THANKS to the hard work, commitment and support of our communities, staff, apprentices, volunteers and Members, the North York Moors National Park has achieved a lot this financial year.

We’re delivering great results through our apprenticeship scheme, and currently employ 16 apprentices in a variety of roles across the National Park. And we are trailblazing apprenticeships for the nation, with Ian Nicholls, Assistant Director of Corporate Services, leading a group of employers from around the country who are working up a standard for ‘Countryside Worker’ apprenticeships. Once completed and approved by Government, this will be the national standard for countryside apprenticeships, which is very exciting!

The ‘Slowing the Flow’ measures above Pickering were put to the test during the winter and were shown to have stopped potential flooding. The National Park’s main contribution to this project was the construction of a range of ‘leaky dams’ and tree planting high up the catchment to slow the run-off of rain. In February, HRH Prince of Wales visited the innovative flood defence project, which has been led by the Forestry Commission and the Environment Agency, to see it in action.

The major potash planning application took up a vast amount of time. The final essential information was received in February 2015 and the approval agreed in June, five months later. Following approval we continue to meet regularly with York Potash Ltd and to provide relevant technical data, reports and surveys in line with the planning conditions and the S106 Agreement. More information can be found on our website, www.northyorkmoors.org.uk/planning/york-potash.

In March the Government launched an eight-point plan for England’s National Parks, signed by Secretary of State Liz Truss, Parliamentary Under Secretary Rory Stewart and National Park’s England Chair our own Jim Bailey. It’s great to have this level of support from central government and we were especially pleased to see the emphasis on involving more young people in the National Parks. This is an area we have been working on for some time now, with our Education Department currently engaging with around 16,000 young people a year – a number we are working hard to increase.
Looking back — 2015 to 2016

- Last year saw the completion of 119 affordable homes since the adoption of our current planning policies in 2008. This is 42% of all new housing (285 overall). These homes, together with a further 98 houses, are restricted to local occupancy only.

- We secured £2.336 million of European funding to support projects in the wider North York Moors area, to improve the quality of life, diversify the economy and make the agricultural and forestry sectors more competitive. The North York Moors, Coast and Hills LEADER Programme will run from 2015 to 2020 and is being led by the Local Action Group with support from Amy Thomas here at the Authority.

- Our planning department has had a successful year, 93% of applicants expressed satisfaction with the quality of service received; 83% of all applications were determined on time and the appeal success rate was 65%.

- We brought £2.8m of grant into the National Park from the Heritage Lottery Fund which will protect and raise awareness of our unique ironstone heritage (This Exploited Land).

- The number of ‘at-risk’ Scheduled Monuments has been reduced from 198 to 61 since 2009. A further grant of £131,000 from Historic England will allow this work to continue until March 2018. Sites at Boulby and Danby Rigg were repaired.

- Four listed buildings repair grants were given including two listed temples at Nawton Towers. Six private houses have also benefited from the Authority’s Conservation Area Enhancement grant scheme to restore traditional features.

- £10,000 was awarded by the Postcode Community Trust for initiatives along the Esk: Salmon in the Classroom, Young Anglers Initiative, Riverfly Monitoring and Adopt a Stream. Also in the Esk Valley 10km of riverbank was surveyed, 17 farm agreements established, 500 trees planted, 3,129 metres of fencing installed, and 22 volunteer tasks undertaken to protect the unique Pearl Mussels in the river.

- The amount of native woodland in the National Park hasn’t increased as much as planned, due to changes in grant schemes and lack of staff time.

- We invested over £13k in a new package water treatment plant at Chop Gate and improvements to the spring water supply.

- Despite losing 40% of our core funding, we gave out £350,000 in grants for tourism and heritage, important conservation work on habitat connectivity, ancient woodland restoration, creating new habitats and restoring or creating traditional boundaries.

- The Coastal Communities Fund (CCF) ‘Sea Life, See Life’ project to showcase the natural, fishing, artistic and culinary heritage of villages between Saltburn and Cloughton got underway. Completed capital projects, included heritage restoration and new interpretation panels in Runswick Bay, Staithes, Robin Hood’s Bay and Ravenscar. Over 120 individuals benefitted from one or more of the 26 workshops and ‘Know Your Coast’ events or by receiving one-to-one business advice. This focus has enabled the North York Moors Tourism Network to strengthen its membership on the coast, with around 600 individuals now part of the Network.

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- The days worked by disabled volunteers grew significantly to 680, but this is still much lower than prior to the introduction of personalised services.

- Our volunteers continue to provide great support. We currently have around 850 volunteers who do 12,500 volunteer days – that’s approximately 93,750 hours of work a year! Tasks include litter picking, specialist survey work, conservation measures, rangering, maintenance and front of house work at our visitor centres.

- We reluctantly put up our car parking charges after four years, but we have kept our toilets open, and free, and allow free loo stops at our car parks.

