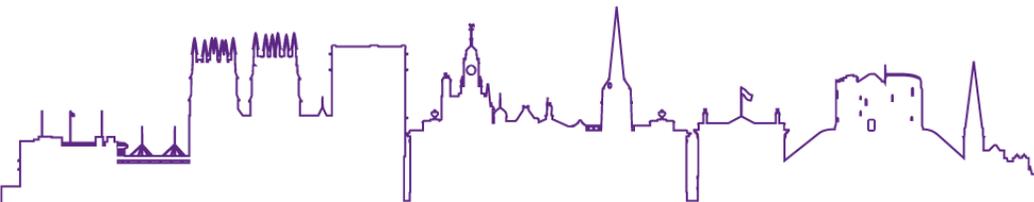


My City Centre Residents Survey Final report August 2021



My City Centre Resident Surveys

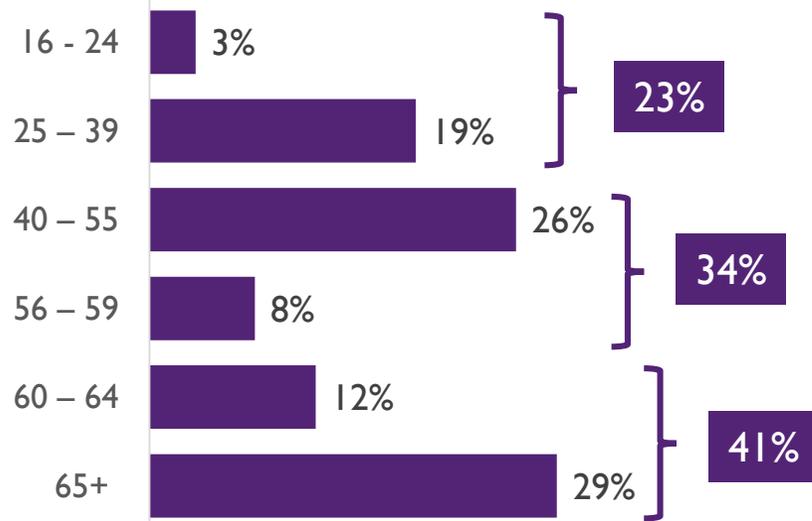
Residents could complete a long or short version of the survey online, or a short version of the survey in York City Council's "Our City" publication, produced as part of its residents engagement strategy

In total, 1,346 surveys were completed, broken down as follows:

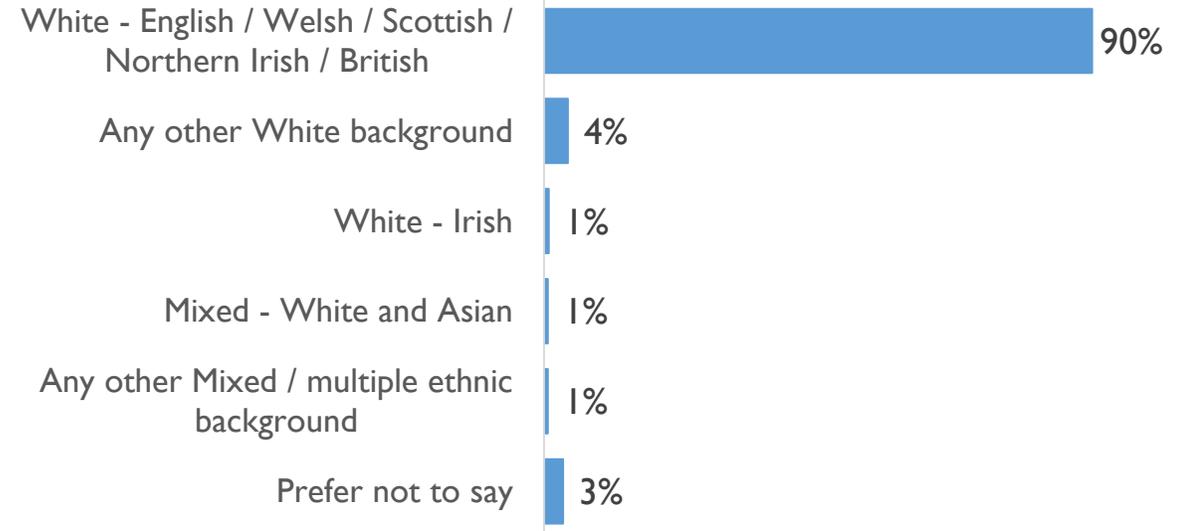
Survey	Number of respondents
Long survey (online)	520
Short survey (online)	509
Short survey (paper)	317
Total	1,346

My City Centre Demographics

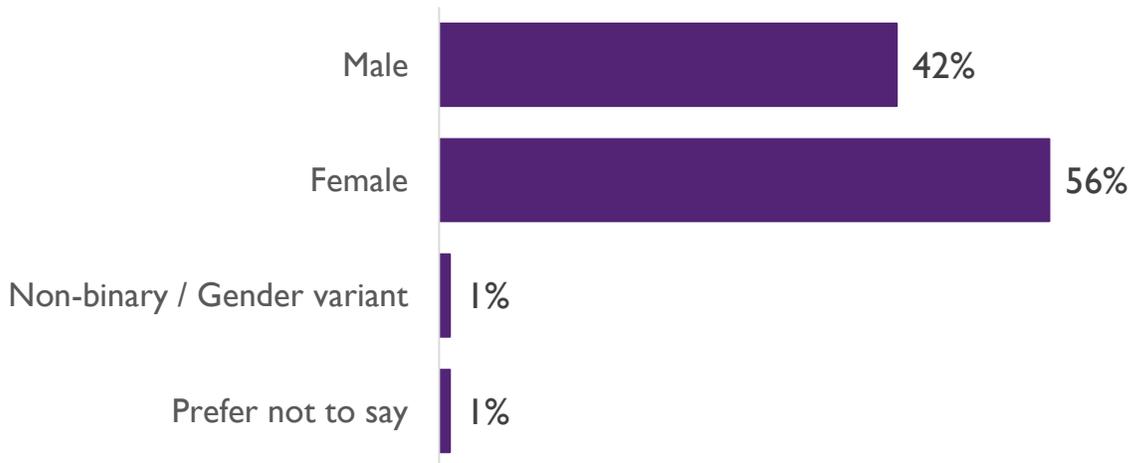
Age (1,050 responses – short, long and paper surveys combined)



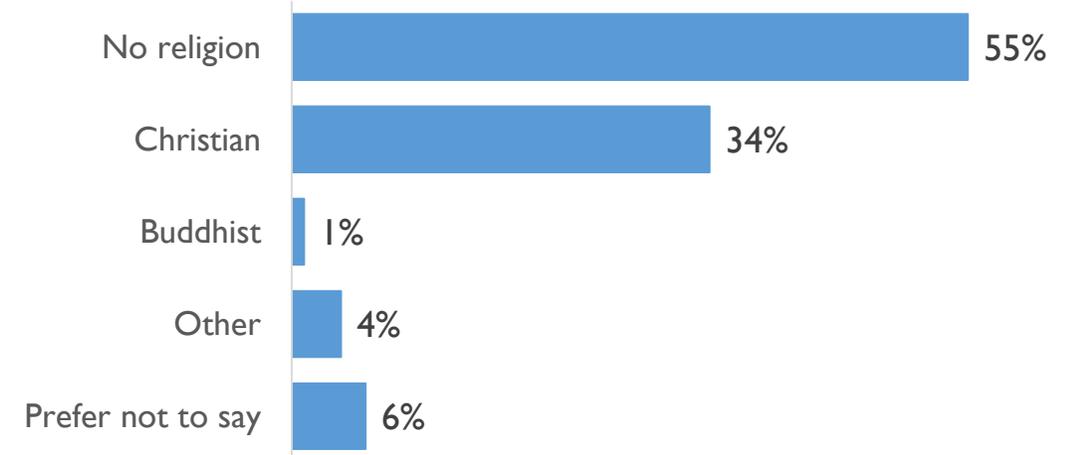
Ethnic group (764 responses – short and long online surveys combined*)



Gender (1,027 responses – short, long and paper surveys combined)



Religion or belief (759 responses – short and long online surveys combined*)



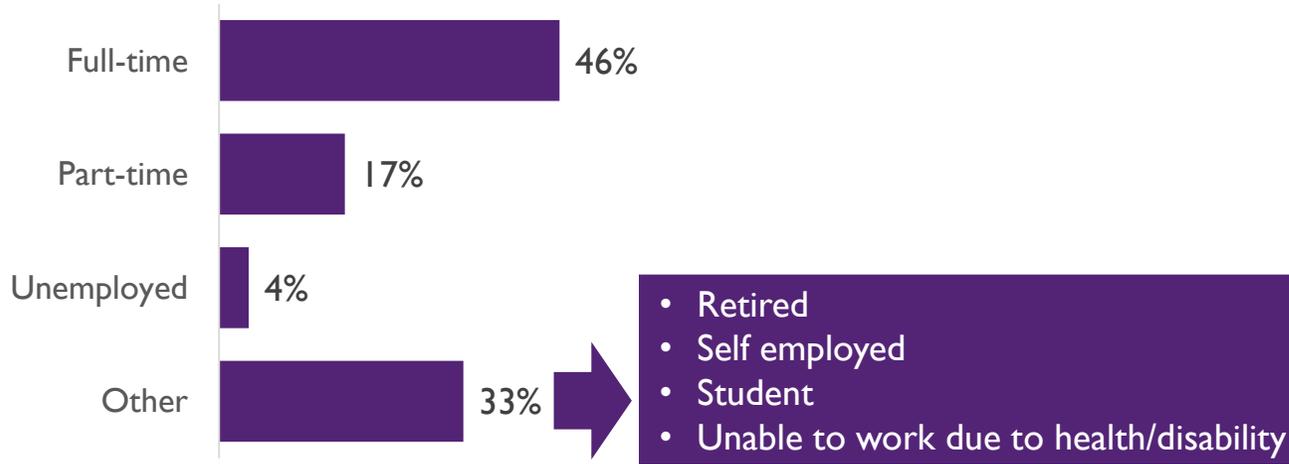
N.B. Totals may not add up to 100% due to rounding

*Not asked in paper survey

My City Centre Demographics

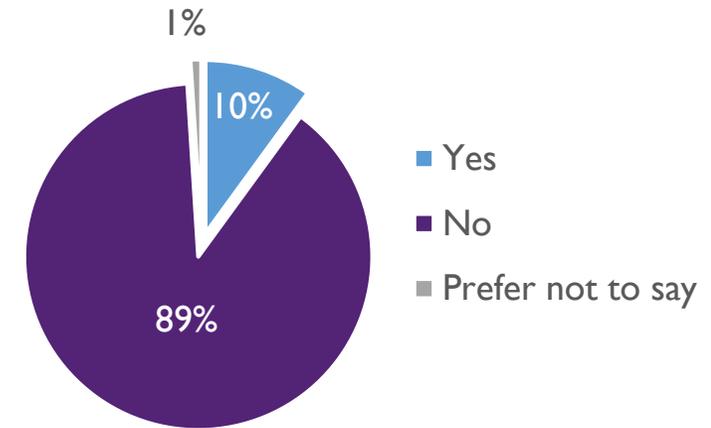
Employment status

(761 responses – short and long online surveys combined*)



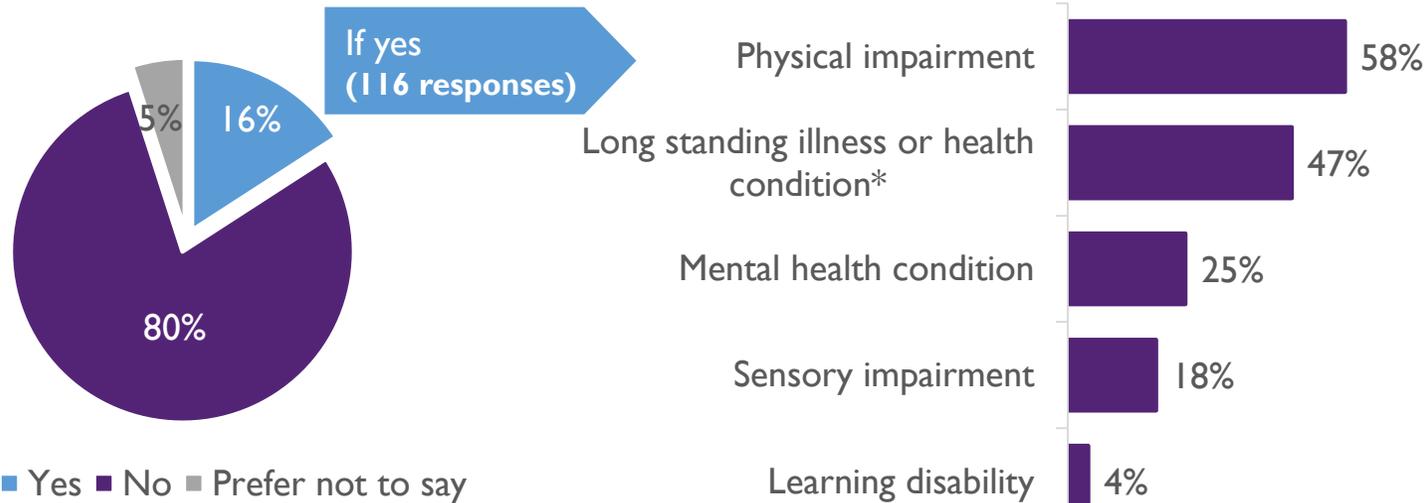
Are you a carer?

(757 responses – short and long online surveys combined*)



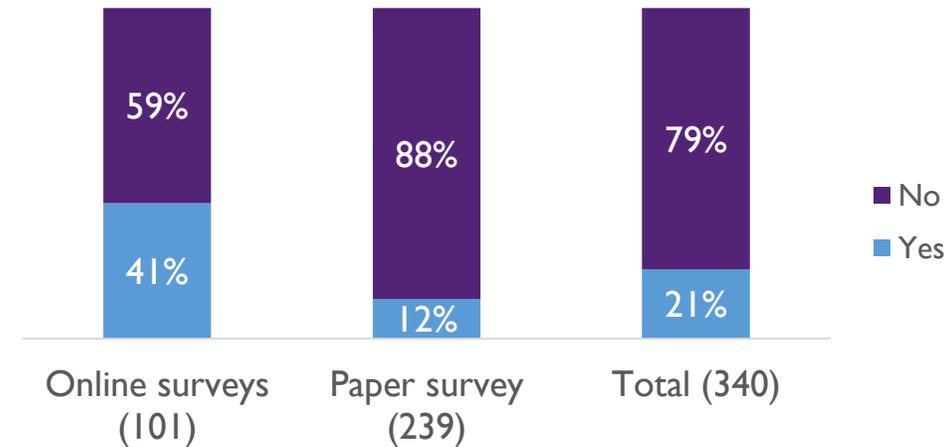
Disability / Type of Disability

(1,088 responses – short, long and paper surveys combined)



Do you have a blue badge?

(Base sizes in brackets)



For the online surveys the access questions were specifically aimed at those who said they had a disability, while the paper survey was more open, stating that “these questions relate particularly to people who have a disability or additional accessibility requirements and their families and carers”

N.B. Totals may not add up to 100% due to rounding

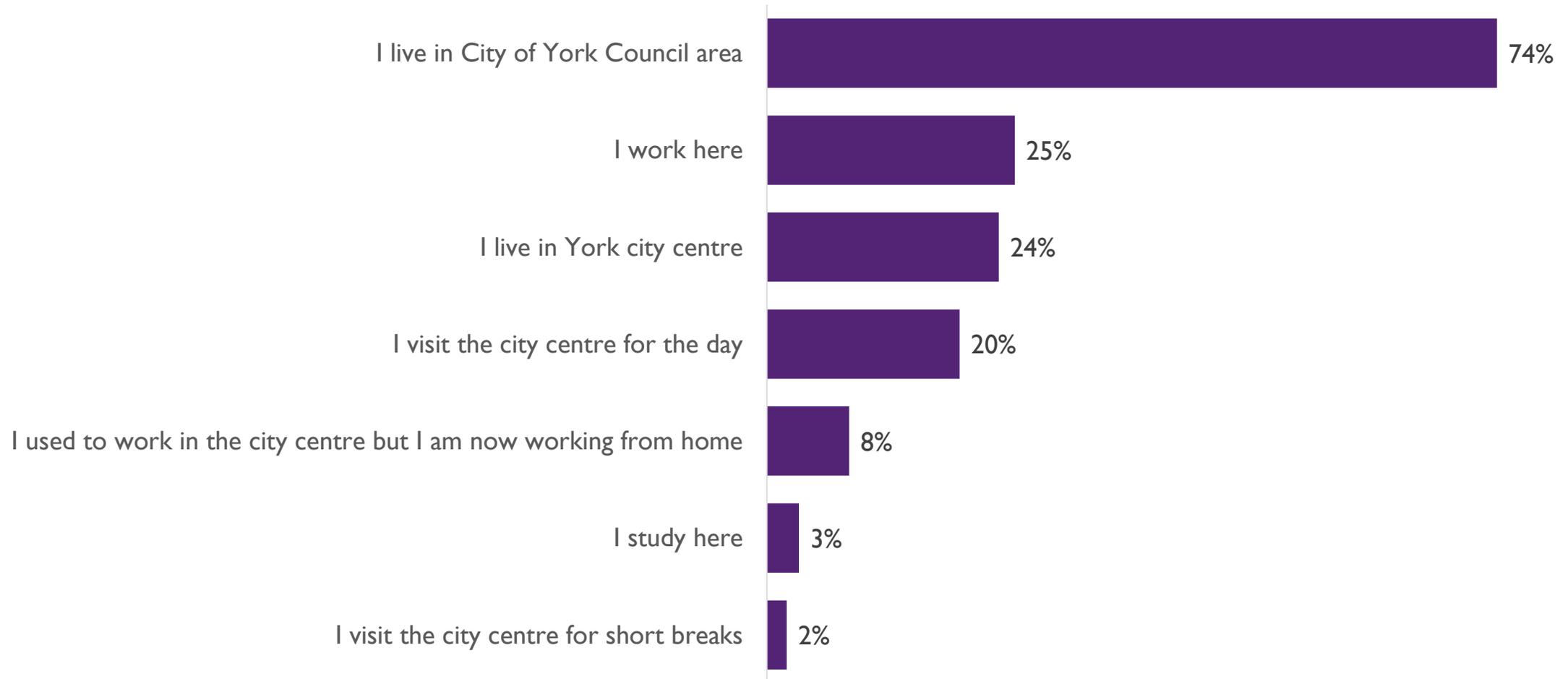
*Not asked in paper survey

Connection to York and visiting the city centre

- The highest proportion of respondents, three quarters, live in the City of York Council area
- Almost a quarter of respondents live in York city centre itself

What is your connection to York?

