



OATLANDS

OATLANDS ACTIVE TRAVEL STUDY

Public Engagement Report





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WSP

First Floor

3 Wellington Place

Leeds

LS1 4AP

Leeds

UK

Phone: +44 113 395 6200

Fax: +44 113 558 051

WSP.com



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1 INTRODUCTION

1.1 BACKGROUND

During the Covid-19 pandemic the Department for Transport (DfT) made funding available to North Yorkshire County Council (NYCC) through the Active Travel Fund to local councils to provide infrastructure to make it easier for people to get around by walking and cycling.

Initial proposals for traffic reduction measures in the Oatlands Drive area of Harrogate were developed using this funding but were not well received during public consultation. North Yorkshire County Council (NYCC) have commissioned WSP to look again at the area.

A new, high-level public consultation has been undertaken using the Commonplace website to gather views and opinions from the local community about their priorities for the area.

This report presents details of the commonplace consultation which was undertaken and sets out what the results of the responses received tells us about the people feel about the existing situation in the area.

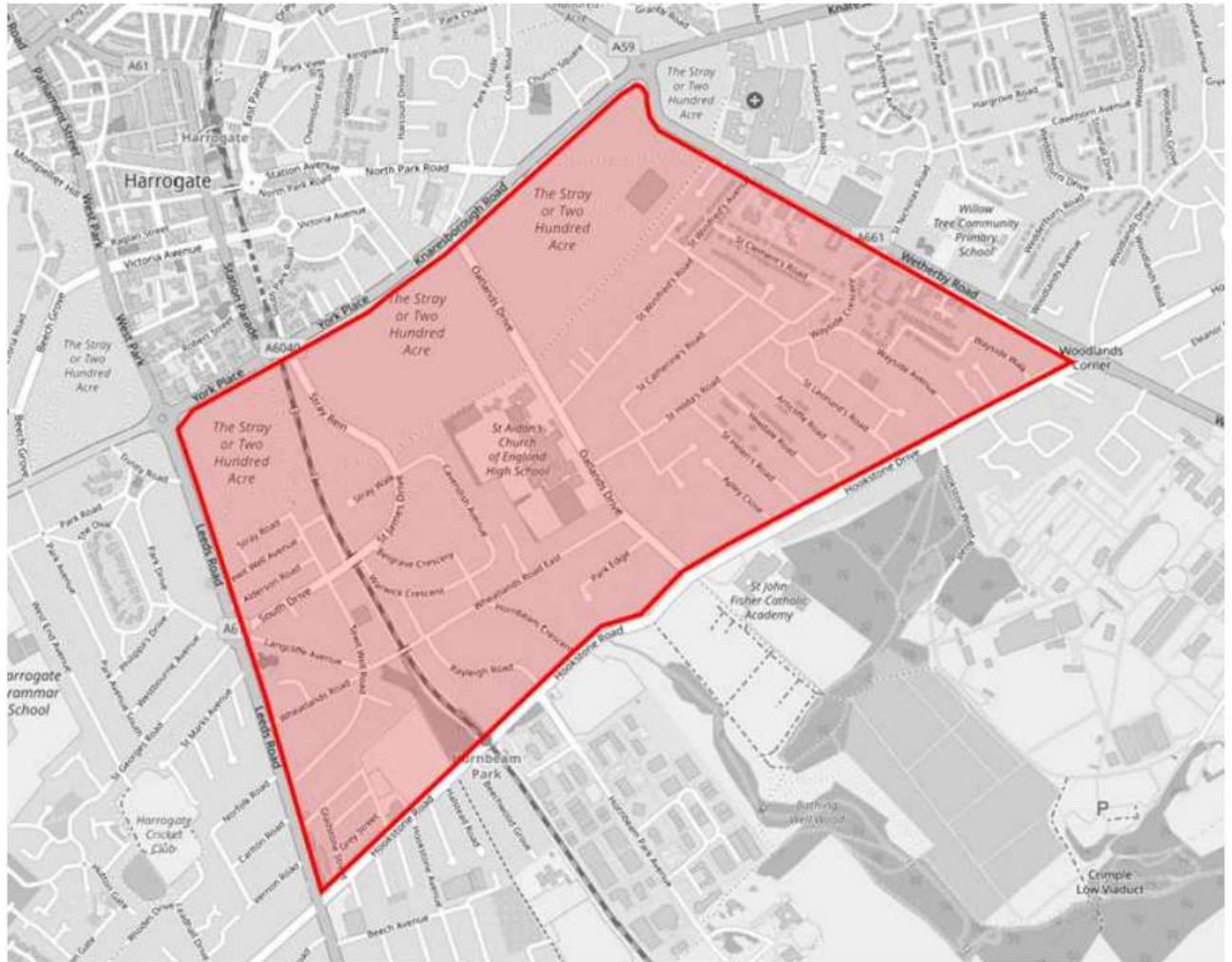
1.2 DETAILS OF THE CONSULTATION

The consultation was run using the Commonplace online platform and was open for four weeks from the 24th October to the 22nd November 2022.

The Commonplace platform is an online consultation service which provides visitors to the site with background information about the scheme and enables them comment on a map of the study area.

The study area was shown on the online map as the area outlined below.

Figure 1-1 - Oatland Active Travel Study Area



Each person responding to the consultation was able to place either one or multiple comments on the map. In this way we were able to gather feedback about specific locations.

Every time someone placed a comment on the map they were asked the following questions:

- What is your connection to this location?
- How does it make you feel?
- What do you wish to tell us about this location?
- How could we make this location better?
- Do you think you might walk or cycle more if it was easier and safer?

All questions were multiple choice with a number of options provided, including an 'other' box which respondents could use to give a response in their own words. A full list of possible responses to each question is provided in Appendix A.

Respondents were also able to view comments left by other people and to 'agree' or 'disagree' with them.



In addition, each person who responded to the consultation was asked some questions about themselves: their age, gender, ethnicity, whether they have a disability, and their postcode. These questions were asked to help us understand who had answered the survey. These questions were only asked once per respondent (even when a respondent made multiple comments on the map).

2 ANALYSIS METHODOLOGY

2.1 OVERVIEW

This section outlines the methodology adopted for the analysis of consultation responses and agreements made.

2.2 ANALYSIS METHODOLOGY

A total of 322 people responded to the consultation.

Out of these 322 respondents, 285 are described as ‘confirmed’ respondents. This means they supplied an email address which was verified by Commonplace.

A total of 511 comments were placed on the online map. There are more comments than respondents because each respondent was able to make several comments on the map, for example, if they wanted to give feedback about a number of locations in Oatlands. Respondents were also able to ‘agree’ or ‘disagree’ with comments left by others – in our analysis we have considered comments individually, without weighting for number of agreements.

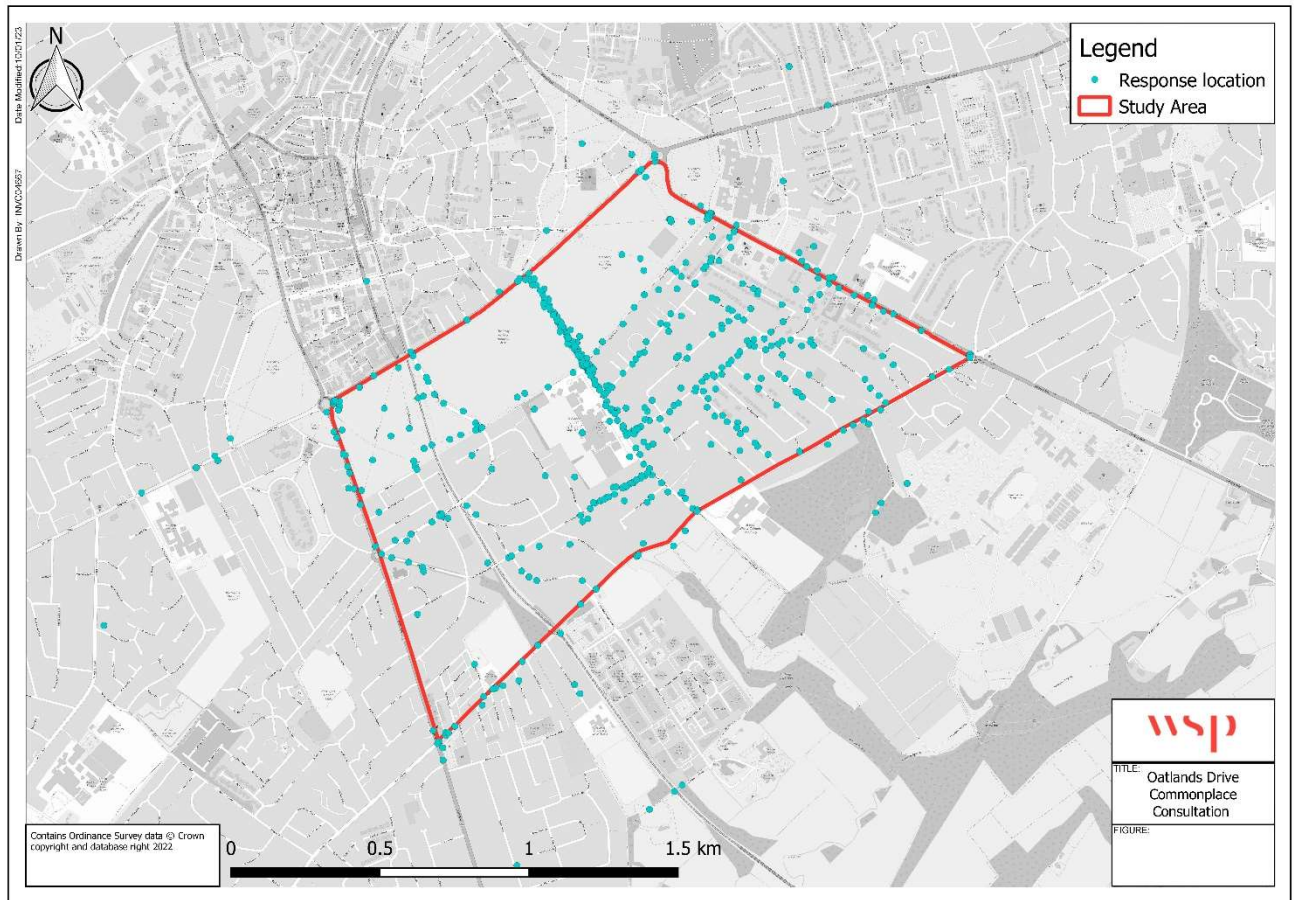
The current travel study is only looking at the Oatlands area, so we have only analysed comments received about locations which were within the study area shown above (see Figure 1-1). Comments made about locations outside the study area boundary have been passed on to NYCC for consideration but have not been analysed in this report. When comments about locations outside the study area are discounted, the comments within the study area total 383, so this is the number of comments we have analysed. These 383 comments were made by 233 unique respondents.

The analysis has been undertaken for closed and quantifiable questions only. The longer written comments provided by some respondents have not been formally analysed, but key themes arising from these comments are summarised at the end of this report. The full details of all comments have been passed to NYCC for future consideration.

In the analysis below we have often used the question ‘What is your connection to this location’ to understand whether people who describe themselves as residents of a particular location have different concerns to people who say they visit or pass through the area (i.e. people who said that their connection to the location is that they travel through, go to school or work there, or park there). This is discussed in the commentary and shown using an overview chart (giving the proportion of total responses each option received) and a chart which presents the same information broken down into residents answers and visitors answers. It should be noted that the sum of the residents/visitors responses is not the same as the proportion of total responses because not everyone answered the question ‘what is your connection to this location’.

The locations of comments received on the map is shown in the figure below.

Figure 2-1 - Spatial distribution of comments placed on the online map

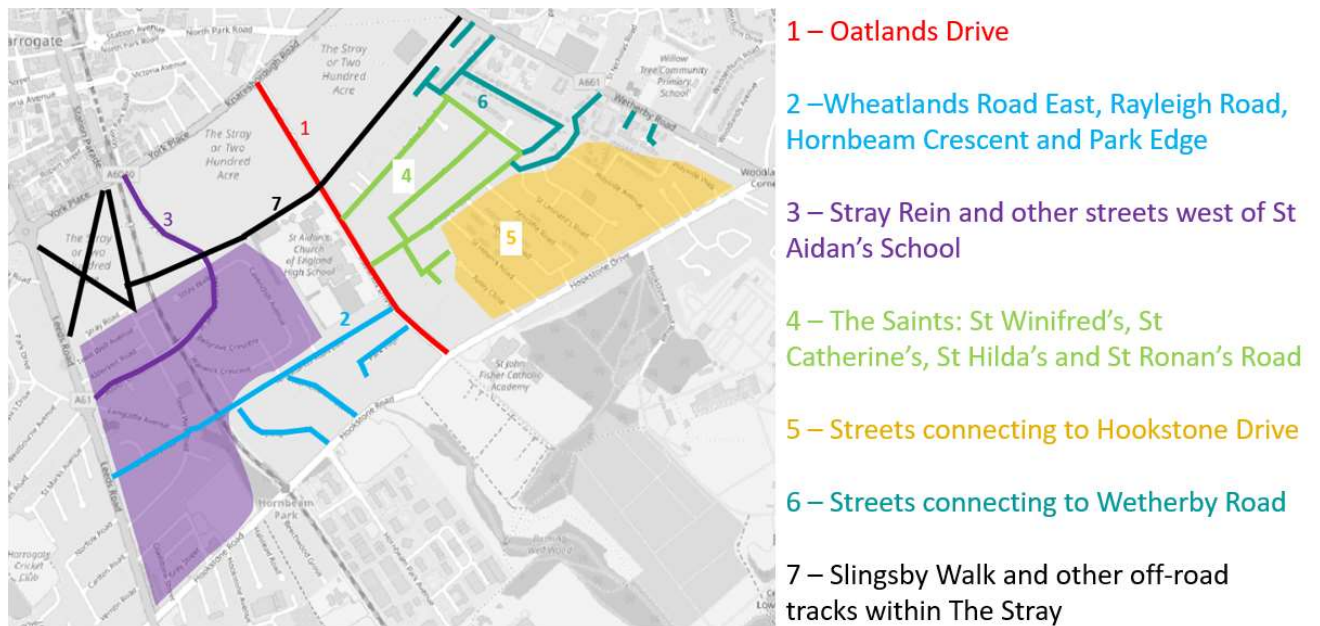


This report first gives overall trends seen in all comments. It then looks at comments received about specific roads and/or areas, because we wanted to understand whether there are specific issues at particular locations. The number of comments received varies by location, so for ease of analysis, we grouped some streets within the study area into clusters, as listed below:

- 1 – Oatlands Drive
- 2 – Wheatlands Road East, Rayleigh Road, Hornbeam Crescent and Park Edge
- 3 – Stray Rein and other streets to the West of St Aidan's School (*St James' Drive, South Drive, Stray Road, Tewit Well Ave, Alderson Road, Tweit Well Road, Back Tewit Well Road, Langcliffe Ave, Waverley Cres, Hamilton Ave, Warwick Cres, Cavendish Avenue, Wheatlands Way, Stray Walk, Cavendish Court, Belgrave Crescent and Cromwell Road*)
- 4 – The Saints: St Winifred's, St Hilda's, St Ronan's and St Catherine's Roads
- 5 – Streets connecting to Hookstone Drive (*Apley Close, St Helen's Road, Yewdale Road, Windsor Road, Arncliffe Road, St Leonards Road, St Leonard's Ova, Wayside Grove, Wayside Avenue, Wayside Walk, Inisfree Close, Wayside Close*)
- 6 – Streets connecting to Wetherby Road (*Roslyn Road, St Winifred's Avenue, St Winifred's Avenue Way, St Clement's Road, Wayside Crescent, Wedderburn Lodge, Cedar Grove*)
- 7 – Slingsby Walk and other off-road tracks within The Stray

A diagram illustrating how streets have been grouped is shown below.

Figure 2-2 - Streets in the Oatlands Area grouped for analysis



3 OVERVIEW OF RESPONDENTS

3.1 OVERVIEW

This section gives information about the demographic profile of the people who responded to the consultation. This includes age, postcode, their connection to the study area and whether they are a member of a particular group or association.

Participants were also asked to supply their gender and ethnicity. However, as this is classed as 'sensitive data' these questions were hidden unless respondents stated they were happy to share sensitive data. For this reason the number of people responding to these questions was much lower than the total number of respondents. This data is shared below but may not be fully representative of the total breakdown of respondents.

3.2 AGE GROUP

Respondents were asked to provide their age group. Out of 285 confirmed respondents, 82% respondents provided their age group, while around 2% selected 'prefer not to say' and around 16% did not respond.

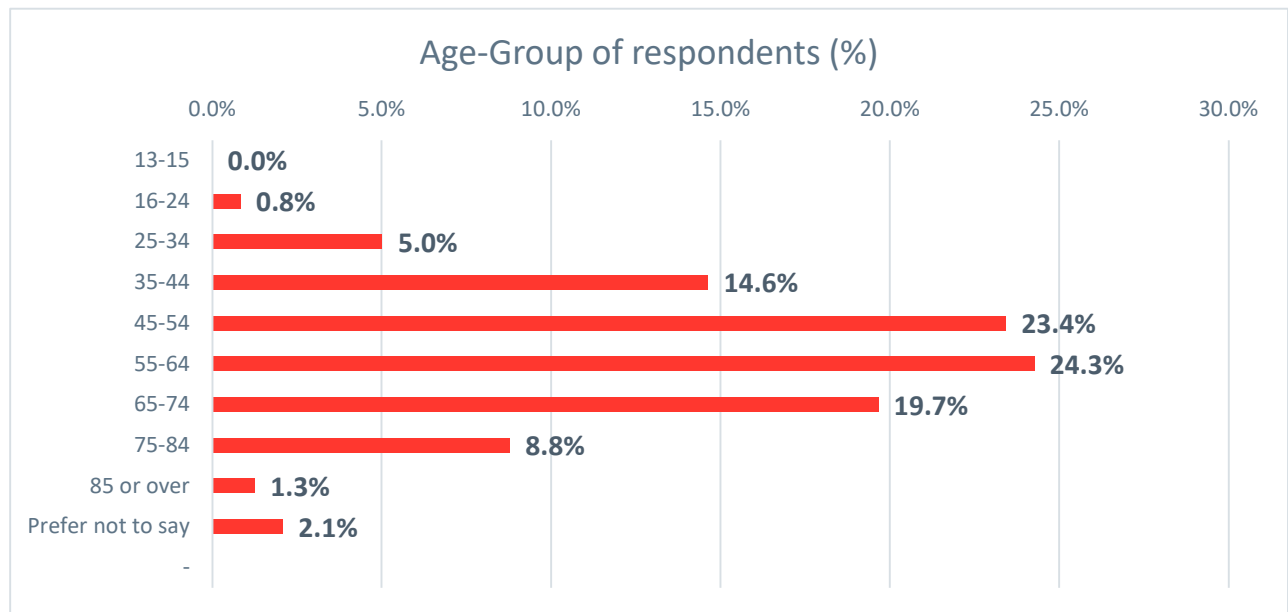
More older people than younger people responded to the engagement. The highest participation came from the age groups 55-64 (24% respondents) and 45-54 (23% respondents) followed by the age group of 65-74 (20% respondents) and 35-44 (about 15%). About 9% respondents participated in the survey were between 75-84 years of age group.

For most age groups this is broadly in line with the age demographic breakdown of the Harrogate area according to 2021 census data (an exact comparison is not possible due to the different age brackets used in the census data outputs). However, there is a clear lack of participation by people below the age 24, who made up <1% respondents despite the fact that 16-24 year olds account for 8.8% of the population of Harrogate.¹

The presence of St Aidan's School within the study area, and St John Fisher school just beyond the southern boundary of the study area, means that a large number of young people visit or travel through Oatlands. Their views are underrepresented in this engagement survey. Future consultation work will need to consider ways to engage more effectively with the young people in Oatlands in order to be successful.

¹ UK 2021 census data

Figure 3-1 - Age Group



3.3 GENDER

Only 126 respondents answered the question about gender (44% of the total responses), but of those who answered there were significantly more males than females: Out of 126 respondents, 63% were Male and 34% were Female, while 3% chose “Prefer not to say”.

The reason for the disparity between male and female responses is unclear, and does not reflect the gender balance of the Oatlands area. The question about gender was hidden unless respondents stated that they were happy to share ‘sensitive data’, and only 44% of people answered the question about gender – this means it may not accurately represent the number of people responding to the survey in total. Men may have been more likely to be willing to share sensitive data, or more likely respond to the survey. Responses received for the consultation on the original proposals were 58% male and 38% female, which is relatively consistent with the current consultation.

It is recommended that avenues for promoting surveys are reviewed in future consultations and additional effort made to ensure feedback from women is obtained.

3.4 ETHNIC GROUP

Only 124 respondents answered the question about Ethnic Group (43% of the total responses). Respondents described themselves as:

- White - English/Welsh/Scottish/ Northern Irish/ British - 94%
- White – Irish – 2%
- Other White, please describe beginning White – 2%
- Other Asian, please describe beginning Asian/Asian British – 1%

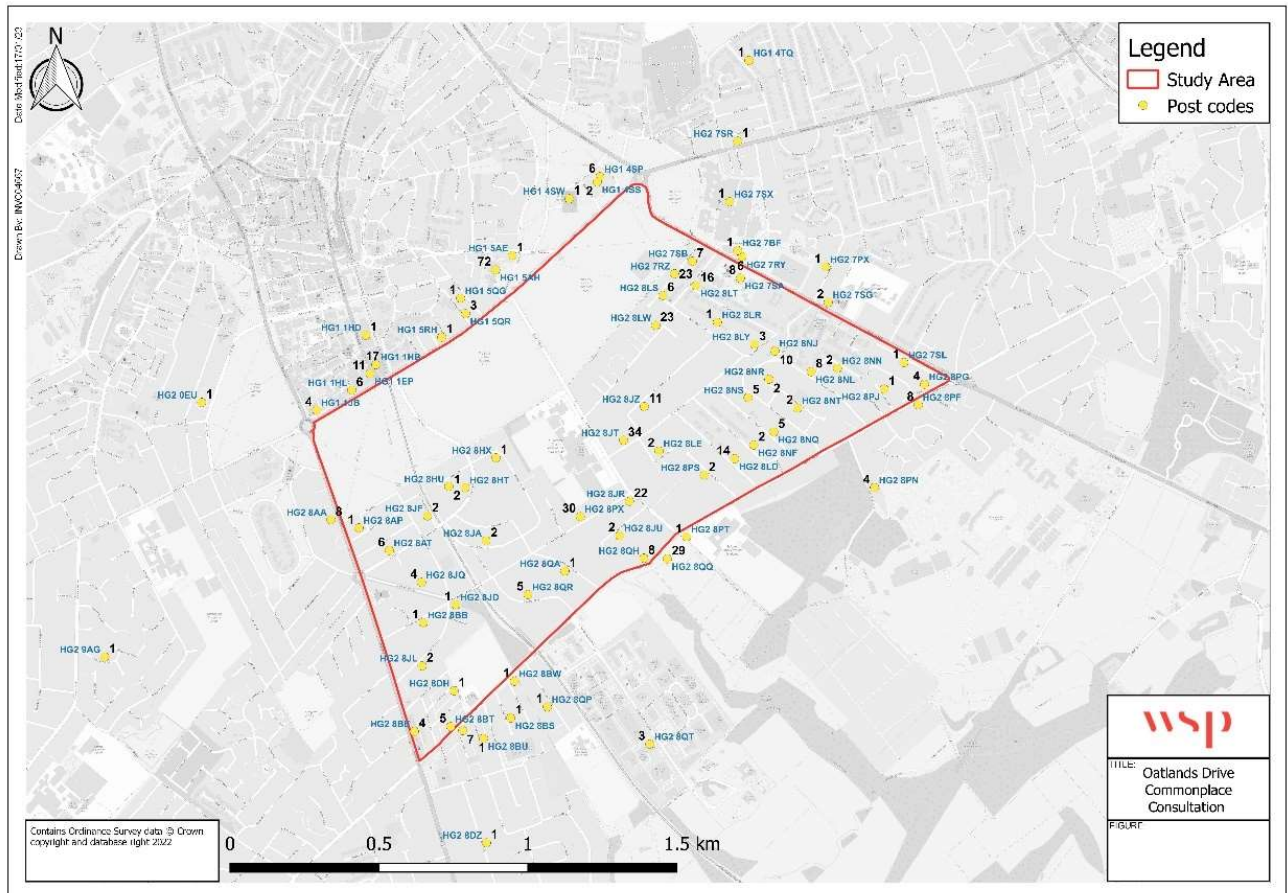
This broadly matches the ethnicity makeup of Harrogate, which is 95.4% white.

3.5 POSTCODE OF RESPONDENTS

Respondents were asked to provide their home postcode. Out of 285 confirmed respondents, 248 (87%) provided their postcode.

All the respondents who provided a home postcode live either within the study area, or within Harrogate near the study area. This suggests we can be confident that the views supplied in the engagement study are reflective of local residents.

Figure 3-2 - Postcodes



3.6 CONNECTION TO THE AREA

Respondents were asked to describe their connection to the study area, from the following list:

- I live here
- I work here
- I study here
- I own a business here
- I commute through here
- Other

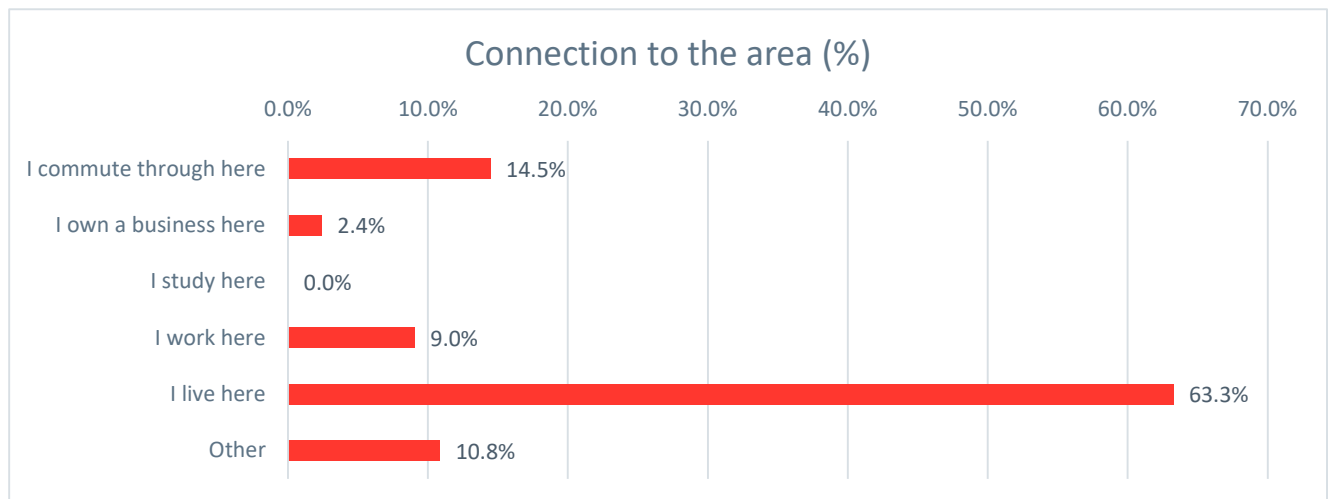
Only 140 confirmed respondents answered the question (49% of total respondents) providing a total of 166 responses (respondents were able to select multiple options).

The majority of respondents - 63% - said they live within the study area. 14.5% of people said they commute through Oatlands, while 9% said they work within the area. Only 2.4% of people said they were business owners – this is as expected, given that Oatlands is a very residential area.

