

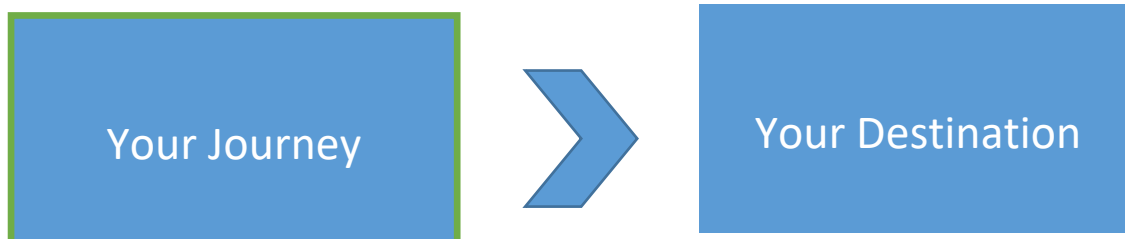
# Age Friendly York

## Getting Out and About - Baseline Assessment

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# Your Journey



Getting out and about is an important consideration when getting older as having an active life will improve or maintain wellbeing as well as lifespan. This was supported by a three year longitudinal [co-motion study](#) in York where there was a consistent message regarding the importance of getting out and about.

Nationally the Advancing our health in the 2020's consultation document states "The government recently strengthened planning guidance to encourage more areas to consider cycling and walking within local development plans, and other ways of getting people more physically active. Work is also underway to make public transport more inclusive - so disabled people, including those with less visible disabilities such as autism, have the same opportunities to travel as everyone else."

The World Health Organisation had an age friendly check list, in York we have called our first domain "[Getting Out and About](#)" with this first section being called "Your Journey".

The relevant World Health Organisation checks for Your Journey have been clustered into:

Transport is:

- Reliable, well-maintained, frequent clean and well lit
- accessible has priority seating and not-overcrowded
- set up to facilitate boarding and waits for passengers to be seated
- set up to ensure drivers are courteous and helpful

Location of pick up points are:

- situated with shelter available for pick up points
- clearly displayed
- set up to reach all parts of York with has good connections

Routes are:

- well maintained with good lighting
- well-regulated with good traffic flow

Pavements are:

- well maintained, free of obstructions and reserved for pedestrians
- non-slip, wide enough for wheelchairs and have dropped curbs to road level
- separate from cycle paths
- well lit

The journey provides:

- sufficient toilets that are clean, well-maintained and accessible
- sufficient seating which are well maintained and safe
- sufficient pedestrian crossings which are safe for people with different levels and types of disability, with non-slip markings, visual and audio clues and adequate crossing times.
- a positive walking experience with drivers giving way to pedestrians at intersections and pedestrian crossings
- a positive experience by cycle paths being separate from pavements and other pedestrian routes

The types of transportation could be clustered into:

1. Private (walking, cycling, personal vehicle or taxi)
2. Public Transport (in York this is buses including park and ride and trains and coaches when traveling out of York)
3. Community transport

## 1. Private

**Driving** licences expire when the driver is 70 and then renewed every three years. The GP can advise when it a driver may have to or should consider not renewing their licence. The City of York Council direct older drivers to the [ROSPA](#) webpage for advice to consider.

There is a number of taxi companies in York with 9 full-time [taxi ranks](#).

**Cycling** York was designated a Cycling City from 2008 - 2011 and received funding from the DfT (Department for Transport) via Cycling England to run a programme that inspired and motivated people in York to start cycling or to cycle more often. York has a number of cycle routes across the city. York provides drop in sessions every Sunday at various venues to encourage people to cycle whatever their particular needs or disabilities.

*“Within all residential areas there needs to be safe cycling spaces”*

Using an [electric bike](#) is a great form of exercise for people of all ages. Recent studies have shown that cycling reduces your risk of heart disease and cancer, makes you more alert, and improves your mood. Many elderly people and those with joint problems or other debilitating conditions also find that journeys that might not have been possible for them by cycle are easy and enjoyable by electric bike.

*“Subsidised e-bikes”*

There are number of [community activities involving cycling](#) as well as many cycle clubs with a wide range of abilities.

### Get Cycling



Has around 60 different inclusive and conventional cycles for people with disabilities to try out, and they cell new and refurbished versions of most kinds.

### Cycling without age



This scheme is run by local group York Bike Belles who have volunteers that provide opportunities for older people across 9 care homes and independent living schemes to get a ride on a bike using their rickshaws.

The Council's Transport Asset Management Plan committed to "promote more cycling and improve road safety by building on routes and facilities already in place to create safer and more pleasant environment. Where necessary, space will be relocated away from motorised road users to achieve the best facilities and most direct routes which are both safe and convenient and which do not have a detrimental effect on pedestrians"

*"Still cycle and there are cycle routes that need improving"*

There are a wide range of opportunities to brush up on [cycle skills](#) to help you to be and feel safe when cycling in York.

**Walking** - the Council's Transport Asset plan sets out a clear priority of means of getting out and about in the city. This identifies walking as the highest priority. As part of this the Council is committed to "improve conditions for the convenience and safety of pedestrians by reducing walking times and enhancing the pedestrian environment taking into account pedestrian access, security and the needs of those with mobility handicaps"

*"York is a historic city and, in some parts, uneven cobbled pavements are inevitable. Greater efforts outside the city (for people with mobility issues) would be good to make York more accessible."*

To improve the walking experience by reducing obstructions the Council introduced an A Boards policy and prohibition zone was introduced which was well received through resident feedback from the Your Journey Aug 2019 although other obstructions were identified by some residents, in particular greenery narrowing footpaths.

*"Pathways with hedges/soil on pathway so dangerous for wheelchair uses"*

The most significant impact for residents that effected their ability to walk was the quality of the pavements (160 comments) with a number of residents stating they had had a fall due to a raised pavement.