(800 responses – short and long online surveys combined*)



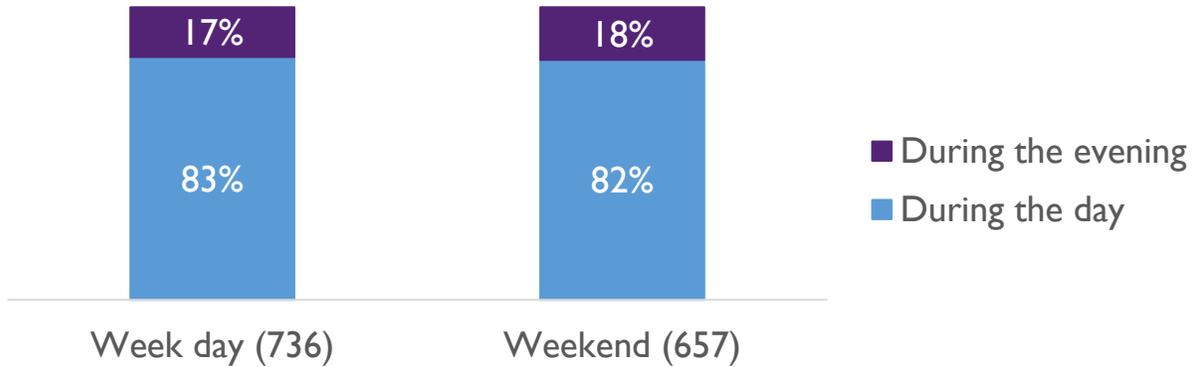
*Not asked in paper survey

Visiting the city centre

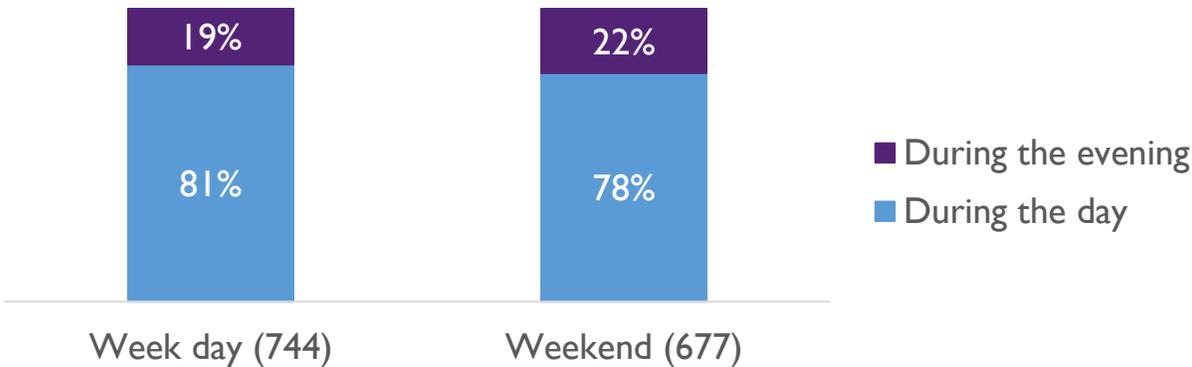
- Daytime is by far the most popular time to visit the city centre, both during the week and at weekends
- The proportion visiting the city centre on an evening has decreased compared to before the pandemic

Online surveys (short and long*)

What time of day do you most often visit the city centre?
(Single code response. Base sizes in brackets)

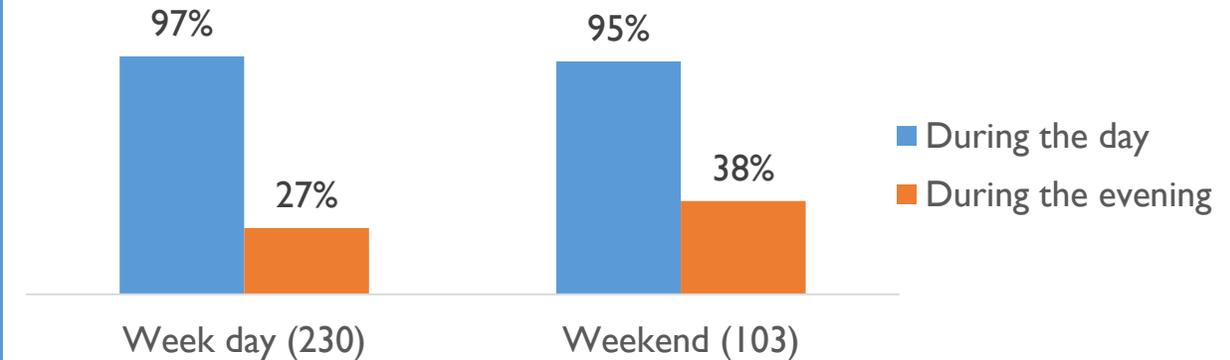


What time of day did you visit most often before the pandemic?
(Single code response. Base sizes in brackets)

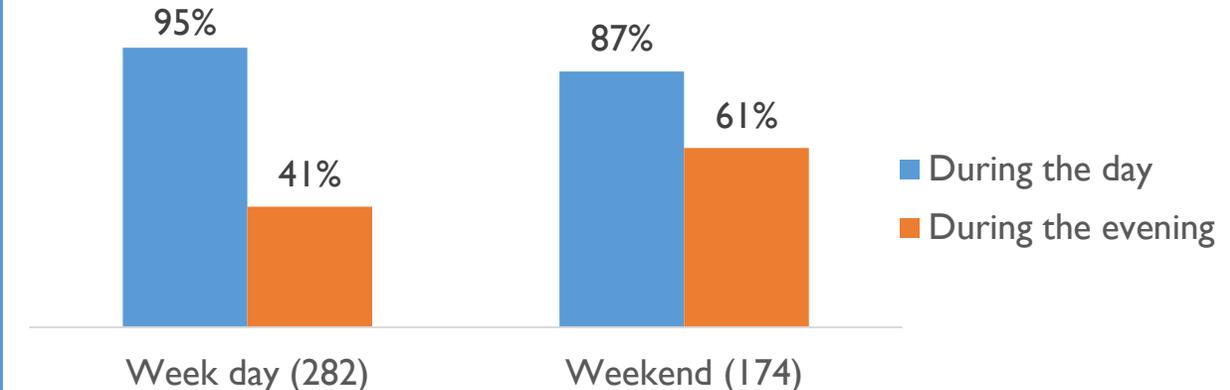


Paper survey

What time of day do you visit the city centre now?
(Multi-code response. Base sizes in brackets)



What time of day did you visit the city centre before the pandemic?
(Multi-code response. Base sizes in brackets)



*Question not asked in the same way in paper survey so results are presented separately

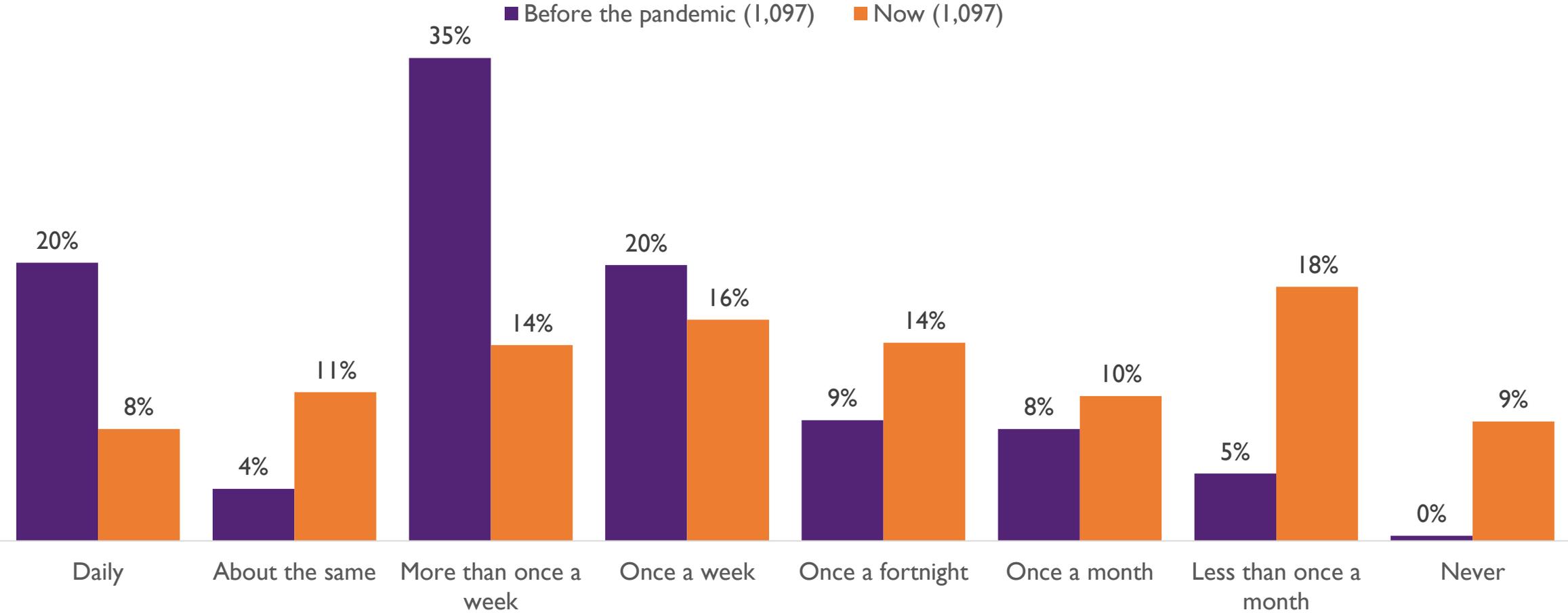
Frequency of visiting the city centre

- More than half used to visit York city centre either daily or more than once a week before the COVID-19 restrictions, falling to around a quarter now
- 18% say they now visit the city centre less than once a month, compared to only 5% before the restrictions

On average, how often did you visit the city centre before the COVID-19 restrictions?

On average, how often do you visit the city centre now?

(Base sizes in brackets – short, long and paper surveys combined)



Future city centre use

- More than three fifths expect their use of the city centre to return to the same levels as before the pandemic restrictions
- However, 3 in 10 expect to use the city centre less than they did before the pandemic

Once restrictions are lifted, do you see yourself using the city centre:
(1,090 responses – short, long and paper surveys combined)



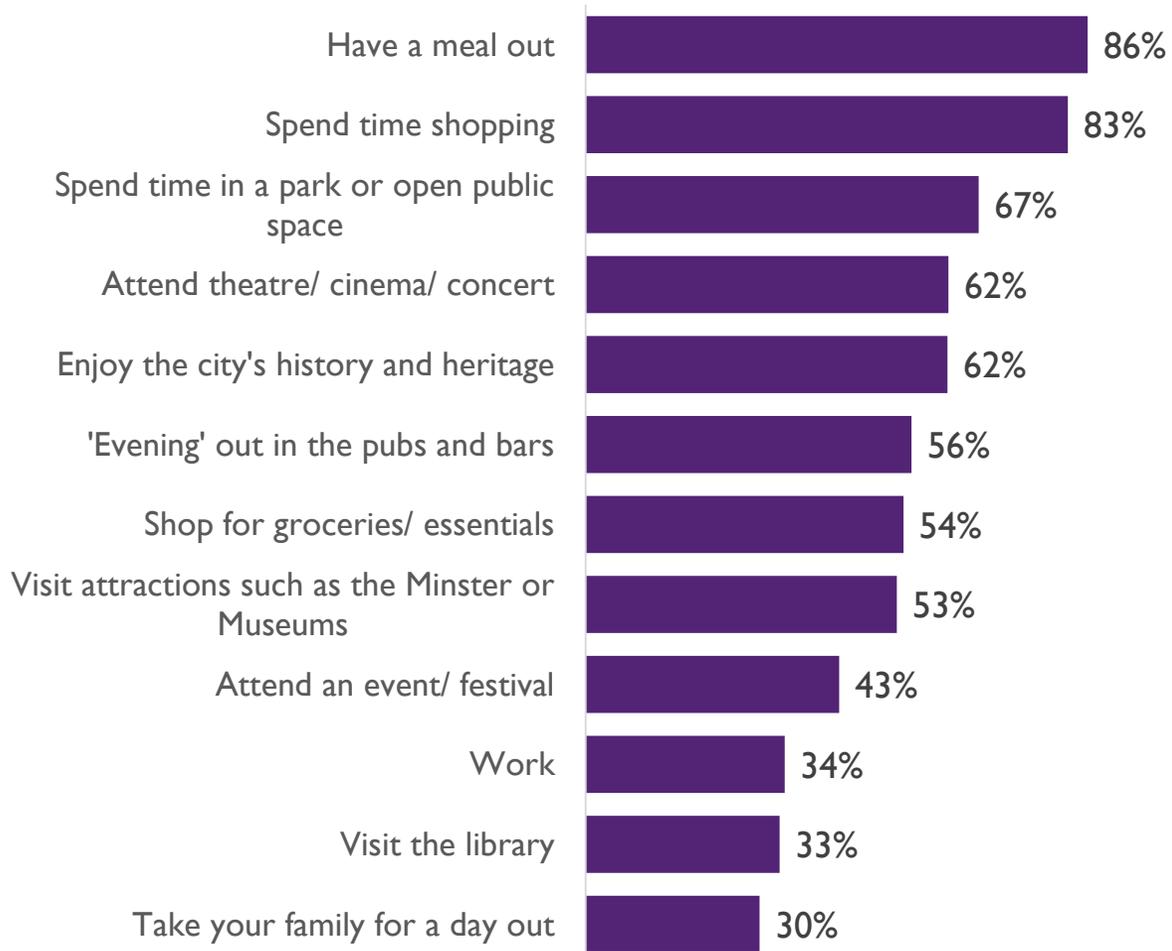
Key reasons for using city centre less	Example comment
Too crowded / too many people	“Avoiding crowds until more people are vaccinated”
Lots of shops have closed / prefer to shop elsewhere	“So many shops have closed in the city centre and during the pandemic I found more locals shops in my neighbourhood that I am now prioritising.”
I don’t feel confident / safe (e.g. people not following guidelines)	“I don't feel other people using the space respect my right to feel safe as much as I respect them. I feel as if tourists and other residents act in a way that makes me feel unsafe and that this feeling will continue after the pandemic.”
Now working from home (full-time/more often)	“I work from home now and this will continue when restrictions are fully lifted”
Too many drunk people / stag and hen parties	“The city centre is not geared up for locals. Full of inconsiderate drunk tourists”
Parking - too expensive / inaccessible	“I think that the access with BB parking was extremely difficult prior to COVID and the changes since make it even more difficult. Also the addition of on street cafes makes it very difficult to move around. Toilet facilities are ridiculously limited and access to some is dangerous to negotiate with a wheelchair.”

Activities in the city centre before and after Covid-19

- Before Covid, residents were most likely to visit the city centre to have a meal out or spend time shopping
- The majority of residents are expecting to spend as much or more time in a park or open public space or enjoying the city's history and heritage in the next 12 months, while 2 in 5 expect to spend less time shopping or on an evening out in pubs and bars

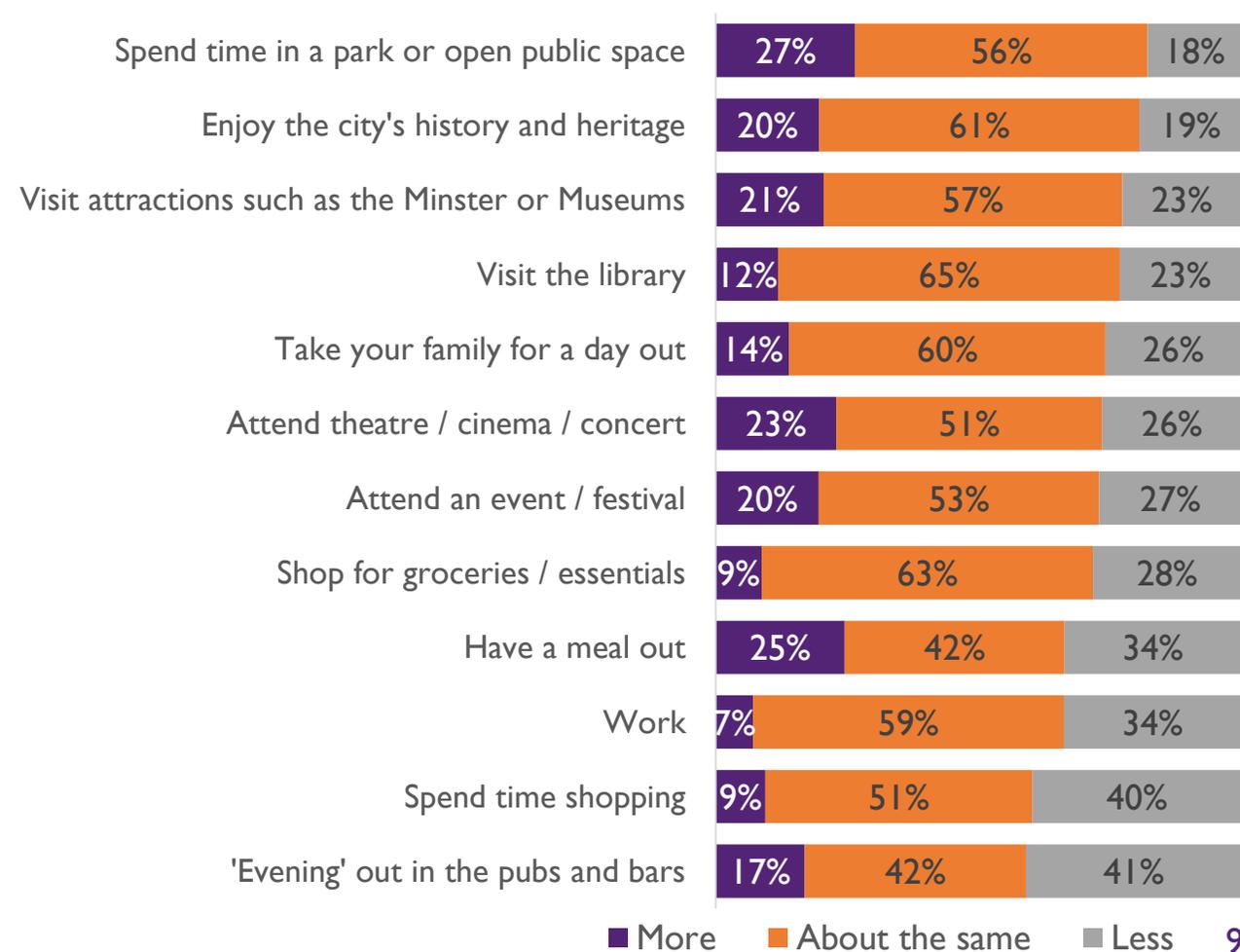
Which of the following did you do in the city centre in the year before COVID-19?

