



Citizens' Panel No.35

You said, we did!

Welcome to the Citizens' Panel newsletter, below we have an overview of the last Panel results and a recap of how past information has been used. Thanks for signing up to the Panel and participating in the surveys, your say really can make a huge difference!

The full Panel reports can be found at: www.northyorks.gov.uk/citizenspanel

Highways & Transportation

This Citizen's Panel was commissioned by North Yorkshire County Council's Highways & Transport service, the results will be used to look for areas we need to improve and can also have say as to where budgets are best spent in this area.

Highway & Transport Services



After the record breaking heat of this summer 'the beast from the east' that hit us in January seems a lifetime ago. Despite the snow and ice that bombarded us the majority of you (70%) are very / fairly satisfied with 'gritting and snow clearance (roads)'. Well done gritters and emergency planners of North Yorkshire! You were also satisfied with; 'street lighting & illuminated signs' (79%), 'grass cutting' (70%), and 'new facilities for pedestrians' (66%).

The aspects of transport services you were least satisfied with were 'condition of road surfaces' (19%) and 'quality of repairs to roads and footways' (26%), which are certainly aspects we're always looking to improve. The highways service has been allocated additional funds to target those roads that are in the worst condition partly as a result of the bad weather conditions earlier in the year.



We asked you to rank the importance of various aspects of highways & transport:

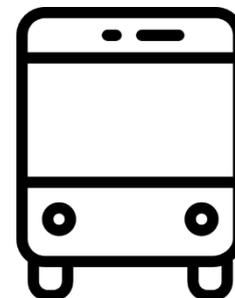
Your most important aspects were:	Your least important aspects were:
1. Condition of road surfaces	1. New routes and facilities for cyclists
2. Quality of repairs to roads and footways	2. Introducing traffic calming
3. Gritting and snow clearance	3. Grass cutting

Something evident from the questionnaire results is that we need to work on the contact side of our Highways & Transport: 13% of you have contacted the Council in the last 12 months on a highway or transport related matter, and 42% of those that did were dissatisfied, 18% indifferent and 40% satisfied. We have already begun the process of making “laypersons guides” to highways services which explain why we do the things that we do in non-engineering terms, keep an eye out for these in the future.

Access to Services

We asked you how long it normally takes members of your household to travel to various locations.

Primary schools and food stores are the most convenient for you taking no more than 5 minutes for one third of you to reach. You have to travel furthest to your place of work and your nearest general hospital, with more than a third of you spending over 30 minutes getting to these places. In Selby and Craven it isn't unusual for people to have to commute more than an hour to work, around 20%.



We also asked whether you were satisfied with your level of access to essential services. 77% of you said you were, more so those over the age of 65.

For more information on North Yorkshires highways and transportation visit:

<https://www.northyorks.gov.uk/transport-and-streets>

Recap and extra opportunities

We're using this information from the last Citizen's Panel to help the Stronger Communities Programme shape ideas for future investment. The programme aims to empower and support communities to help design and deliver local services, to encourage volunteering and to create opportunities for people to take an active role in their communities. These results will help the programme prioritise and design opportunities that will help to deliver those aims. Link to the Stronger Communities webpage: <https://www.northyorks.gov.uk/stronger-communities>

And finally if you know anyone that else that would like to sign up for the Citizens' Panel, please pass on this link: <https://nwa.researchfeedback.net/wh/s.asp?k=142799016888>

If you would like any further information about the panel or have any queries, please contact:

Tim Caswell



tim.caswell@northyorks.gov.uk



01609 532611