*"York is a historic city and, in some parts, uneven cobbled pavements are inevitable. Greater efforts outside the city (for people with mobility issues) would be good to make York more accessible."*

*"When using my walking aid I find most pavements are uneven causing my walker to stop suddenly and cause me to either trip or fall"*

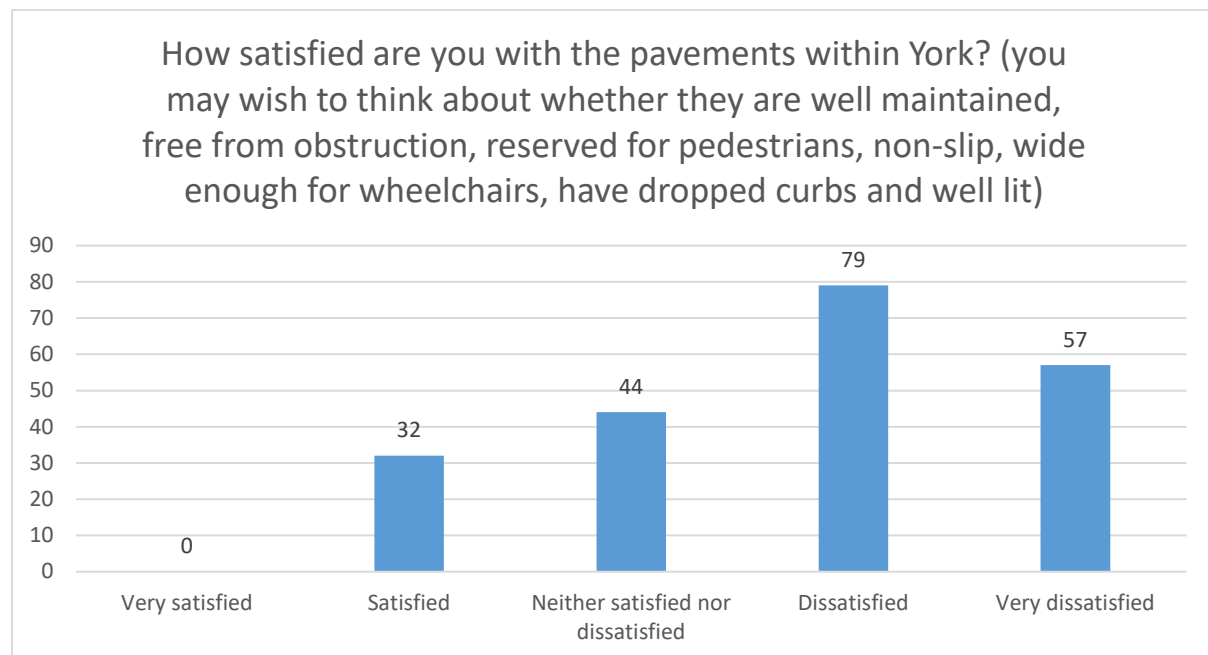
*"It's a mixed bag, some areas are very good some are very poor. This applies particularly in the town centre"*

The Puffin Crossing system in York received 41 comments which indicated that residents were not aware of why changes had been made and how the crossing lights system works.

*“Traffic lights for pedestrians often can't see the light box as they are facing inwards instead of outwards so pedestrians on opposite side can't see the box as would normally be expected.”*

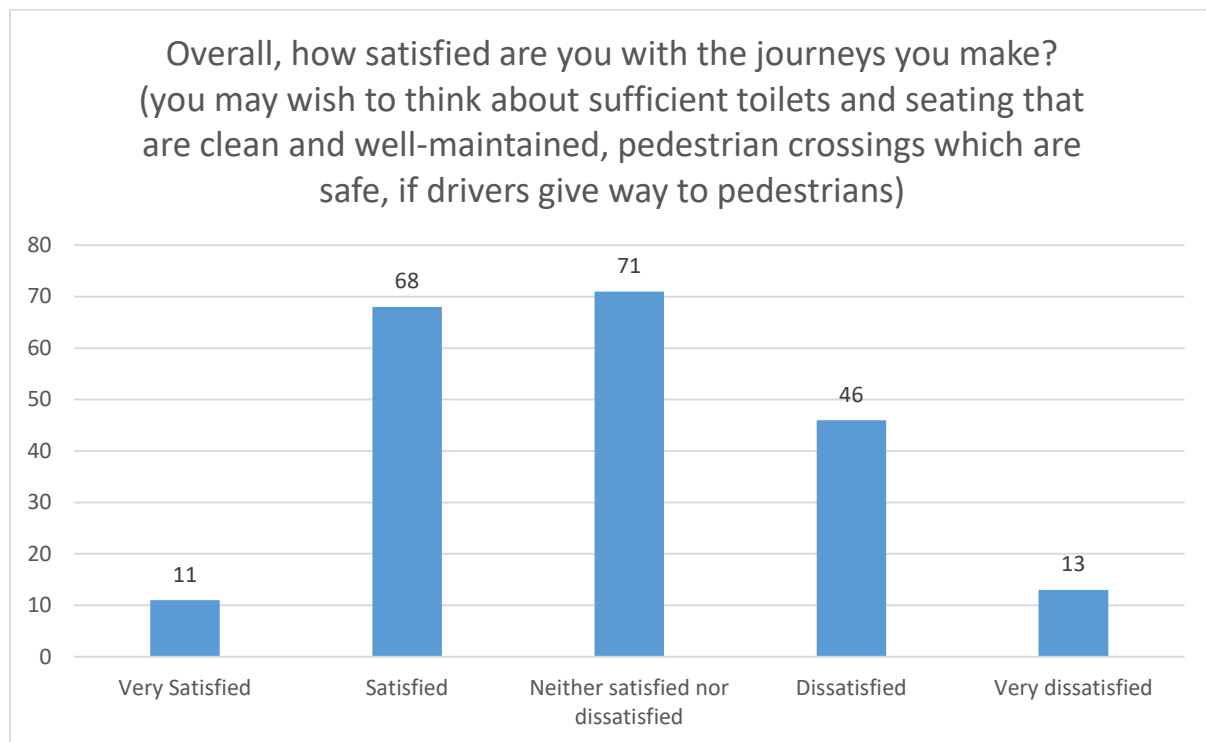
*“Traffic lights change too fast”*

*“Generally drivers are courteous and pedestrian crossings safe.”*

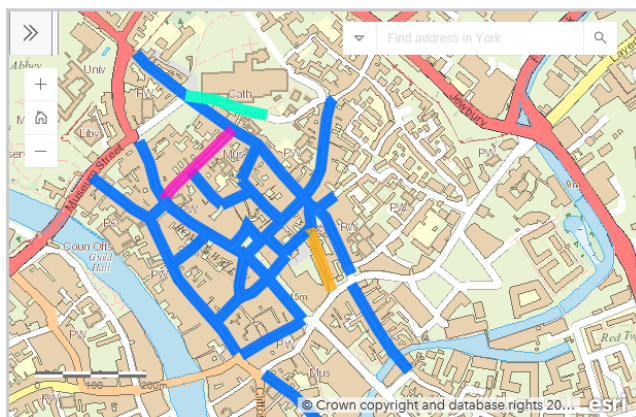


Residents that were frail or with a physical disability identified that there was need to more seating (39 comments) and access to more toilets (65 comments). Which mirrored comments made in the older people survey 2017, as this word cloud of residents comments demonstrates:





### Footstreet area map



**Footstreet** – York has one of the largest pedestrian zones in Europe.

Many areas within York city centre are designated as pedestrian footstreets, with restrictions to vehicle access between certain times of the day, or 24 hours a day in some areas.