(791 responses – short and long online surveys combined*)



Which of the following do you plan to do more or less in the city centre in the next 12 months?

(593-774 responses – short and long online surveys combined*)



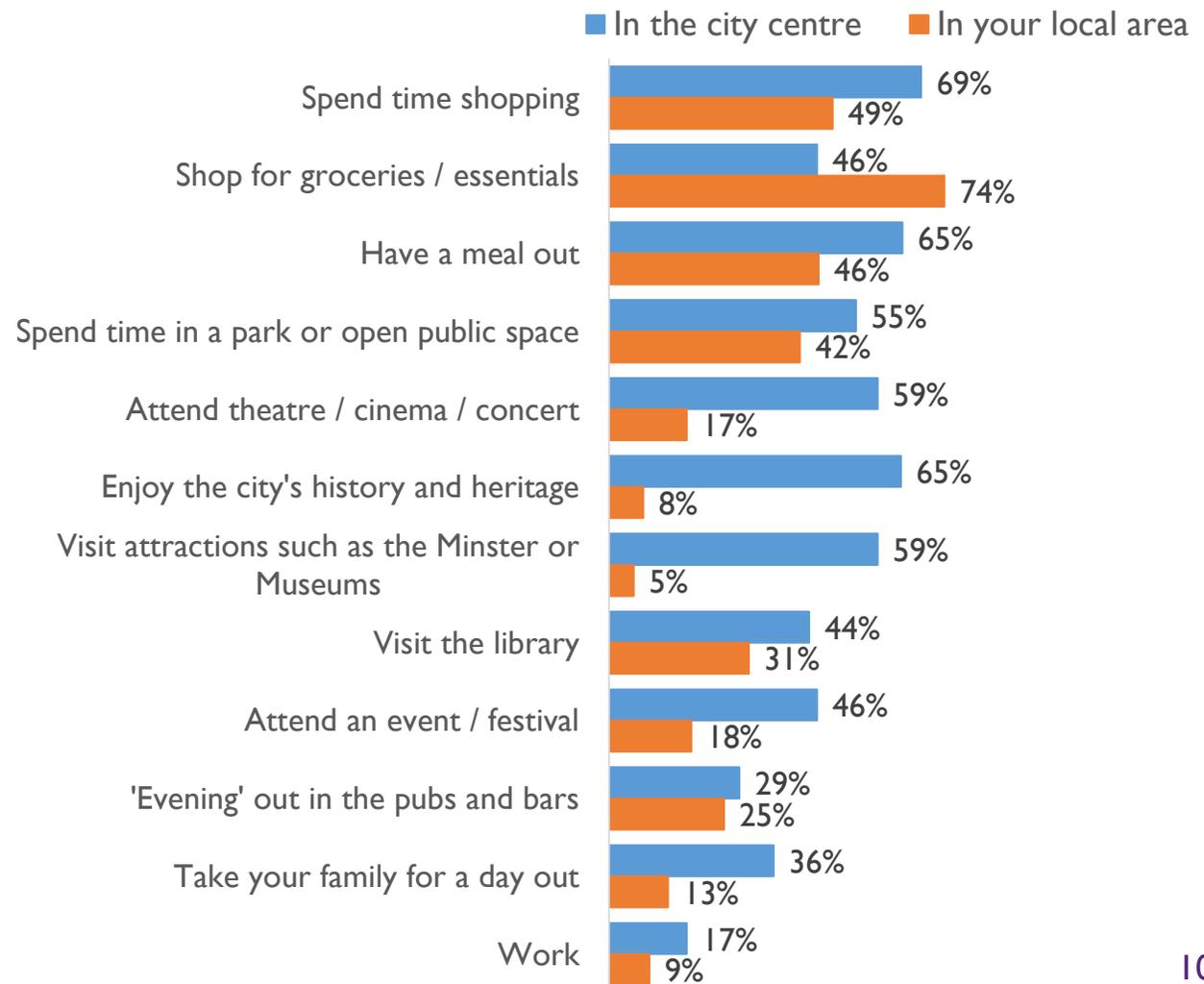
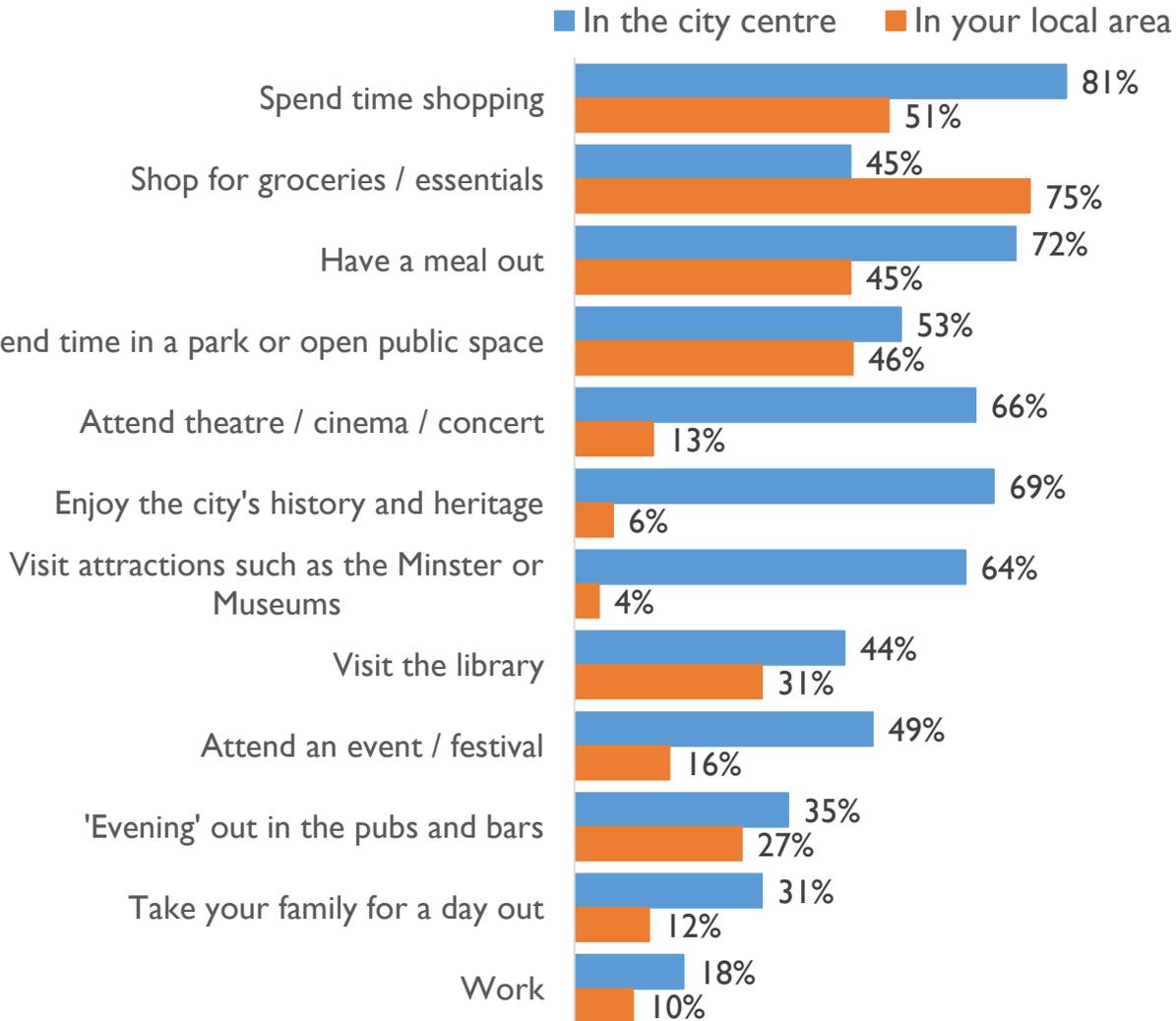
*Question not asked in the same way in paper survey so results are presented separately

Activities in the city centre and local area before and after Covid-19

- As with the online survey, there is a lower propensity amongst residents to want to spend time shopping in the city centre in the next 12 months compared to before the pandemic. Other areas show a decline, e.g. have a meal out, but not to the same extent
- Shopping for groceries / essentials is the only activity more likely to be done in the local area than in the city centre

Which of the following did you do before the pandemic?
(303 responses – paper survey)

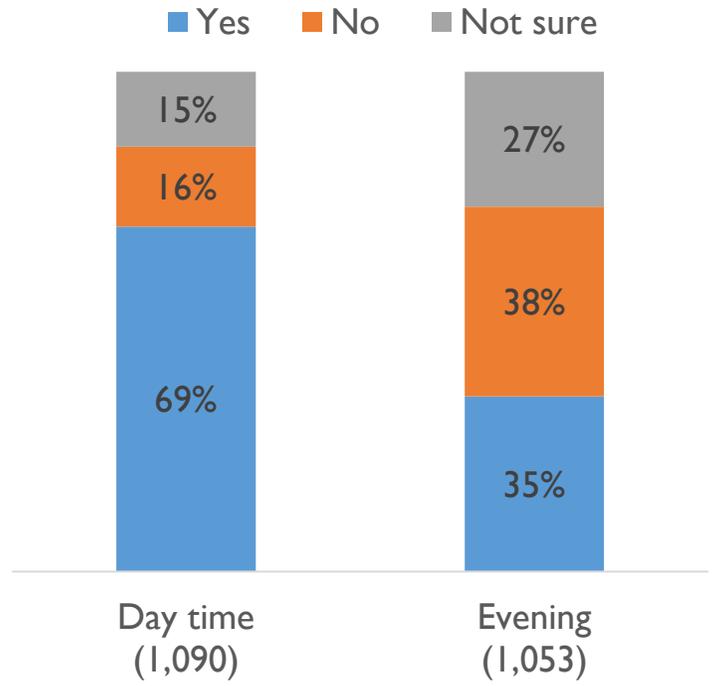
Which of the following do you plan on doing in the next 12 months?
(291 responses – paper survey)



Feeling welcome and safe

- 16% of residents do not feel welcome and safe in the city centre during the day, mainly due to the amount of drunken behaviour on weekends
- It is the same reason why 38% of residents do not feel welcome and safe in the city centre in the evenings

Do you feel welcome and safe in the city centre during the...?
 (Base sizes in brackets – short, long and paper surveys combined)



Key reasons some residents do not feel welcome and safe during the day	Example comment
Too much drunken behaviour	“Drunken gangs from lunchtime onwards”
Too busy / crowded	“Too busy, far too many crowds”
Not enough social distancing	“People just do not adhere to any sort of social distancing”
Not family friendly	“It’s a hostile environment for children.”
Access issues	“Can’t get parked as lack of disabled bays and struggling to access with my scooter due to pavement eateries”
Cycling is unsafe / restricted	“Cyclists are excluded. We need better access.”

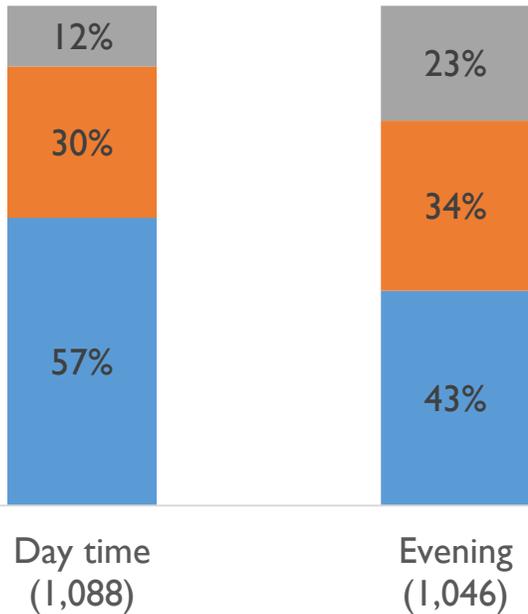
Key reasons some residents do not feel welcome and safe in the evening	Example comment
Too much drunken behaviour	“Especially not at a weekend, the large groups of drunk people from out of York put me off.”
Too much aggressive/anti-social behaviour	“Feels very volatile and aggressive.”
Lack of a police presence	“Poorly lit, no visible police, bouncers and doormen do not protect people, no decent cctv.”
Too busy / crowded	“Don’t feel too safe with the crowds going around to the pubs. I avoid the centre during the evenings.”
Not family friendly	“On my own yes but not with children.”
Parking issues	“I can no longer park outside the places that I used to go, and worry about going around York in the dark.”

Feelings of needs being met

- 3 in 10 residents feel the city centre does not meet their needs during the day, primarily due to a lack of shops
- 34% of residents feel the city centre does not meet their needs in the evening, primarily due to the perceived drinking culture in York

Do you feel that the city centre meets your needs during the...?
 (Base sizes in brackets – short, long and paper surveys combined)

■ Yes ■ No ■ Not sure

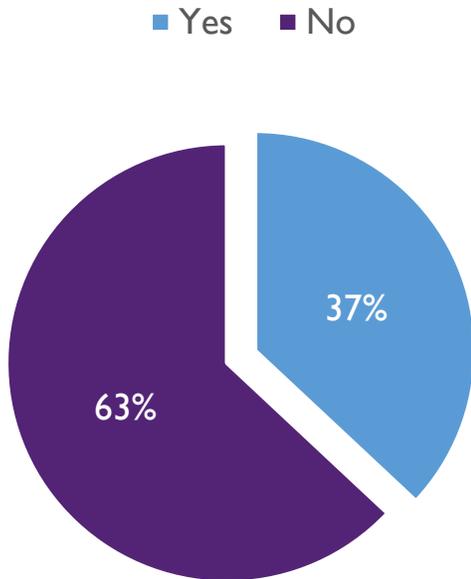


Key reasons city centre does not meet needs during the day	Example comment
Shortage of shops	“Shortage of useful shops. Too many chains selling clothes. I’m more interested in hardware and food than clothing!”
Lack of public toilets	“No toilets in a major tourist city”
Cycling infrastructure	“Not enough well maintained cycle paths.”
Not enough for children / families	“Too many bars and pubs, not enough family friendly venues.”
Parking issues	“No where to park close enough”
Accessibility	“It is not accessible enough. I cannot get to where I need to be using a cycle (my preferred mode of transport) and I cannot visit easily with my family because the cycle infrastructure leading to the city centre is not safe to use with children. In addition my partner is disabled and he finds it very difficult to access the city centre.”
Key reasons city centre does not meet needs in the evening	Example comment
Too many drunk people / stag and hen parties	“Too many drunken people, rude, intimidating & all about alcohol. No coffee shops open.”
Too focused on bars/restaurants	“It’s all focused on drinking and bars, could be more outdoor/indoor entertainment.”
Lack of cycle access/routes	“Cycle access being restricted till 8pm makes me disinclined to visit.”
Lack of public transport	“Public transport/Park and Ride should be more regular/run later throughout the evening. Not enough small music venues or medium ones”
Lack of public toilets	“Can’t use my cycle -- my primary mobility aid -- and negligible access to toilets”
Accessibility	“Most bars/pubs are not wheelchair accessible and even those that say they are simply don’t have the room. Same issues with dropped kerbs”

Impact of pandemic on city centre needs

- 37% state that the pandemic has changed what they need from the city centre
- Having less need to visit to shop or work were common themes, alongside having a greater need for outdoor seating and non-crowded spaces

Has the pandemic changed what you need from the city centre?
 (782 responses - short and long online surveys combined*)



*Not asked in paper survey

How the pandemic has changed what they need:	Example comment
More likely to shop online / locally / out of town now, especially as many shops closed	“Have had to choose to purchase more items online that I would have bought in the city centre and some of that change probably cannot be reversed. Have to travel to buy things that are interesting”
Greater need for outdoor seating	“I don’t feel as comfortable indoors so need more warm, sheltered places outside especially with children.”
Greater need for space / less crowded spaces	“I need it to not feel so crowded with people, for safety reasons for Covid risks and also to help me regain some of the confidence I’ve lost regarding doing normal things like shopping, meeting a friend etc. in town. I need less crowds to enjoy the space”
No need to visit for work	“As I no longer work in the city centre, I have no need to visit it every day. I no longer have a desire to visit the city centre as a resident. I drink less, going for a meal is now unheard of due to places being closed for so long. I now shop online a lot more, I would go back to in-person shopping if the centre had more choice of shops.”
Less or no need to visit at all	“Don’t need to go into the city”
Greater need to feel safe	“Due to health concerns and mental wellness I want to go into York safely . I feel trapped and unable to enjoy the city due to both Covid concerns . Tourist influx and heavy drinking adults . The city is becoming a no go area for older residents . But city of York only concerned with money brought in by tourism and influx of drinkers . This is not sustainable long term and will spoil the city’s heritage and standing as a tourist town . It’s short-sighted.”
Greater need for access to green / outdoor spaces	“I want to feel safe and to have access to green space and places to sit and enjoy the city.”
Greater focus on visiting to socialise	“City centre will be more for cultural, learning, eating and drinking and entertainment than working and shopping for me. Concern about hygiene”

The one thing I love most about the city centre is...

- The things that York residents love most about York are its history and heritage, the variety of shops (especially independent shops), the historic and beautiful buildings/architecture and the choice of restaurants



The one thing I would change about the city centre is...

- York residents would like to see a reduction in excessive drinking, traffic congestion and empty shops in York
- They would like to see a better variety of shops, including independents, more street cleaning and litter bins, more or cheaper parking, more public toilets, and more outdoor seating

Aspects of York would most like to change:	Example comment
Drunken / anti-social behaviour - especially large groups / race goers and stag/hen parties	“Stag & hen parties & large groups behaving anti socially when families with children want to enjoy their local area. York is losing the support & revenue from its own residents that now prefer to go elsewhere , this also leaves York very vulnerable during a pandemic as residents are used to staying away”
The amount of traffic / cars	“I fully support the car-free city centre idea”
Shops - less empty shops and a better/ wider range of shops	“Bring back shops residents would use. There used to be lots of lovely shops now everything is aimed towards tourists.”
Cleanliness – more bins / less litter	“Clean the streets thoroughly because as amazing as the architecture looks the paths just take from it.”
Parking – more / cheaper	“Parking is expensive and should be free to residents.”
Toilets – more / free	“more toilets for public desperately needed and silver street is the hardest place to direct visitors to!”
Outdoor seating - more / keep current seating after restrictions lift	“I like the covered open-air seating in Parliament Street. This kind of facility could well remain after COVID.”
Accessibility – better access / reinstate blue badge parking for disabled people	“Welcome disabled people back. Not all disabilities are due to age. Anyone can become disabled at any age and it’s hard to get used to when you’ve lived as an able person.”
Cycling access / provision	“Allowing cycles to access more of the city centre (including at least one through route through the centre)”
Uneven pavements	“Improve the pavements/roads on footstreets. They're difficult to walk on when you're fit & able, hate to think what it must be like for anyone with an impairment.”