None of the respondents chose the option 'I study here'. This seems surprising given the location of several schools within Oatlands. The fact that no one has chosen this option reflects the fact that only 49% of all respondents answered the demographic questions, and of the people who did answer these questions <1% were in the 16-24 age bracket. Those who do go to local schools are also likely to live in the area, and may have chosen this as their only response rather than selecting multiple options.

However it is fair to say that the views of people attending school in Oatlands, and of younger people more generally, are under-represented in this survey.

Figure 3-3 - Connection to the area



3.6.1 GROUP ASSOCIATION

Respondents were asked whether they belong to any of the following groups or associations:

- St Aidan's C of E school
- St John Fisher High School
- Harrogate Residents Association
- St James Road Neighbourhood Group
- Oatlands Community Group
- Stray Defence
- Harrogate Cycling Groups

We asked this questions in order to understand whether a large number of responses were coming from people belonging to a particular group or association, due to a particularly high level of interest from that group. Respondents were able to tick multiple options.

Only 84 out of 285 confirmed respondents answered this question (29%).

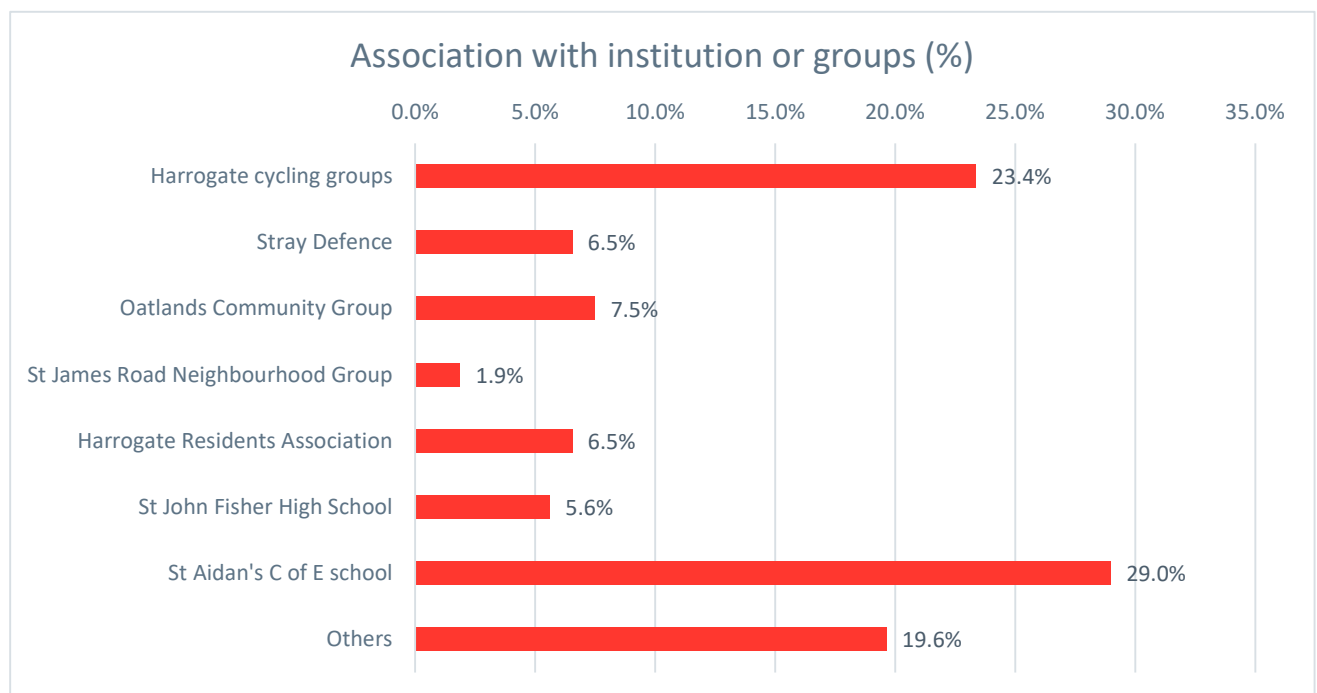
A total of 107 responses were received with 74 respondents choosing a single option while 10 responded with multiple options.

The most common group people were associated with was St. Aidan's C of E school (29%) followed by the Harrogate cycling group (23.4%).

20 people chose the option 'other', though 8 of these used the comment box to make an unrelated comment. The other organisations provided were: Harrogate Hospital, Harrogate Society, the St Catherine's Road whatsapp group, Willow Tree Primary School, Parkrun and Oatlands Junior School.

It is reasonable to assume that the 71% of respondents who did not answer this question have no association with any of the groups listed. This would mean that approximately 11% of total respondents describe themselves as being associated with St Aidan's School, and around 9% with Harrogate Cycling Groups.

Figure 3-4 - Group association



4 OVERVIEW OF COMMENTS PLACED ON THE MAP

4.1.1 OVERVIEW

This section provides information about overall trends in the comments people placed on the map. It looks at feedback received in all comments without linking them to specific locations within Oatlands.

4.1.2 HOW DO PEOPLE FEEL ABOUT THE LOCATIONS THEY COMMENTED ON?

Every time someone made a comment on the study area map, they were asked how this location made them feel, by selecting an image from the options below:



This is to enable Commonplace to show comments as either generally positive or generally negative, and gives a high level view of how people feel about an area – whether they are generally happy or unhappy with existing conditions.

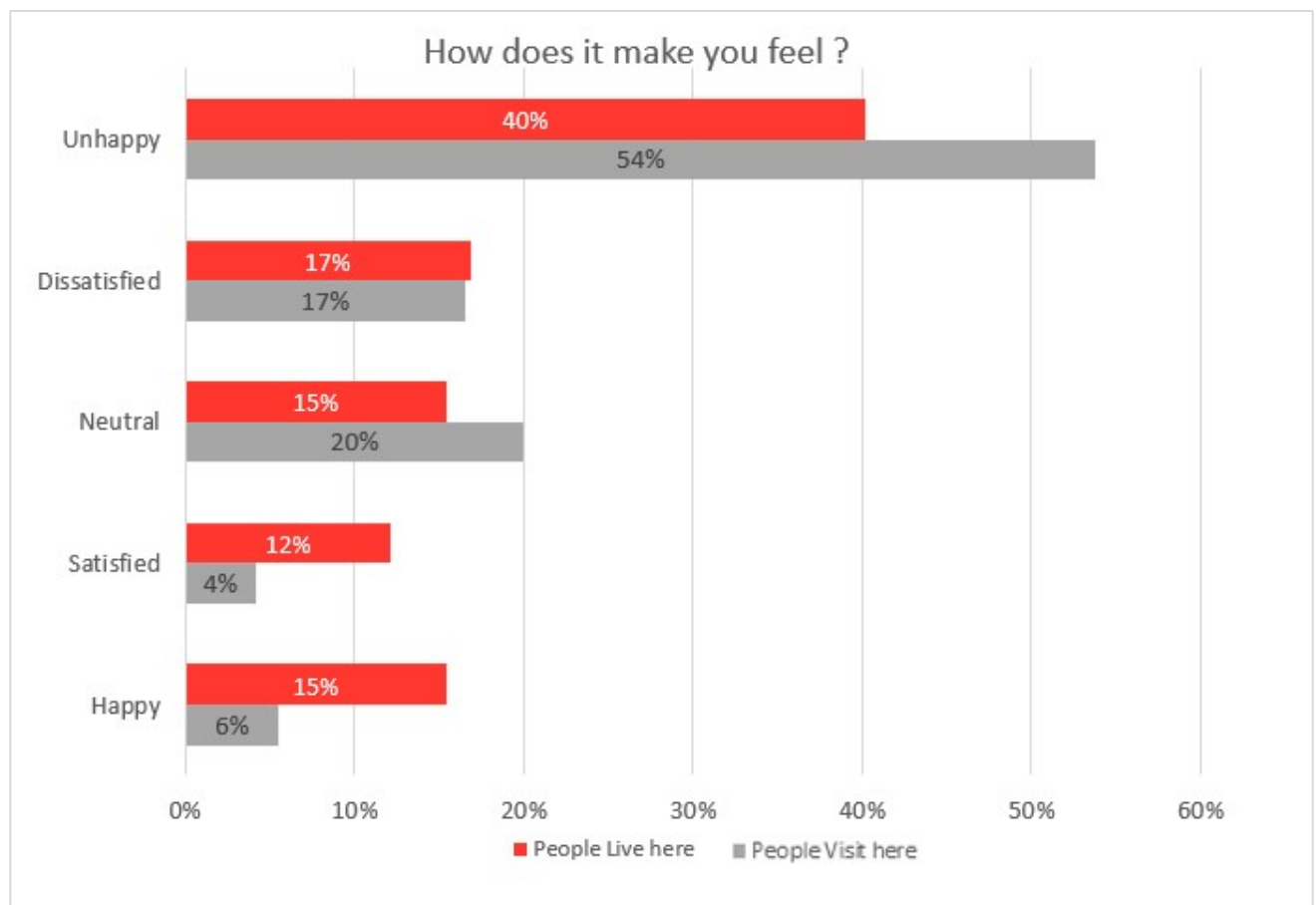
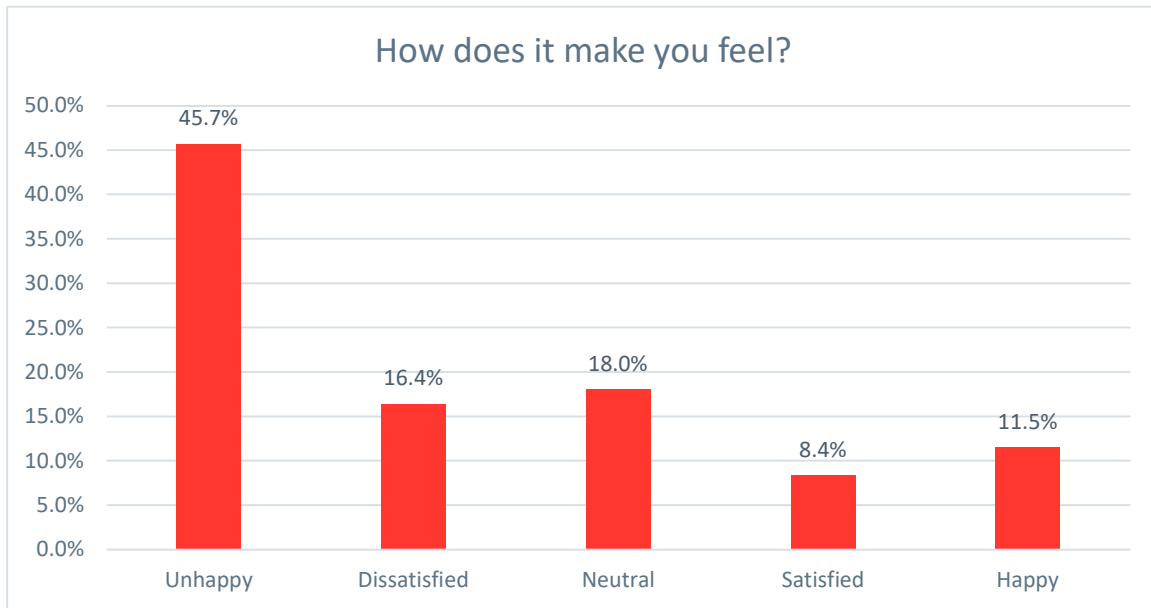
For the purposes of our analysis we have described these options as:



The majority of comments placed on the map were negative, with 62% of all comments choosing the 'unhappy' or 'dissatisfied' options to describe how they felt. Just 19.5% of comments were from people saying they were 'happy' or 'satisfied'.

Residents and people who pass through the area were both unhappy with the existing situation, though people passing through were more likely to be unhappy than residents.

Figure 4-1 - How does it make you feel



4.1.3 WHAT IS YOUR CONNECTION TO THIS LOCATION?

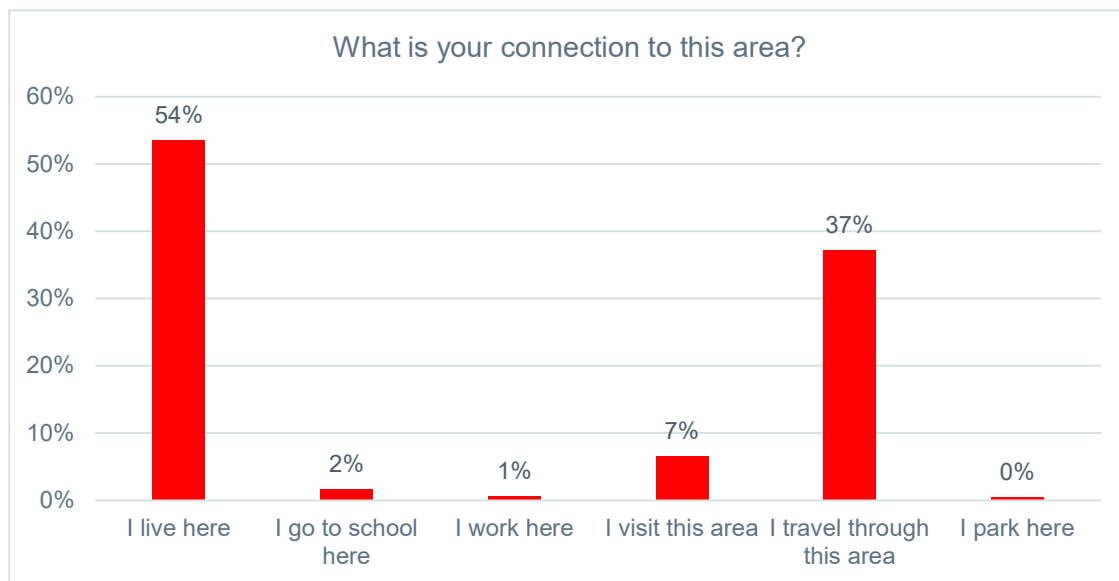
Respondents were asked the question ‘what is your connection to this location?’ with a choice of 5 options. People were able to choose multiple options:

- I live here
- I go to school here
- I work here
- I visit this area
- I travel through this area
- I park here

The chart below shows the responses as percentages of the total number of comments. Most people (54%) said they either lived in the area they were commenting on, or travelled through it (37%). Only 7% of people said they visit the area, and very small numbers said they work, go to school or park in the area they were commenting on.

This information can be used when looking at comments received about particular locations to understand whether there is a notable difference between the views of people who live in the area, and the views of people who pass through or visit it.

Figure 4-2 - What is your connection to this area?



4.1.4 WHAT DO YOU WISH TO TELL US ABOUT THIS LOCATION?

Respondents were asked the question ‘What do you want to tell us about this location?’ with a choice of 12 options and an ‘other’ category into which they could write additional comments. Respondents were able to select as many options as they wanted, so 1210 responses (single and multiple choice) were received against this question.

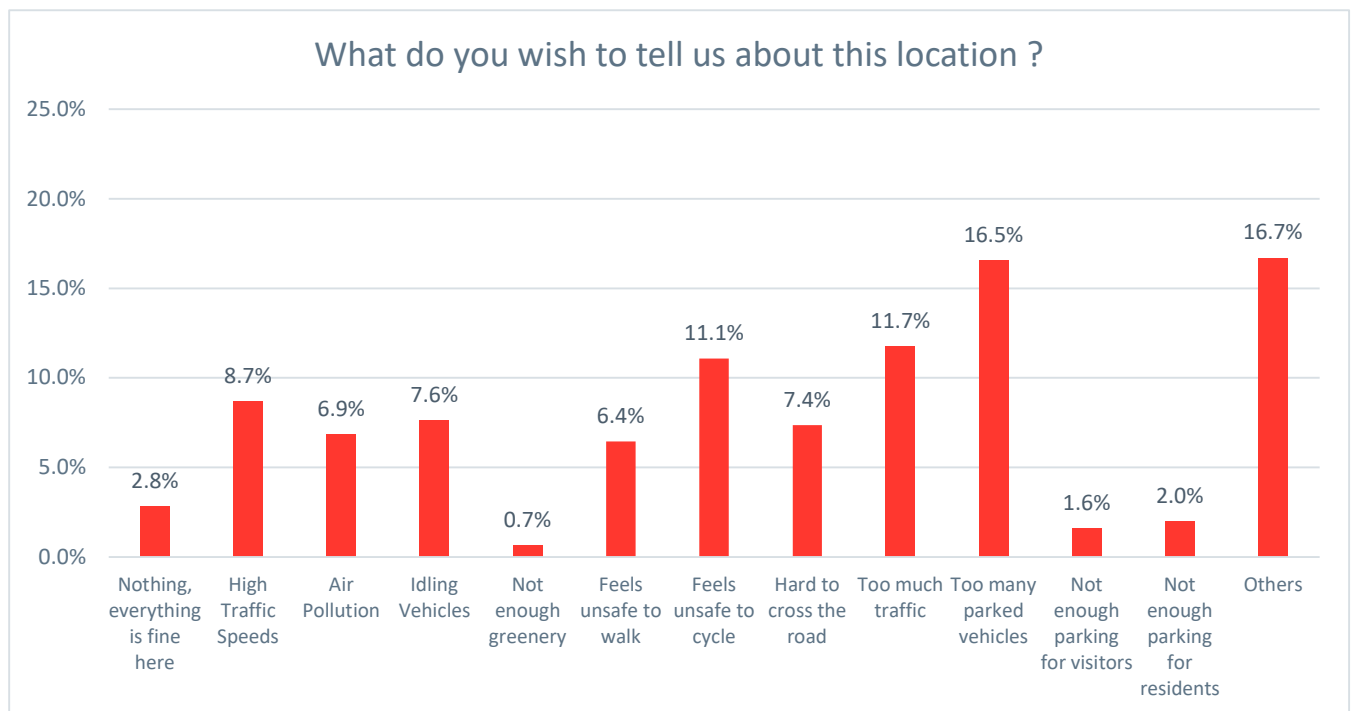
The most frequently chosen option was ‘other’. Responses in this category were varied and often covered many of the same issues as those provided in the closed options, though often with additional detail provided. These comments have been read by the project team and will be used to inform the next stage of the optioneering process for Oatlands. Key themes from the comments have been summarised in Section 6, below.

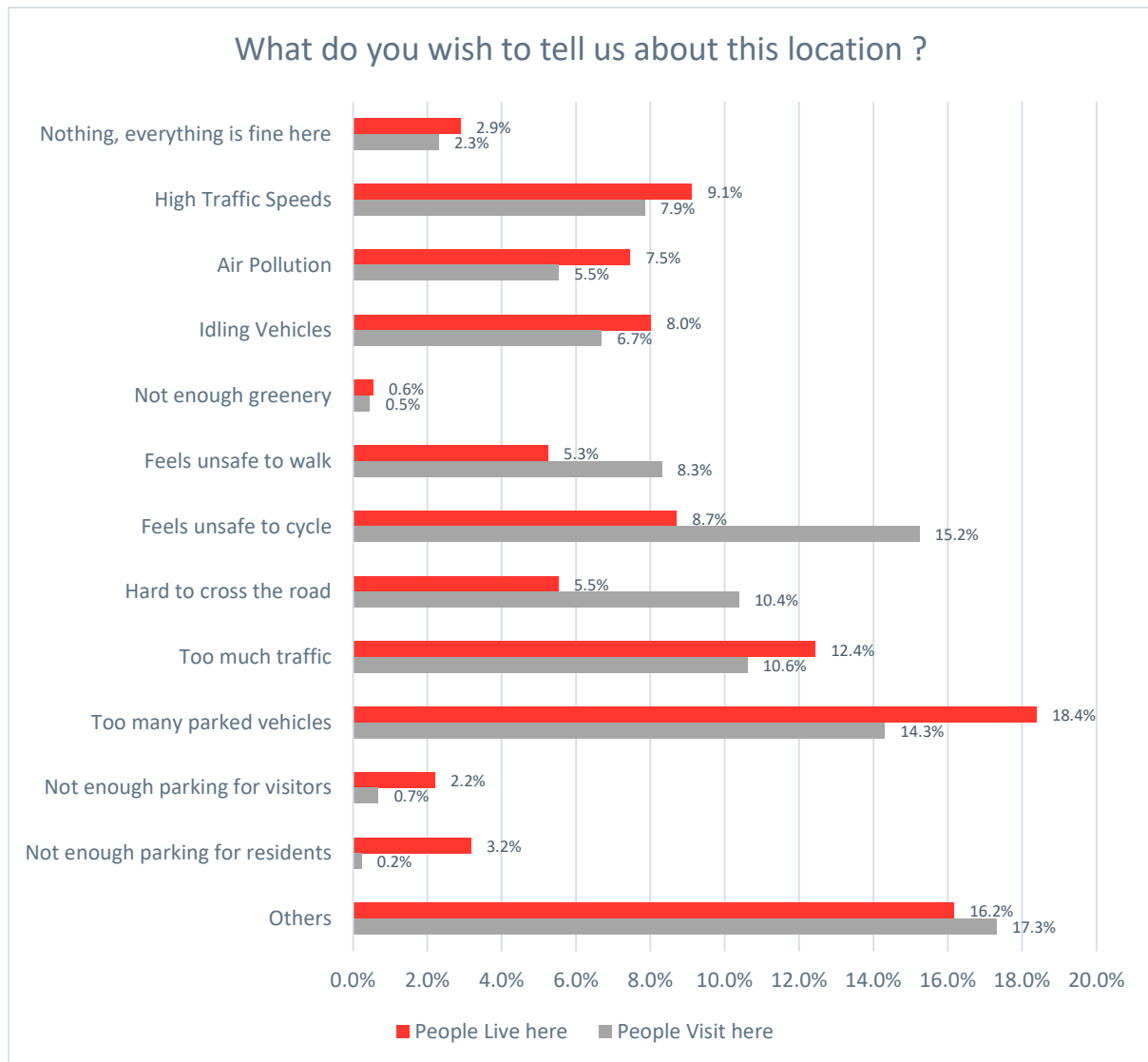
Out of the closed options provided, the most frequently chosen response was ‘too many parked vehicles’, with 16.5% of total responses. This was followed by ‘too much traffic’ at 11.7%, and ‘feels unsafe to cycle’ at 11.1%. ‘High traffic speeds’ (8.7%), ‘idling vehicles’ (7.6%), ‘hard to cross the road’ (7.4%) and ‘air pollution’ (6.9%) were other major concerns highlighted.

The options of least concern were ‘not enough greenery’, with just 0.7% feeling this was a problem, and parking – only 2% of responses felt there isn’t enough parking for residents, and 1.6% that there isn’t enough for visitors.

In general, responses from residents and visitors were broadly similar. However, residents were much more likely than visitors to choose the option ‘too many parked vehicles’ (18.4% residents compared to 14.3% visitors). Residents were also more likely than visitors to be concerned about high traffic speeds. On the other hand, visitors were much more likely to choose the option ‘feels unsafe to cycle’ (15.2% visitors compared to 8.7% residents), and the options ‘hard to cross the road’ and ‘feels unsafe to walk’.

Figure 4-3 - What do you wish to tell us about this location?





4.1.5 HOW COULD WE MAKE THIS LOCATION BETTER?

After placing a comment on the map respondents were asked the question ‘How could we make this location better?’, with a choice of 11 options and an ‘other’ category into which they could write additional comments. Respondents were able to select as many options as they wanted.

A total of 835 responses were recorded against this question.

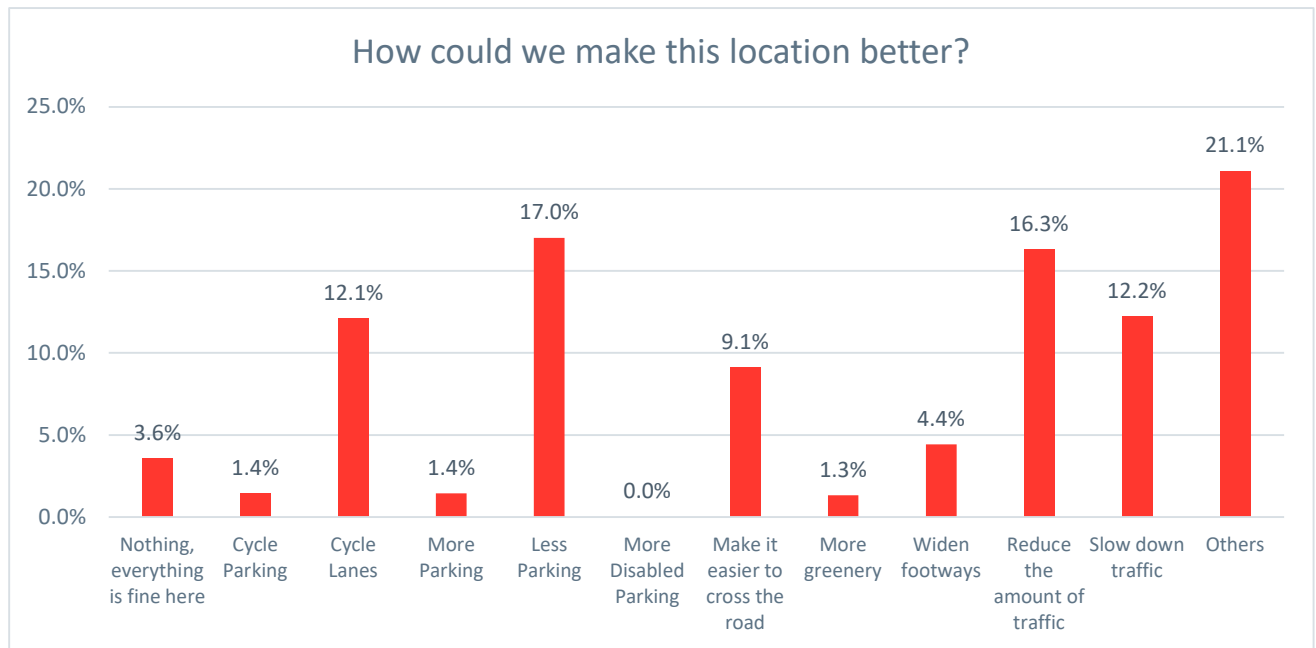
The most frequently chosen option was ‘other’. Responses in this category were varied and often covered many of the same issues as those provided in the closed options, with additional detail provided. These comments have been read by the project team and will be used to inform the next stage of the optioneering process for Oatlands. Key themes from the comments have been summarised in Section 6, below.