Pedestrian footstreets create a safer and more attractive city centre and reduce inner city pollution.

### 20sPlenty

20sPlenty is a campaign for 20mph to become the default speed limit on residential and urban streets. In York this has been implemented on many urban streets that are not main roads. With [20mph maps](#) available.

Casualties on the roads are very much worse with older age because of brittle bones with older people being especially vulnerable due to delayed reactions, slower movements, instability, dementia, visual, hearing and mobility impairments.

### Walking for Health

Walking for Health is a national programme which aims to get people walking more through regular group walks, led by trained volunteer leaders.

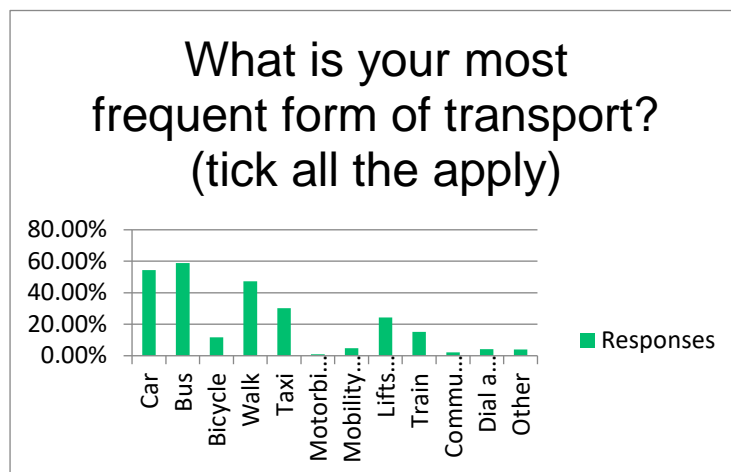
Walking is a great way to build physical activity into everyday life, whilst enjoying natural surroundings in a sociable setting.

### Move Mates

Is a through a local charity called Move the Masses that offers volunteer walking buddies to give confidence to older people to get out and about

### Shared Spaces

There were a wide range of comments from residents (134) regarding the challenges of the shared environment including pedestrians, cyclists, public transport, delivery vans and private cars. The key theme was for improved demarcation of these groups and consideration towards others.



It needs to be recognised that any improvements will usually be improvements for all and that older people use a wide range of methods in getting out and about including cycling.

*"Actual division between cyclists and cars in future planning"*

*"Bus stops at the top of Piccadilly can be a bit of a nightmare to get passed on the pavement especially for wheelchair users and pushchairs. Most of the time it's easier to walk on the road which really isn't a good idea!"*



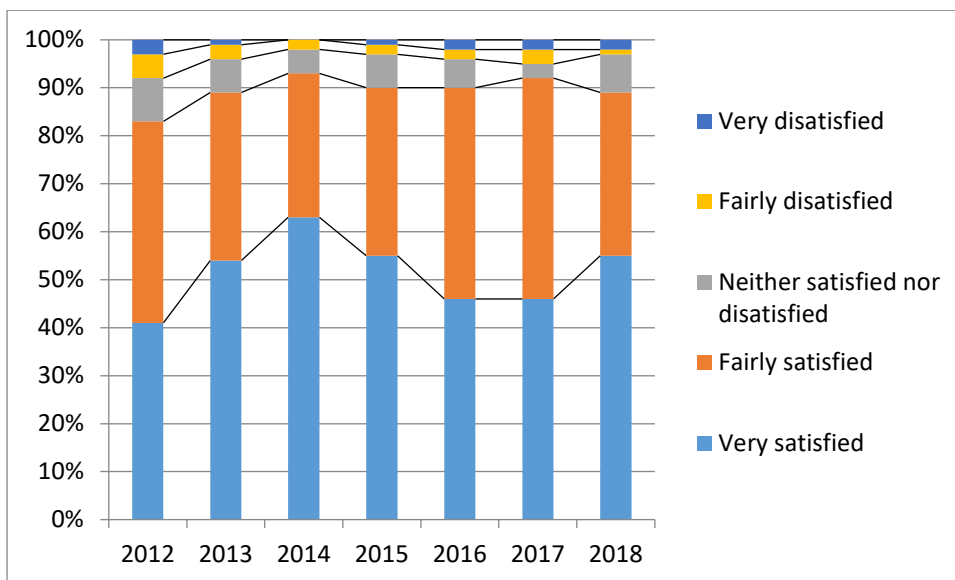
*“Don’t generally agree with shared cycle and footpaths. Not everyone understands Share, Respect, Enjoy!”*

*“Dissatisfied that modern drivers not giving way at junctions as per the Highway Code”*

The co-motion study carried out in York in 2017 also identified the importance not only with physical space but the attitude and behaviours of the people around them. The report proposed awareness raising amongst the general public of the needs of key groups across all ages that can also support age friendly communities. The awareness of impairments that people live with are not always obvious, and awareness raising needs to reflect this diversity.

## 2. Public Transport

The public transport in York is [buses](#). In 2015 York, Passenger Focus interviewed 762 bus passengers on a range of bus services across the city, with similar surveys undertaken in 23 local authority areas and York were rated first. Overall, 93% of bus passengers in York were either satisfied or very satisfied with the bus service they were travelling on. This is comparable with the older people survey that was carried out in October 2017 (83% very or mostly satisfied). In addition an annual survey takes place with 750 passengers across a basket of routes with a year on year increase in satisfaction over the last 3 years:

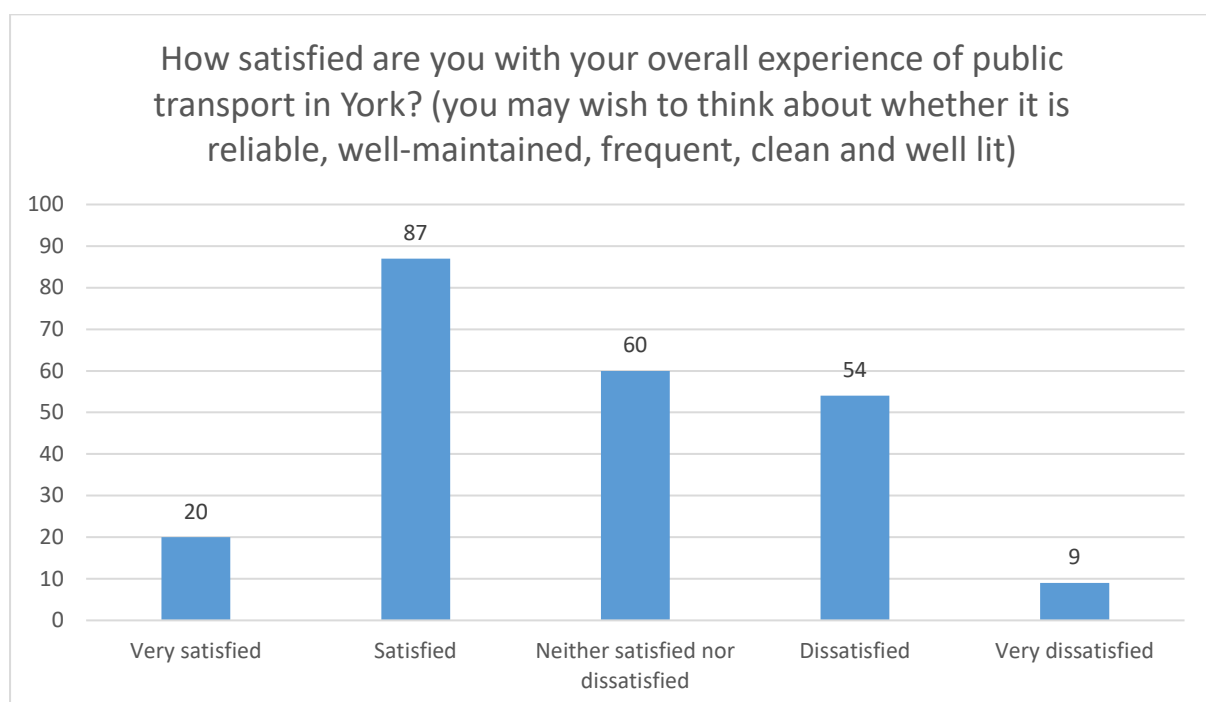


The bus services in York have a number of systems in place that enable any age passengers get to their journey effectively:

- Most buses in York are linked to the '[yournextbus](#)' system, giving you real-time bus information via on-street displays, text messages and the internet.
- Prioritised traffic lights and dedicated bus lanes on main routes allow buses to get through the city quickly.
- With a pedestrianised city centre, the bus can often get you much closer to where you want to be than a car. York has five main bus interchange points in the city centre.
- An increase in the use of public transport results in less pollution and better air quality.

- York's six Park & Ride services allow you to travel to York by car, park for free in secure car parks and complete your journey into the city centre by bus.
- All buses that carry over 22 passengers are required to have low-floor and wheelchair-accessible.
- Significant progress has been made in providing easy-access kerbs at bus stops in York city centre and along many high-frequency bus routes. These allow the bus to get very close to the kerb edge, reducing the step distance to a minimum.
- Punctuality is continually monitored and ranges between 85-100% on a month by month basis
- In addition York Hospital is to launch a new park and ride bus service directly to the hospital. The new service will launch on Monday 29 April 2019. Running every 20 minutes, the new 'York Hospital' bus service will travel from Rawcliffe Bar Park & Ride from 6am until 8.10pm, Monday to Friday.

The August 2019 Age Friendly York survey identified the following resident views regarding buses:



Information (65 feedback comments) – there was positive feedback where real time information was provided at bus stops. However the feedback requested that this was extended to more residential areas outside the city centre as well as improve technical faults with the electronic system. The restriction on the roll-out of more screens are the installation costs, particularly around the installation of electric cables.

Battery operated devices are being piloted and if successful will be rolled out further as this will significantly reduce installation costs.

“The screens with expected times on are great when they're working.”

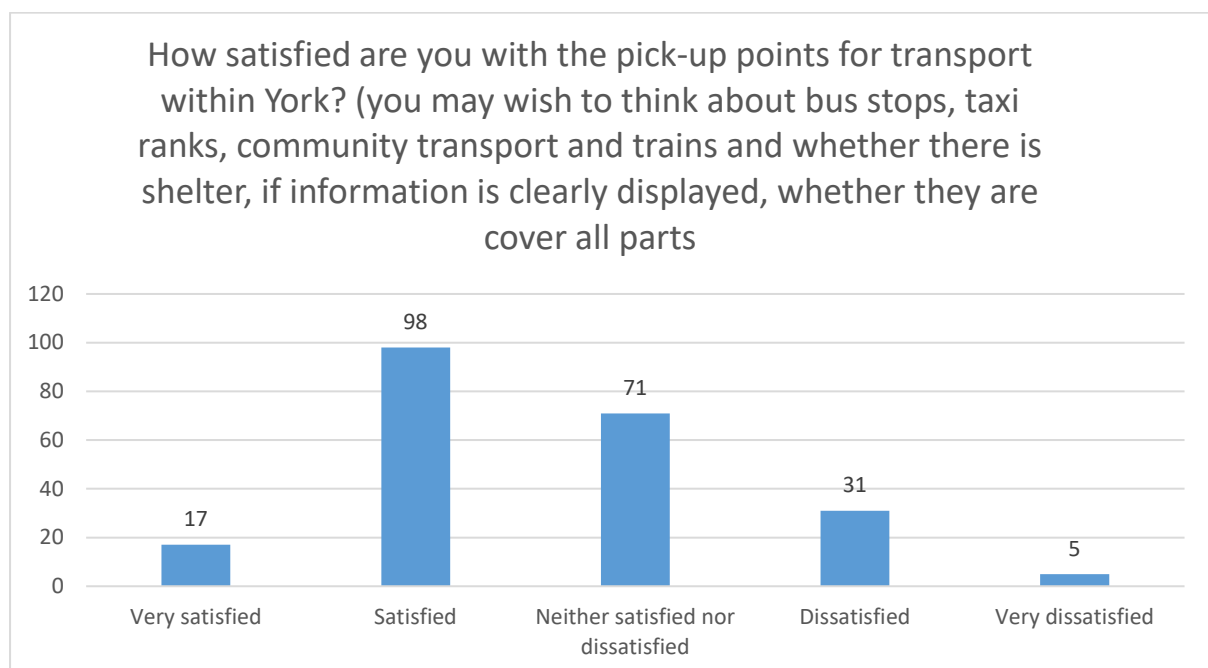
Bus Routes (62 feedback comments) – most people thought there were good bus routes into and out of the city. Most requests for improvements were with orbital routes to key locations on the outer ring road like Monks Cross and Clifton Moore as well as direct routes to the hospital. Where there was awareness of a new bus route to the hospital this was well received.

“Good route around the village to capture as many potential passengers as possible.”

Bus Stops (56 feedback comments) – there was a significant number of residents requesting seating or improved seating in bus stops as well as shelters or shelters to include side panels.

“More bus shelters would be good”

“It's good to have seats in the shelters but they are sloppy and awkward.”



Frequency of Busses (54 feedback comments) – highest level of satisfaction was with Park and Ride buses which are every 10 minutes. With most frequent level of request for more regular buses in the evenings and weekends. Where there was awareness of a introduced provision of evening buses with Park and Ride, this was well received.