The one thing I would like to do in the city centre in future is...

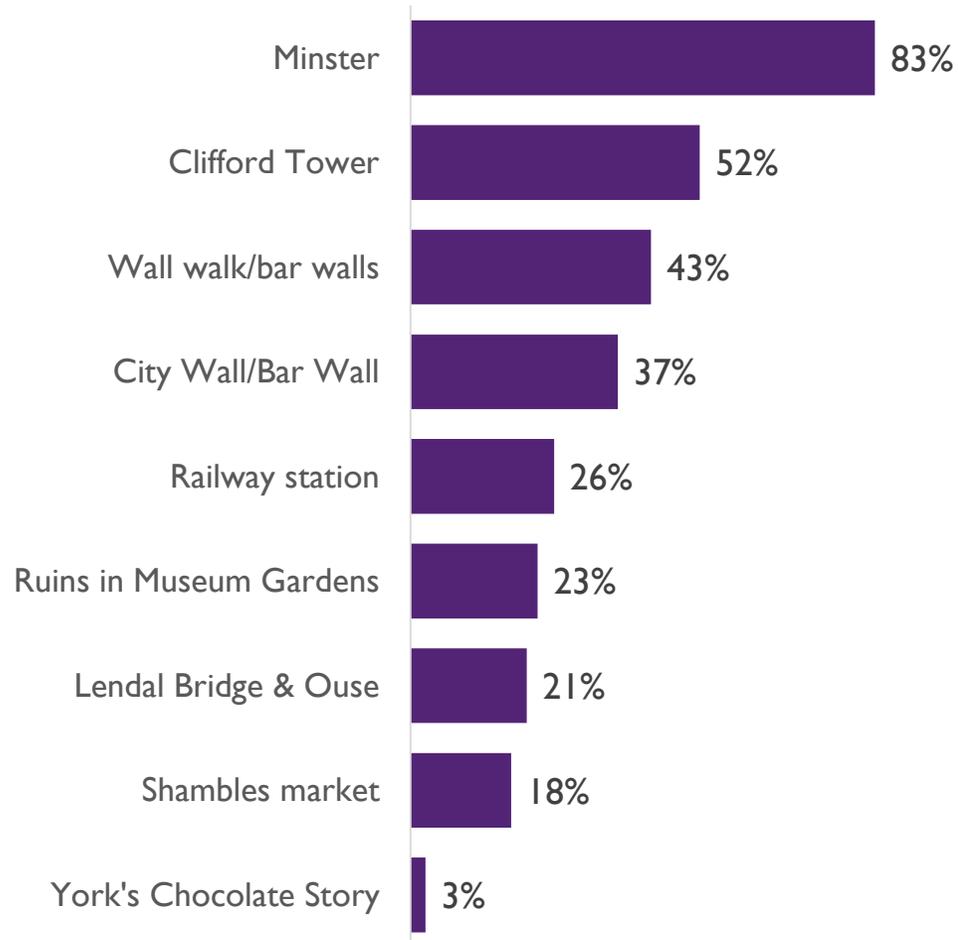
- In future ,York residents would like to be able to shop in a wider range of shops and to walk around the city centre freely and safely
- Following the pandemic and lifting of restrictions, residents would also like to continue to be able to sit outside, and just relax and enjoy the city
- Many residents would like to be able to visit the city centre in future without encountering drunken behaviour, particularly parents with young families who would like to see more events and activities aimed at children

Would like to do in future:	Example comment
Have access to a better / wider range of shops	“Be able to shop for gifts and clothes from more independent shops”
Walk around freely and safely (e.g. from cars / cyclists / other people)	“To have the freedom to walk without so much traffic.”
Be able to sit outside (e.g. public seating / outdoor cafes)	“Continue to be able to eat/drink outside more so than before the pandemic”
Feel relaxed and enjoy it	“Enjoy a relaxing time in the city.”
Feel relaxed taking children and have more choice of activities for them	“Children's activities e.g. climbing wall, pop up activities/ events to attract families into the centre.”
Not encounter drunken behaviour	“Enjoy evenings peacefully with my family without drunken crowds”
Feel safe / welcome	“Visit. Feel welcome. Not feel discriminated against”
Cycle more freely / safely	“Ride my bike safely to and around it (by creating through routes for cyclists which avoid the busiest pedestrian areas)”
Attend events / festivals / live music	“Attend more outdoor events or temporary/pop up events. Like the Rose theatre or Yorkshire Fringe which won't return but were a welcome addition in summer”
Park more easily / cheaply	“park without as many issues”

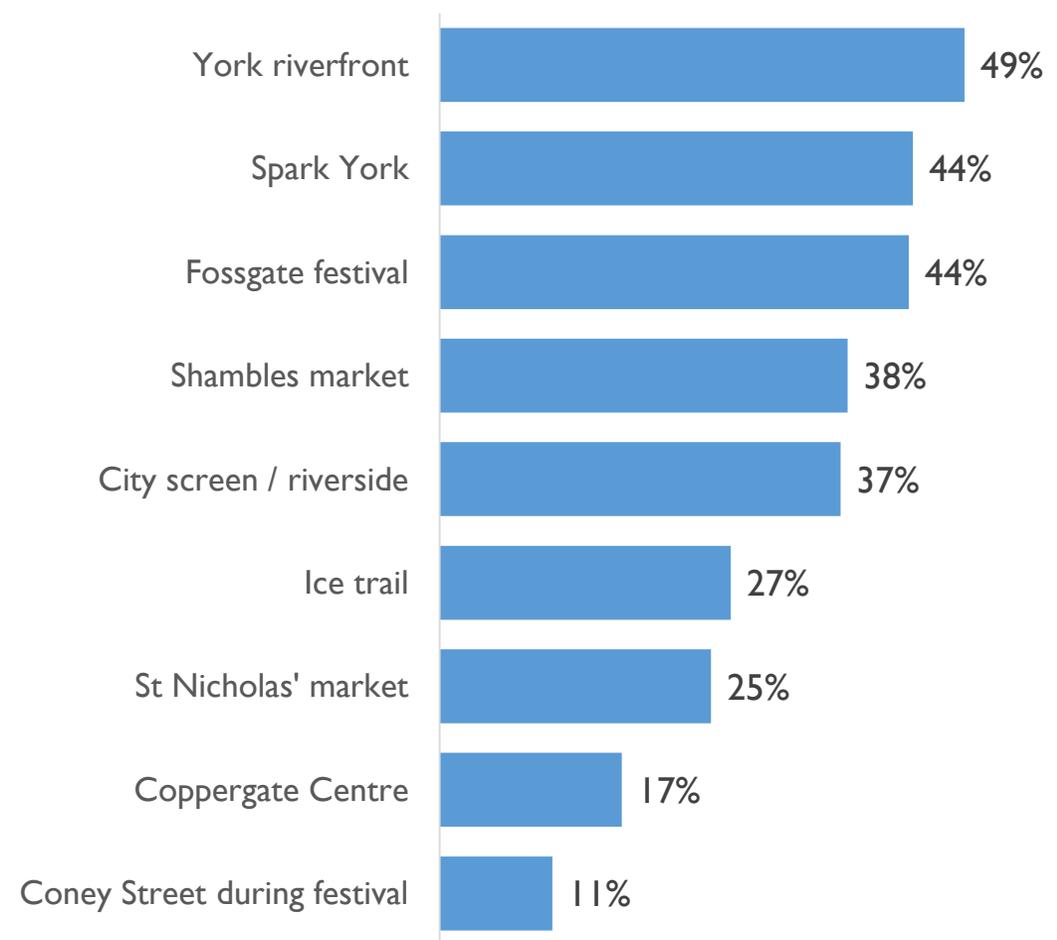
Images that best represent York

- The vast majority felt that the Minster best represents York's history and heritage, while just over half mentioned Clifford's Tower
- The riverfront, Spark York and the Fossgate festival were felt to best represent modern York

Choose three pictures that best represent York's history and heritage.
(778 responses - short and long online surveys combined*)



Choose three pictures that best represent modern York to you.
(770 responses - short and long online surveys combined*)

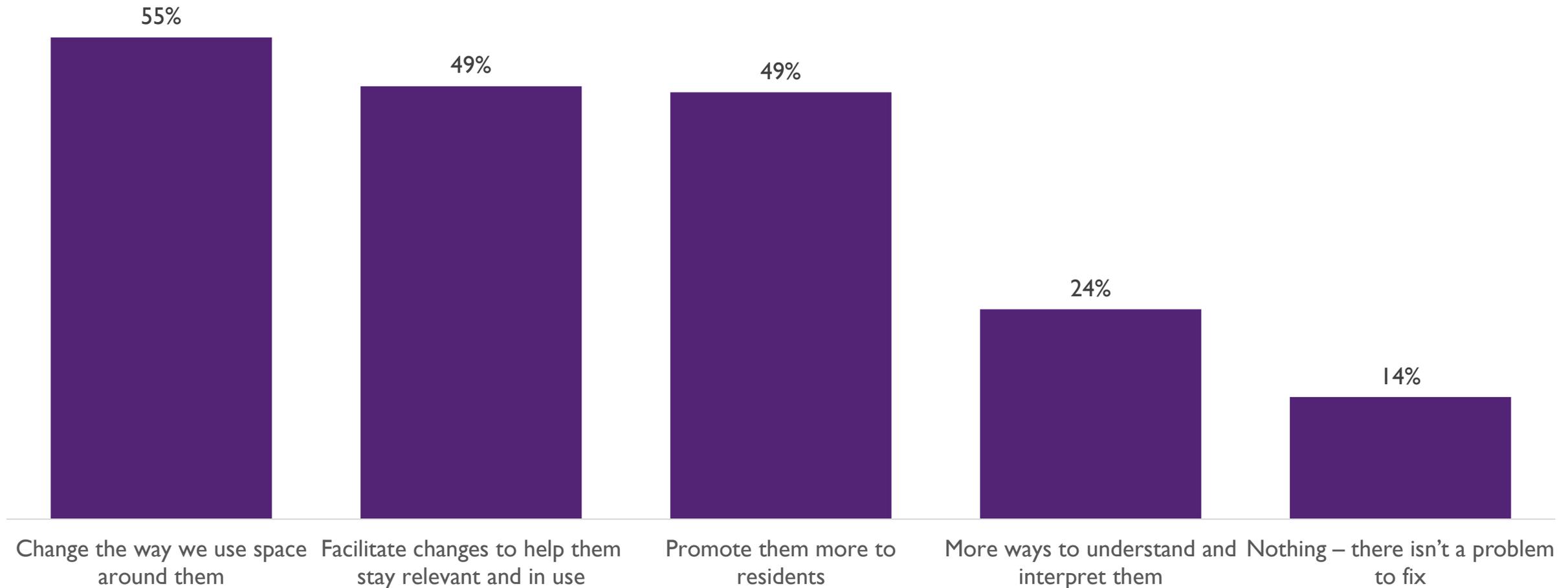


*Not asked in paper survey

Improving York's heritage assets and buildings

- Just over half felt that York's heritage assets/buildings could be improved by changing the way the space is used around them
- Around half would like to changes to help them stay relevant and in use, the same proportion who feel they should be promoted more to residents

What do we need to do to improve York's heritage assets/buildings? (771 responses – short and long online surveys combined*)



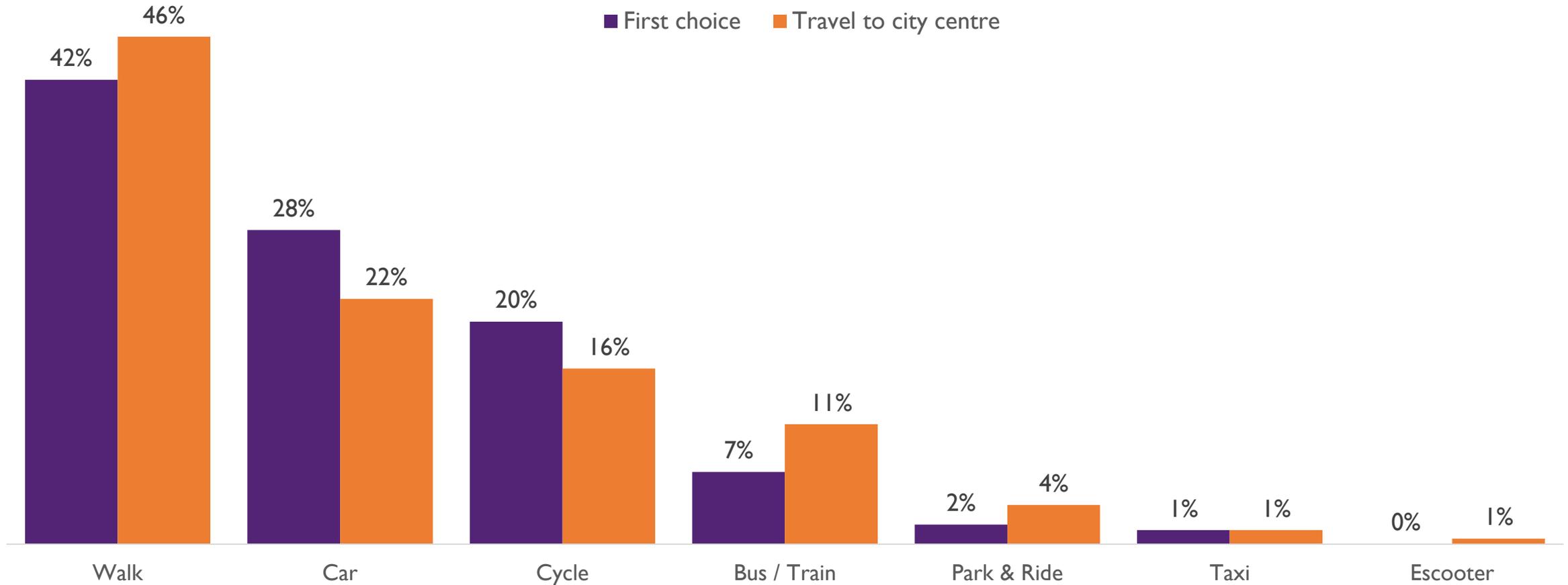
*Not asked in paper survey

Transport use

- Walking is the preferred mode of transport for 42%, while a slightly higher proportion, 46%, say they use this method to travel to the city centre
- Car is preferred by 28%, with a slightly lower proportion, 22%, travelling to the city centre by car
- There is low usage of the Park & Ride, Taxis or E-scooters amongst residents

What is your first choice mode of transport in general? (398 responses)

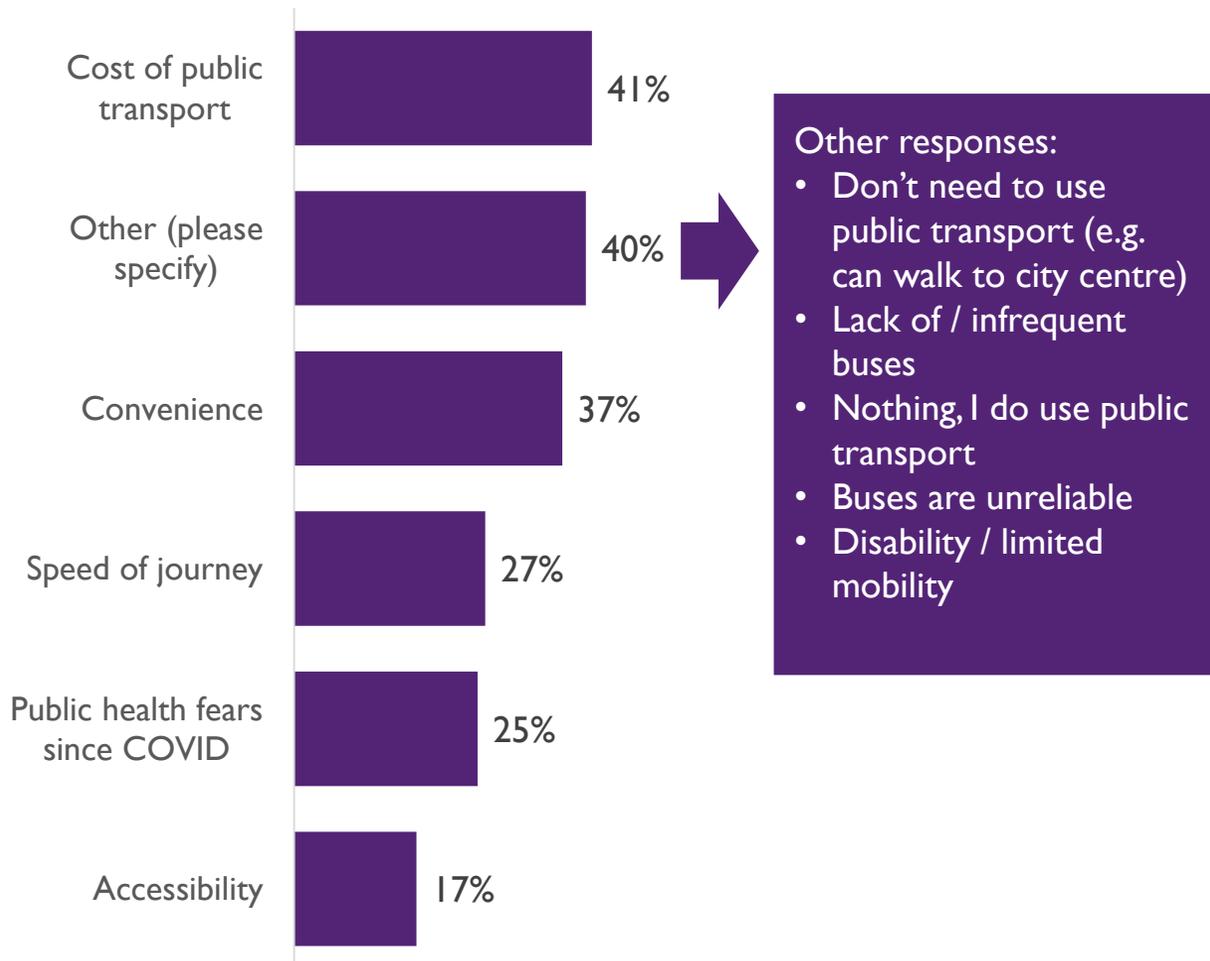
How do you travel to the city centre? (397 responses)