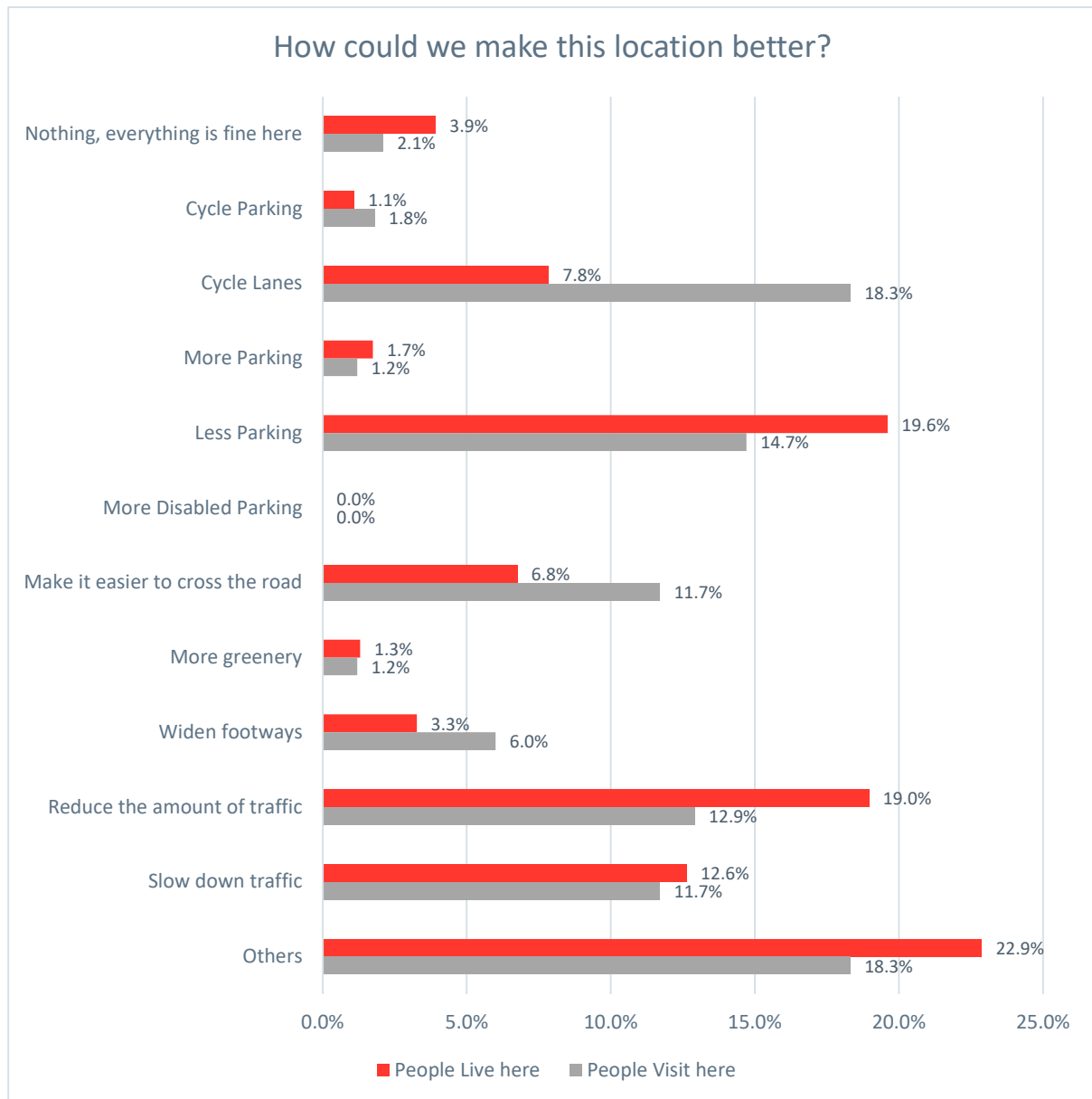
Out of the closed options provided the most frequently chosen option was ‘less parking’ with 17% of the total responses. This was closely followed by ‘reduce the amount of traffic’, with 16.3% of

responses. The next most frequently chosen options were 'slow down traffic' (12.2), 'cycle lanes' (12.1%).

Interventions such as cycle parking, more parking and more greenery were the least selected options with less than 2% of responses for each of these options. There was no demand for additional disabled parking.

Figure 4-4 - How could we make this location better





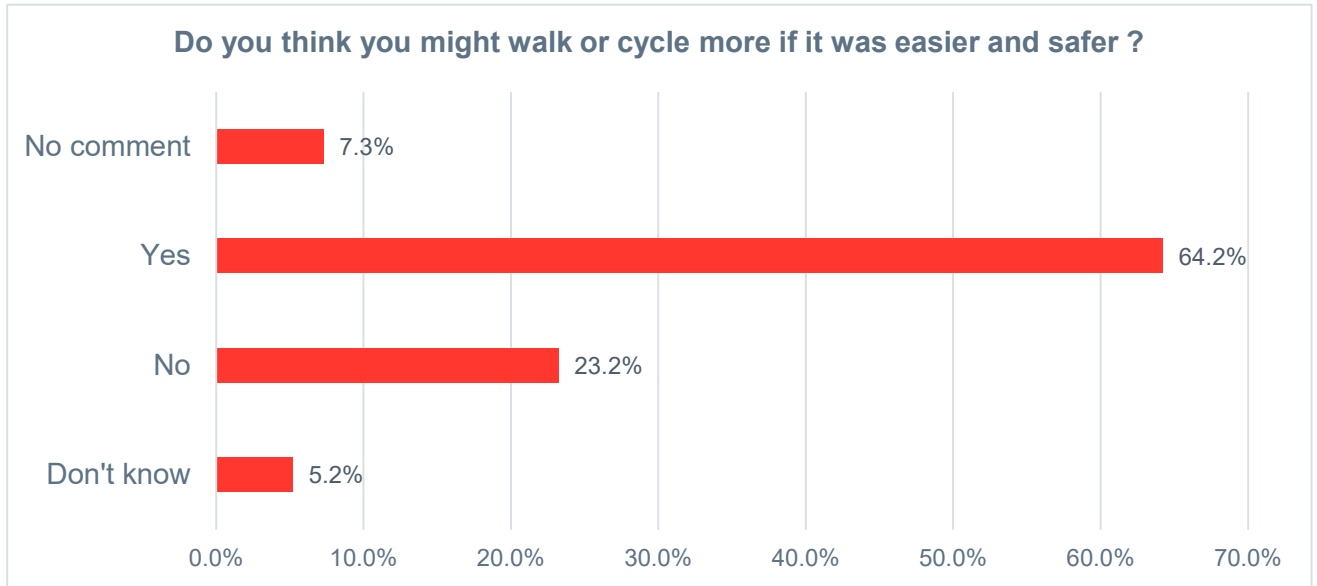
4.1.6 DO YOU THINK YOU MIGHT WALK OR CYCLE MORE IF IT WAS EASIER AND SAFER?

Respondents were asked whether they believed they might walk or cycle more if it was easier or safer. This question was asked to gain insight into the level of uptake of active modes NYCC may be able to achieve by improving road safety and providing high quality active travel infrastructure in Oatlands.

Overall, 64% of the respondents stated that they might walk or cycle if it was easier and safer, while 23% of the respondents felt they would not.

A slightly higher number of visitors than residents felt they would be more likely to take up Active Travel.

Figure 4-5 - Do you think you might walk or cycle more if it was easier and safer



5 STREET BY STREET ANALYSIS

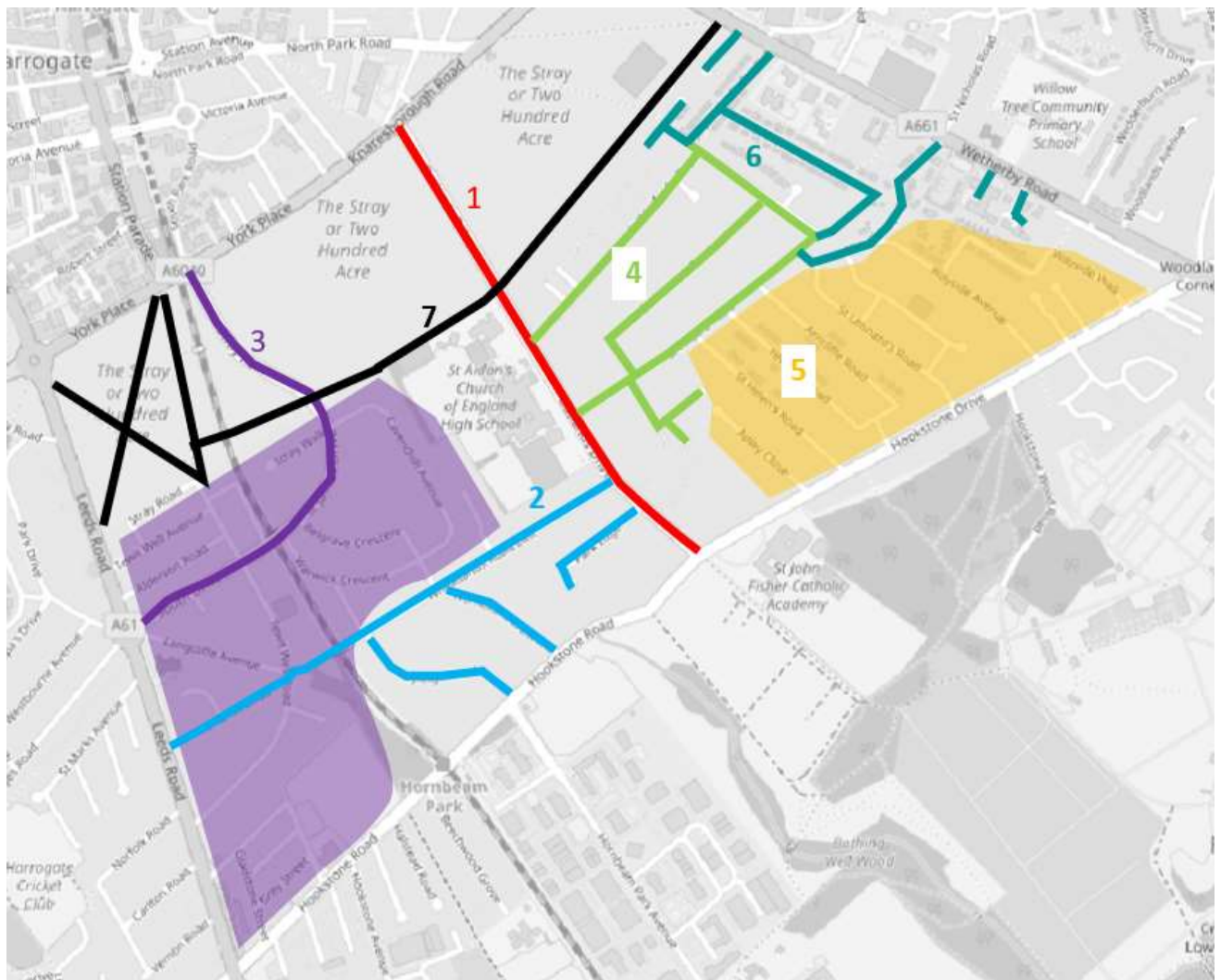
5.1 STREET GROUPINGS

The section above gave an overview of all responses. However, we want to understand whether certain issues are specific to particular parts of the study area.

This section looks at individual streets and groups of streets within Oatlands, to understand this.

The figure below shows how we have grouped streets within Oatlands into seven groups.

Figure 5-1 - Streets within Oatlands grouped for analysis



1 – Oatlands Drive

2 – Wheatlands Road East, Rayleigh Road, Hornbeam Crescent and Park Edge

3 – Stray Rein and other streets to the west of St Aidan's School

4 – Saints - St Winifred's, St Hilda's, St Ronan's and St Catherine's Roads

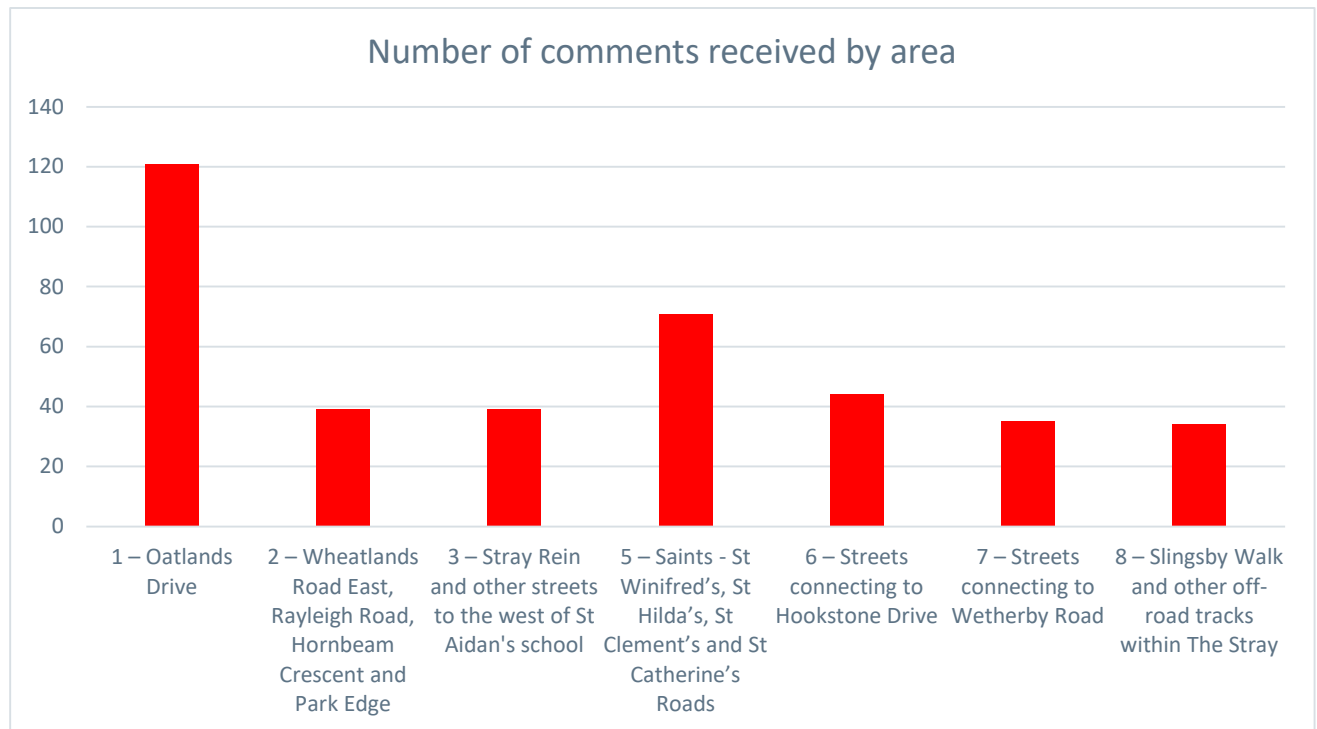
5 – Streets connecting to Hookstone Drive

6 – Streets connecting to Wetherby Road

7 – Slingsby Walk and other off-road tracks within The Stray

Some areas received more comments than others. The chart below shows the comparative number of responses by area:

Figure 5-2 - Number of comments received by area



By far the most comments were received about Oatlands Drive. The next most commented area was the Saints area (St Winifred's, St Hilda's, St Clement's and St Catherine's Roads), followed by streets connecting the Saints area to Hookstone Drive.

This section will go on to look at comments received about each of these focus areas in more detail. Charts relating to the following section have been placed in the Appendix.

5.2 OATLANDS DRIVE

Oatlands Drive provides a north-south route through the study area, providing a link between Knaresborough Road and Hookstone Drive. Out of 383 comments placed on the map, 121 were placed on Oatlands Drive (32%).



Connection to the area

Oatlands Drive experiences high volumes of through-traffic, and this is apparent in the responses received. The majority of the people who placed comments on Oatlands Drive (55%) stated they travel through the area, whereas 31% of respondents selected they live here.

How do people feel about Oatlands Drive?

The majority of the residents stated that they either feel unhappy (41%) or dissatisfied (14%) about the current situation in the area. Levels of satisfaction are similar among people visiting the area for other reasons, with 51% unhappy and 17% dissatisfied with the existing situation.

What did people tell us about this location?

On Oatlands Drive, the most frequently chosen of the closed options was 'feels unsafe to cycle', with 15.4% of people choosing this response. This was followed by 'too many parked vehicles', (13.2%) and 'high traffic speeds' and 'hard to cross the road' ties on 10.2% responses each with 'too much traffic' close behind at 9.9%.

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar. Slightly more residents than visitors were concerned about too many parked vehicles (16.4% of residents compared to 11.8% of visitors); while slightly more visitors than residents felt that it feels unsafe to cycle (16.5% compared to 13.6%).

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

How could we make this location better?

Of the closed options provided, the most frequently chosen option was providing more cycle lanes (17.1%). The second and third most popular options were to slow down traffic (13.5%) and to make it easier to cross the road (11.5%).

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar.

Slightly more residents than visitors wanted to reduce the amount of traffic (12.8% compared to 11.9%) whereas slightly more visitors than residents would like to see cycle lanes introduced (18.4% compared to 15.1%). However response rates were similar across both groups.

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

5.3 WHEATLANDS ROAD EAST, RAYLEIGH ROAD, HORNBEAM CRESCENT AND PARK EDGE

Wheatlands Road East provides a direct connection between Leeds Road to the west and Oatlands Drive. It is a long, straight residential road with a significant incline. Rayleigh Road and Hornbeam Crescent connect Wheatlands Road to Hookstone Drive, while Park Edge is a cul-de-sac leading off Oatlands Drive. These streets were grouped together for analysis due to the possibility of their being used by vehicles either accessing Oatlands Drive from the west or seeking to avoid queueing on Hookstone Drive or Leeds Road by using the residential roads as an alternative.

Out of 383 comments placed on the map, 39 were placed on these streets (10%).



Connection to the area

The majority of the respondents who placed comments on these streets said they live in the area (67%), whereas only 25% of respondents travel through the area or visit the area.

How do people feel about Wheatlands Road east and connected streets?

The majority of the people responding to this question (67%) were either unhappy or dissatisfied with the current situation in the area whereas 28% of the respondents were happy and satisfied with the existing situation.

Levels of satisfaction are much lower among visitors to this area – 90% of visitors were either dissatisfied or unhappy with the existing situation, compared with just 35% of residents.

What did people tell us about this location?

In this location the most frequently chosen of the closed options was 'too many parked vehicles', with 19.4% of people choosing this response. This was followed by 'idling vehicles', (15.5%) and 'too much traffic' with 14.0% responses.

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar but differed in some respects.

Significantly more visitors than residents were concerned about too many parked vehicles (25.7% of visitors compared to 17.6% of residents); similarly, more visitors than residents were concerned by idling vehicles and too much traffic.

How could we make this location better?

Of the closed options provided, by far the most frequently chosen option was to reduce the availability of parking (31.6%), followed by 'reduce the amount of traffic' (27.6% responses). The option 'slow down traffic' was the next most popular response, at 6.6% responses.

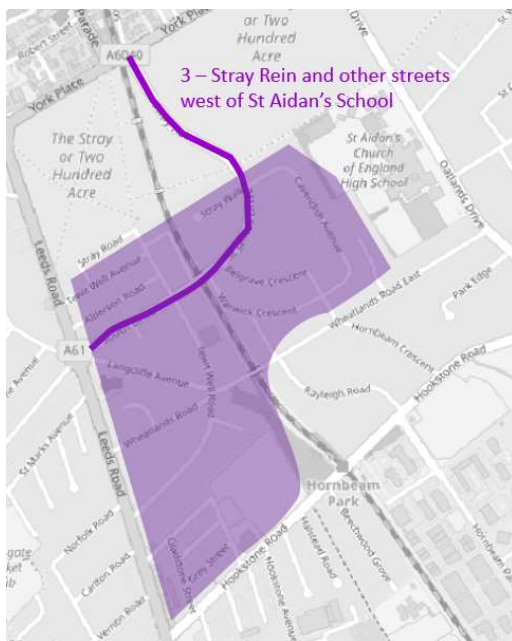
When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar.

Slightly more residents than visitors wanted to reduce the amount of traffic (28.0% compared to 26.1%) whereas significantly more visitors than residents would like to see less parking (39.1% compared to 30.0%). However response rates were similar across both groups.

5.4 STRAY REIN AND OTHER STREETS WEST OF ST AIDAN'S SCHOOL

Stray Rein crosses the Stray, and is used as parking for people visiting the Stray. It connects to the residential street of St James Drive which becomes South Drive before joining Leeds Road. It is surrounded by a network of residential streets. Note that Wheatlands Road East and Wheatlands Road are excluded from this analysis and are considered separately in section 5.3, above.

Out of 383 comments placed on the map, 39 were placed on these streets (10% of the total number of comments).



Connection to the area

Most respondents (59%) said they lived in this area, with 34% saying they visit or travel through. 8% of people chose not to answer this question.

How do people feel about Stray Rein and other streets west of St Aidan's School?

Most people felt unhappy or dissatisfied with the existing situation, but people visiting were much more likely to be unhappy or dissatisfied than residents – 61% visitors compared to 39% of residents. 47% of residents were happy or satisfied with existing conditions, while just 8% of visitors were happy – though 31% were neutral.

What did people tell us about this location?

In this location the most frequently chosen of the closed options was 'too many parked vehicles', with 19.1% of people choosing this response. This was followed by 'feels unsafe to cycle' (10.6%)

and equal numbers of people who said 'feels unsafe to walk' and 'too much traffic' (7.4% in each case). However, 7.4% of people also said 'nothing, everything is fine here'.

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were generally similar, though visitors were much more likely than residents to say it feels unsafe to cycle (17.4% visitors compared to 8.2% of residents). On the other hand, 8% of residents felt there was too much traffic in the area – no visitors chose this option.

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

How could we make this location better?

Of the closed options provided, the most frequently chosen option was to reduce the availability of parking (17.6%).

The second most frequently chosen response was to introduce cycle lanes (13.5%) followed by 'reduce the amount of traffic' 10.8%.

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were somewhat different.

Visitors were more likely than residents to want to see reduced parking (25.0% visitors compared to 14.3% residents) and to see cycle lanes introduced (20.0% visitors compared to 11.9% residents). However, residents were more likely to want to reduce the amount of traffic (11.9% residents compared to 5% visitors), while 11.9% residents wanted no change ('nothing, everything is fine here').

A particularly high number of respondents chose to use the 'other' option to provide additional written comments about these streets. Key themes from these comments are provided below in Section 6.

5.5 THE SAINTS AREA: ST WINIFRED'S, ST CATHERINE'S, ST HILDA'S AND ST RONAN'S ROADS

The Saints area sits to the east of Oatlands Drive. These are residential streets which are used for parking by non-residents due to the absence of parking restrictions.

Out of 383 comments placed on the map, 71 were placed in the Saints area (19%), making it the second most commented-on area following Oatlands Drive itself.



Connection to the area

Most people who placed comments in this area described themselves as living in the area (85%), compared to only 12% of comments made by people who said they visited the area.

How do people feel about the Saints area?

The majority of the respondents are unhappy about the existing conditions in the area, with just 14% of people describing their feelings as satisfied or happy.

What did people tell us about this location?

In this location the most frequently chosen of the closed options was 'too many parked vehicles', with 20.3% of people choosing this response. This was followed by 'too much traffic', (12.1%) and 'feels unsafe to cycle' (10.3%).

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were somewhat different.

Concern about too many parked vehicles was similar among residents and visitors (20.2% compared to 23.5%), but more visitors than residents said it feels unsafe to cycle (14.7% visitors compared to 9.7% of residents), and that idling vehicles were an issue (14.7% visitors compared to 8.4% residents).

A particularly high number of respondents chose to use the 'other' option to provide additional written comments about these streets. Key themes from these comments are provided below in Section 6.

How could we make this location better?

Of the closed options provided, the most frequently chosen option was to reduce the amount of parking available (27.3%).

The second and third most popular options were to reduce the amount of traffic (19.9%) and to slow down traffic (9.3%).

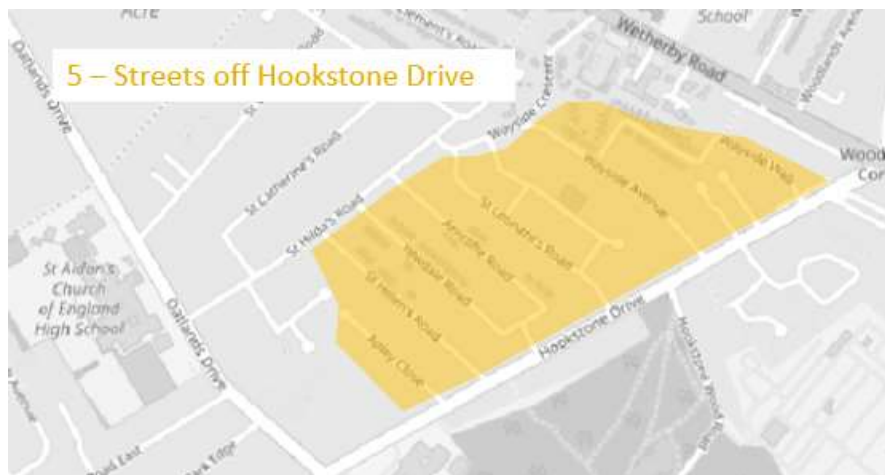
When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar.

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

5.6 STREETS OFF HOOKSTONE DRIVE

Hookstone Drive provides a continuous connection between Leeds Road to the west and Wetherby Road to the east – as such, it forms the boundary of our study area. The residential streets to the south east of the Oatlands area can be entered and exited from Hookstone Drive, so have been grouped together for the purposes of this analysis. These streets are Apley Close, St Helen's Road, Yewdale Road, Windsor Road, Arncliffe Road, St Leonards Road, St Leonard's Oval, Wayside Grove, Wayside Avenue, Wayside Walk, Inisfree Close, and Wayside Close.

A total of 44 comments were received about streets in this group, 11% of the total 383 comments.



Connection to the area

The majority of the respondents placing comments in this area described themselves as living in the area they were commenting on (84%). 12% of comments were from people who said they visited this area, while 5% did not answer this question.

How do people feel about these streets?

Overall, more people were unhappy or dissatisfied than satisfied or happy. However in general, residents were less unhappy than people visiting the area. 29.7% of comments from people who lived in the area were negative, compared to 80% from people visiting the area. Many comments from residents were neutral – 29.7%, while 40% were positive.

What did people tell us about this location?

In this location the most frequently chosen of the closed options was 'too many parked vehicles', with 19.1% of people choosing this response. This was followed by 'too much traffic', (16.9%) and 'high traffic speeds' (15.4%).

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses for most options were similar. Residents were much more likely than visitors to think there is too much traffic (18% compared to 7.1%) while people who were not residents were more likely to feel it is unsafe to cycle (21.4% visitors compared to 5.7% residents) and that air pollution is a problem (14.9% visitors compared to 4.9% residents)

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

How could we make this location better?

Of the closed options provided, the most frequently chosen option was to slow down traffic (23.4% responses).

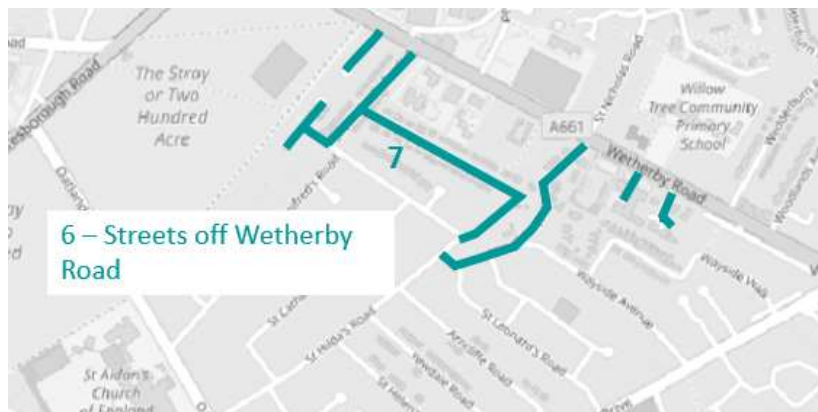
The second and third most popular options were to reduce the amount of traffic (21.3%) and to reduce the availability of parking (16%).

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were fairly similar across most options – the exception being the option to introduce cycle lanes, which was chosen by 30% of people who said they visited or passed through the area, but only 6% of people who said they lived in the area.

5.7 STREETS CONNECTING TO WETHERBY ROAD

Wetherby Road (A661) forms the eastern boundary of the study area, and is an important road carrying motor traffic into and out of Harrogate. Harrogate District Hospital is located on Wetherby Road just outside the Oatlands area, and traffic from staff and visitors to the hospital are believed to make use of the residential streets in Oatlands which connect to Wetherby Road for parking. These streets, which have been grouped together for this analysis, are Roslyn Road, St Winifred's Avenue, St Winifred's Avenue Way, St Clement's Road, Wayside Crescent, Wedderburn Lodge, and Cedar Grove.