- We finished replacing bridges lost to floods on footpaths crossing Easington and Roxby Becks upstream of Staithes.

- Customer Service Excellence is the Cabinet Office standard for service delivery, and we are one of only a few organisations that is compliant with all 57 criteria. We are also deemed to be best practice in nine areas.

- The Authority has continued to maintain Public Rights of Way within the National Park, but with reduced resources has had to call on more assistance from farmers and landowners – mainly by clearing fallen trees and installing gates and stiles on their own land. All five Maintenance Rangers now have their own team of dedicated volunteers joining them several days a week on the full range maintenance tasks.

- We continued to work closely with our farmers on the challenges they face and are looking at how Defra’s Countryside Stewardship scheme can work for us all in the North York Moors. Three public meetings have been held with over 260 farmers to better understand challenges and concerns. We also supported 20 farmers to produce their own whole farm plans that will help them consider how they will face the future and make the most of environmental opportunities on their holdings.
Looking forward — 2016 to 2017

- We will add attractions to The Moors National Park Centre, Danby and at Sutton Bank National Park Centre we will finalise plans for future development.

- We will consult widely on a new Local Plan. This will be the main consideration when deciding planning applications over the next 20 years.

- Our Monument Management Scheme will deliver improvements to sites including Cock Howe and Live Moor prehistoric burial mounds. Historic environment volunteers will check on the condition of these sites. We'll also be starting to think about the future of this scheme and what opportunities there might be to attract funding to take it to the next stage.

- Don’t Panic! We look to work with filming organisations wherever feasible to help promote the North York Moors and boost tourism in the National Park. Dad’s Army was released in February with parts being filmed in the beautiful North York Moors and filming is currently taking place for ‘A year in the National Park’.

- We will work with local communities and landowners to implement the ‘This Exploited Land’ (TEL) project, covering 46 individual projects between 2016 and 2021. These include the conservation of iconic structures, such as ironstone kilns in Rosedale and mines in Kildale, reconnecting habitats and restoring ancient woodlands, removal of fish barriers along the River Esk, and working with schools to encourage children to connect with and learn about the landscape.

- We will apply to the Heritage Lottery Fund for funding for work on the River Rye. The overall Project has the vision of enhancing the Rye and its functioning, covering water habitat, water quality, water-level management and engaging people to better understand the services the river provides.

- Work with land managers will strengthen wildlife corridors. £80,000 grant will be spent to arrest the loss of ancient woodland on sites previously replanted with conifers.

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- We will engage with 16,000 young people through our Education Service.

- We charge parties that fail to comply with a request to remedy a breach of planning control. The charge will be a proportion of the cost of staff time taken to deal with the matter. We also charge for pre-application planning advice to recover a proportion of the cost of providing that advice, which is an approach adopted by most planning authorities.

- Working with our neighbouring minerals planning authorities, we will take a joint minerals plan to a local inquiry. This will determine future minerals applications, including conventional and shale gas proposals.

- We will consult widely on a new Local Plan. This will be the main consideration when deciding planning applications over the next 20 years.

- We will work with communities and coastal businesses to complete the ‘Sea Life, See Life’ project, supporting existing/new festivals and events, and showcasing our ‘Know Your Coast’ champions. A new 50m-long mosaic telling the story of Robin Hood’s Bay from Jurassic dinosaurs to the present day will be hung along a section of the seawall.

- 98% of phone calls will be answered by a real, cheery voice, within five rings.

- We will produce a new business plan for the Authority and refresh the National Park Management Plan. See attached survey for priorities.

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YOUR views on our services

The National Park Authority’s work is guided by two statutory purposes: conservation and promoting opportunities for the understanding and enjoyment of the Park’s special qualities. We also have an important duty to seek to foster the economic and social well-being of local communities whilst pursuing the two purposes.

The last time we carried out the Residents’ Survey was in 2012 and we’d again like feedback on how we deliver our services to you. Your views are important to us, so please spare a few minutes of your time to complete this survey by Friday, 19 August – Thank you.

To help us save costs you can fill the survey in electronically, please go to www.northyorkmoors.org.uk to complete the form on-line.

If you would prefer to post your response, please return your completed form by folding it and placing it in the envelope provided. You do NOT need a stamp. This is a FREEPOST service.

1 Do you use the National Park Authority’s services?  
   Yes ☐  No ☐

2 How would you rate our services overall?

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
</tr>
</tbody>
</table>

3 How would you rate the following services?

   Please indicate which services you have **used** in the last 12 months. We want to understand people’s perceptions of our work, so please also rate the services **whether or not you have used them**.