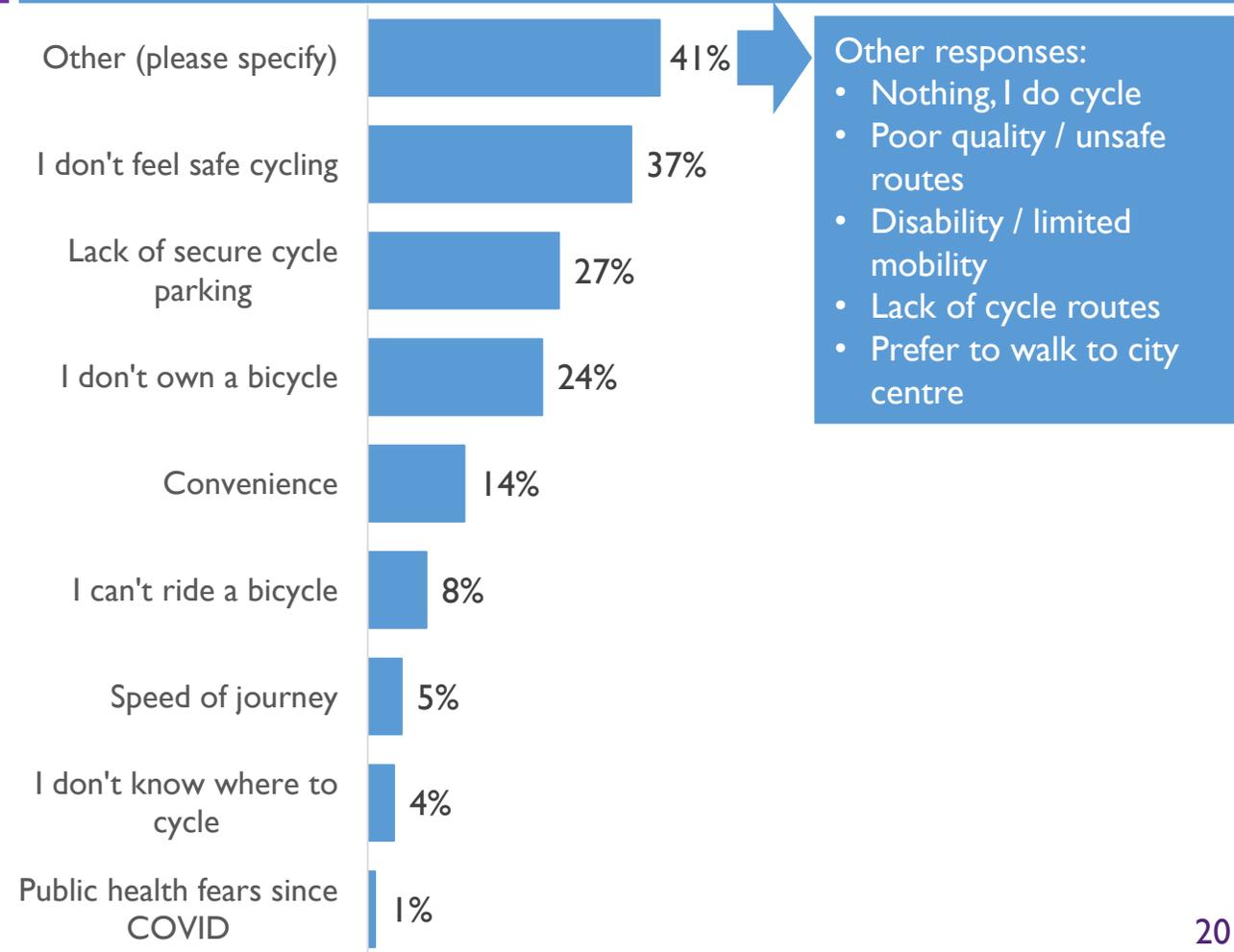
Transport barriers

- Cost of public transport and convenience are the main barriers to using public transport to access the city centre
- Not feeling safe and a lack of secure cycle parking are most likely to discourage cycle use

What stops you from using active or public transport to access the city centre? (366 responses)



What stops you from cycling to access the city centre? (377 responses)

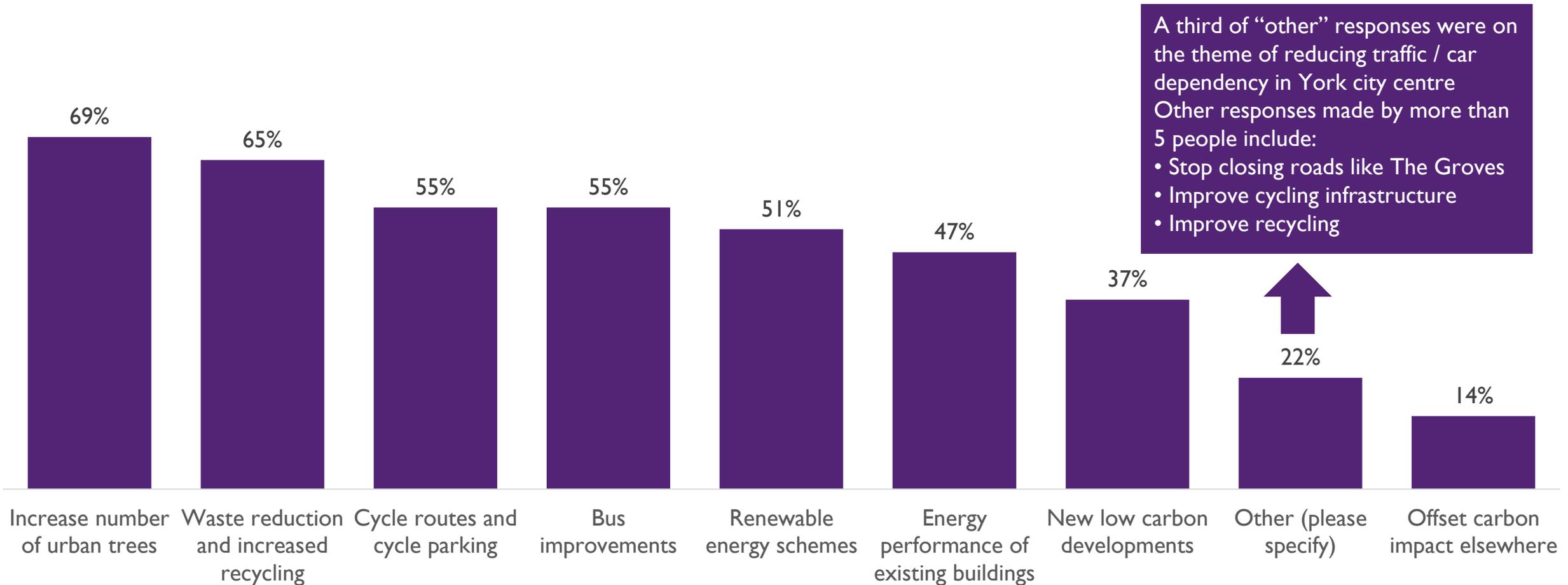


Climate goals

- Residents would most like the council to focus on increasing the number of urban trees and increased recycling in order to meet its climate goals
- There is least support for the council offsetting its carbon impact elsewhere

Which of these areas do you want the council to focus on in the city centre to meet its climate goals?

(397 responses)



Thinking about the best city centre you've ever visited, what were the things that made it special:

- Being able to walk around easily, particularly in car free/ pedestrian zones, was most frequently mentioned as making a city special
- Being able to use frequent / reliable and/or cheap / free public transport was also mentioned
- Those who cycled appreciated feeling safe when cycling due to segregated or off-road routes, or because they were in a city where it is quite normal, e.g. Amsterdam

About how you moved around...	Example comment
Easy / safe to walk around	"Walking, easily and freely, not being less important than cars and bikes."
Pedestrian only / traffic free zones	"Barcelona - pedestrianised "uber-blocks" that made walking and shopping so much nicer than squeezing past people on a pavement and dodging cars"
Ability to travel easily and safely by bike	"We could cycle anywhere and safe and well designed infrastructure. It was the mode of transport that most people used. It felt safe because very few vehicles could access the city centre and it was easy to get to any area of the city independently on our cycles. We could also take our cycles on the train and visit other locations easily."
Free/ cheap/ inexpensive public transport	"Cheap, frequent, accessible, efficient means of transport."
Frequent/ regular/ reliable/ clean/ public transport	"Brilliant, easy to understand public transport"
Trams	"They had trams and underground trains, and the taxis or other vehicles are a VERY short walk away"
Wide pavements	"Rome - excellent metro plus wide pavements for walking"
Integrated transport system	"There was an integrated, comprehensive transport system which linked walking, cycling, buses, and trams."
Clear signage	"Clear signage including maps as now available in York Safe pavements, good public transport, good wayfinding."
Plenty of space	"Large open spaces and shops equally spaced"

Thinking about the best city centre you've ever visited, what were the things that made it special:

- Being able to access a wide range of shops, heritage attractions and cafes/restaurants were the main things cited by York residents that make a trip to a city special

About the things you did there...	Example comment
Shops/shopping	"a mix of high street shops and independent and vintage shops"
Museums / heritage / historic buildings	"Enjoyed free access to historic buildings and galleries. Great places to eat with high food quality. Good communication of current events and regular exhibitions at museums."
Visiting cafes / restaurants	"Great culture to see, good cafes/restaurants and bars that felt safe and clean."
Walking around	"Areas flowed neatly into one another so it was easy to walk around the city centre to visit sites and get to museums and art galleries. There were plenty of open public spaces to sit and enjoy your surroundings."
Eating and drinking	"Eating, drinking, shopping, walking, cycling and sitting down looking at things. Independent quirky shops"
Outdoor seating/dining/drinking	"Lots of outdoor eating venues, a permanent festive and vibrant vibe, lots of cultural opportunities Played in network of parks, playgrounds and water play areas."
Green / open / public spaces / parks	"Trails to follow to discover different aspects of city, different areas of city with different emphasis, green spaces to relax in, covered pavement cafes. More advertisement of historical places"
Attractions	"Visitor attractions, walked slowly, enjoyed the vibe. A good mix of locally important and nationally important things. World-class art. Top end theatre. National collections. Interesting exhibitions. Historically important buildings. Nooks and crannies to explore. Beautiful large park with different vistas, gardens and a lake and wide open spaces to fly kites or go running. Plenty of public toilets and public spaces. Lots of local, non-chain, shops selling artisan or useful goods and home cooked food."
Culture / cultural activities	"Heritage and culture (concerts, operas, museums, etc.) Shopped"
Eat local / street food	"Lots of shopping opportunities, street food on every street rather than clustered in one area, spreading big events like festivals and trails across the city to create more space to enjoy them (avoiding overcrowding) and encourage footfall across all the city centre rather than just one or two streets."

Thinking about the best city centre you've ever visited, what were the things that made it special:

- By far the most mentions were “clean”, in terms of what residents found special about the physical appearance
- Beautiful / historic buildings and a sympathetic mix of old and new buildings were also mentioned
- Being “well maintained” was another aspect of a city that residents appreciated, as well as there being lots of greenery / green spaces

About the physical appearance...	Example comment
Clean / tidy / litter free	“Clean & tidy, visually interesting & appealing.”
Buildings - Beautiful / historic	“All the buildings were beautiful, and it seemed as though an effort was made to ensure that any new buildings fitted in with the surrounding ones, and that a level of beauty was required for new buildings to be granted approval.”
Mix of historic/old and modern/new	“Quirky, individual with mix of old and new that worked well together, no 'brutalist architecture' or hideous concrete monstrosities.”
Well maintained / well kept	“Well maintained, heritage carefully preserved.”
Lots of green / greenery / green spaces	“There were lots of green spaces and the streets were cleaned early every morning. There was also a strong police presence and I felt very safe.”
Lots of trees / flowers	“Trees, urban parks with level walk areas. Art work to connect.”
Architecture	“The architecture was of a consistently high quality, with most of it being of historical interest and on an impressive scale. Importantly, the physical appearance, from the architecture to the incidental details, was distinctive of the city and of the country in which it is set.”
Car / traffic free	“A complete lack of cars cluttering the city centre allowed the beauty of the buildings and the open spaces to shine out and the sight and sound of happy people and birdsong was the cream on the top.”
Shops – interesting / none empty	“Historical, but also very individual/distinctive - lots of independent shops, a lot of which were quite multicultural, young and slightly left-field.”
Outdoor seating / places to sit	“Wide paved streets with good lighting and pavement seating.”

What is your favourite public space in York city centre?

- Museum Gardens was by far the most mentioned public space in York City Centre
- York's riverside and the areas around the Minster were also frequently mentioned
- The Shambles Market was the most frequently mentioned non-green public space



What 3 words describe your ideal public space?

- Clean and green were the top words chosen by York residents to describe their ideal public space, followed by open, safe and quiet



What do you think would make York City Centre an easier place to get to and move around?

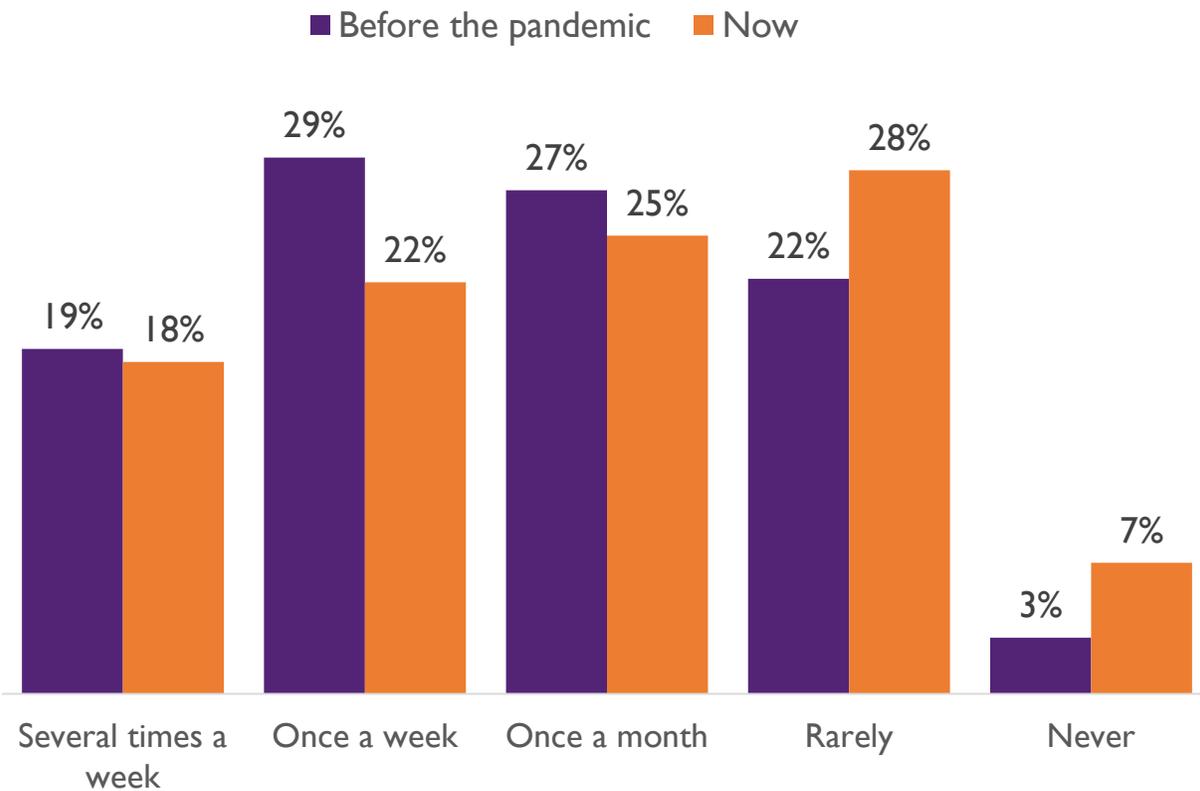
- Less traffic and better cycling and bus routes were most frequently mentioned as ways to make it easier to get around York
- More pedestrianised areas and better access for people with disabilities were also mentioned

Would make York easier to move around...	Example comment
Less traffic / fewer cars	“Remove traffic from around the city.”
Better cycle routes / parking	“Better cycle access, expand and improve the park and cycle scheme (currently it's impossible to get a bike locker). Perhaps roll out the electric bike and scooter hire to these sites.”
Better / cheaper public transport network	“Better bus services to reduce traffic.”
More pedestrian areas	“Pedestrianisation within the walls with regular and effective maintenance of footways.”
Better access for people with disabilities	“Allow access by car/ taxi for people with mobility issues (not just people who have a blue badge). Making the city centre more spacious for people to walk without obstructions from too large areas with outdoor cafe tables and chairs etc. Discourage crowds of people from gathering and hanging around town centre - a quiet time of day for residents only to go into town would be really helpful. If bus services were more frequent and less crowded they would be more accessible for people with disabilities.”
Better road network / infrastructure	“Dual carriageway outer ring road, less traffic in city centre.”
Better / cheaper parking options (especially outskirts of the city centre)	“Better parking options on the outskirts of the city centre.”
Better traffic management / planning	“Better traffic management. The lights often let just 2 or 3 cars through.”
Park & Ride – improve / promote	“Make it cheaper for people to use Park & Ride than park in the city centre - especially families.”
Better / safer walking routes	“Both Coney Street and Parliament Street need new surfaces to walk on.”