A total of 35 comments were placed on the map in this area, or 9% of the total 383 comments.



Connection to the area

The majority of the respondents placing comments in this area described themselves as living in the area they were commenting on (60%). 20% of comments were from people who said they visited this area, while 9% did not answer this question. A small number of people said they work or go to school in the area (6% each).

How do people feel about these streets?

A majority of the respondents (67% residents and 82% visitors) are either dissatisfied or unhappy with the existing situation. 15% of people who described themselves as living in the area were satisfied or happy, while 19% were neutral.

What did people tell us about this location?

In this location the most frequently chosen of the closed options was 'too many parked vehicles', with 16.9% of people choosing this response. This was followed by 'too much traffic', (13.7%) and 'feels unsafe to walk' on 9.7%.

When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar, however, visitors were much more likely than residents to choose the option 'feels unsafe to walk' (16.7% visitors compared to 6.2% residents).

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

How could we make this location better?

Of the closed options provided, the most frequently chosen option was 'reduce the amount of traffic' (19.4%).

The second and third most popular options were to reduce the availability of parking (18.1%) and to make it easier to cross the road (9.7%).

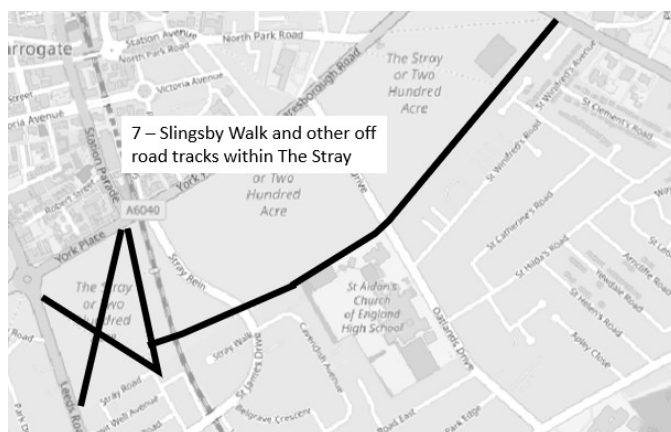
When responses from people who said they lived in the area are compared to responses from people who said they visited for another reason or passed through the area, responses were broadly similar. Residents were more likely than visitors to want to reduce the amount of traffic (23.8% residents compared to 12% visitors) and to reduce the availability of parking (21.4% residents compared to 16% visitors).

Many respondents chose to use the 'other' option to provide written comments. Key themes from these comments are provided below in Section 6.

5.8 SLINGSBY WALK AND OTHER OFF-ROAD PATHS WITHIN THE STRAY

Slingsby Walk provides an off-road path running east-west through the Oatlands area between Stray Rein and Wetherby Road.

Out of 383 comments placed on the map, 34 were placed on Slingsby Walk (9%).



Connection to the area

The majority of the people who placed comments on Slingsby Walk or other off-road paths within The Stray stated they travel through the area or visit the area (32% total), while 29% of comments were made by people who said they live in the area. 9% of people who placed comments in this location did not answer this question.

How do people feel about this area?

The majority of the residents stated that they either feel unhappy (40%) or dissatisfied (20%) about the current situation in the area. Levels of dissatisfaction are higher among people visiting the area for other reasons, with 52% unhappy and 10% dissatisfied with the existing situation.

What did people tell us about this location, and how could we make this location better?

When asked what they wanted to tell us about this location the most frequently chosen of the closed options was 'feels unsafe to cycle', with 18.3% of people choosing this response. This was followed by 'feels unsafe to walk' and 'hard to cross the road', each with 13.4% of responses. When asked how we could make the location better, the most frequently chosen of the closed options was providing more cycle lanes (22.2%). The second most popular option with almost as many responses was to make it easier to cross the road (20.4%).

Paths in The Stray are motor traffic free, so these responses must be understood within that context. Comments provided in the open comment box under the 'other' option show both pedestrians and cyclists have concerns about sharing space on the paths within the Stray. Non-cyclists were concerned that cyclists use paths where cycling is not permitted, and felt that this created a danger to pedestrians. Cyclists commented that cycling should be permitted on more paths, to provide more useful traffic-free through-routes in Oatlands. The options 'widen footways' (7.4%) and 'provide cycle lanes' (20.4%) are likely to refer to a wish for separate space to be provided for pedestrians and cyclists to avoid the conflict arising from shared use paths.

6 WRITTEN COMMENTS AND EMAILS – KEY THEMES

6.1.1 WRITTEN COMMENTS IN THE SURVEY

The survey questions ‘What do you wish to tell us about this location’ and ‘How could we make it better’ offered a list of items people might want to tell us or change, but also provided an ‘other’ option where people wanted to tell us about something different.

Many people used the ‘other’ box to give detailed responses in writing to the questions. NYCC also received a number of emails from members of the public about the Oatlands area, and one letter arrived by post.

Many of the issues raised in these comments and other written responses mirror the issues captured by the closed options which are analysed above. In some cases more detail about what people felt was the cause of particular issues was provided. Key themes from the written responses received are shown below.

- Many people felt that parking issues (too many parked vehicles) in the Oatlands area are caused by staff and students from St Aidan's School, and by hospital staff who use streets near Harrogate hospital to park while at work. Some people also mentioned the football club to the south of Oatlands and Harrogate Town AFC on Wetherby Road as a cause of additional parked vehicles.
- Many people felt that in addition to too many parked cars, illegal parking is an issue with people parking on double yellow lines and in other inappropriate places. Parking that reduces carriageway widths was raised as an issue, as well as the problem of footway parking obstructing passage for pedestrians and causing particular problems for wheelchair users and people with buggies. Lack of enforcement of existing double yellow lines was believed to contribute to this behaviour.
- Many people specifically referenced the original proposals for Oatlands Road to be made one-way southbound, in order to re-state their opposition to this proposal. In some cases the opposition to this was related to concerns about increased traffic on other residential roads. A smaller number of people stated support for the original proposals.
- Road danger was a key concern for many. This related to speeding vehicles, poor visibility due to too much or illegal parking, and lack of safe crossing points. Road danger was a particular concern on Oatlands Drive but was mentioned at many locations.
- Inadequate street lighting was raised as an issue at several locations in Oatlands and on The Stray.
- Lack of coherency of the pathways within the Stray was a concern – some people were noted that cyclists are using paths designated as being for pedestrians only and felt that fast-moving cyclists presented a danger; others felt that the lack of an east-west through route for cyclists in The Stray was a problem – the cycle path on Slingsby Walk ends at Stray Rein, with no onward westbound connection, this is likely to contribute to the problem of cyclists making use of pedestrian infrastructure to continue their journeys.

- High traffic volumes on residential streets was described as ‘rat-running’ and was a concern for many people, who believe people choose to drive through the residential area of Oatlands in order to avoid queuing on the larger perimeter roads.
- Some felt that a Harrogate Bypass would be a better solution to rat-running, speeding and other issues than measures to increase walking and cycling.
- Poor road and footway surfaces was mentioned by many – this was considered a problem for drivers, cyclists and pedestrians.
- Many noted that the existing advisory cycle lanes on Oatlands Drive are inadequate, commenting that by creating a sense of safety without providing real protection, they increase road danger for cyclists. The need for cycling infrastructure which is appropriate for use by families with children was noted by many.
- Overgrown hedgerows intruding into footway space were mentioned by several people as causing problems for pedestrians.
- Many felt that additional enforcement of existing restrictions was needed – this related to problems with both parking and high vehicle speeds.
- Several people requested that the planting on The Stray be diversified with the addition of wildflower meadow areas to improve biodiversity and support insect populations.

The number of comments received points to a high level of engagement from the community, with strong feelings both in favour of measures to reduce motor vehicle dominance and promote active travel, and concern about the impact of change to existing road layouts and movement patterns.

Language was often emotional, pointing to strong feelings: “terrifying when walking with young children”; “a disaster for our local roads”; “an ongoing nightmare for residents”; etc.

7 SUMMARY AND CONCLUSIONS

A total of 322 confirmed respondents took part in the survey, making 511 comments in total. This analysis has looked at the 383 comments which were made about the 40 roads and streets within the Oatlands Active Travel study area. The other comments will be passed to NYCC for future reference.

Everyone who commented on the map lived in or near the study area. The majority of respondents - 63% - said they live within the study area, 14.5% of people said they commute through Oatlands, while 9% said they work within the area. Respondents came from all age groups, though younger people were under-represented, with less than 1% of responses coming from people aged under 24. Respondents overwhelmingly described themselves as White British – this is in line with the population of Harrogate, which was 95.4% White British as of the 2021 census².

Most people who responded to the survey were not associated with any particular group. Of those who were, most had a connection to St Aidan's School, though the Harrogate Cycling Campaign was also well represented.

Most of the people who commented on the map were unhappy with the existing situation, and wanted change. This was apparent in both the responses chosen for the closed questions, and the more detailed comments people provided. People who visit or travel through Oatlands were most likely to be unhappy with the existing situation, with 71% saying they felt unhappy or dissatisfied with the existing situation, but 51% of residents also felt this way.






















When looked at overall, there was no clear consensus about what elements of the existing situation form the biggest problem, though too many parked vehicles was the most chosen of the closed-response options (appearing in 16.5% of comments), and residents in particular were concerned about this. People felt that too much traffic, high traffic speeds, unsafe conditions for cycling, unsafe conditions for walking, air pollution, idling vehicles and difficulty in crossing the road were all problems. However, many of these issues are clearly linked, and stem from high volumes of motor traffic passing through the Oatlands area.

When it came to identifying solutions there was somewhat more consensus; less parking (17%) and reduced traffic volumes (16.3%) were the two most chosen options, with cycle lanes, slower traffic and easier ways to cross the road also strongly supported.

In general there is clear support for measures that will reduce the volume of traffic and the negative impacts it has on road safety for pedestrians and cyclists. When asked whether they would be likely to walk or cycle more if it was easier and safer, 12.5% of people were uncertain or didn't answer the question, but just 23.2% of people thought they would not. A clear majority of 64.2% of people felt they would be more likely to take up active travel more often if it was easier or safer.

² <https://www.varbes.com/demographics/harrogate-demographics>

The fact that comments were tagged to particular locations enabled us to analyse whether particular areas suffered from particular problems. We received the most comments about Oatlands Drive itself, followed by the Saints area (for analysis purposes this consisted of St Winifred's, St Hilda's, St Catherine's and St Ronan's Roads). Concern about too much parking and high traffic volumes were apparent everywhere. Concern about cycle safety was particularly acute on Oatlands Drive and in the Saints area, while concern about speeding vehicles was highest on Oatlands Road and in the streets connecting to Hookstone Drive. The table below shows the top three points of concern for each area within Oatlands.

1 – Oatlands Drive				<ul style="list-style-type: none"> - Feels unsafe to cycle - Too many parked vehicles - High vehicle speeds
2 – Wheatlands Road East, Rayleigh Road, Hornbeam Crescent and Park Edge				<ul style="list-style-type: none"> - Too many parked vehicles - Idling vehicles - Too much traffic
3 – Stray Rein and other streets to the west of St Aidan's School				<ul style="list-style-type: none"> - Too many parked vehicles - Feels unsafe to cycle - Feels unsafe to walk
4 – Saints - St Winifred's, St Hilda's, St Ronan's and St Catherine's Roads				<ul style="list-style-type: none"> - Too many parked vehicles - Too much traffic - Feels unsafe to cycle
5 – Streets connecting to Hookstone Drive				<ul style="list-style-type: none"> - Too many parked vehicles - Too much traffic - High vehicle speeds
6 – Streets connecting to Wetherby Road				<ul style="list-style-type: none"> - Too many parked vehicles - Too much traffic - Feels unsafe to walk
7 – Slingsby Walk and other off-road tracks within The Stray				<ul style="list-style-type: none"> - Feels unsafe to cycle - Feels unsafe to walk - Hard to cross the road

8 NEXT STEPS

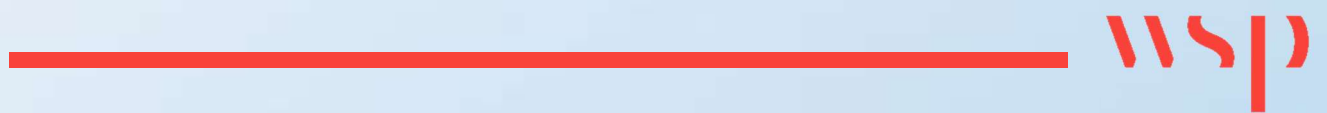
People living in and near the Oatlands area have told us:

- There is too much traffic throughout Oatlands, and in particular on Oatlands Drive. Vehicles drive too quickly, it feels unsafe to walk or cycle and can be difficult to cross the road;
- Parking is a big problem, with too many parked vehicles. These block roads and footways, and reduce visibility making streets feel unsafe and making it more unpleasant to walk and cycle. People responding to the survey believe most of the parked vehicles are people going to the hospital or school;
- People would like us to reduce traffic volumes and speeds, and make it easier and safer to walk and cycle. Many more people would be more likely to choose to walk and cycle if it was easier and safer.

This feedback will be used to identify objectives for the proposals. These will then be considered in the context of survey data collected in 2022 which looked at traffic volumes and speeds in the Oatlands area as well as the origin-destination of vehicles and the proportion of through-traffic in the area to come up with a number of options for measures that could be introduced to address the concerns people have.

Appendix A

SURVEY QUESTIONS





MAP COMMENT QUESTIONS

These questions were asked every time a respondent placed a comment at a particular location on the map of the study area.

Q.1 How does it make you feel?

Unhappy

Happy

Neutral

Satisfied

Dissatisfied

Q.2 What is your connection to this location?

I travel through this area

I live here

I visit this area

I Park here

I work here

I go to school here

Q.3 What do you wish to tell us about this location?

Nothing, everything is fine here

High Traffic Speeds

Air Pollution

Idling Vehicles

Not enough greenery

Feels unsafe to walk

Feels unsafe to cycle

Hard to cross the road

Too much traffic

Too many parked vehicles

Not enough parking for visitors

Not enough parking for residents

Other [free comment box]



Q.4 How could we make this location better?

Nothing, everything is fine here

Cycle Parking

Cycle Lanes

More Parking

Less Parking

More Disabled Parking

Make it easier to cross the road

More greenery

Widen footways

Reduce the amount of traffic

Slow down traffic

Other [free comment box]

Q.5 Do you think you might walk or cycle more if it was easier and safer?

Don't know

No

Yes

DEMOGRAPHIC QUESTIONS

Each person who placed a comment on the map was also asked these follow up demographic questions. People were able to place multiple comments on the map, but these demographic questions were only asked once per person.

What is your postcode?

What is your connection to the area?

I live here

I work here

I study here

I own a business here

I commute through here



Other [free comment box]

What is your age group?

13-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 and over

Prefer not to say

Are you associated with any of the following institutions or groups?

St Aidan's C of E school

St John Fisher High School

Harrogate Residents Association

St James Road Neighbourhood Group

Oatlands Community Group

Stray Defence

Harrogate Cycling Groups

Other [free comment box]

What is your gender?

Man

Woman

Non-binary

Prefer not to say

What is your ethnic group?

White - English/Welsh/Scottish/ Northern Irish/ British



White - Irish

White - Gypsy or Irish Traveller

Other White please describe beginning "White - "

Mixed/Multiple ethnic groups - White and Black Caribbean

Mixed/Multiple ethnic groups - White and Black African

Mixed/Multiple ethnic groups - White and Asian

Other Mixed/Multiple please describe beginning "Mixed/Multiple - "

Asian/Asian British - Indian

Asian/Asian British - Pakistani

Asian/Asian British - Bangladeshi

Asian/Asian British - Chinese

Other Asian please describe beginning "Asian/Asian British - "

Black/African/Caribbean/Black British - African

Black/African/Caribbean/Black British - Caribbean

Other Black/African/Caribbean please describe beginning "Black/African/Caribbean - "

Other ethnic group - Arab

Other ethnic group please describe beginning "Other ethnic - "

Do you consider yourself as having a disability?

Yes - Visual impairment

Yes - Hearing impairment

Yes - Physical/mobility impairment

Yes - Other

No

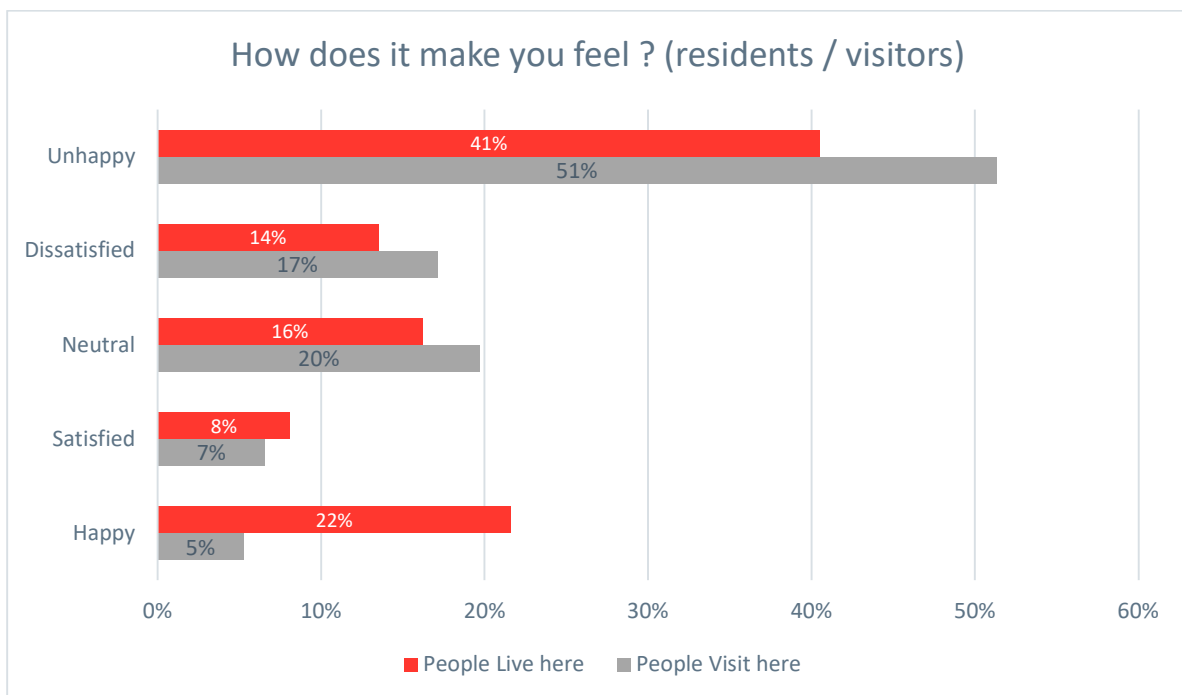
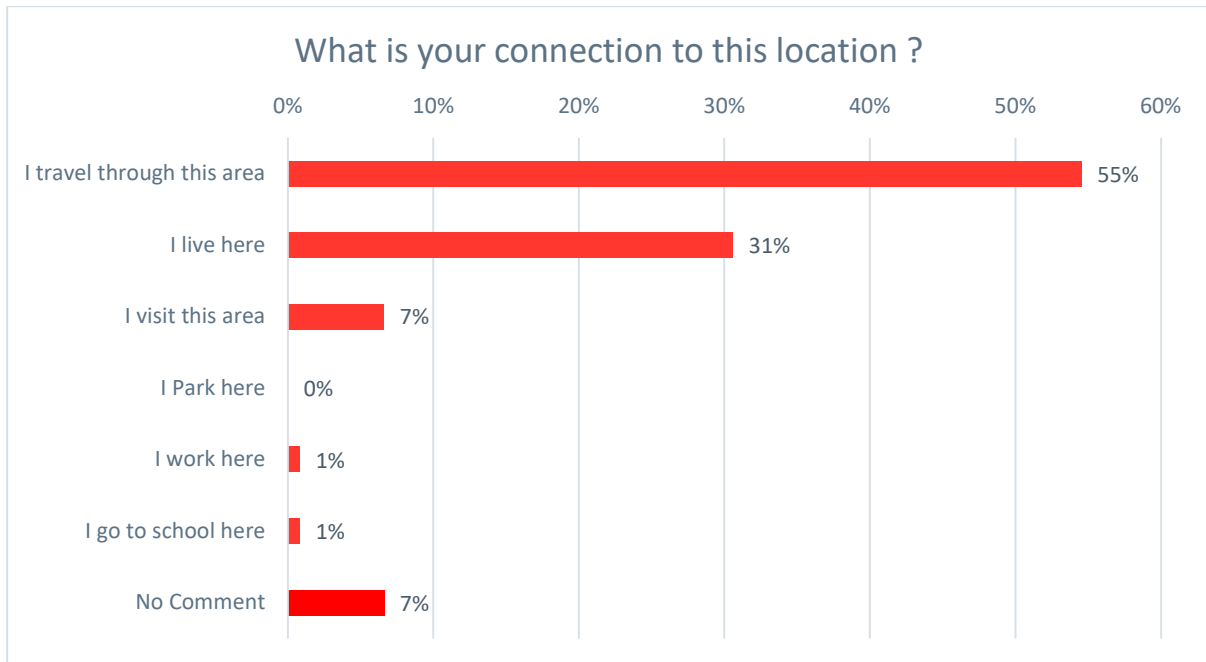
Prefer not to say

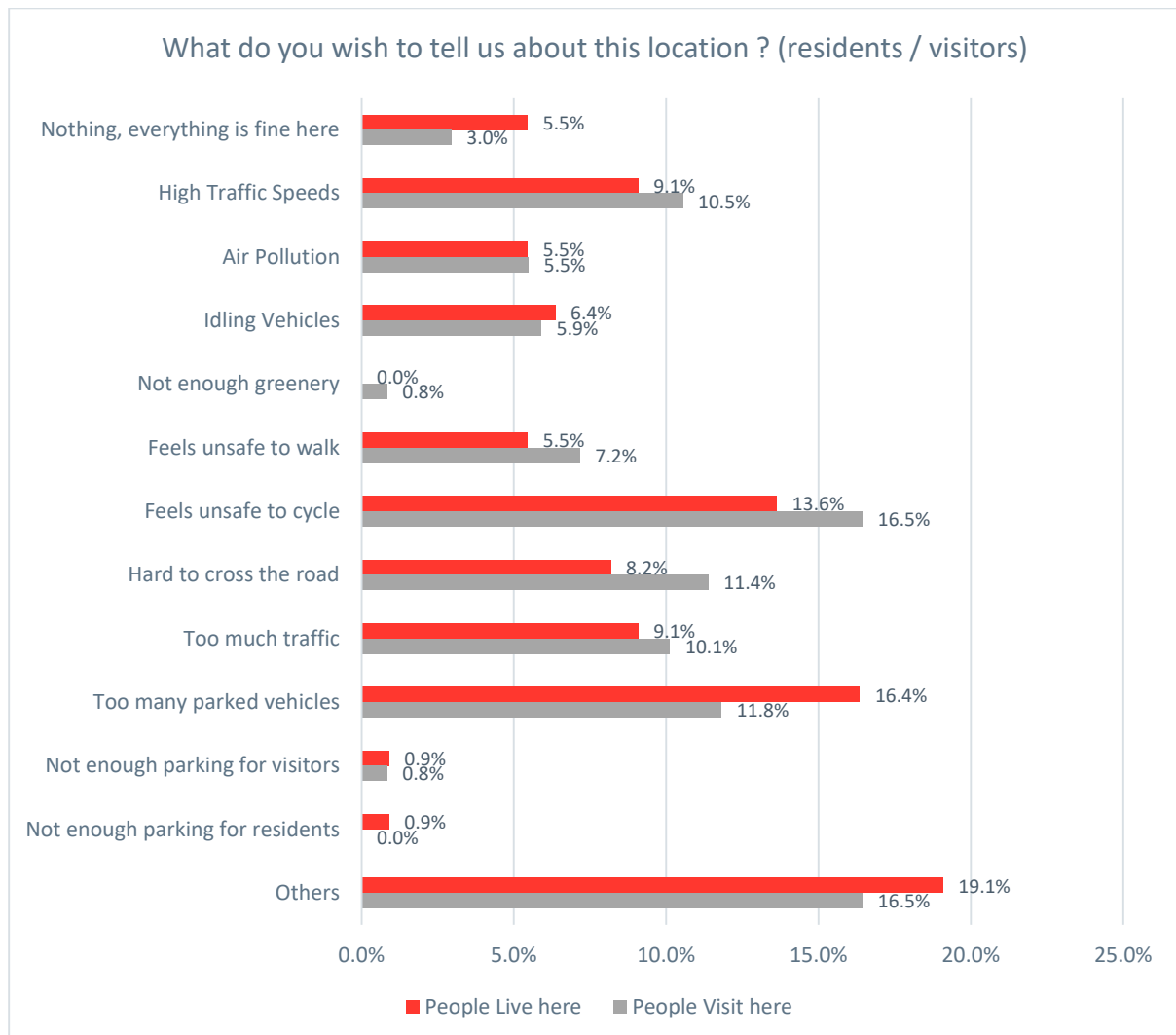
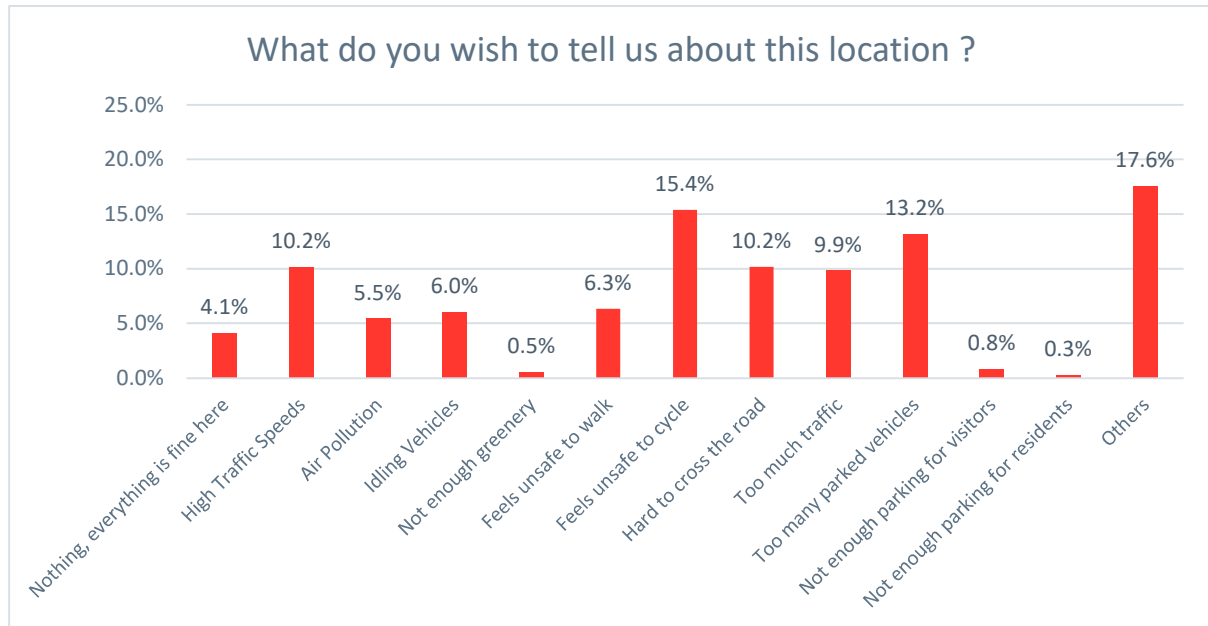
Appendix B