“Buses stop running early evening”

**Day-trips-** there are a range of bus trips available from York including Bolton Abbey, Yorkshire Dales, Ilkley Moore and many more.

**Traveling from York** - although there are not trains to enable you to get out and about in York, as there are with larger cities, access to the train station is still an important consideration. Good accessibility options at York train station will enable more options for York residents to access a wider range of destinations.

York railway station has assistance meeting points; lifts and level access to all platforms; call for aid button by taxi rank and available wheelchairs.

There are plans in place to re-design the front of the railway station to:

- keep vehicles and pedestrians apart
- make it easier to change between modes of transport
- create new public spaces and a more pedestrian-friendly experience
- create an improved setting for the City Walls and other heritage buildings in the area

*"The station stops are hard to get to from the station itself as both crossings are quite far for elderly and disabled people who end up dodging traffic to cross outside the station.i see this happening a lot."*

In addition to trains there are a range of buses that enable York residents travel beyond the city boundaries.

Concessions are available by [bus](#) and [train](#) to reduce the impact of money being the barriers to getting out and about.

There were 27 comments from residents regarding the buses at the Railway Station with calls for a central bus station/interchange.

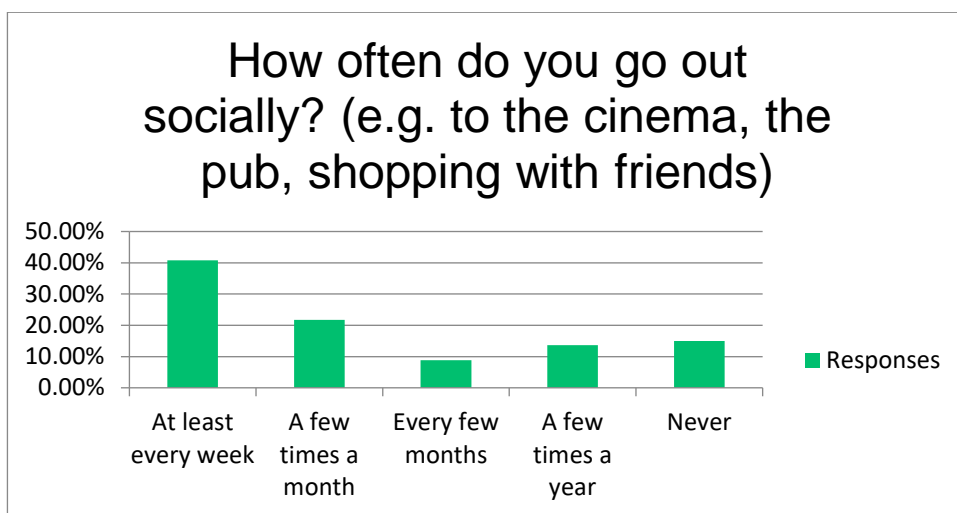
*"York would definitely benefit from a dedicated bus station with all the facilities they provide."*

### 3. Community Transport

Although there are some community transport options available, it is recognised that it is particularly difficult to access specialist transport provision during school drop off and pick up times.

The Council have developed an [approved provider list](#) for inclusive transport options.

Social isolation is a key issue in York with 17 out of 21 wards identifying this as a priority. The 2017 Older People survey clearly demonstrated this issue as community transport availability is an important to remove barriers:



The current community transport provision includes:

#### York Wheels

[York Wheels](#) aim is to provide transport services for the benefit of the community. The service is for elderly persons or people who have mobility problems

All drivers are volunteers who use their own cars to provide a door to door car service for elderly people or people with a mobility problem and cannot access public transport.

#### Dial a Ride

[Dial & Ride](#) is a flexible door-to-door bus service for residents who find it difficult to use standard buses due to age or mobility problems.

Dial & Ride serves popular destinations such as major supermarkets, shopping centres and York city centre.

All buses are specially adapted for wheelchair users and for those that have difficulty walking.

### York Neighbours – individual and group outings

Occasional trips are organised for older people to the coast, garden centre, theatre, exhibition or other places of interest. These outings are in volunteers' private cars.

<https://yorkneighbours.org.uk/what-we-do/>

### Shopmobility

Shopmobility is a registered charity which hires out electric scooters, wheelchairs and manual wheelchairs to anybody who needs one to enable them to enjoy the shops and attractions of the City of York.

## 4. Cross cutting considerations

As part of the co-produced approach we will ensure we capture any equality, dementia and environmental considerations and build these into each baseline assessment.

### ➤ Environmental



Electric Buses – there are 18 electric buses in York with a further 21 joining them in the Autumn 2019 giving the city one of the largest electric bus fleets in the UK.



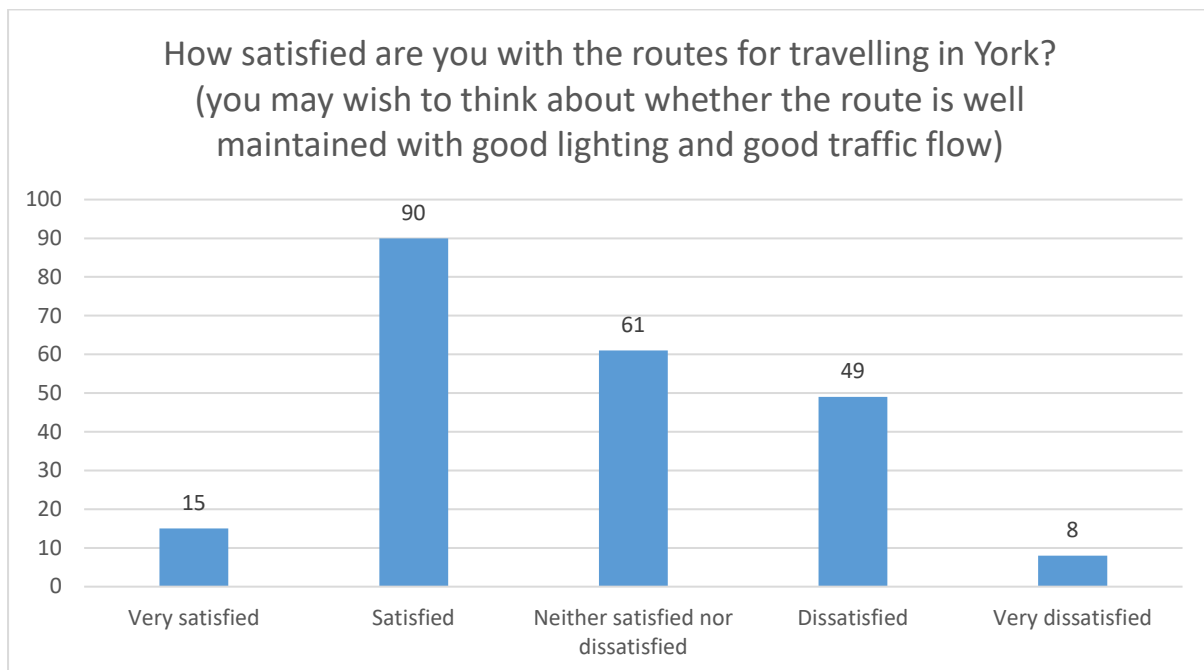
Idling – there is a “kick the Habit” campaign to encourage people to reduce air pollution by:

- encouraging drivers to switch off their engines when parked up and waiting (idling)
- reducing the numbers of idling vehicles in York
- drawing attention to the health risks of continued idling

Congestion & pollution – there were 70 resident comments through the Your Journey Aug 19 survey. Most comments were around the delays to buses as a result of the volume of private cars coming into the city. Where there are bus lanes these were welcomed by residents with many calling for increased restrictions on private drivers entering the city and an extension of the footstreet area.