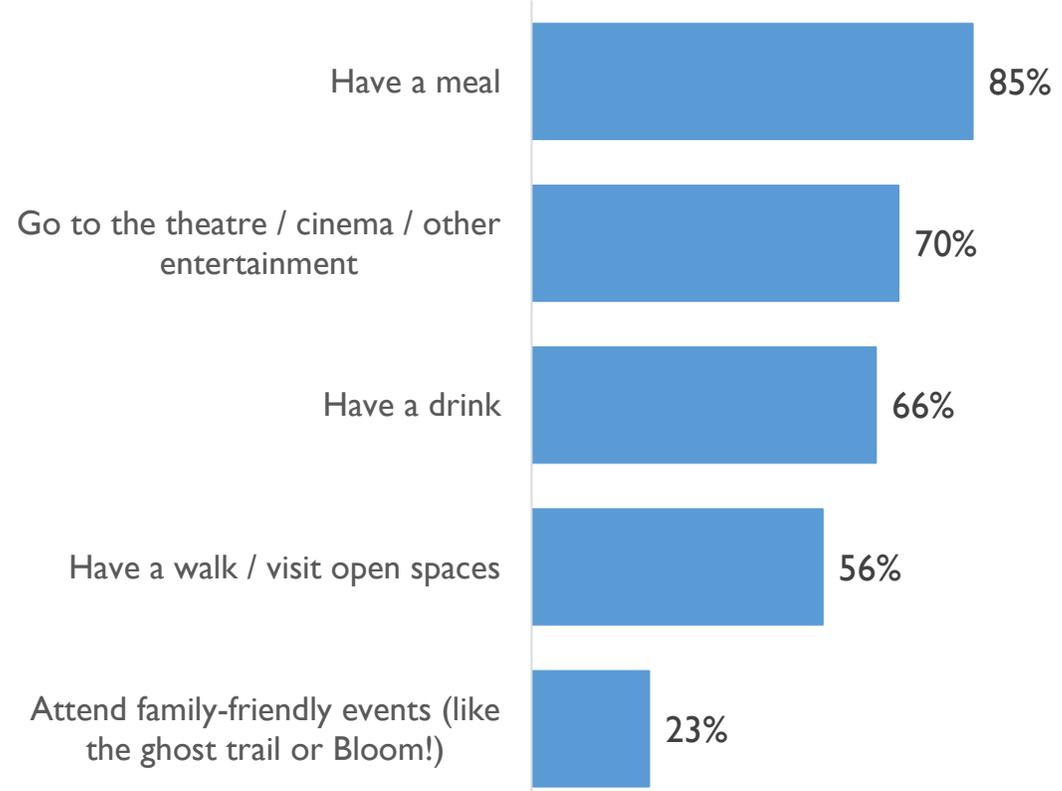
Visiting the city centre in the evenings

- Almost 1 in 5 used to come into the city centre in the evening before the pandemic, and a similar proportion still think they will come into the city centre in the evening when restrictions are lifted
- Almost 3 in 10 said they used to come into the city centre in the evening once a week before the pandemic, while only 22% say they will visit that frequently once restrictions are lifted
- Having a meal is the main reasons for visiting the city centre in the evening, followed by going to the theatre or cinema

How often...
Did you come to the city centre in the evening before the pandemic?
Will you come in the evening when restrictions are lifted?
(398 / 397 responses)



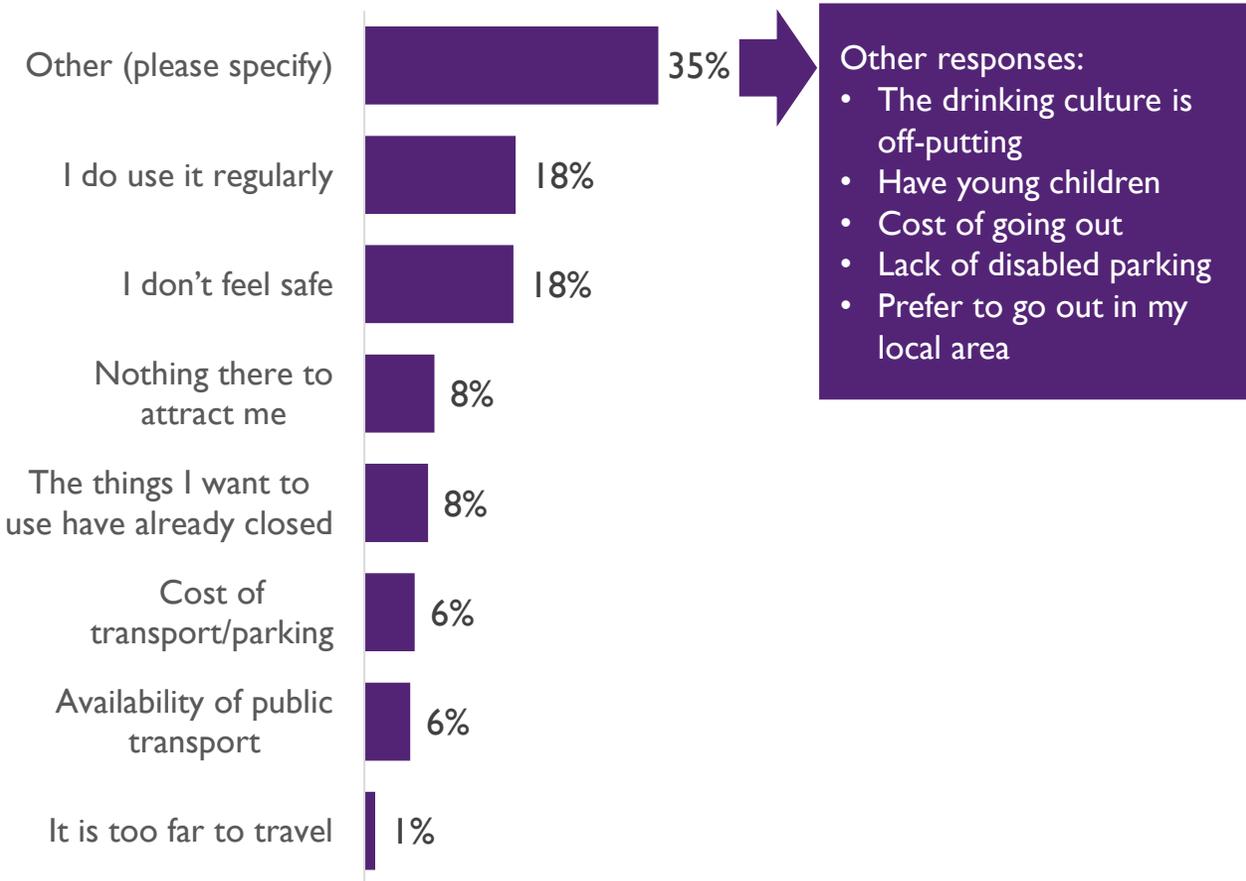
What do you do/intend to do when you get here?
(361 responses)



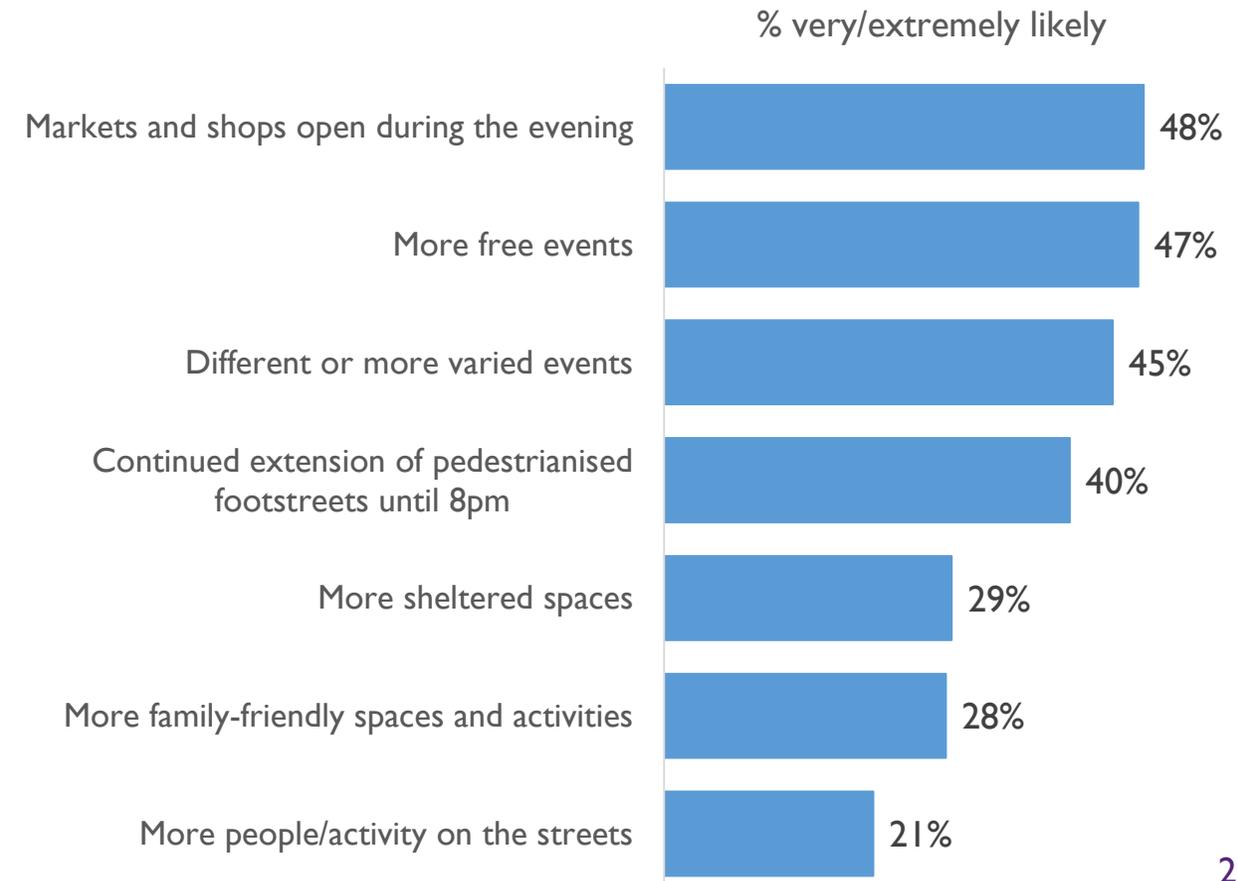
Barriers to visiting the city centre in the evenings

- Not feeling safe and nothing of interest were the main reasons for not visiting the city centre more frequently.
- “Other” responses include the perceived drinking culture in the city centre, having young children and the cost of going out in York
- Having markets and shops open in the evening, more free events and different or more varied events are most likely to encourage greater evening visiting. More people/activity on the streets is least likely to encourage residents to visit the city centre more often

Why don't you use the city centre more frequently in the evening? (381 responses)



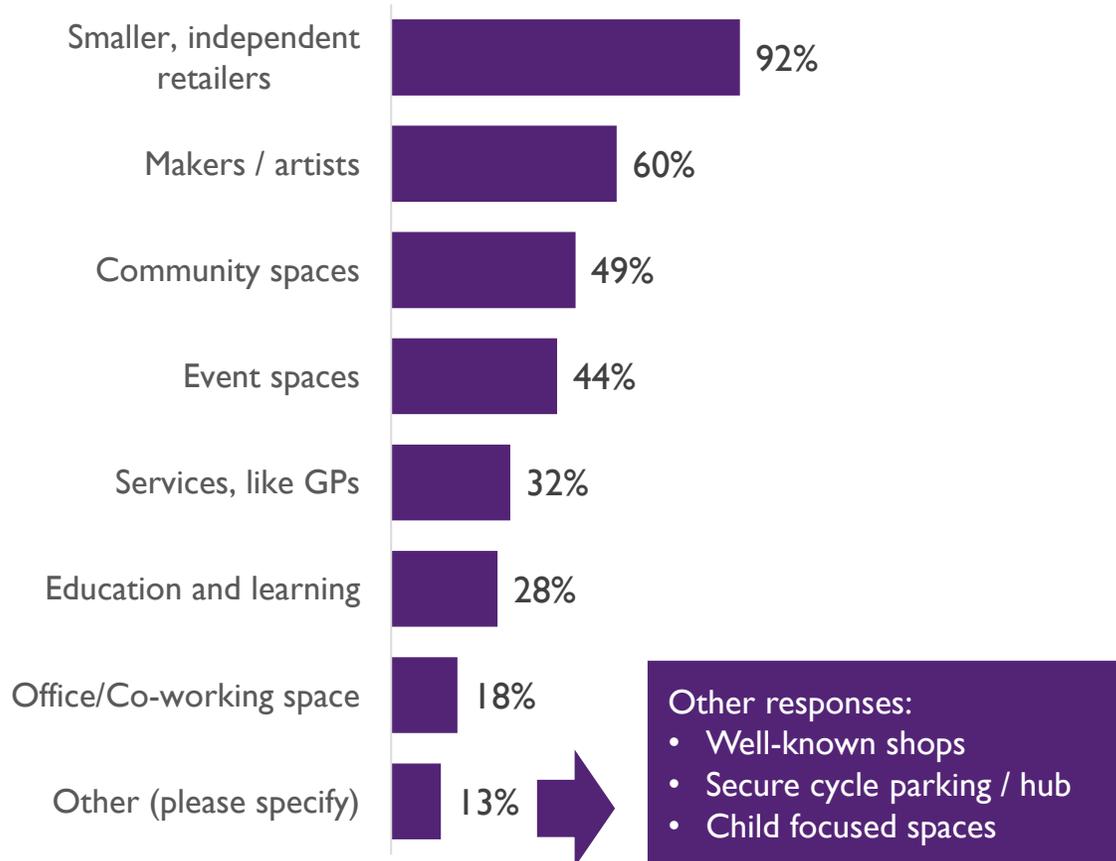
To what extent would these make you more likely to visit York City Centre more often in the evening? (387 responses)



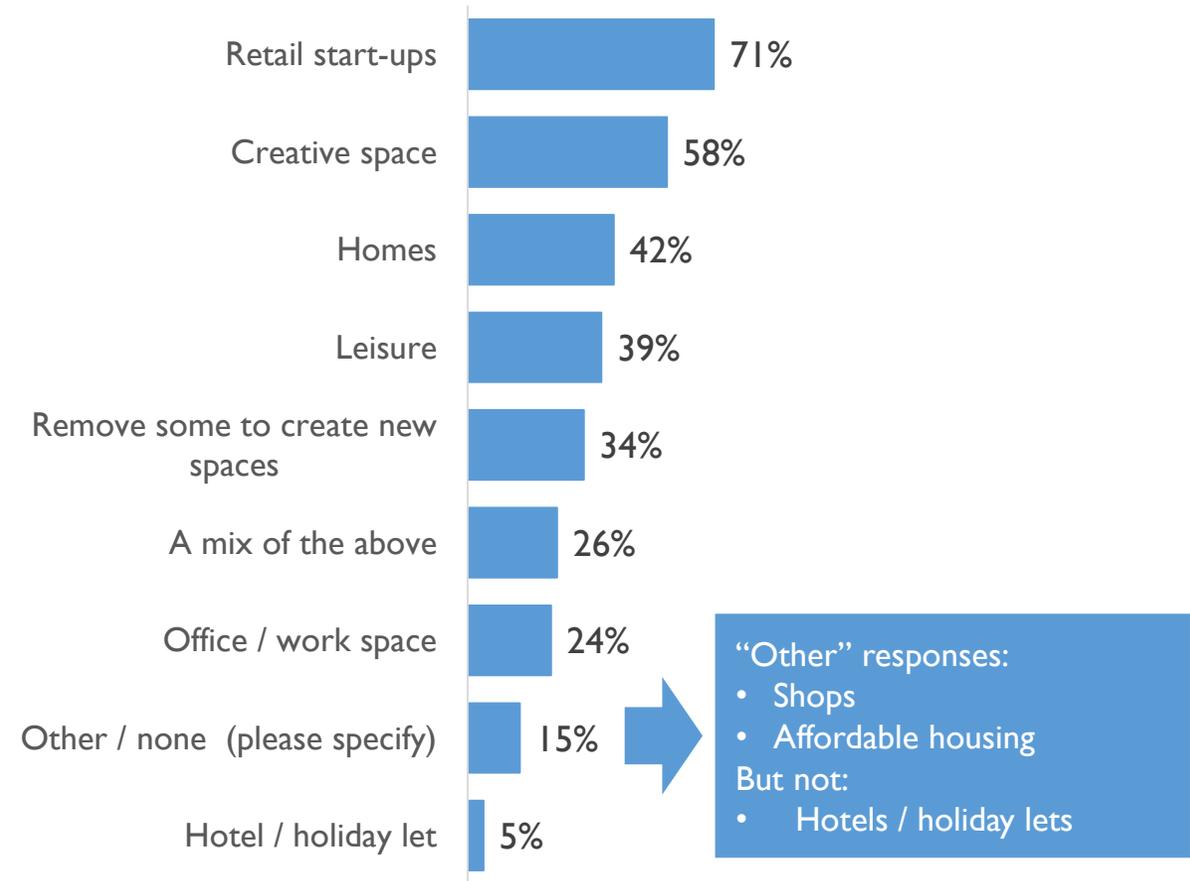
Use of city centre space

- By far the most popular use of ground floor space in Coney Street and Davygate would be smaller, independent retailers, chosen by more than 9 in 10. 3 in 5 would also like to see makers/artists
- The highest proportion, 7 in 10, would like to see empty spaces converted into retail start-ups, while creative spaces are also popular
- Just over 2 in 5 would like to see empty spaces converted to homes, but some used the “other” responses box to say that any new homes should be affordable

What sort of uses would you like to see on the ground floor of places like Coney Street and Davygate: (please tick your three priorities) (393 responses)



While new planning laws will limit our powers to influence development of empty buildings in the city centre, what type of use would you like to see empty space converted into? (389 responses)



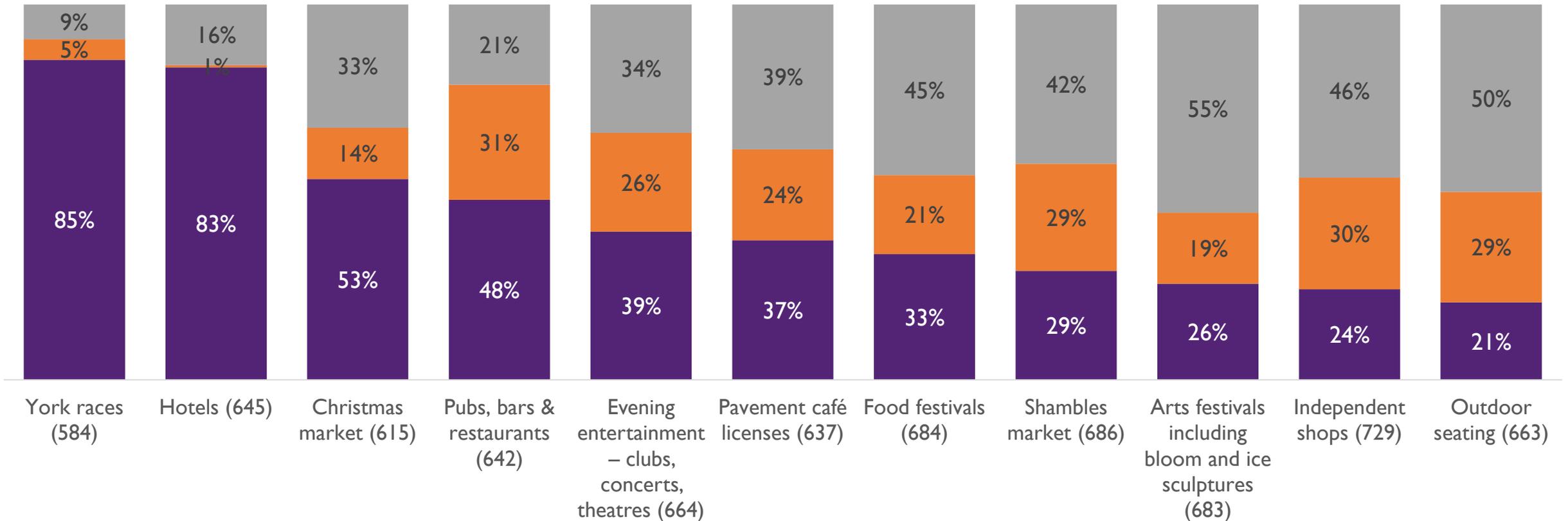
Perceptions of what is good for York's economy and the city centre

- More than 4 in 5 feel that York races and hotels are good for York's economy, but not so much for them
- Around half feel that arts festivals (55%) and outdoor seating (50%) have a positive overall impact on the city centre, though are not as good for York's economy
- 3 in 10 say pubs, bars and restaurants and independent shops are good for them

Please use the grid to state what you think is good for York:

(719 responses - short and long online surveys combined*)

■ Good for York's economy
 ■ Good for you (do you use it)
 ■ Has a positive overall impact on the city centre



*Not asked in paper survey

What changes would you make to help the York City Centre economy thrive?