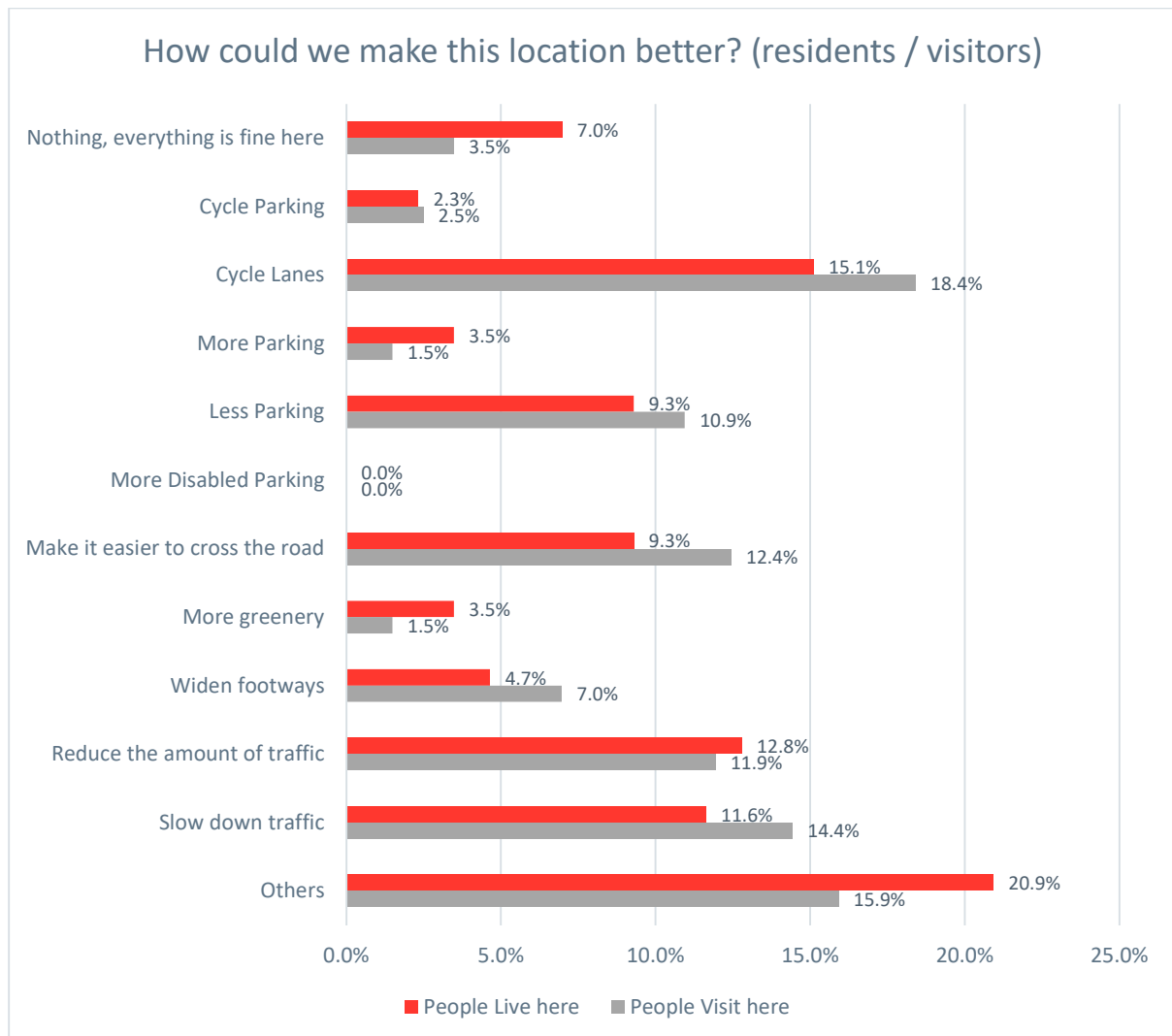
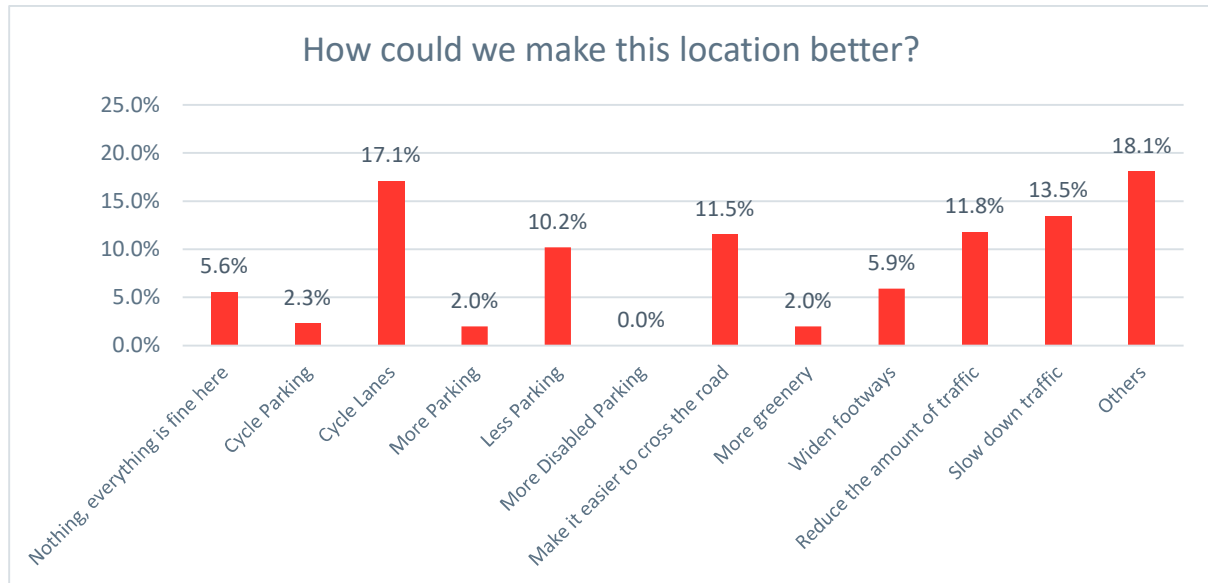
CHARTS SHOWING RESPONSES BY STREET AND AREA



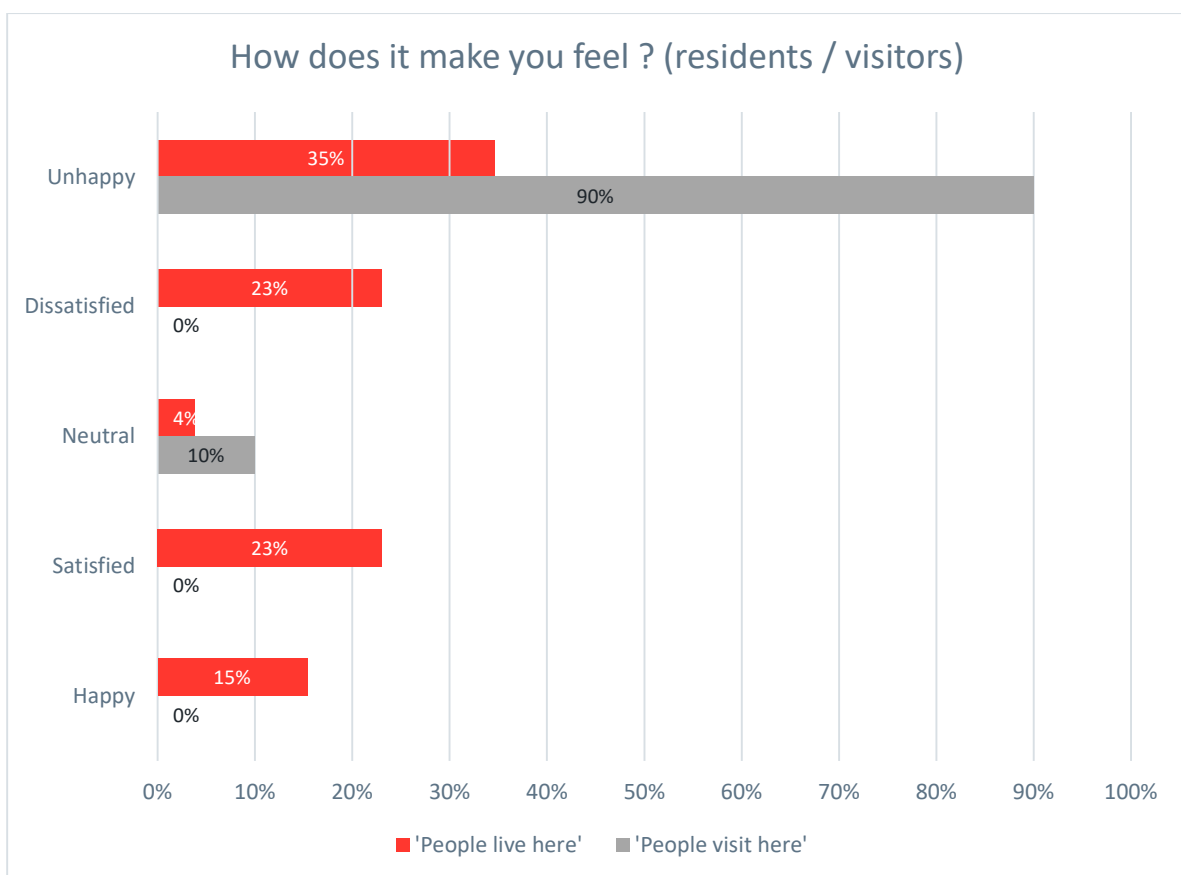
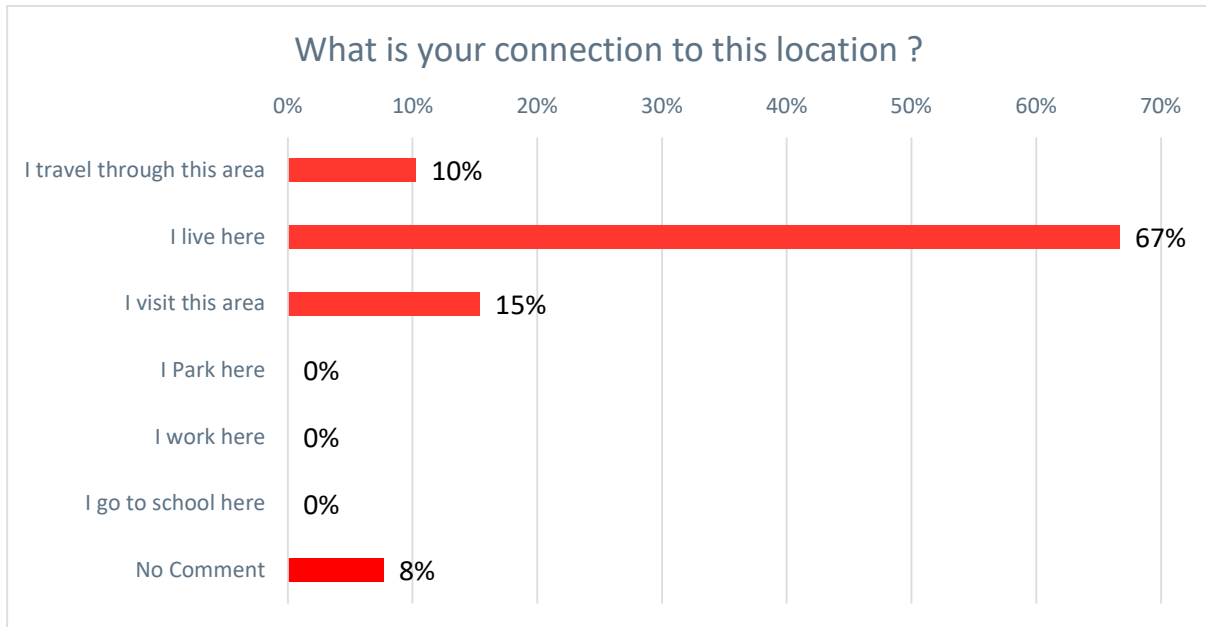
OATLANDS DRIVE

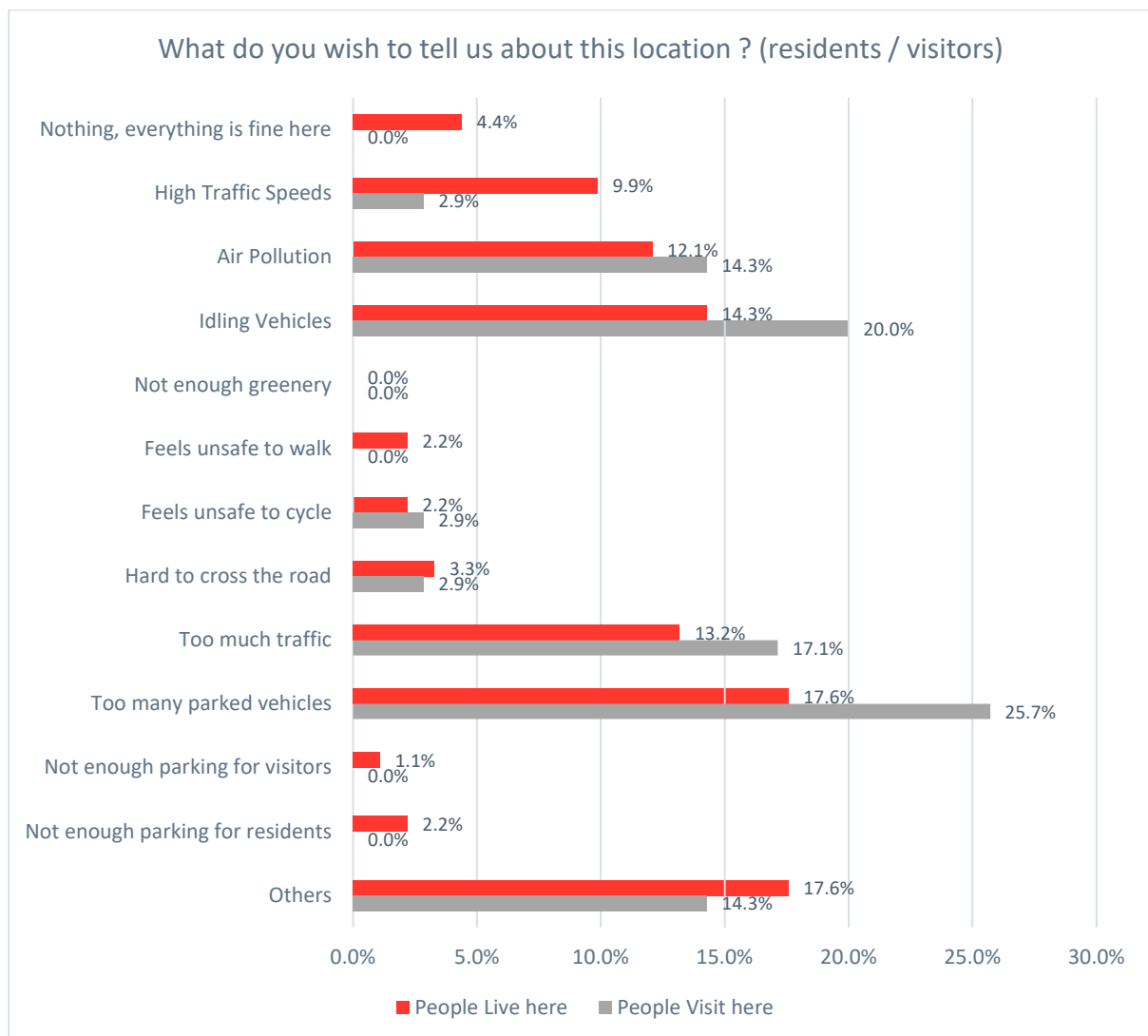
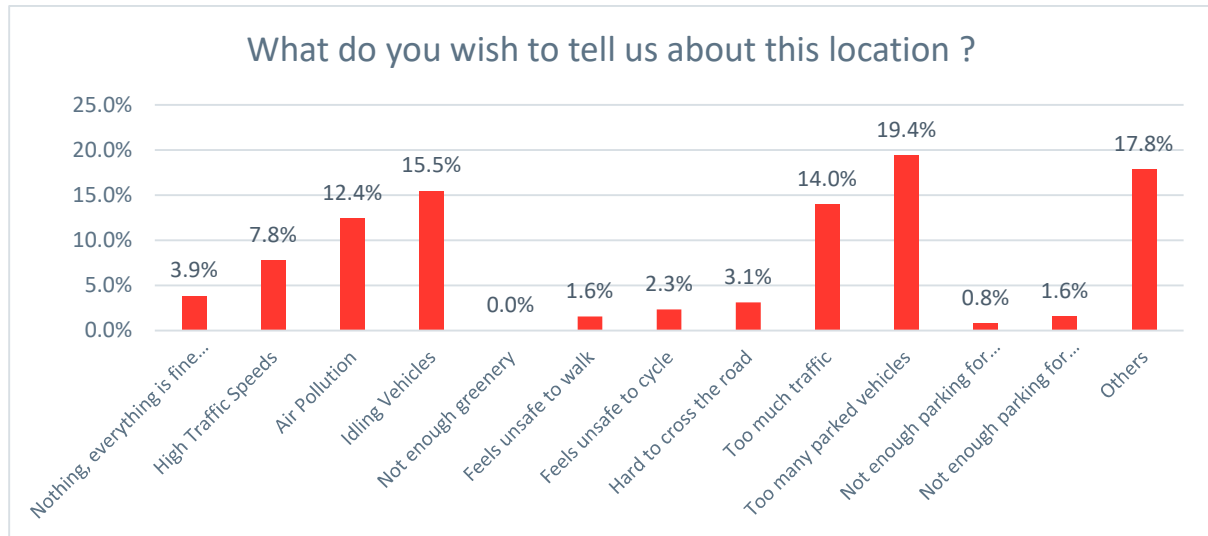


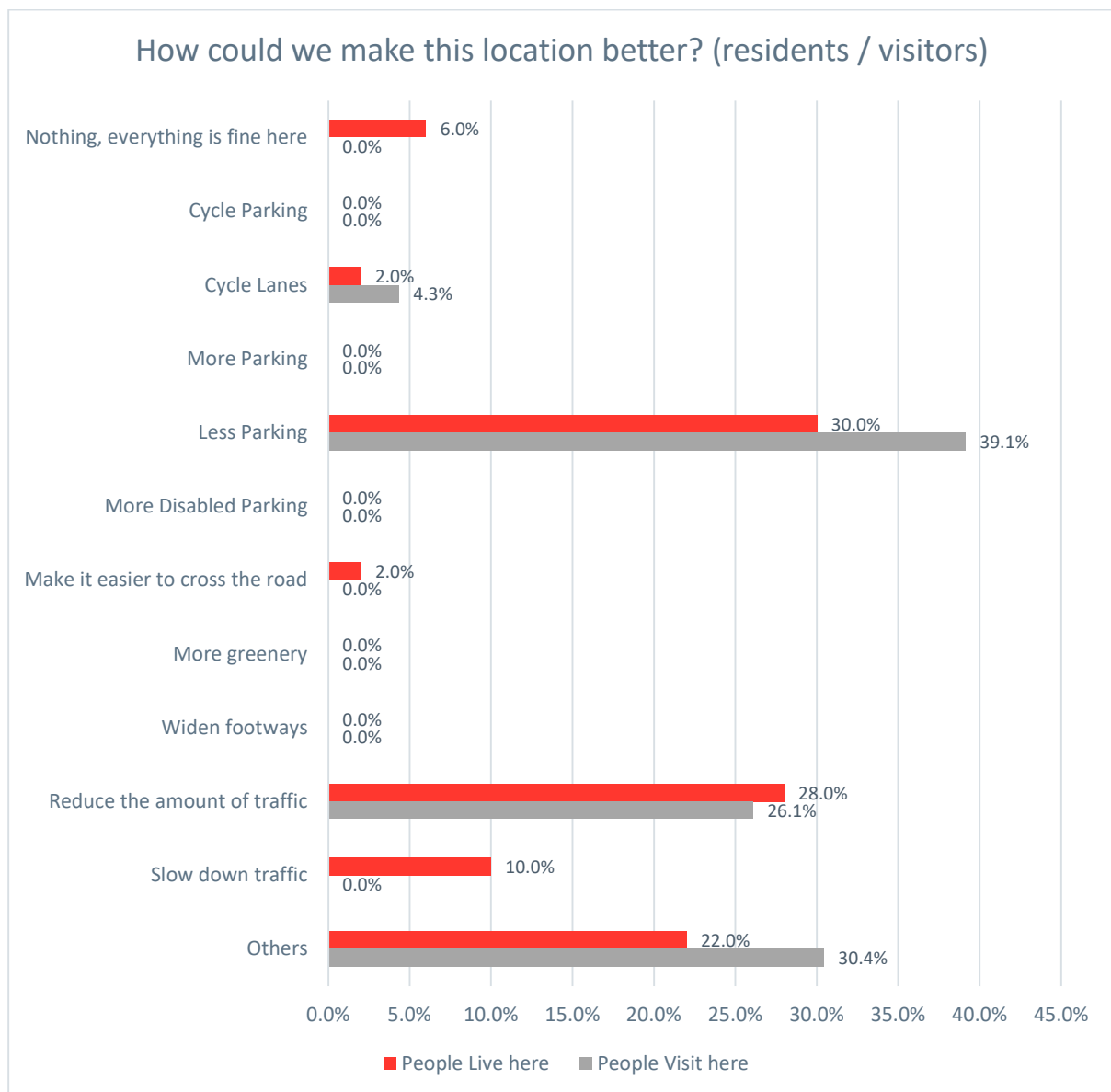
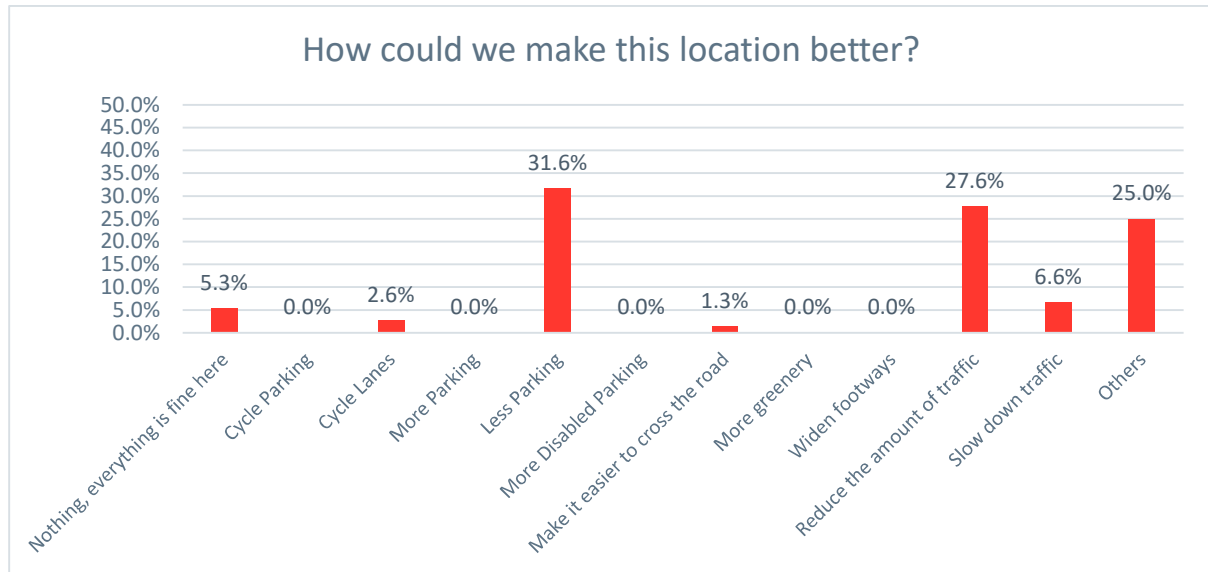




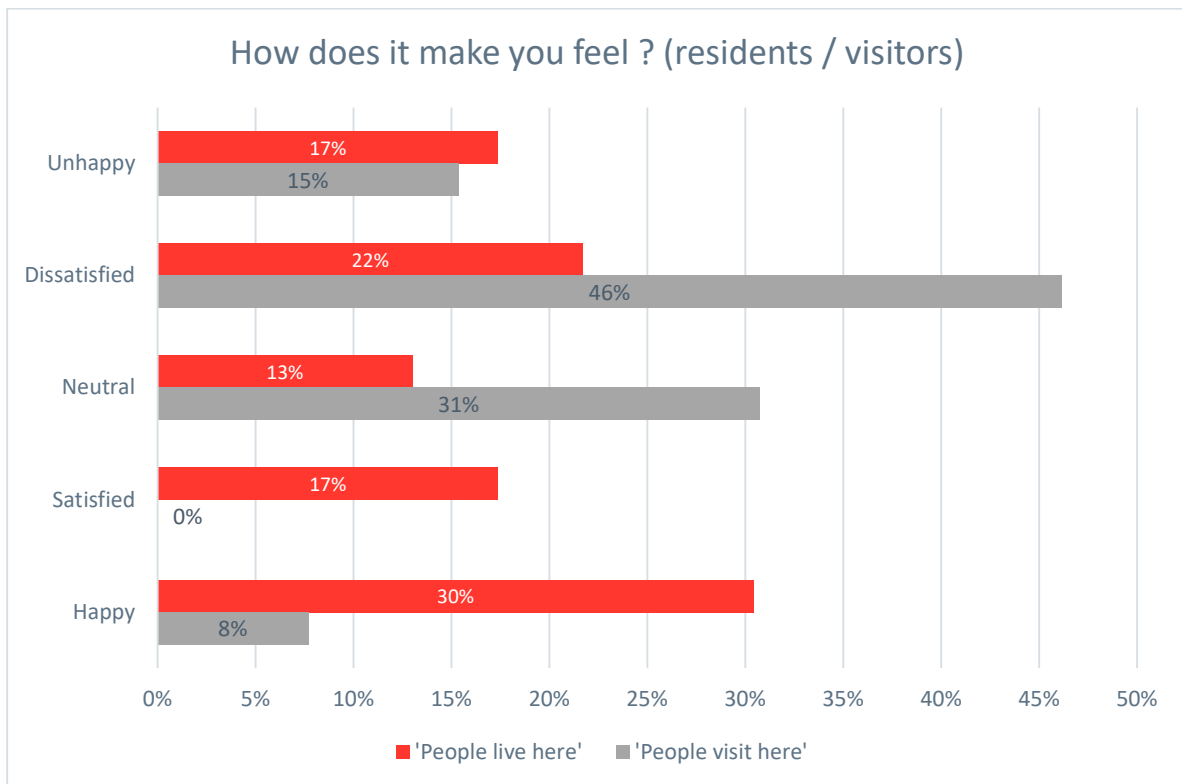
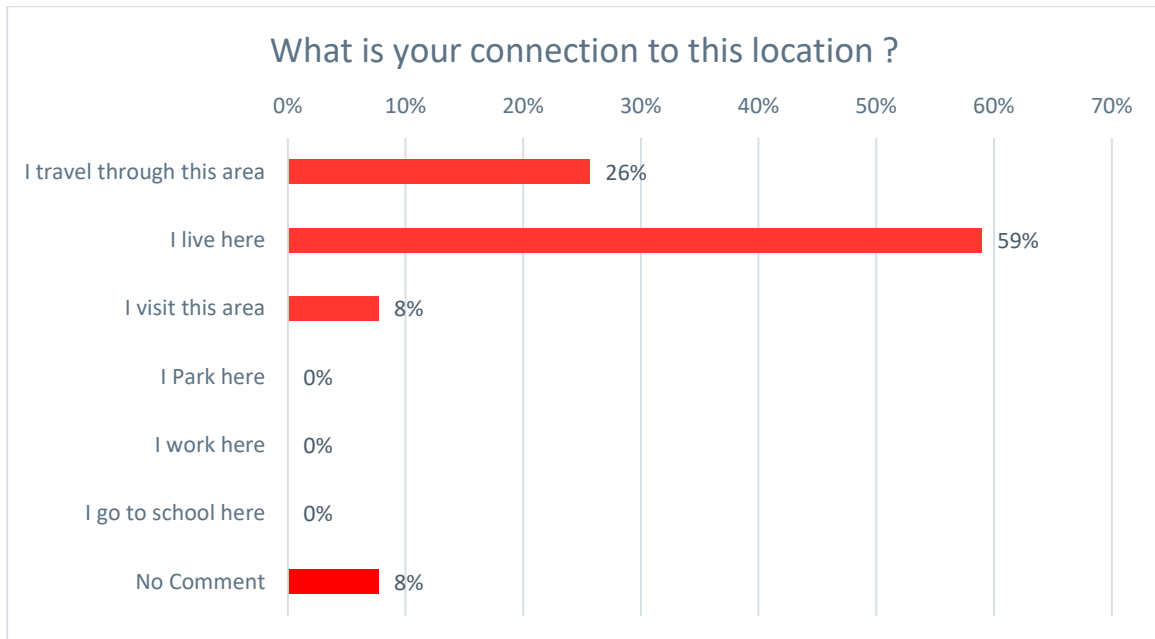
WHEATLANDS ROAD EAST, RAYLEIGH ROAD, HORNBEAM CRESCENT AND PARK EDGE