“take cars out of the city centre to reduce traffic and improve bus reliability”  
“I am delighted to see cyclists on my walking trips as it means less cars and less pollution.”





➤ Dementia

The 2019 All Party Parliamentary Group report Hidden No More: Dementia and Disability identifies transport as a key issue for people with dementia:

**‘Just about everything about travel has become problematic with my dementia: remembering when to go, where to go and what for, remembering to buy and bring a ticket, remembering when and where to get on, where to get off [the bus], and where to go after that. Travel becomes a very anxious affair.’**

Person living with dementia

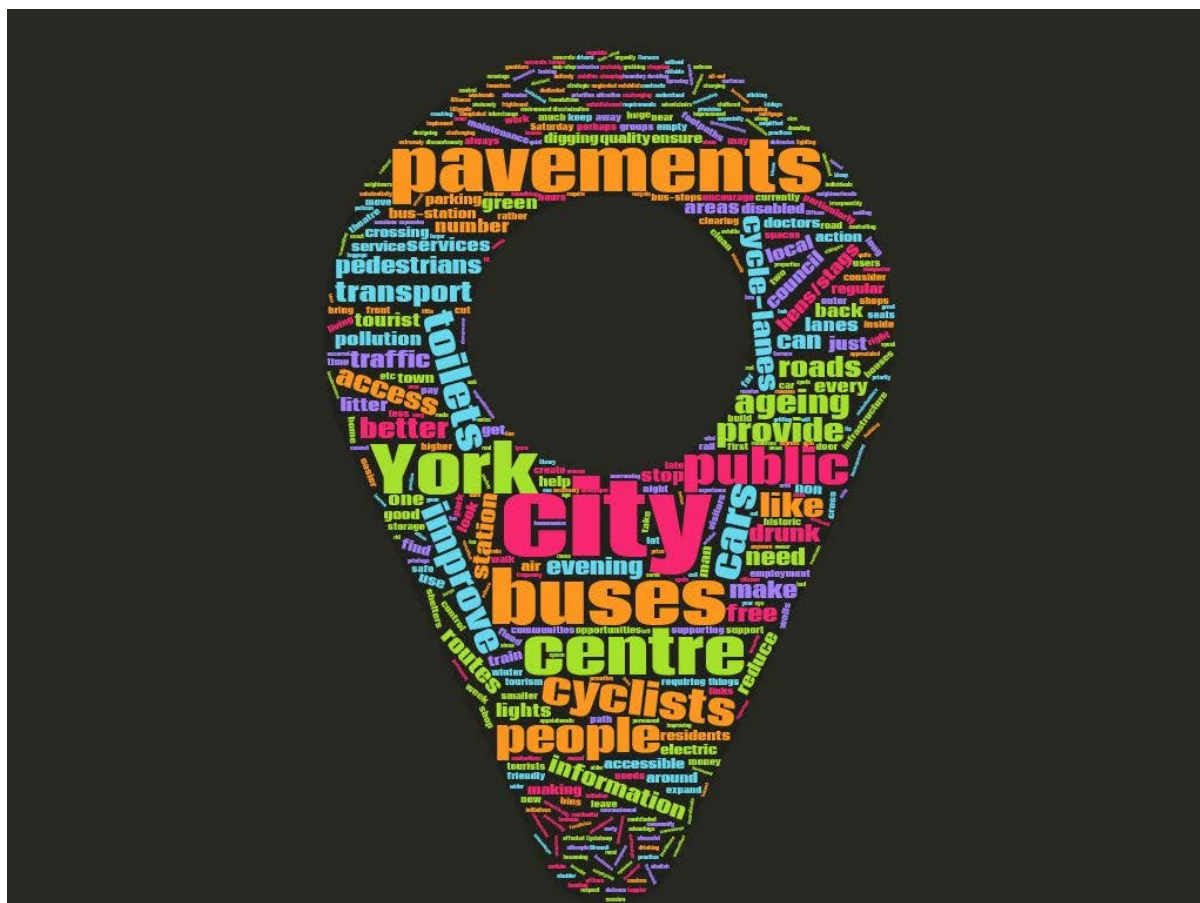
In this enquiry 36% of respondents expressed concerns about transport.

Feedback from this enquiry would point to the following consideration:

- Ensuring York residents are aware of their rights in respect to driving and maintaining their driving licence
- That there is a risk of stigma and discrimination when people with dementia use public transport. This can lead to a deterrent and inevitably loss of quality of life and risk of social isolation.

## 5. Overview

In the Your Journey Aug 2019 survey people were asked: If you were to improve one thing, what would it be? This word Cloud captures the comments made:



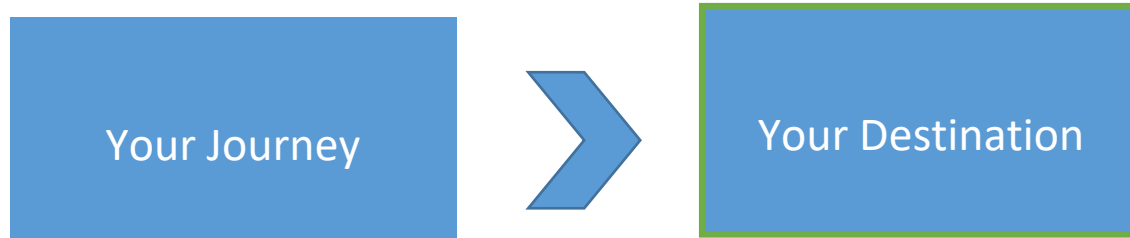
The qualitative feedback was clustered into key areas to provide a resident, practitioner and organisation view to inform the action plan:

Area requested for improvement	Quantity of responses as at 16 <sup>th</sup> August 2019	Identified through co-motion longitudinal study
Quality of Pavements	160	Yes
Shared Users	134	Yes
Congestion/pollution/environmental	70	Yes
Toilets	65	Yes
Bus Information	65	
Bus routes	62	

Improvement to bus stops	56	
Frequency of buses	54	Yes
Reliability of buses	48	Yes
Puffin Crossing	41	Yes
Seating	39	Yes
Central Bus Station	27	
Community Transport	24	

The findings have been submitted to the Ageing Well Partnership and Getting Out And About Operation Group to develop and approve an action plan to meet the requirements of the Health & Wellbeing Strategy and the refresh of the Local Transport Plan through the York Transport and Advisory Group.