- Having more support for small, independent businesses and start-ups, especially retailers, was the most frequently mentioned suggestion for helping York's economy thrive, although residents would like to see fewer bars opening in order to discourage the drinking culture in York. Having lower rents and business rates was frequently mentioned as a way of supporting businesses
- There was a lot of support for there being more cultural events and festivals, especially those aimed at local residents rather than tourists, as many residents feel the economy is too focussed on tourism and needs to diversify

Would make the economy thrive...	Example comment
More support for independent business/ start-ups	"Support independent business. Develop focus on city and venue for arts culture food over drinking and races. Be braver about Embracing modern community initiatives e.g. Spark which attract a new and different audience to the city."
Less focussed on bars / drinking	"Encourage individual shops - discourage an increase in licensed premises."
Lower rents and business rates	"Lower rents and business rates to enable shops to stay open."
More arts/cultural events/festivals	"Create more artistic events and unique activities in the city centre, extend opening hours."
More focus on residents / locals, rather than tourists	"More focus on local events and places to meet people. Most places in the centre are focused on tourism meaning it can be very hard to meet new people who live in the city, meaning a lot of young professionals in York would go out to places like Leeds instead of York."
More variety / diversity in terms of offer	"Encouraging a more varied and mixed use of city centre space, remembering that York has a growing older and active population. More creative and arts and green spaces."
Make it more family friendly	"Encourage families. They spend more per head and bring a nicer clientele to the city. They also tend to spend money with local businesses rather than large chains such as stag and hens on weekends."
More outdoor seating	"Continue with good ideas like the outdoor seating/planting etc. makes the city more user friendly and attractive."
More use of outdoor spaces	"Make more of outdoor culture and spaces."
Better public transport	"Make it car-free totally, but have a great bus service. Including perhaps, free small bus like Manchester does."

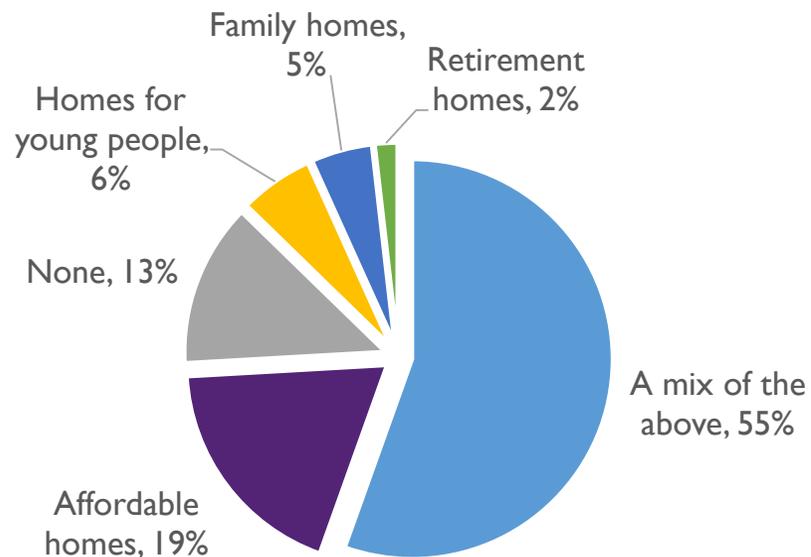
Living in the city centre

- Just under half of residents think the city centre would have more of a community feel if more people lived there, while 27% are unsure
- Around 3 in 5 felt that parks and open spaces, free to use activities and pedestrianised streets would make the city centre a more attractive place to live
- 55% would like to see a mix of housing types, while 1 in 5 would like to see more affordable homes

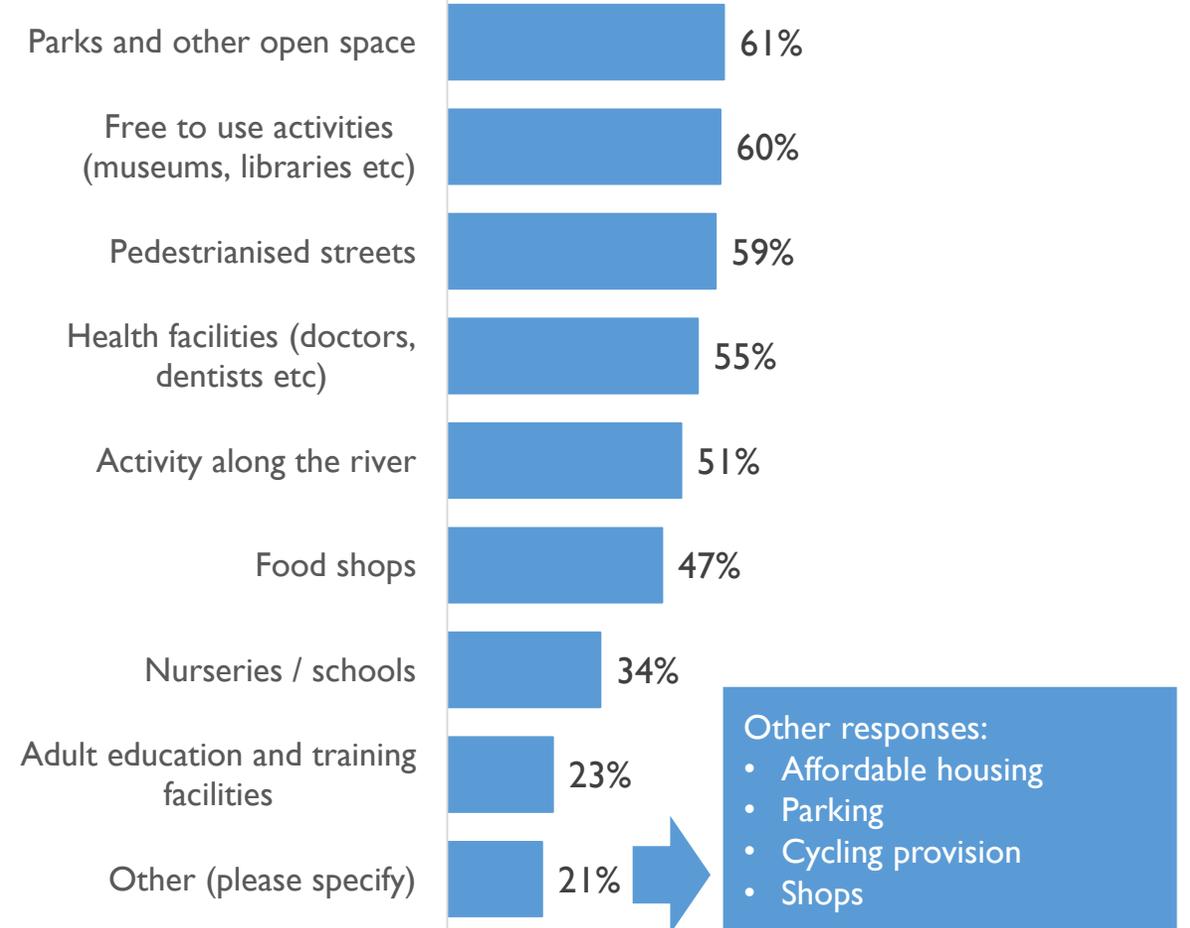
Do you think York City Centre would have more of a community feel if more people lived in the city centre? (388 responses)



What kind of new homes should be built in the city centre? (386 responses)



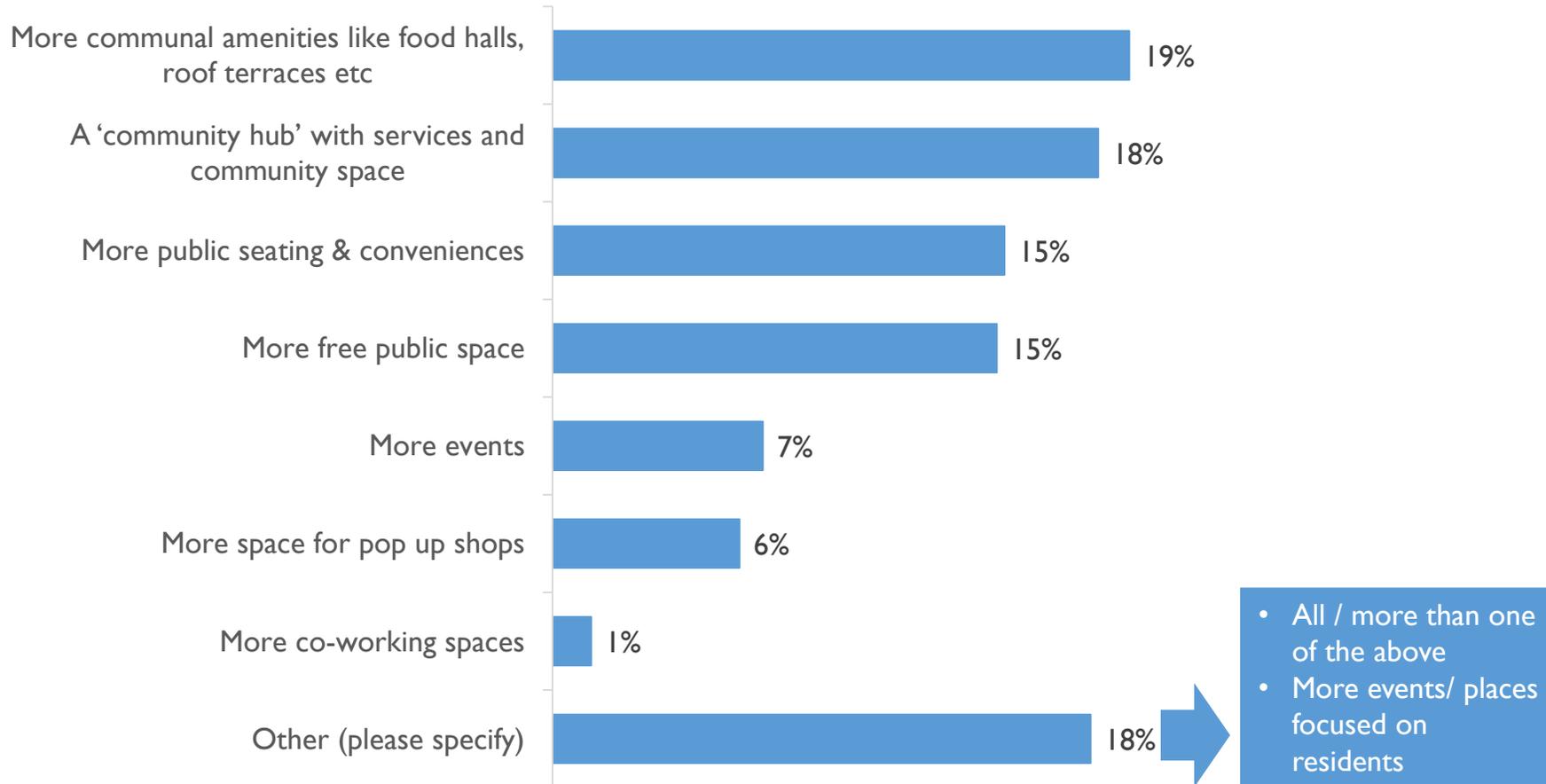
What services would the city centre need more of to make it a more attractive place to live? (383 responses)



Sense of community

- Most of the options proposed for improving the ‘sense of community’ in York were welcomed, especially more communal amenities and a “community hub”

What could be done to improve the ‘sense of community’ in York City Centre? (single code) (384 responses)



What is the most important community issue for you?

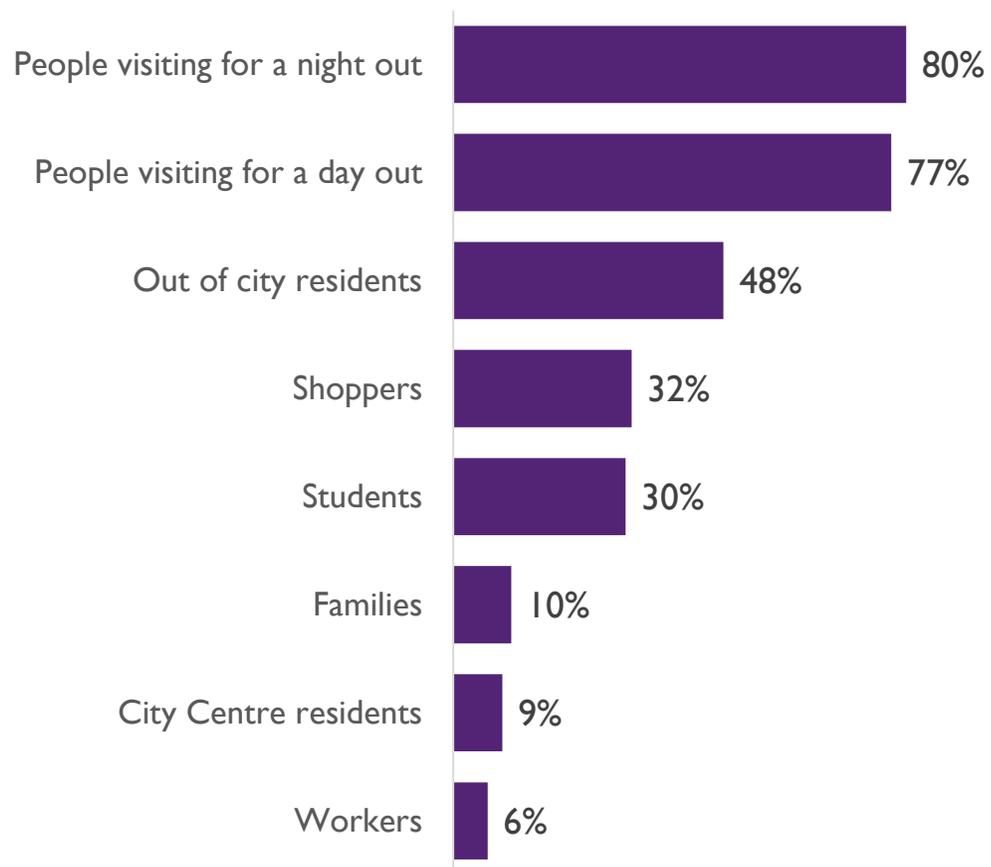
- Encountering drunken behaviour is the biggest community issue amongst York residents, and given the propensity of groups to travel to York with the sole purpose of drinking, this also contributes towards the perception that visitors / tourists from outside of York prevent York from working for its residents, and make it feel unsafe.

Most important issue...	Example comment
Drunken behaviour	“Alcohol related incidents & crime.”
Balancing the needs of residents and visitors	“Dealing with the unsavoury element that travels into York simply to get drunk and cause trouble. Difficult to create a ‘community’ when so many transient tourists and visitors.”
Safety	“Safety. Visitors to the city causing issues and discouraging residents from going into the centre at the weekend.”
Affordable housing	“A lack of affordable housing, mental health services, adequate benefits and too many empty shops bring too many people to beg and shelter in the city centre. Don’t blame them, provide for them.”
Accessibility / inclusivity	“People with disabilities and health problems feeling excluded from being part of the community and involved in what York has to offer post pandemic.”
Access to open / green spaces	“The lack of easily accessible public and communal space - depending on which side of York you live on you have access to very varied amounts.”
Tackling antisocial behaviour	“Tackling antisocial behaviour, drink and drug abuse.”
Littering	“Rubbish by the river and in parks with no enforcement. This drags the city down. I am clearly someone that was taught to take your rubbish home or put it in a bin but I live near Rowntree Park and the lack of willingness to clear up after yourself by some people is staggering. Coupled with insufficient waste bins and zero enforcement just makes York a rubbish tip every time the sun comes out.”
Safer cycling	“Dangerous roads - the Council should place an emergency 20 mph zone to allow people to start cycling more safely, and keep it in place until they can find a more complicated and expensive way to achieve the same thing.”
Making York better for families	“York city centre is difficult and expensive for families (especially with young children) to visit and offers next to nothing for them.”