<table>
<thead>
<tr>
<th>Yes, I used the service in the past 12 months</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Conservation (wildlife, habitats, archaeology, buildings)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Facilities for visitors</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Footpaths, public access and other rights of way</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Promoting understanding of the National Park</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Planning</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Advice/support to farmers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Responding to general enquiries</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

4 How would you rate the National Park Authority with regard to

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Helpfulness and courtesy of staff</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Ease of access to information</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Communicating with the public about the work that we do</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>• Fairness and sensitivity of its decisions on:</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Grants</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Planning</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Rights of Way</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Thank you. Now please fold the form and place it in the envelope provided. You DO NOT need a stamp. This is a FREEPOST service.

Please return this form by FRIDAY, 19 AUGUST

5 The new Local Plan will be the main consideration when the Authority decides planning applications up to the year 2034. We’d be interested to hear whether you think our current planning policies:

☐ Restrict development too much?
☐ Strike the right balance on allowing new development?
☐ Do not restrict development enough?

6 What are your priorities for our work over the next four years? Tick no more than two.

☐ Educating young people about the National Park
☐ Looking after footpaths, public access, etc
☐ Conserving landscape and wildlife
☐ Conserving villages and historic remains
☐ Making the North York Moors an even better place to visit
☐ Other (please specify)

7 What are your main areas of concern about the future of the North York Moors?

YOU DO NOT HAVE TO ANSWER THE FOLLOWING QUESTIONS, BUT BY DOING SO IT HELPS US TO BETTER UNDERSTAND OUR CUSTOMERS’ NEEDS AND TAILOR OUR SERVICES.

8 What is your postcode? We only need the first part of it, for example YO62

9 Are you male or female?

Female ☐ Male ☐

10 Which age group are you in?

Under 25 years ☐ Between 26 and 64 years ☐ Over 65 years ☐

11 Do you consider yourself to be a member of a minority ethnic group?

Yes ☐ No ☐

12 Do you consider yourself to have any long-standing health issue or disability that limits your daily activities?

Yes ☐ No ☐
We set high standards of customer service and performance that are measured and monitored through a variety of indicators, including the headline indicators shown below. If you have any suggestions about issues you’d like to see measured, please email them to feedback@northyorkmoors.org.uk or write to the address below.

### FUNCTION INDICATOR

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>INDICATOR</th>
<th>2015/16 TARGET</th>
<th>ACTUAL</th>
<th>PERFORMANCE IMPROVEMENT ON 2014/15</th>
<th>TARGET 2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conservation</td>
<td>Percentage of National Park managed in line with NPA conservation objectives</td>
<td>80%</td>
<td>67%*</td>
<td></td>
<td>Under review</td>
</tr>
<tr>
<td></td>
<td>Net annual change in area of National Park managed in line with NPA conservation objectives</td>
<td>+1922ha</td>
<td>-16407ha*</td>
<td></td>
<td>Under review</td>
</tr>
<tr>
<td>Recreation</td>
<td>Percentage of footpaths and other Public Rights of Way: • That are easy to use by the public</td>
<td>80%</td>
<td>78%</td>
<td></td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>Signposted where they leave a road</td>
<td>90%</td>
<td>92%</td>
<td></td>
<td>90%</td>
</tr>
<tr>
<td>Visitor services</td>
<td>Satisfaction rating for users of ‘promoting understanding’ services (Visitor Centres, Website, Education and Events)</td>
<td>90%</td>
<td>96%</td>
<td></td>
<td>90%</td>
</tr>
<tr>
<td>Planning</td>
<td>Planning applications determined in a timely manner</td>
<td>80%</td>
<td>83%</td>
<td></td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>Major applications determined within 13 weeks</td>
<td>60%</td>
<td>83%</td>
<td></td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>Minor applications determined within 8 weeks</td>
<td>65%</td>
<td>81%</td>
<td></td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>Other applications determined within 8 weeks</td>
<td>80%</td>
<td>84%</td>
<td></td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>Percentage of appeals dismissed (average over 4 years)</td>
<td>67%</td>
<td>60%</td>
<td></td>
<td>63%</td>
</tr>
<tr>
<td></td>
<td>Planning cost per head of population</td>
<td>£31.51</td>
<td>£29.17</td>
<td></td>
<td>£29.67</td>
</tr>
<tr>
<td>Access to our services</td>
<td>Performance for answering: • Telephone calls personally within 5 rings</td>
<td>98%</td>
<td>97%</td>
<td></td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>• Correspondence within 10 working days</td>
<td>98%</td>
<td>93%</td>
<td></td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>Percentage of our meetings and events that are accessible by public transport</td>
<td>60%</td>
<td>94%</td>
<td></td>
<td>Under review</td>
</tr>
</tbody>
</table>

* Final figures not yet available

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**Actual 2015/16**

Between April 2015 and March 2016 the Authority spent £5.86 million. The majority of this income came from Government with additional funding from external partners such as Natural England, the Heritage Lottery Fund and English Heritage as well as earned income from fees and charges.

*Please note these figures have yet to be audited and may change.*