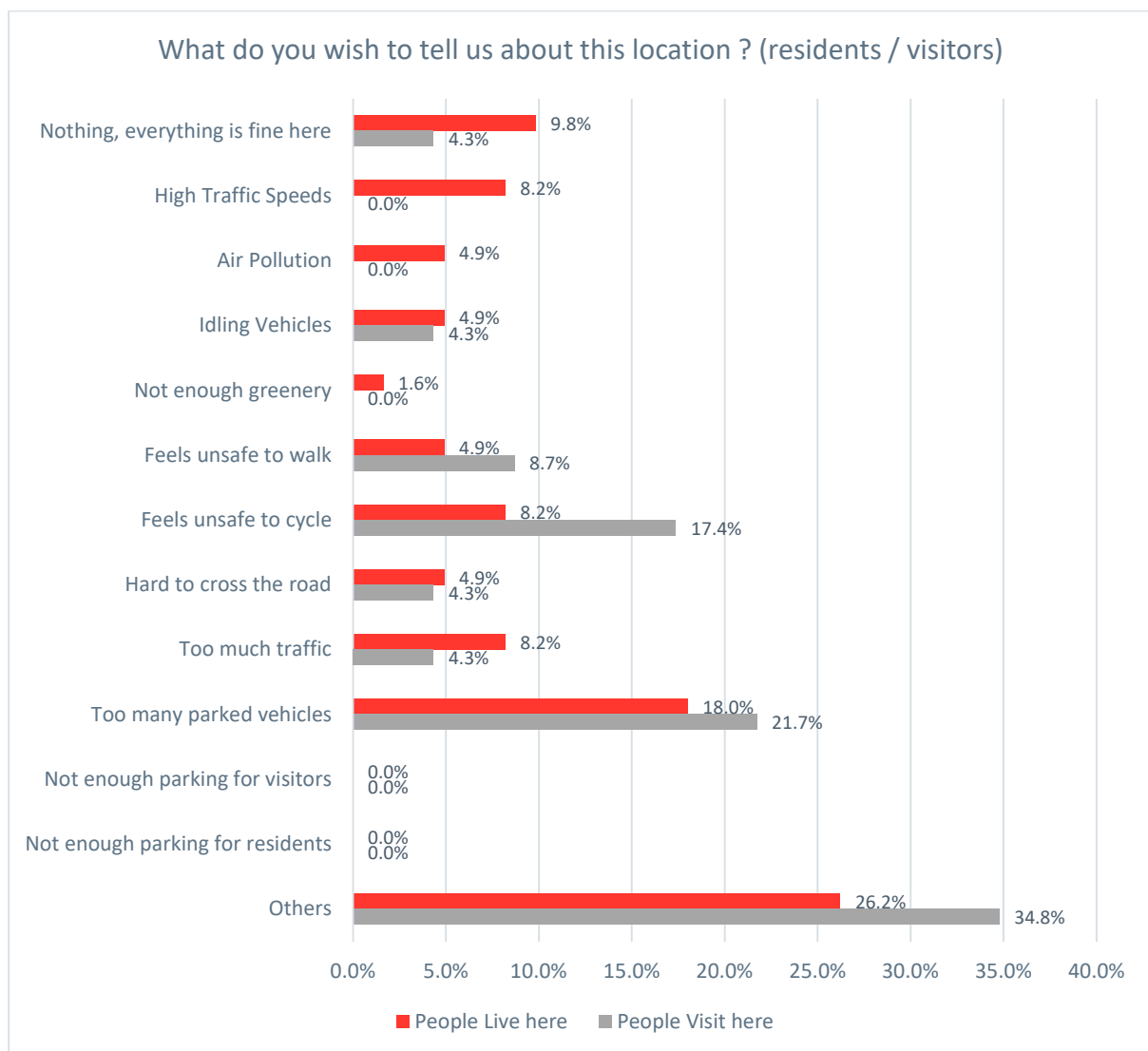
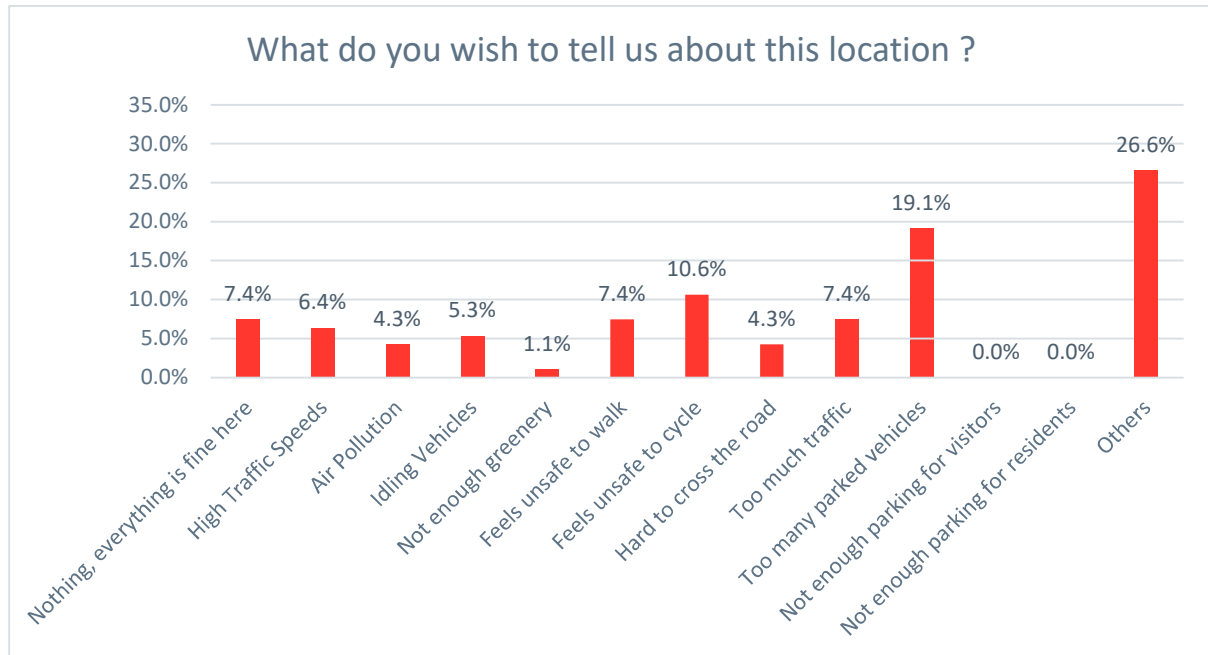


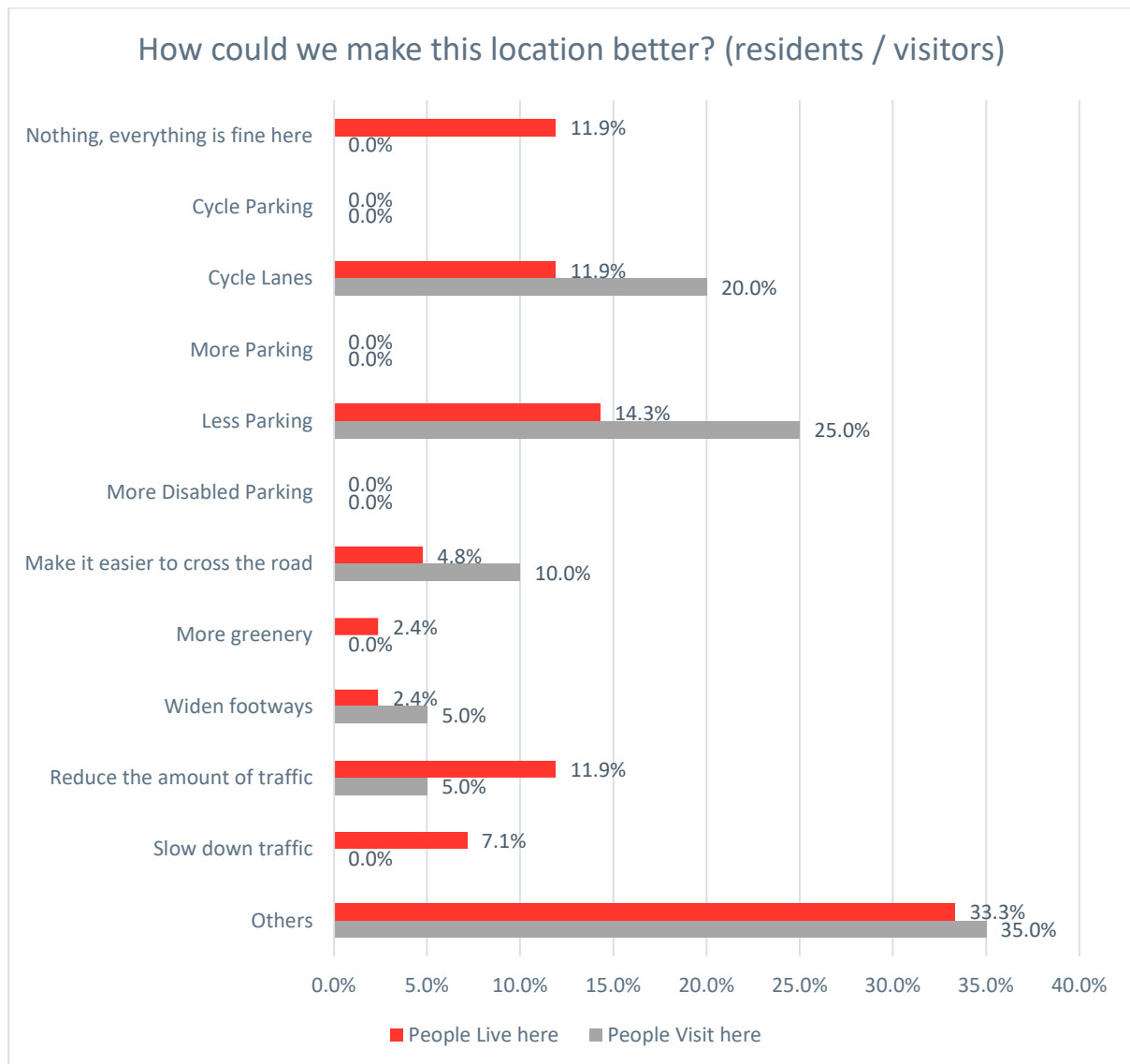
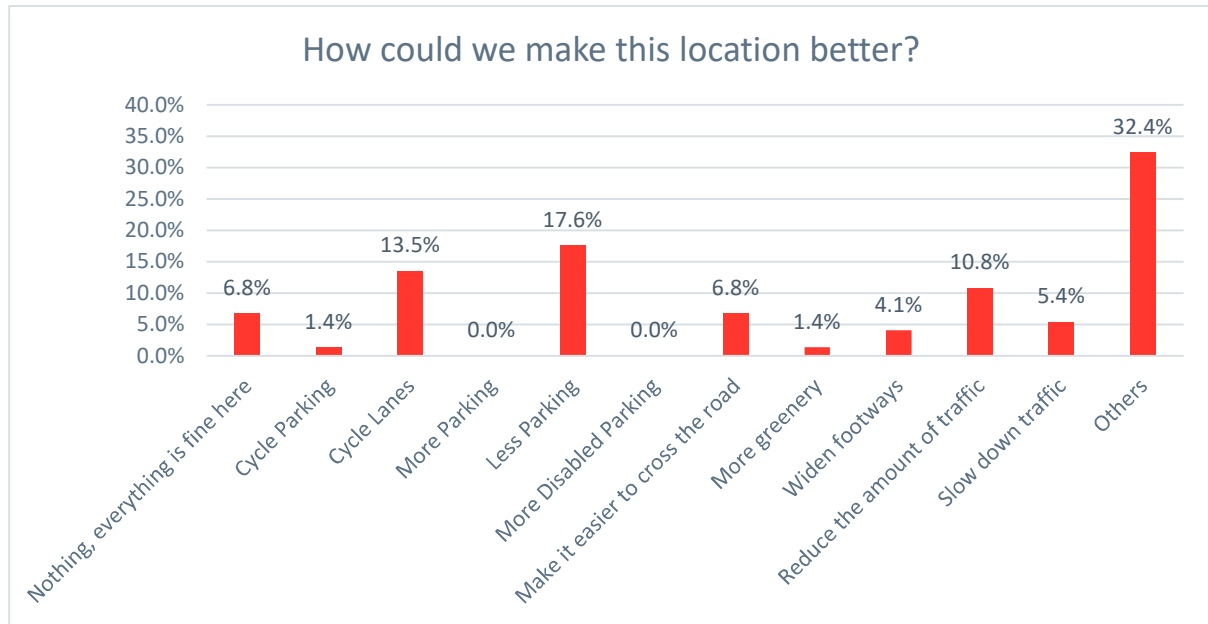




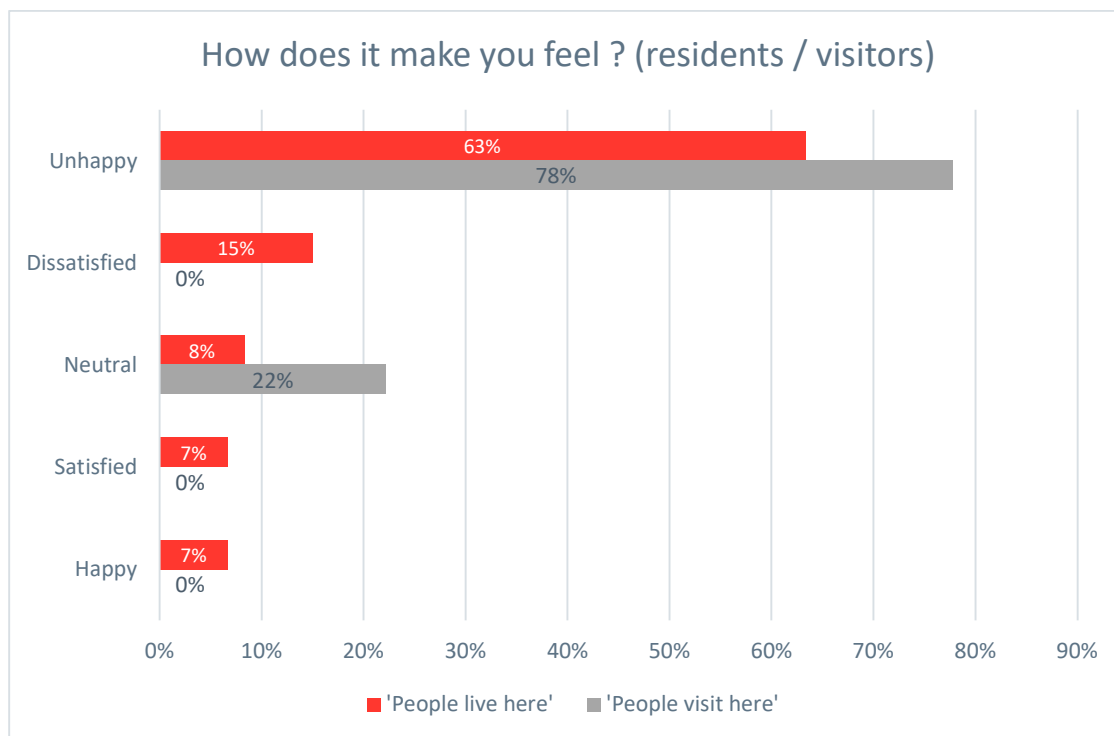
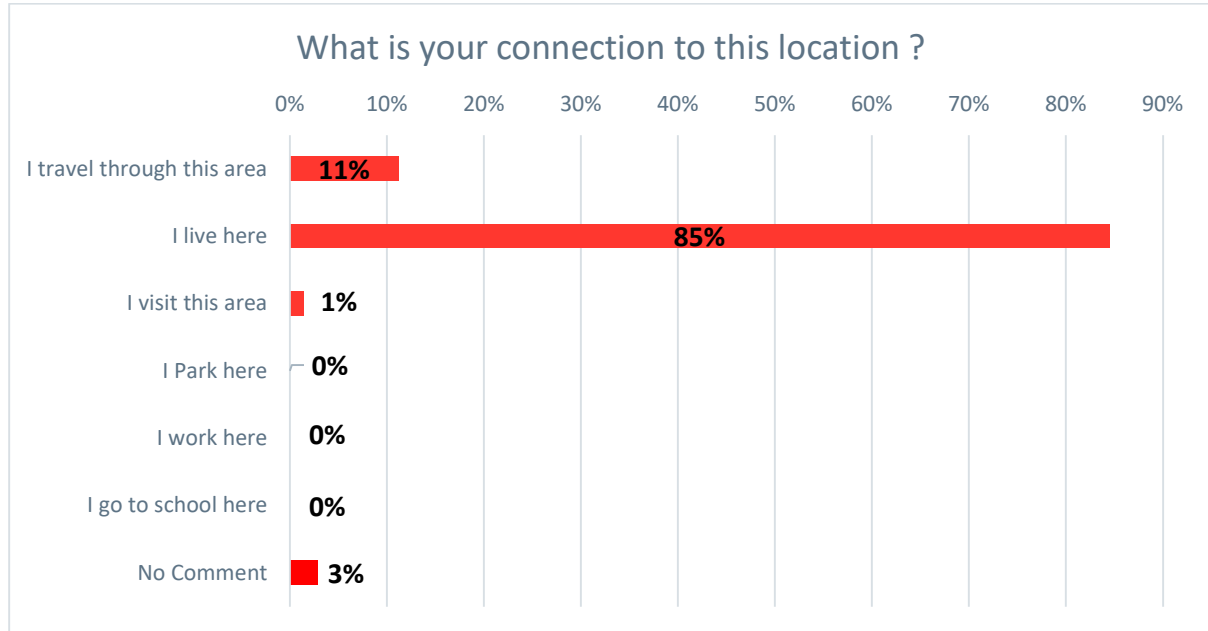
STRAY REIN AND OTHER STREETS WEST OF ST AIDAN'S SCHOOL



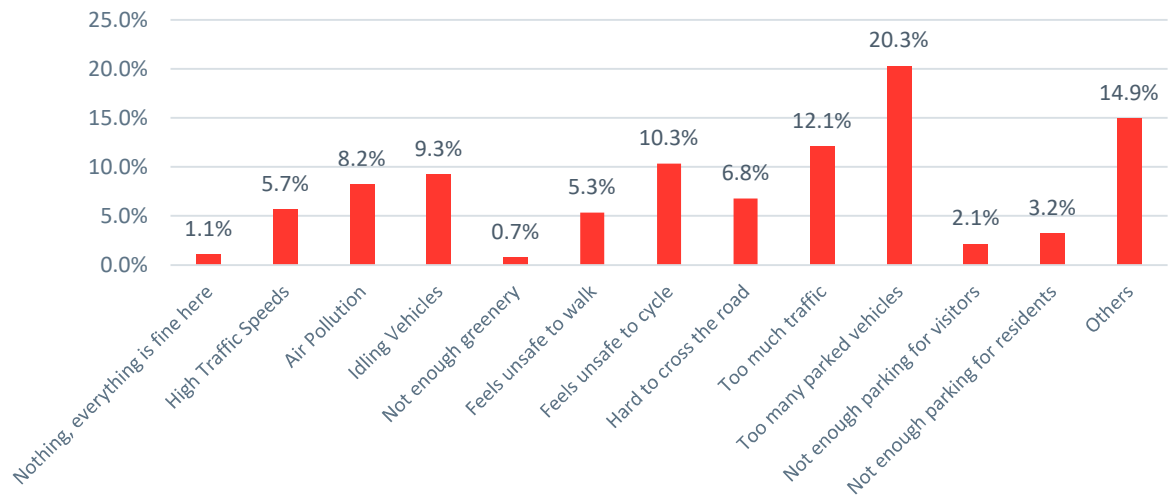




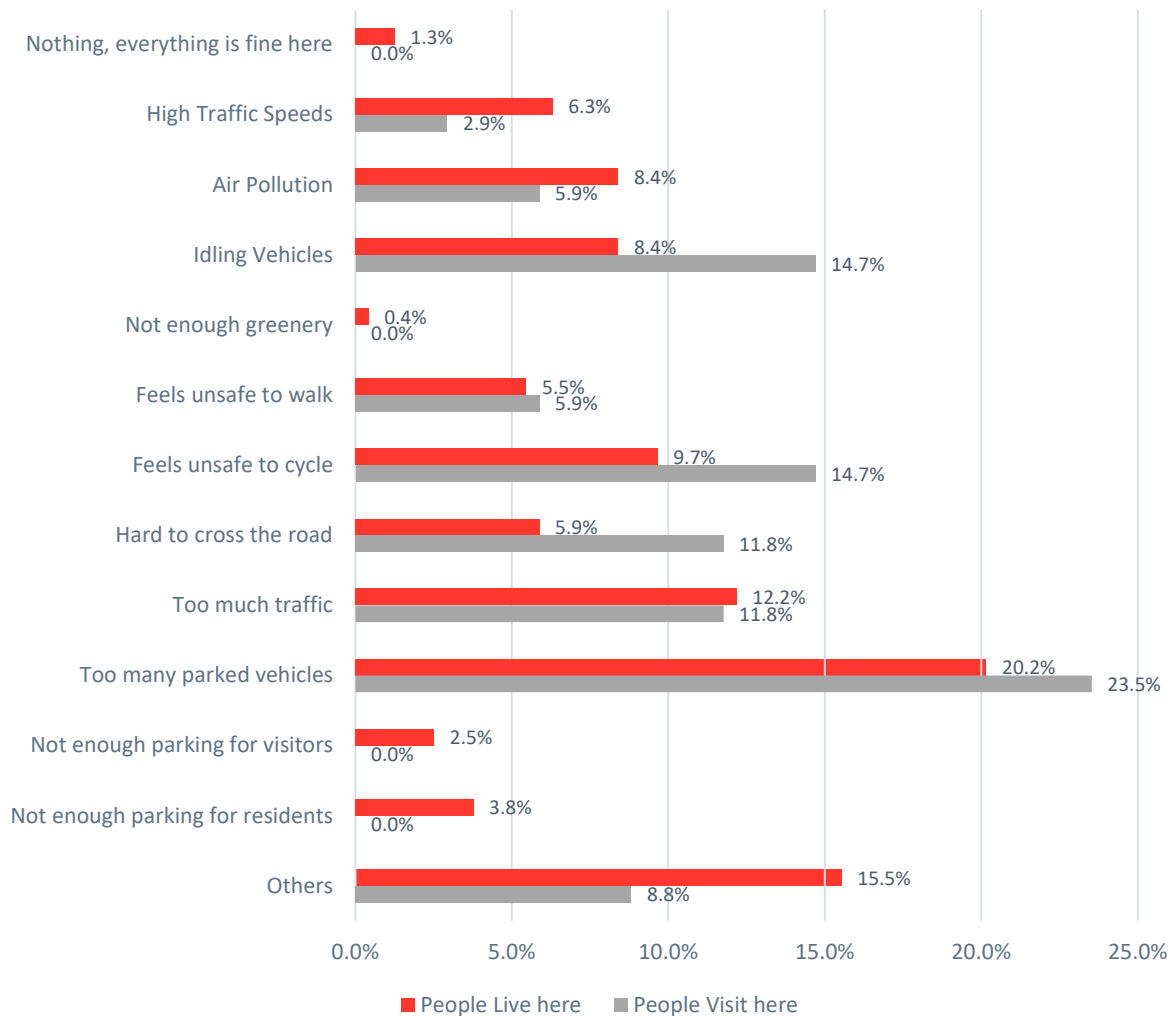
THE SAINTS AREA: ST WINIFRED'S, ST CATHERINE'S, ST HILDA'S AND ST RONAN'S ROADS

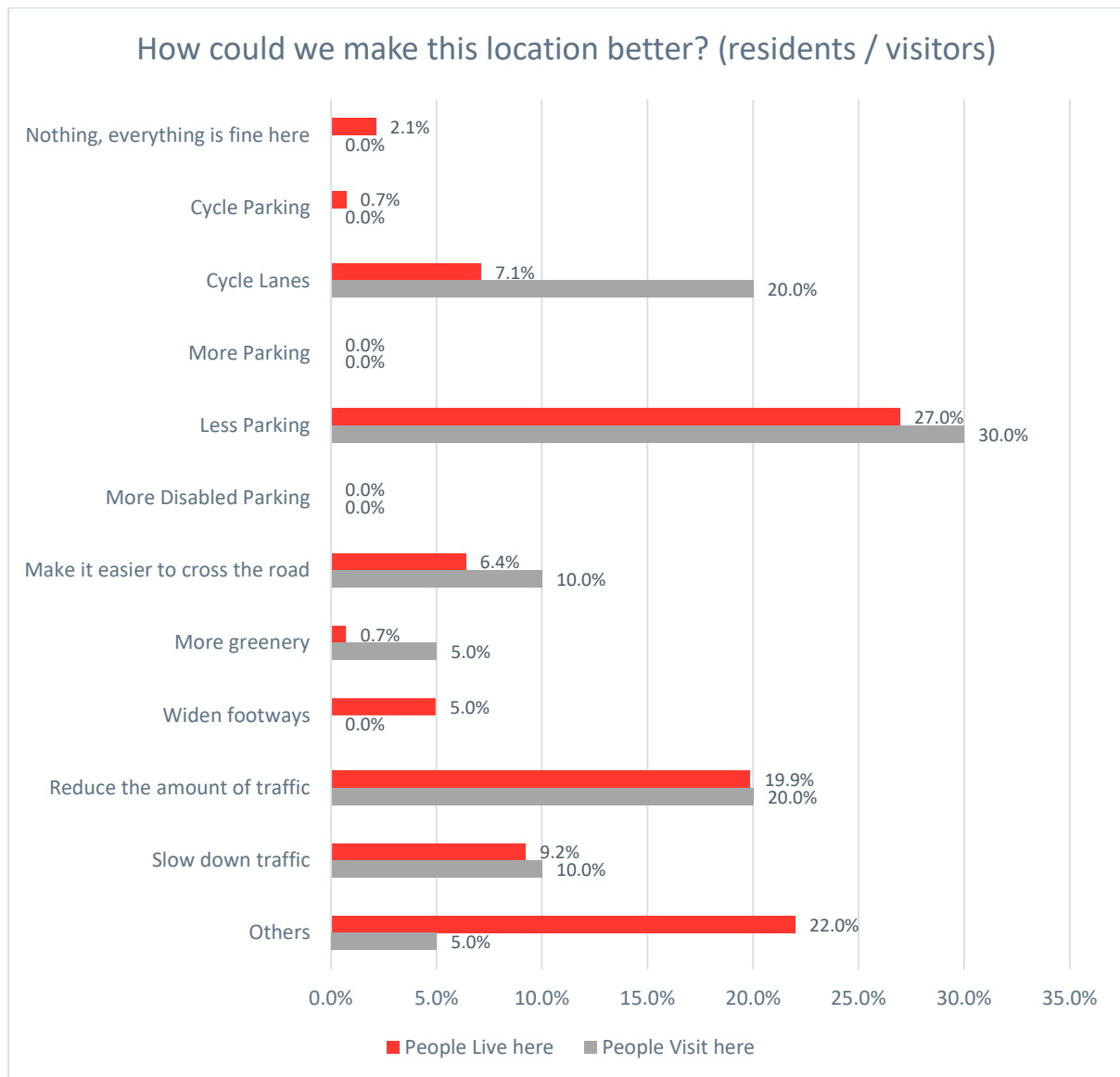
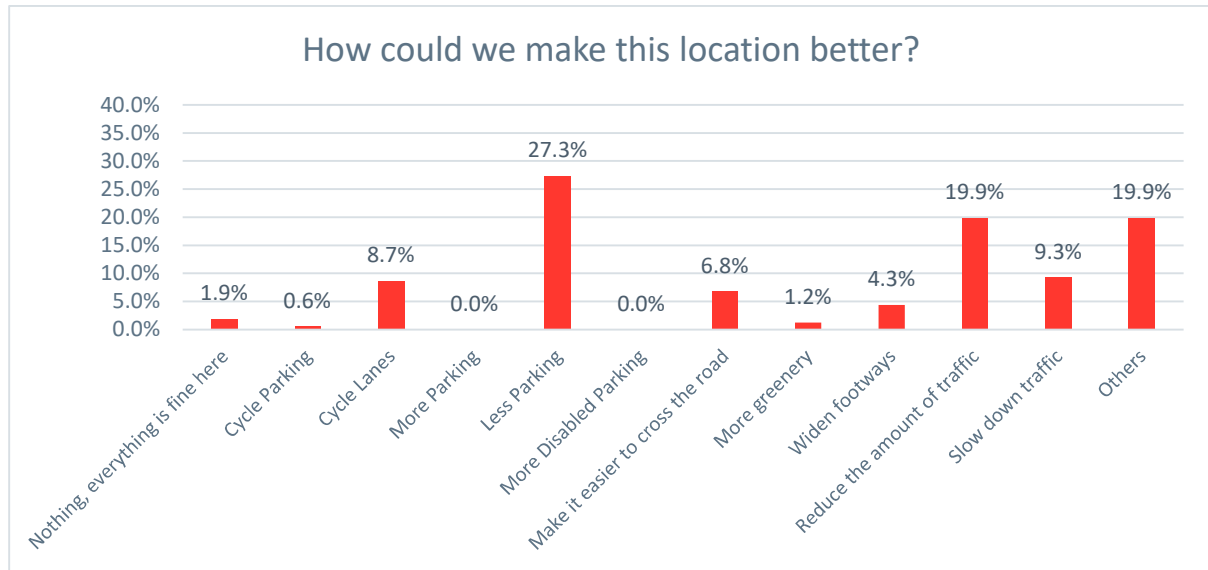


What do you wish to tell us about this location ?

