides a disproportionate volume of people commuting into the LMA.
Scarborough	Filey	The manufacturing, energy and water (particularly it's large volumes of employees) and distribution, hotels and restaurants sectors are more prevalent than sub regionally	In terms of travel to work patterns, in 2001 the LMA area saw similar volumes of people commuting in and out of the area. Any commuting was primarily to / from elsewhere in the district and the East Riding (mainly Bridlington).
	Scarborough and Villages	The distribution, hotels and restaurants (34.4%) and public administration, education and health (33.6%) sectors account for more than two thirds of all employment.	Any commuting is primarily to / from elsewhere in the district and Ryedale .

	Whitby and Villages	The distribution, hotels and restaurant (42.1%) and public administration, education and health (24.7%) sectors account for two thirds of all employment	The outflow of jobs were primarily to elsewhere in the district (700 people), Ryedale (400+) and to 'northerly' areas outside of the sub York and North Yorkshire region, particularly Redcar and Cleveland (800+) .
Selby	Sherburn (Selby)	The manufacturing, energy and water sector accounts for a quarter (26.8%) of employment (compared to 12.1% in the sub region) Employment in distribution, hotels and restaurants (23.4%) mean two sectors account for half of all employees	Key commuting was to Leeds (1,800+, primarily to the 'city', Whetherby and Garforth), Wakefield (900+), other parts of Selby (650+, primarily Tadcaster) and York (200+).
	Selby Rural	Public administration, education and health (20.2%) and distribution, hotels and restaurants (19.1%) mean four (out of a total of eight) sectors account for nearly 85% of all employees	Key commuting was seen to York (2,000+), elsewhere in Selby (1,600+, primarily to Selby Town LMA area) and Leeds (930). To a lesser degree East Riding and Wakefield also featured.
	Selby Town	Public administration, education and health (31.9%) and distribution, hotels and restaurants (26.2%) account for more nearly 60% of all employees	Key commuting was to York (940), elsewhere in Selby (1,700) and Leeds (670+). To a lesser degree East Riding and Wakefield also featured.
	South Selby	The manufacturing, energy and water sector accounts for nearly half of employment (48.4%, compared to 12.1% in the sub region) Employment in agriculture is more prevalent than sub regionally (4.3% compared to 1.8%)	Key commuting was seen to elsewhere in Selby (1,400+, primarily to the Selby Town LMA area), Wakefield (1,100+) and Leeds (1,000+, primarily to the 'city'). To a lesser degree York and East Riding also featured.
	Tadcaster Area	The Banking, finance and insurance , etc. (34.6% compared to 16.5% in the sub region) and distribution, hotels and restaurants (23.1%) sectors account for more than half of all employees	Key commuting was to Leeds (nearly 1,900, primarily to Whetherby), York (650), and elsewhere in Selby (230, primarily to Sherburn). To a lesser degree Harrogate and Wakefield also featured.

Appendix 3

Cross Boundary and intra county commuting