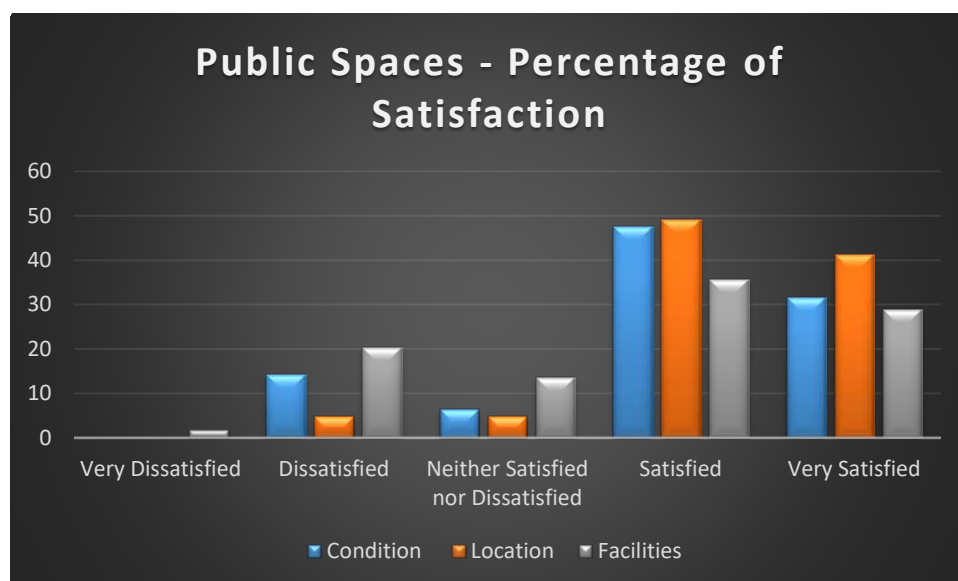
# Your Destination



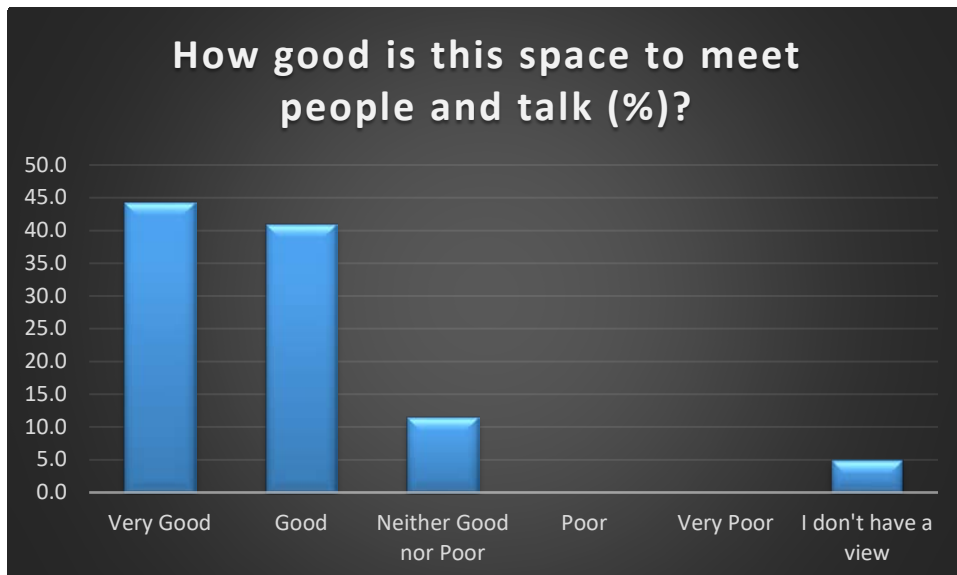
Nationally the Advancing our health in the 2020's consultation document recognises that “the role of ‘place’ will be an integral part of any prevention strategy” and that Local Authorities “control many of the assets for good health, for example parks and green spaces, leisure facilities, and cycling and walking infrastructure”

“The outdoors can help us grow our health asset. For example, evidence shows that spending time in the natural environment can improve our mental health and wellbeing. It can reduce stress, anxiety and depression, and encourage physical activity which in itself contributes to better mental health”

In York the quality of experience of peoples destinations are therefore import and to the health and wellbeing of our population.



Age Friendly York - Your Destination Survey (Autumn 2019)



### Age Friendly York - Your Destination Survey (Autumn 2019)

The relevant World Health Organisation checks for Your Journey have been clustered into:

- Public areas are clean and pleasant
- Green spaces sufficient, outdoor seating well maintained
- Venues – easy to reach, accessible, well lit, conveniently located

## 1. Green Spaces

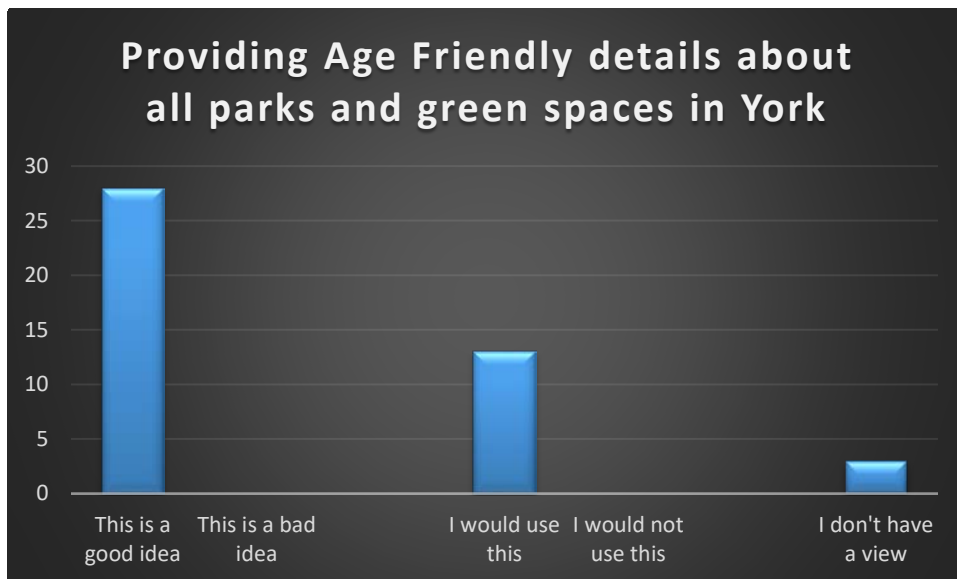
[The Public Health England – Improved access to Green Spaces 2014](#) states “Access to good quality green space is associated with a range of positive health outcomes including better self-rated health; lower body mass index scores, overweight and obesity levels; improved mental health and wellbeing and increased longevity in older people.” This document goes on to say “Increasing the use of good quality green space for all social groups is likely to improve health outcomes and reduce health inequalities. It can also bring other benefits such as greater community cohesion and less social isolation.”