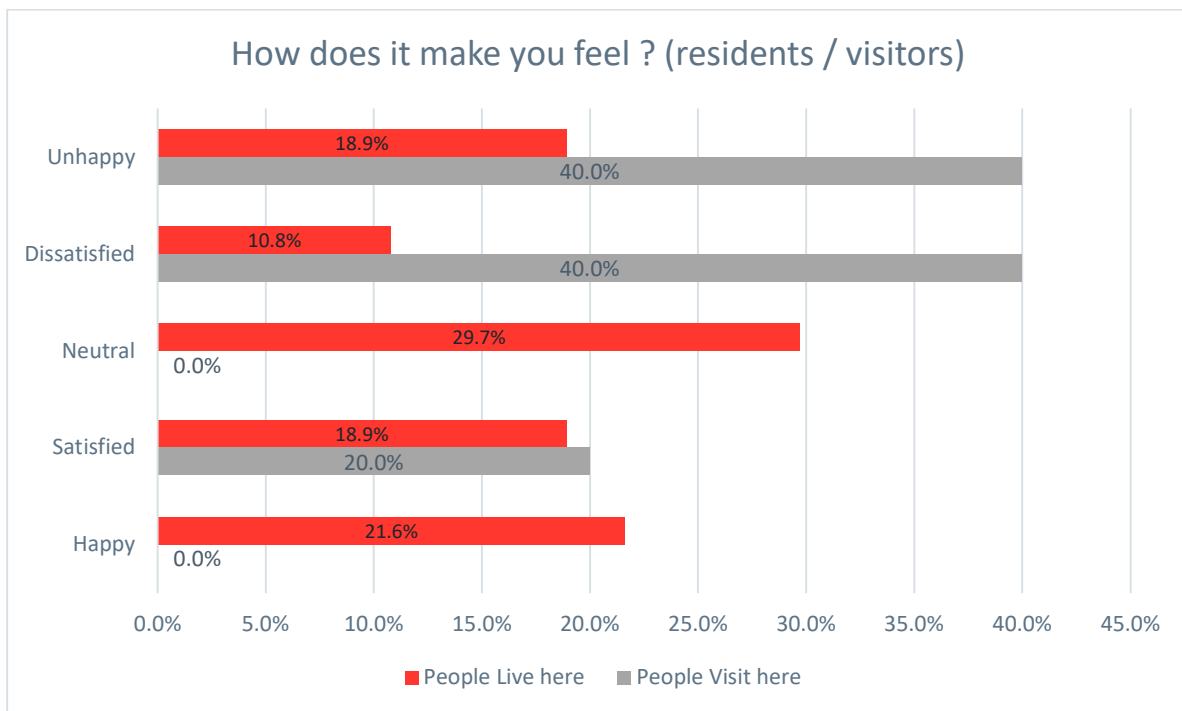
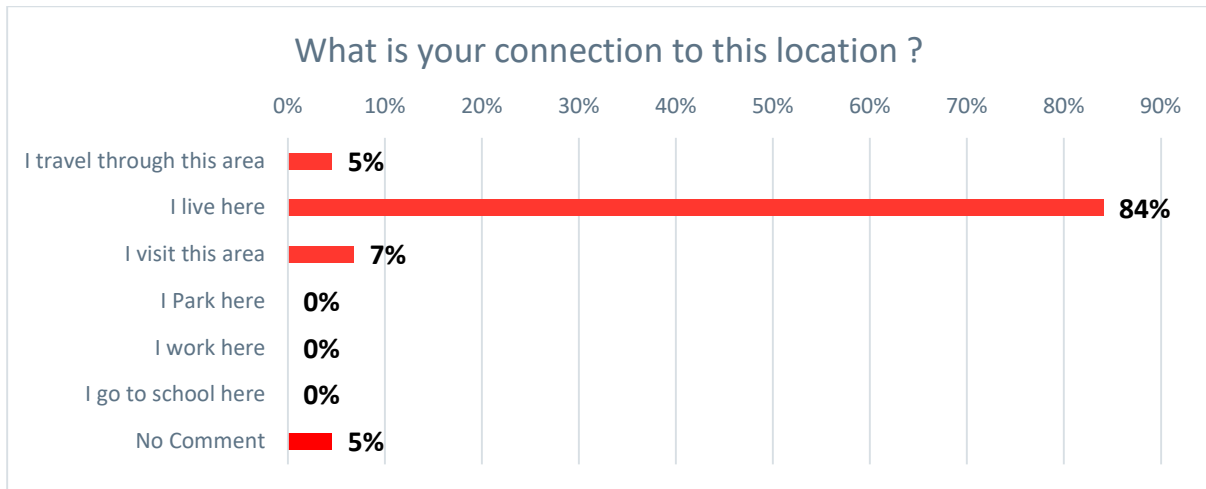


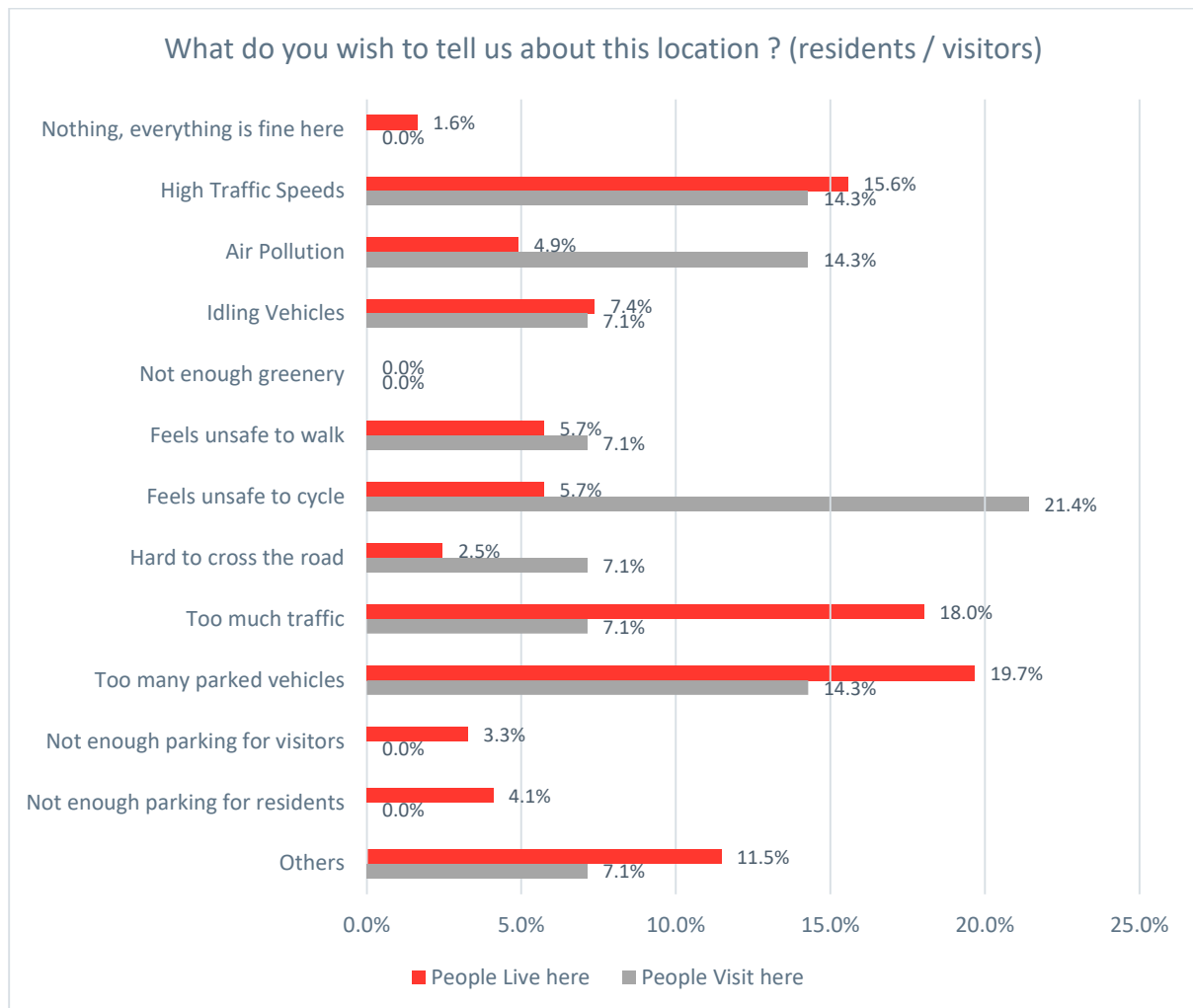
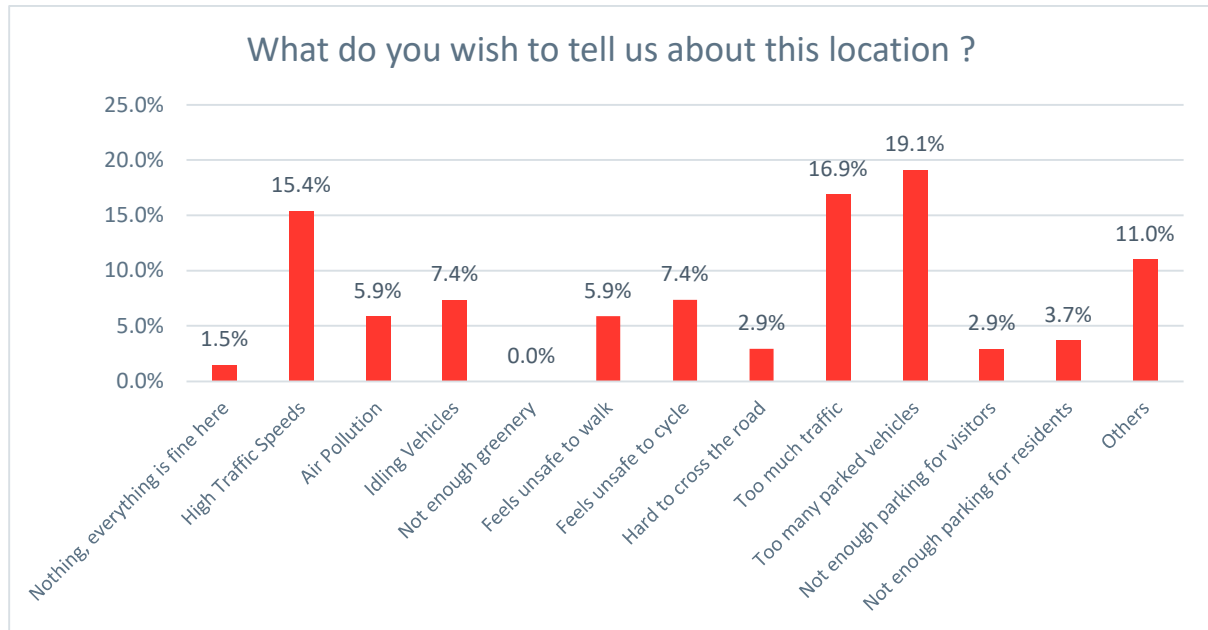
What do you wish to tell us about this location ? (residents / visitors)

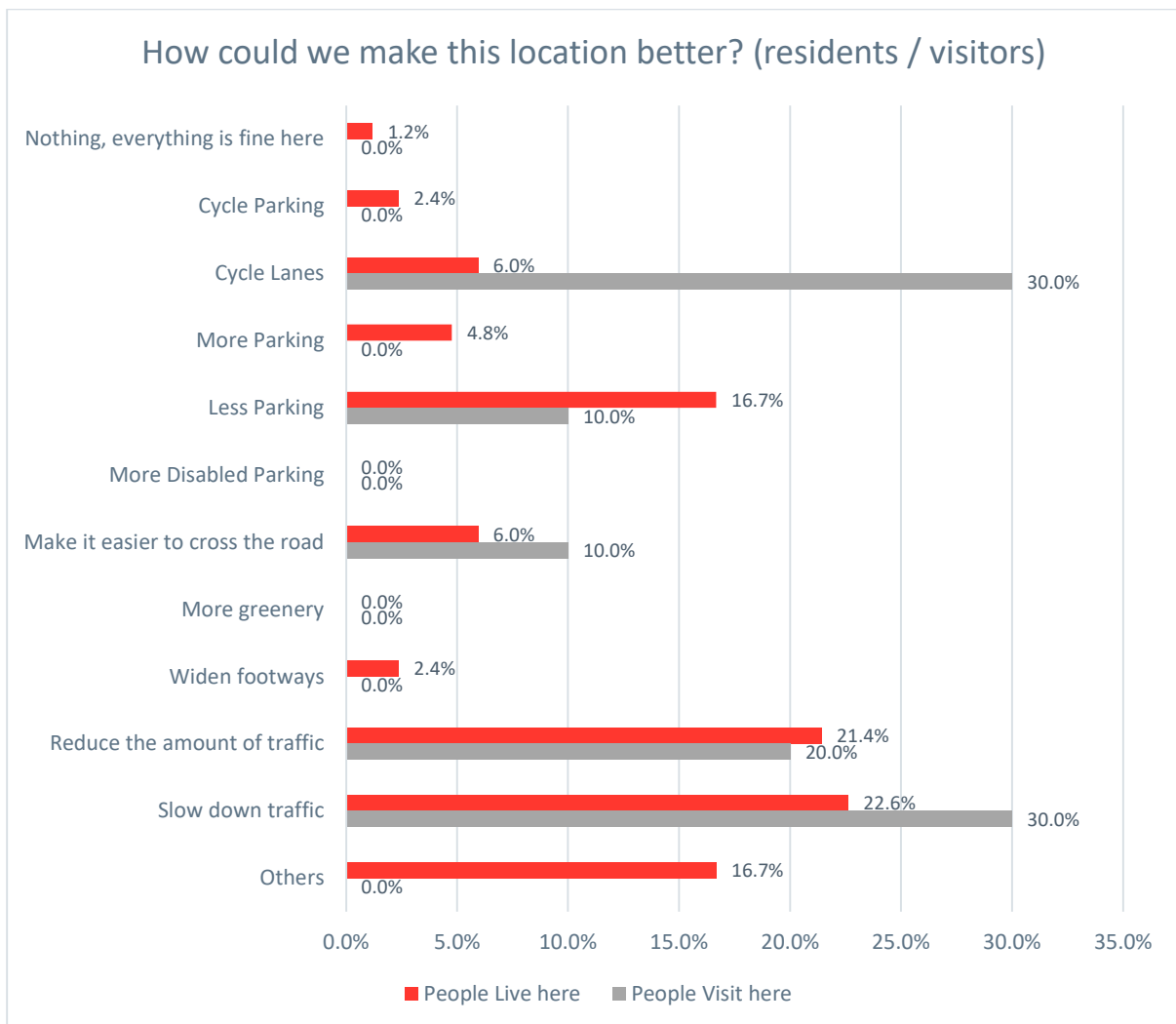
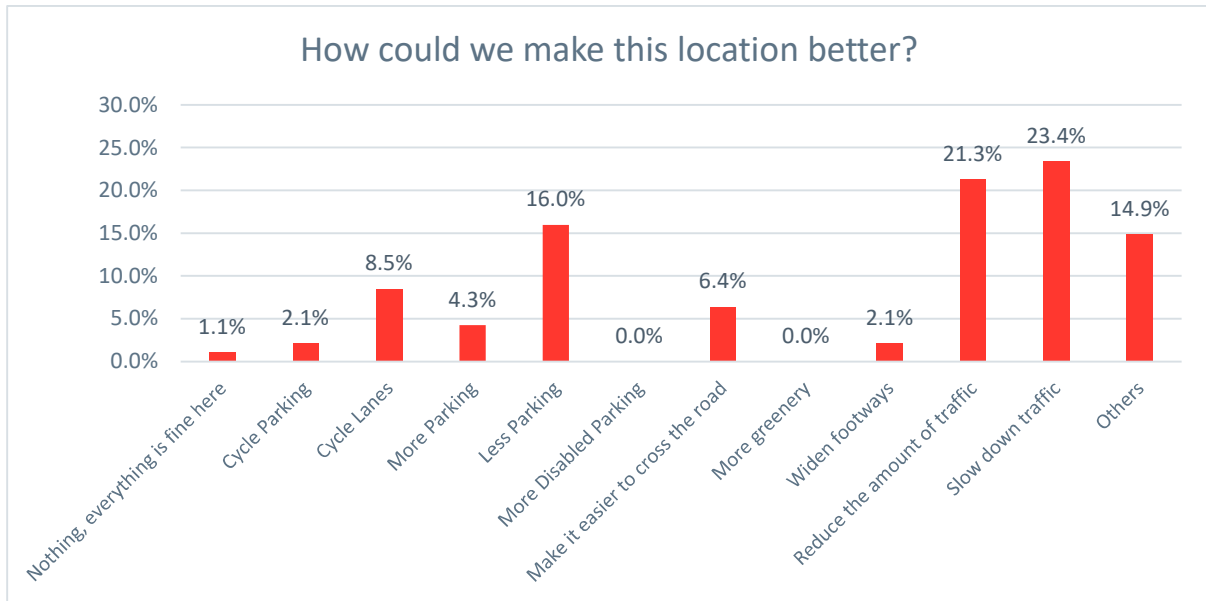




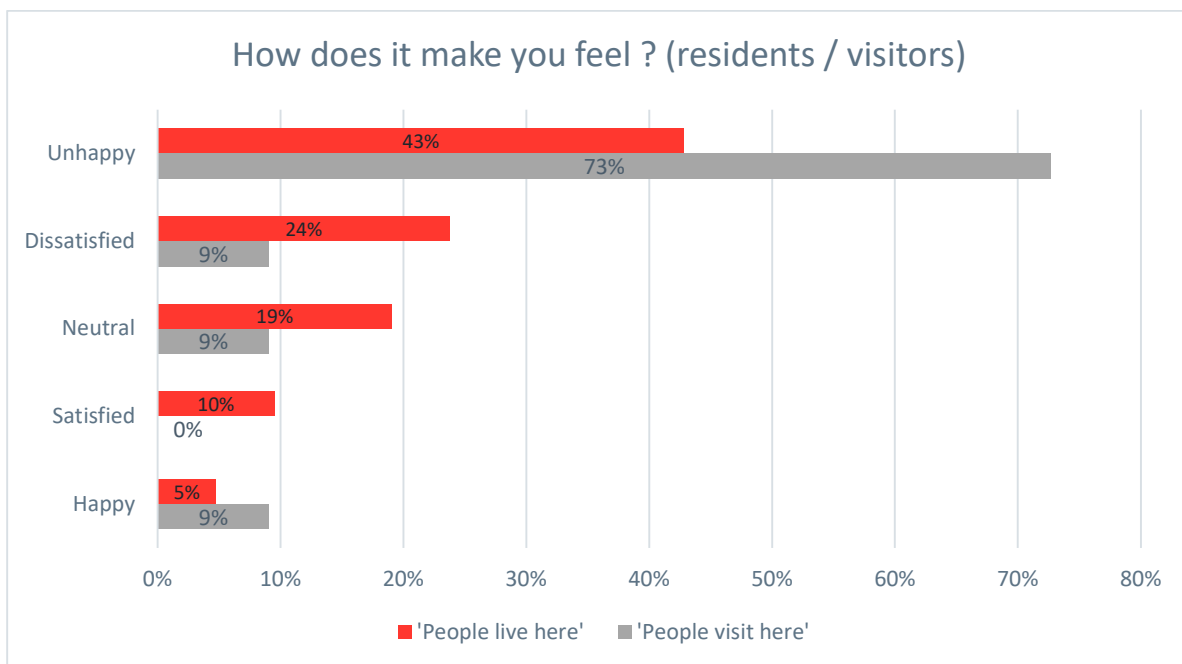
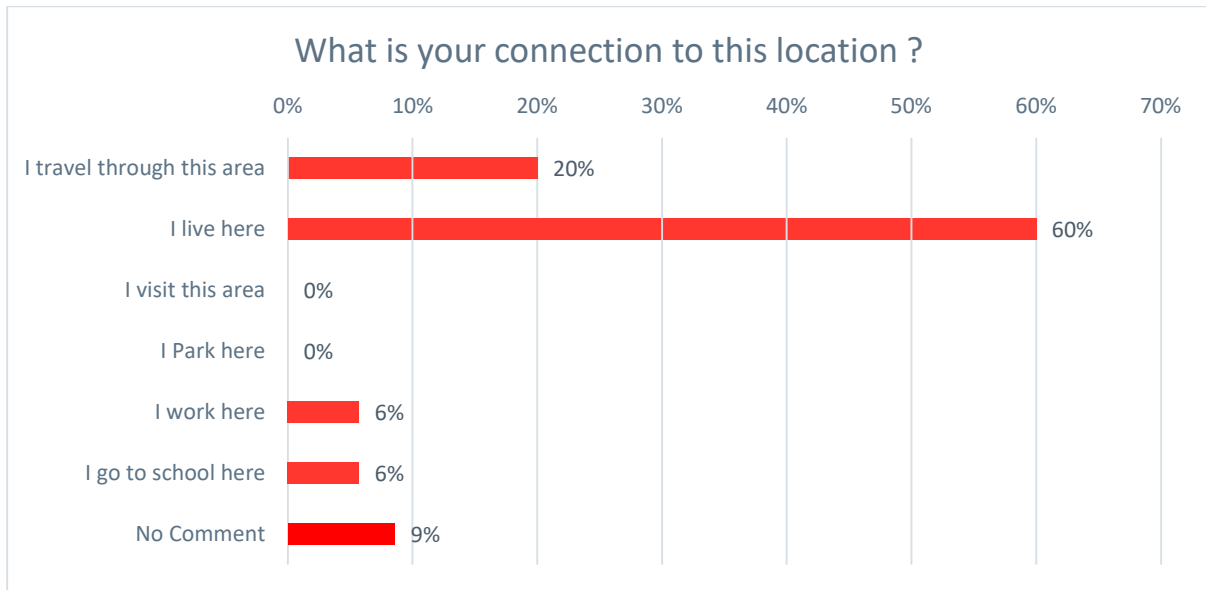
STREETS CONNECTING TO HOOKSTONE DRIVE