Leisure and culture offer in York

- There is a perception that York city centre caters for people visiting on a day or night out and out of city residents much more than it caters for city centre residents. Only 1 in 10 feel it caters for city centre residents or families
- The highest proportion, 61% are reasonably satisfied with the leisure and culture offer in York but feel there is room for improvement

Which of the following groups do you think York City Centre caters for the most? (351 responses)



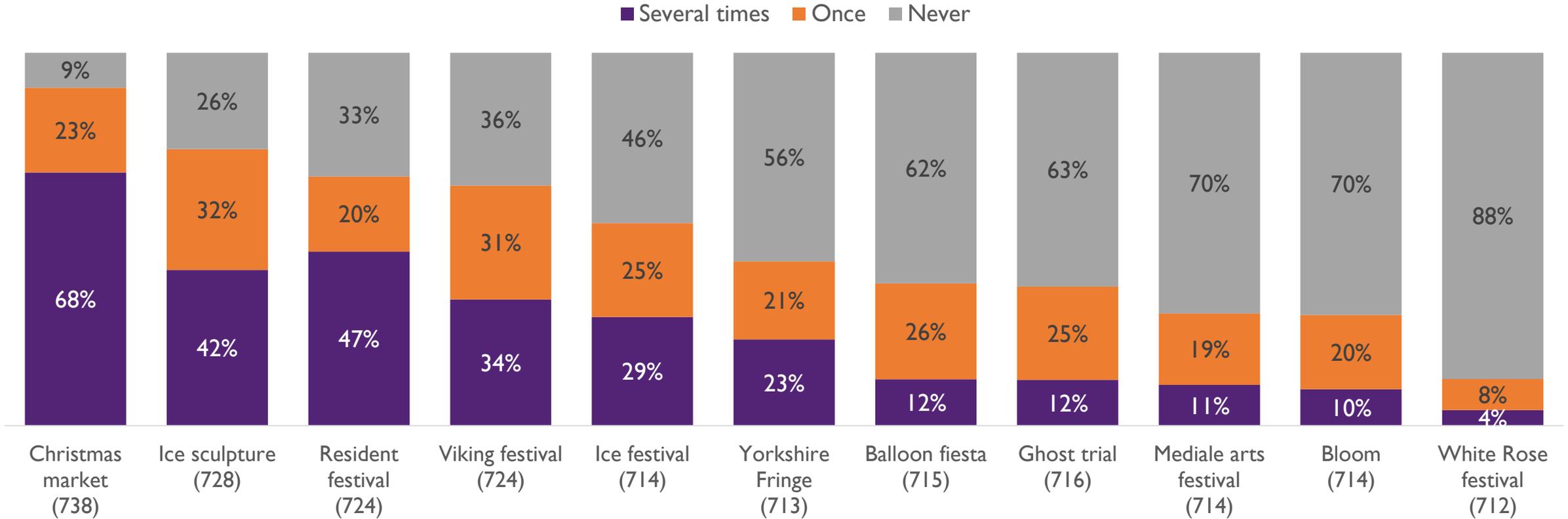
Are you happy with the leisure and culture offer in York? (377 responses)



Events attended

- Residents are most likely to have visited the Christmas market, with more than two thirds having visited several times
- The ice sculpture and resident festivals are also popular, with three quarters having visited the ice sculptures at least once
- Residents are least likely to have visited the White Rose festival, Mediale arts festival or Bloom

Which of these events have you attended?
 (Base sizes in brackets - short and long online surveys combined*)

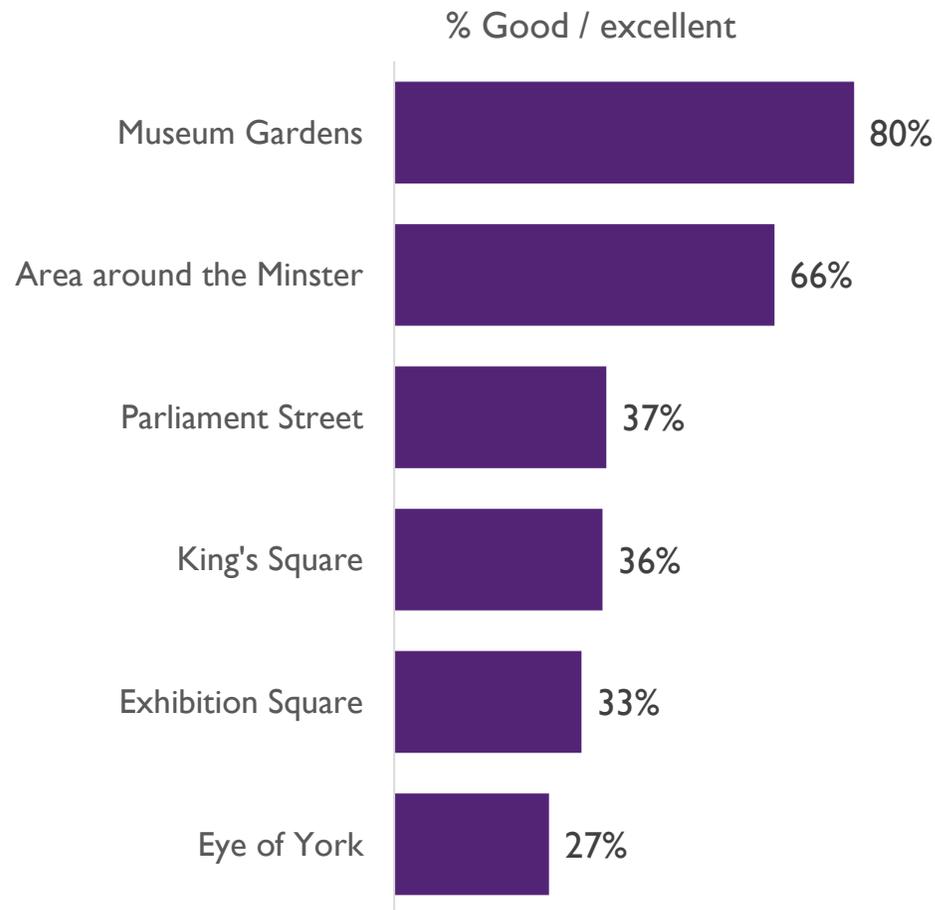


*Not asked in paper survey

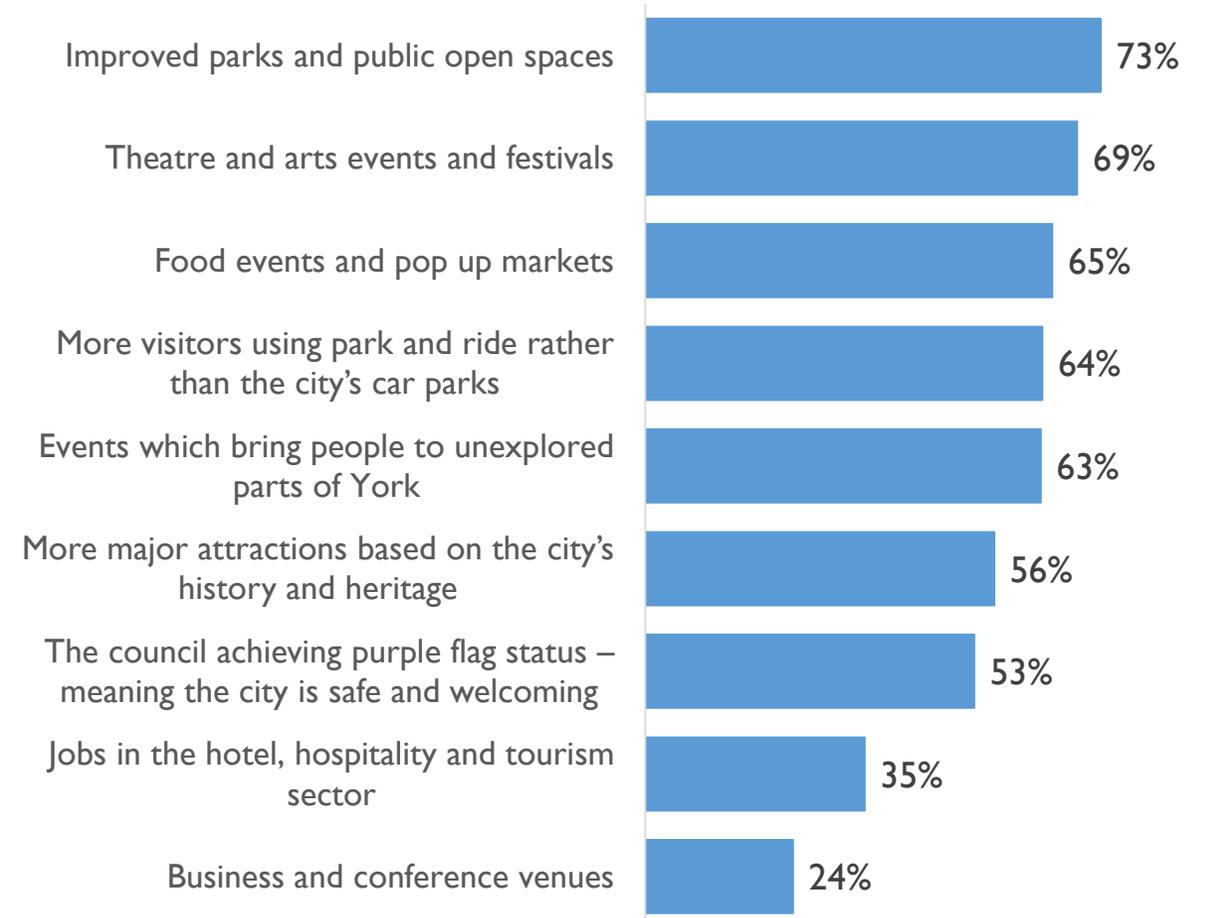
Leisure and culture offer in York

- Museum Gardens and the area around the Minster were the most highly rated outdoor spaces for events in York
- More than 2 in 3 residents think that improved parks and open spaces, theatre and arts events and festivals would add value and benefits for residents and the wider city

How do you rate these outdoor spaces for events in York? (380 responses)



Which of these adds value and benefits for residents and the wider city? (375 responses)



What is the most important thing for you to enjoy an event or festival venue?

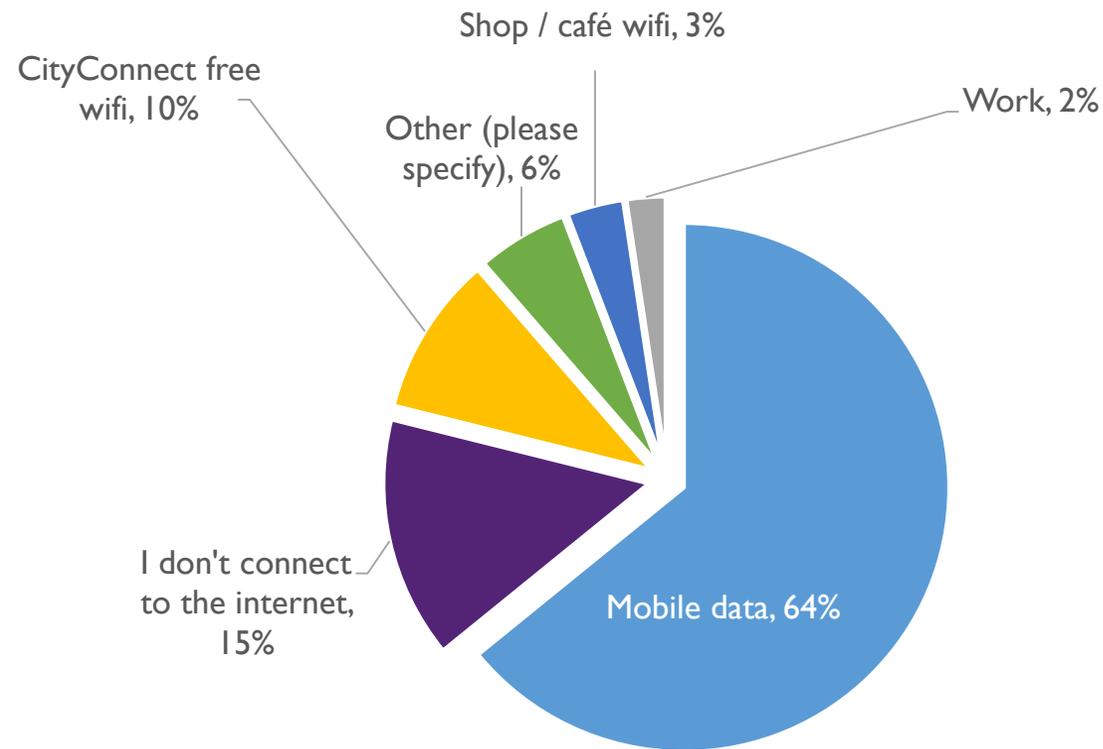
- Plenty of space to move around and feeling safe were most frequently mentioned by York residents wanting to enjoy an event or festival venue, showing the impact of Covid-19 on people's requirements
- Easy access was also important for a number of people, especially people with disabilities
- Toilets and plenty of places to sit were also factors that increased enjoyment of an event

Most important thing to enjoy a venue...	Example comment
Space to move around/not crowded	"Space - know when to stop squeezing in stalls so that it still keeps plenty of space to move around."
Feeling safe	"For it to feel safe."
Accessible / Accessibility	"Accessible location and plenty of seating."
Toilets	"Clean toilets and affordable refreshments."
Seating	"Plenty of space to sit, affordable, and not too crowded."
Atmosphere	"A pleasant atmosphere without rowdiness."
Food and drink	"Good food and drink."
Interesting things to see or do / Something of interest to me	"Something that is of interest to me."
Affordable / value for money	"Affordability and accessibility."
Well-organised	"Good organisation, good quality set-up."

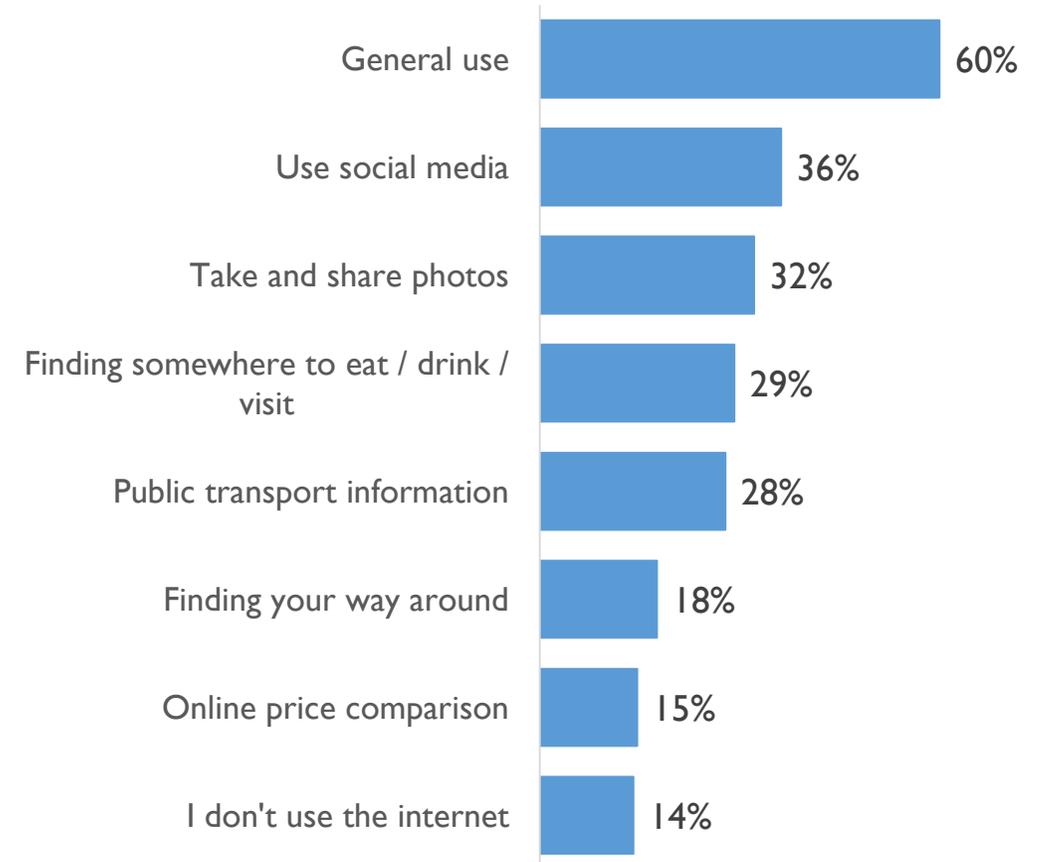
Using the internet in the city centre

- Almost two thirds of residents use mobile data to connect to the internet in York city centre, which they are most likely to access for general use

How do you connect to the internet in York city centre? (379 responses)



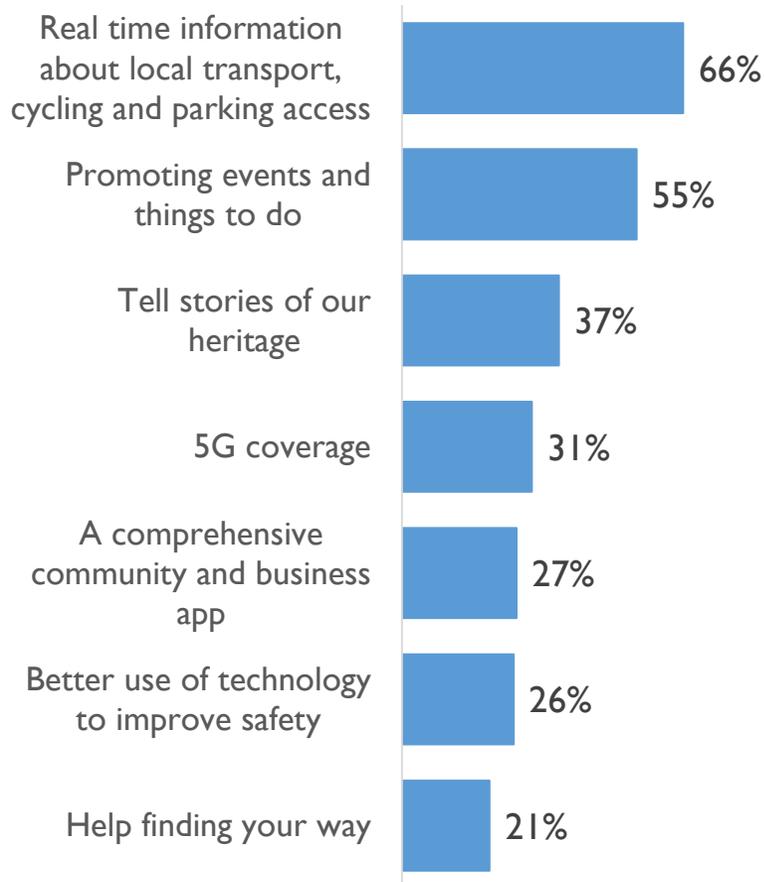
What do you use the internet for when you are in York city centre? (371 responses)



Technological Improvements

- The highest proportion, almost two thirds, thought that real time information about transport and parking could improve their experience of the city centre, followed by promotions for events and things to do

How could digital/ technology improve your experience of York City Centre? (301 responses)



Other improvements needed	Example comment
None	“Please don't develop an app.They are so often poorly designed and developed, underused and cost a lot of money.”
Improve CityConnect / city centre Wi-Fi	“City Connect is appalling and I've stopped trying to use it.”
Access to real-time information online	“It would be great to know how busy areas of town are at any one time, as well as capacity of restaurants, cafes, pubs etc.”
Better real-time bus information	“Having all public transport tracking work and display properly would be good - it is generally not reliable.”
York app	“A York app which shows events that day/week. Maybe a spotlight on a certain local food outlet or indie shop. Historical information about the exact area you are in using location on smart phones.”
Information screens or QR codes to scan for more information	“How about interactive information stands for tourists. Maybe include restaurants, theatres etc. that have current availability?”
Free high-speed Wi-Fi	“Free high speed Wi-Fi in all areas.”
CCTV	“CCTV to identify and prosecute any anti - social behaviour.”
Fibre	“Fibre-to-home in the city centre. It is ludicrous that this is not the case already, in a so-called 'gigabit city'.”

Base: 125 responses