The [York Local Plan](#) recognises that green spaces supports healthy lifestyles and general health and wellbeing. In recognition of this and providing beneficial destinations we have proposed through the “your destination” consultation that the “[green infrastructure](#)” is mapped with Age Friendly information for each place. These would include:

- Woodland

- Watercourses
- Parks and playgrounds, sports pitches and recreational areas
- Allotments

It is important to also ensure that green spaces are “accessible” as defined by Public Health England. ‘Accessible’ green space is considered to be that which is located close to residents’ homes, easy to walk to, physically accessible, safe to use, and provides well-maintained facilities. The “Your Destination” survey provides the opportunity for people to express their views about how usable and accessible the spaces are around them.



*Age Friendly York - Your Destination Survey (Autumn 2019)*

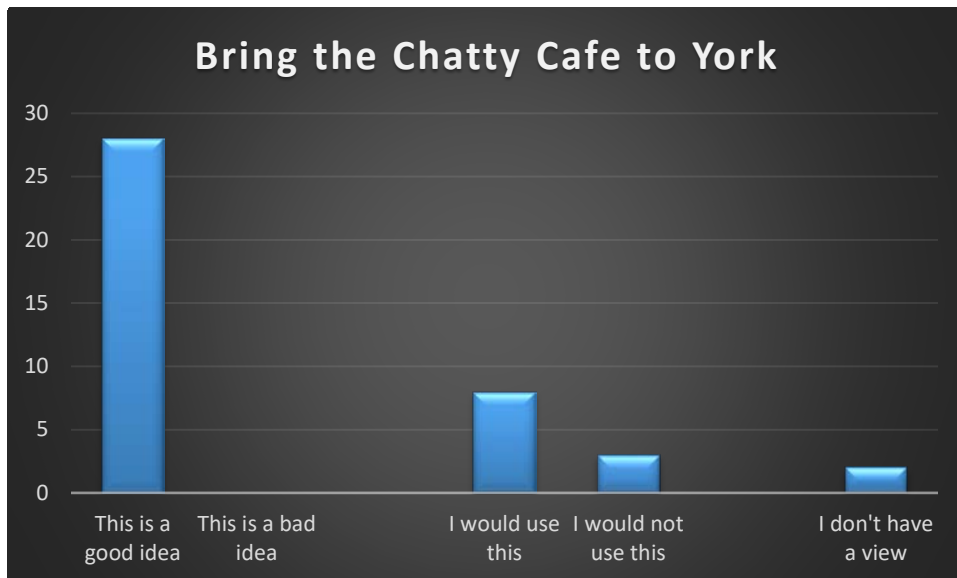
**Allotments** – there are [39 allotments](#) across York. With there being many properties without gardens the allotments provide a personal green space as well as a [wide range of recognised physical, personal; and community benefits](#).

**Friends of Groups and other community groups accessing green spaces**– in York there is a growing number of [friends of groups](#). These have significantly helped to maintain and improve green spaces as well as the additional benefits in volunteering and personal health.

There are [61 community activities](#) including gardening and conservation. This includes allotments, friends of groups, flower arranging, outdoor woodwork as well as specific targeted groups for people with mental health problems.

### **Bumping Places**

These are places that people will go to, to say hello or take part in an activity or just relax. We already know that there are a lot of different bumping spaces in York which became clear when a local artist, Stephen Hodgkins did a blog to find out what was an important community space to the people of York. [The Live Well York Banner](#) reflected some of the range of spaces both in and outdoor.



The Your Time consultation will also check resident views on bringing [Happy to Chat](#) benches to York.

### **Blue Space**

In addition to green spaces it is recognised that blue spaces have equivalent benefits and are often combined with green spaces. In York this may include: the Ouse and Foss rivers and their river walkways; [Chapman's Pond and Radcliffe Lake](#). There are also blue spaces where the water is not the main feature of a space but does contribute to the overall benefit e.g./ Rowntree Park pond.

There are a number of methods that can be used to consider the green space offer in York. For example the Accessible Natural Greenspace standard which looks at the maximum distance to and minimum size of different types of green spaces.

Some key findings regarding the impact of green spaces of health:

- Findings of lower rates of disease among people living in environments with more green space within a kilometre radius of the home. The relationship was strongest for anxiety disorder and depression

- with every 15% or more of green space availability, the risk of cardiovascular disease went down in all local areas
- A study found two environmental factors increased likelihood of survival: having green space within a walkable distance from home; and having a positive attitude towards the local community.
- A study examining obesity levels across a number of European countries found that people living in areas with large amounts of green space were three times as likely to be physically active than people living in areas where there is little green space
- Engaging in physical activity in green spaces is associated with additional benefits to mental wellbeing than seen with similar levels of indoor physical activity.
- Research shows older people who engaged in walking as a physical activity were less likely to develop dementia, and MRI examinations showed greater volumes of grey matter among walkers
- Some minority ethnic groups, urban deprived populations, more disadvantaged socioeconomic groups, people aged over 65 and disabled people are less likely to access green spaces.

### **Accessible sports and play**

These areas, which are in effect included within “Your Destinations” will be considered in more detail with “Your Time”.

## **2. Public Buildings**

**Community centres** – there are a number of [community centres](#) across York offering a wide range of services and activities. These are independent community centres who have a collective support group called The Community Venues Network.



### 3. Supporting Information

For further information please go to:

- [York Older Peoples Survey](#)
- [York Bus Forum – YorAccess guide to Transport](#)
- [Transport Asset Management Plan](#)
- [Local Transport Plan](#)
- [York itravel strategic overview](#)
- [City York Council A board Policy](#)
- [Footstreets](#)
- [Hidden No More: Dementia and Disability](#)
- <https://www.york.ac.uk/chp/expertise/co-motion/outputs/>
- [Benefits of allotments](#)
- [Local Plan York](#)
- [Public Health England – Improving Access to Green Spaces 2014](#)

Developing Strategies/documentation:

- Physical Activities Strategy
- Healthy Weight Strategy
- Revised Council Plan
- [Advancing our health in the 2020's consultation document](#)