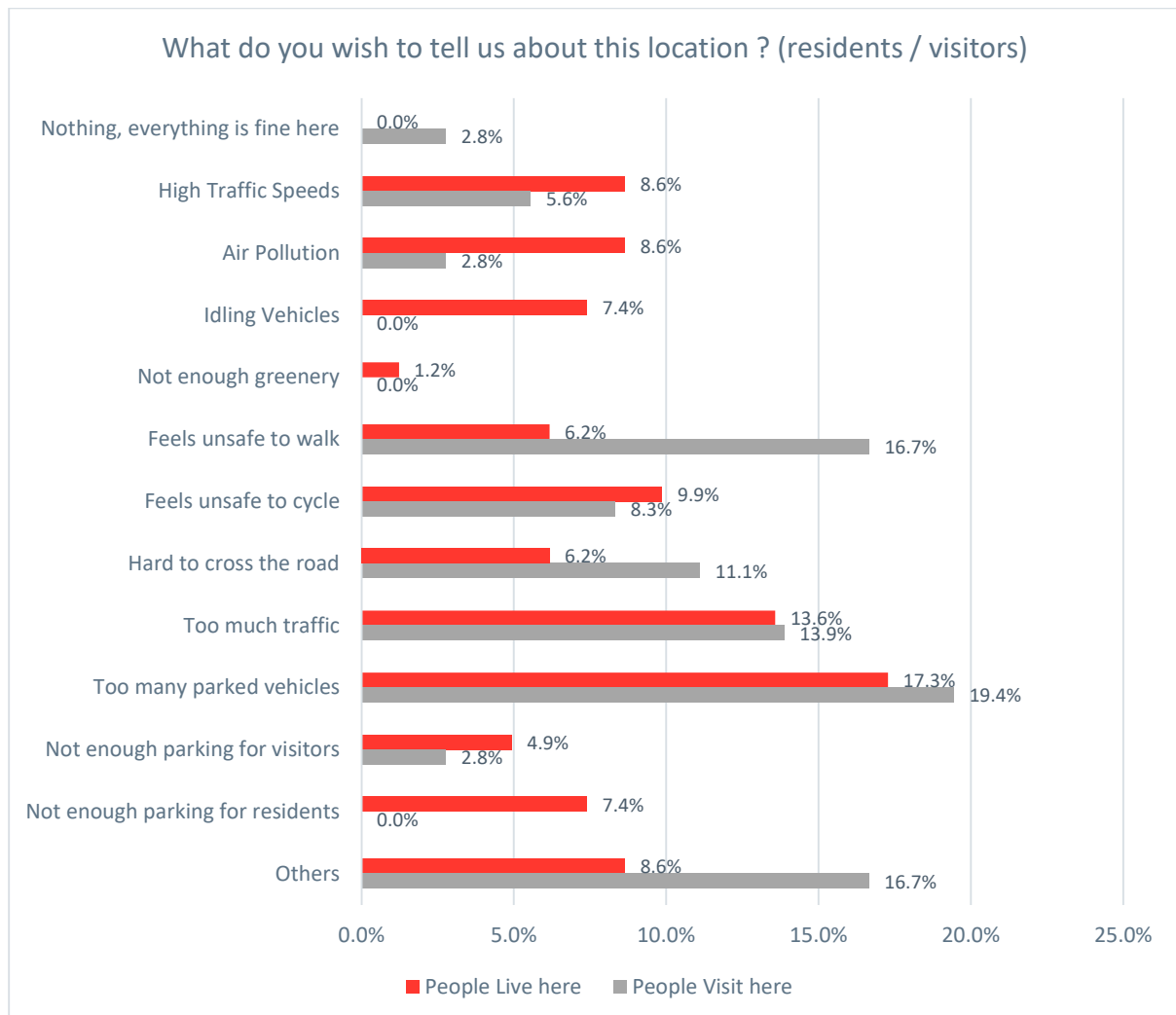
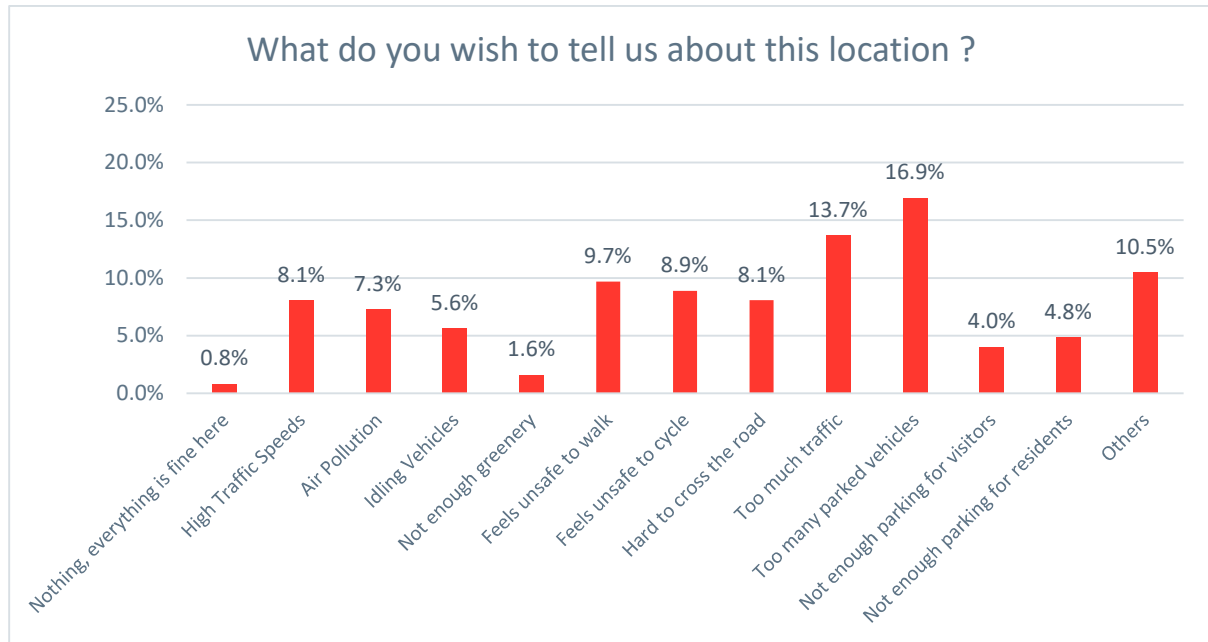


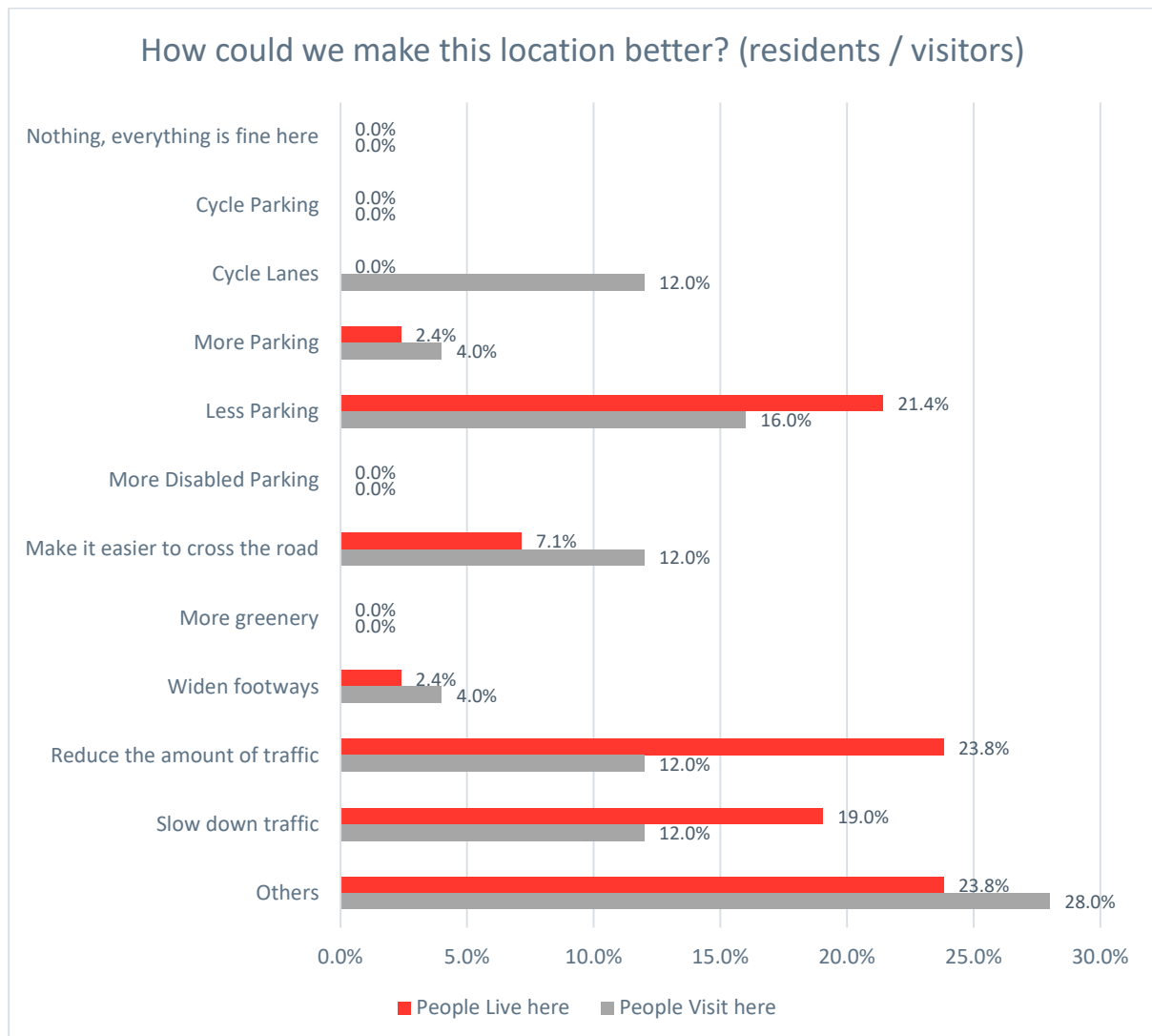
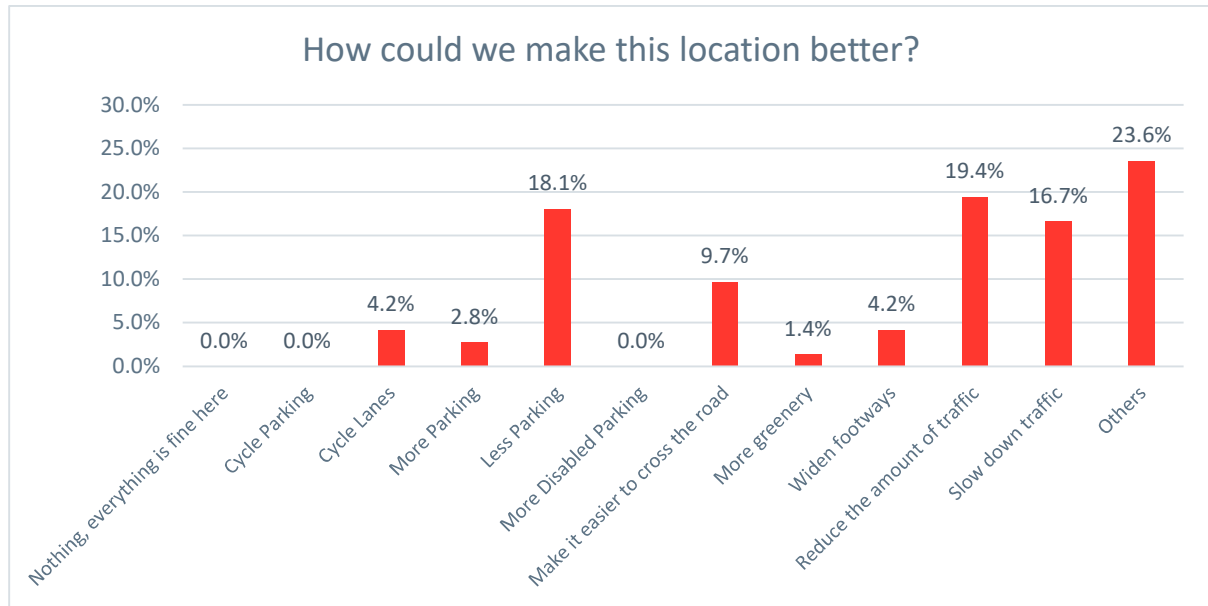




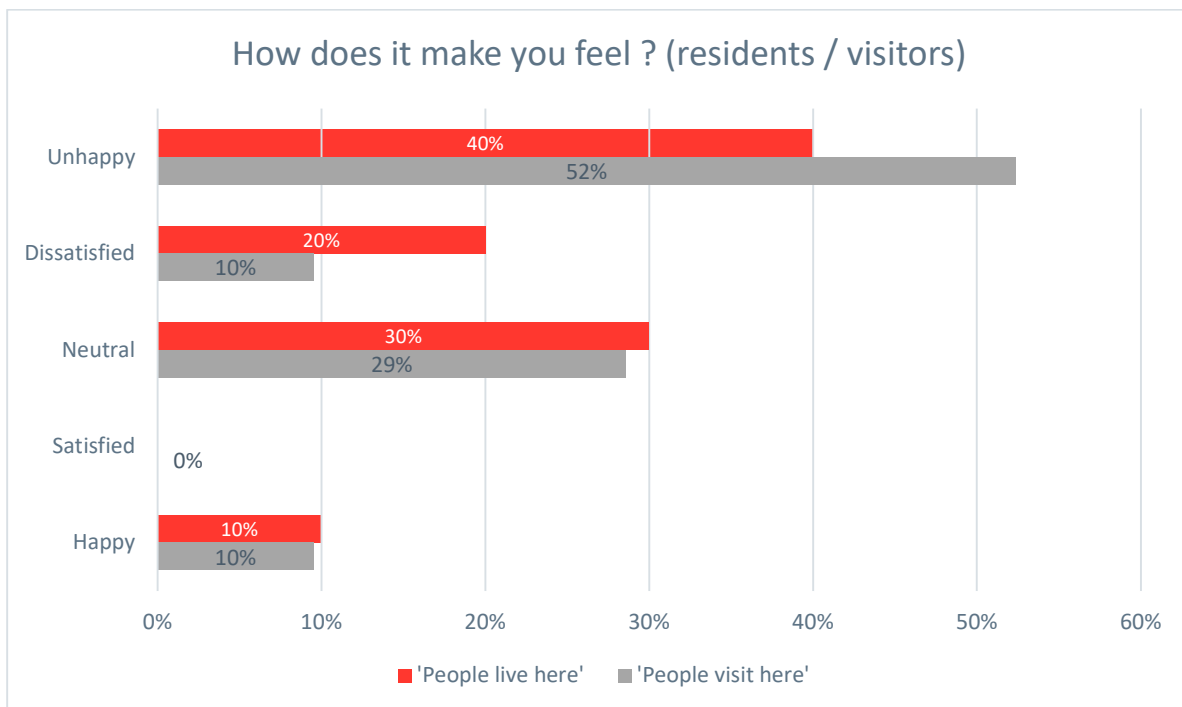
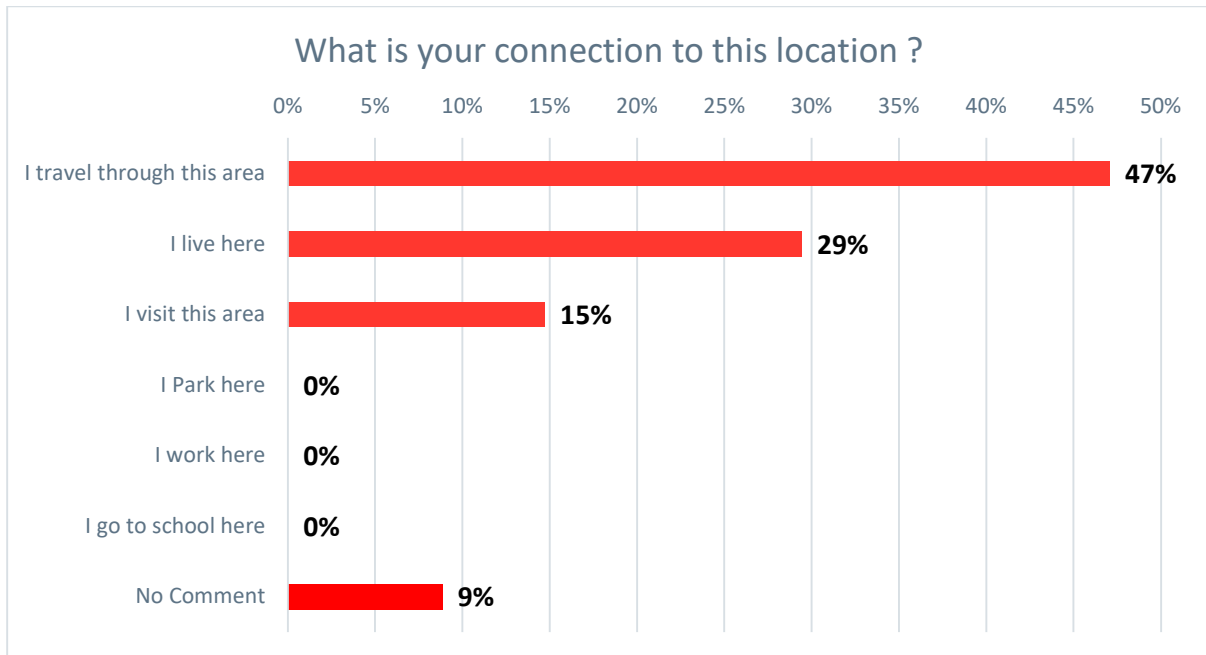
STREETS CONNECTING TO WETHERBY ROAD

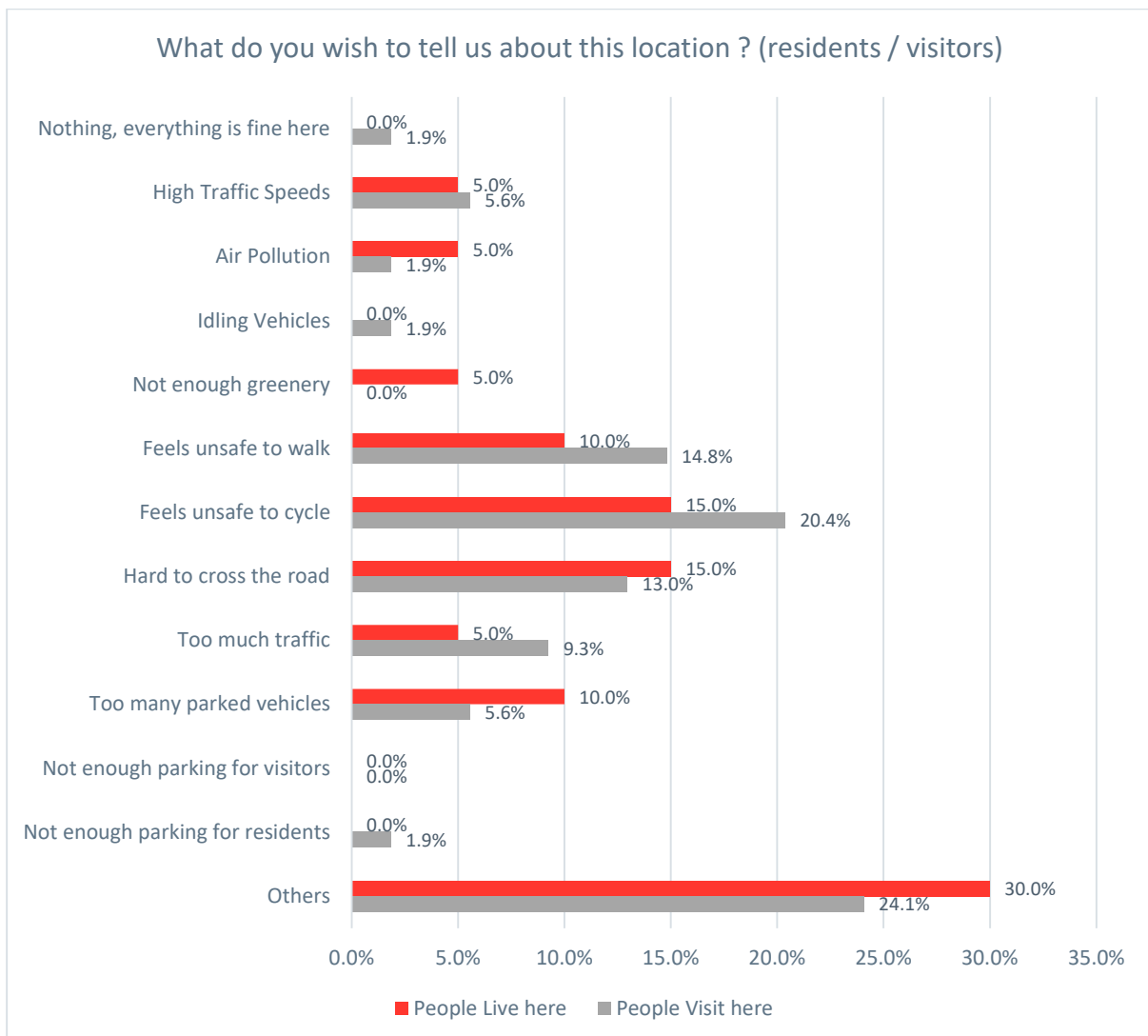
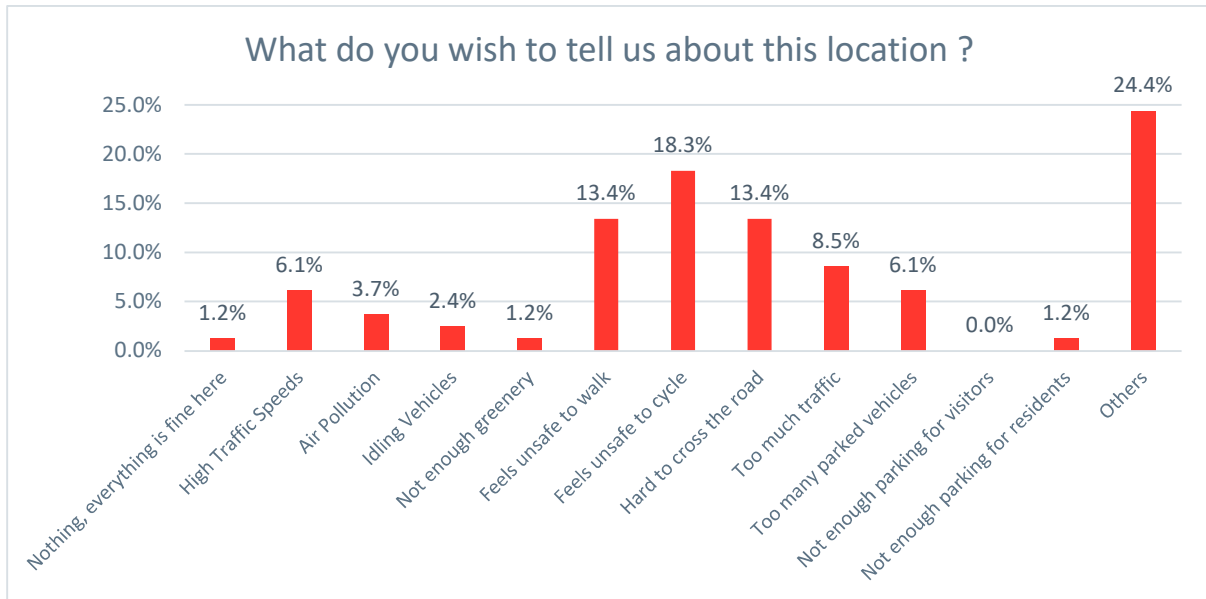


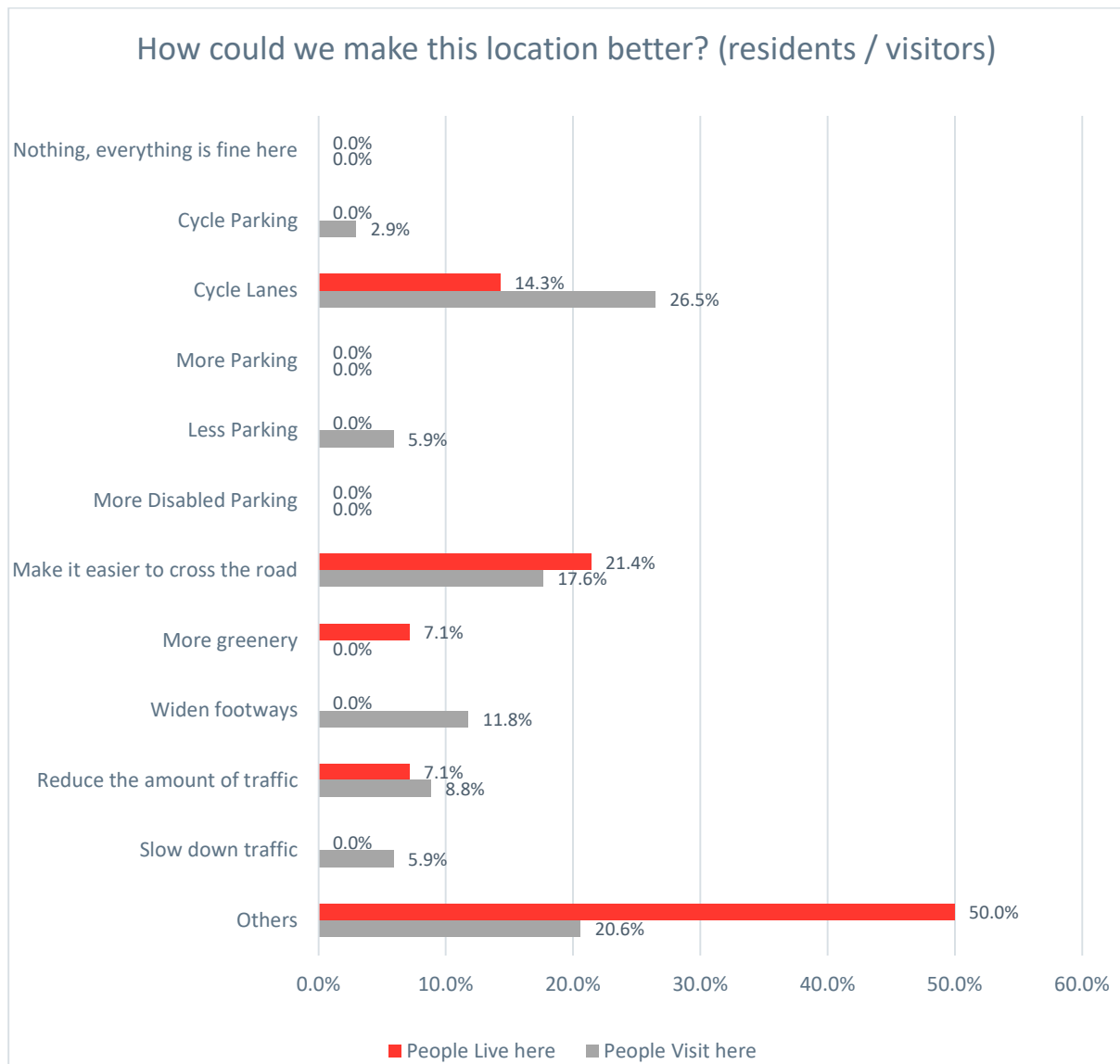
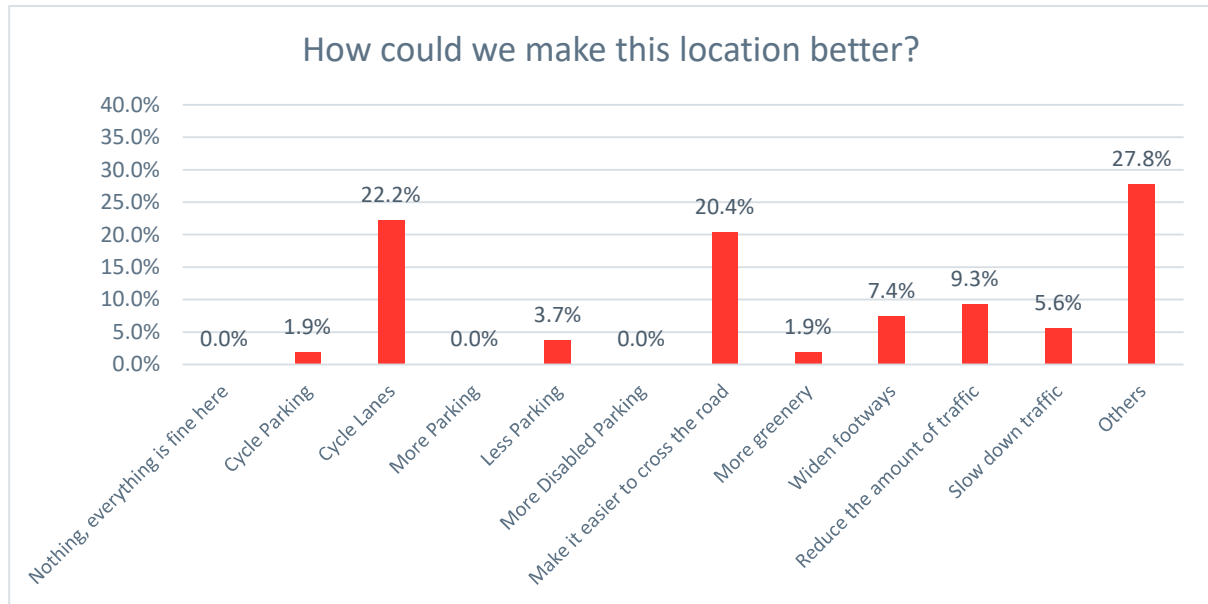




SLINGSBY WALK AND OTHER OFF-ROAD PATHS WITHIN THE STRAY









First Floor
3 Wellington Place
Leeds
LS1 4AP
Leeds
UK

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