

PHASE 2- Engagement Summary – Front Street Acomb

Objective: Engage residents and traders to test costed options for Phase 2 enhancements to Front Street Acomb

Target audience: Residents, businesses, local groups, stakeholders, shoppers, market traders

Dates: 26/02/24 - 24/03/24

Methods

Survey

- Paper copies available at Explore for duration
- Online surveymonkey

Consultation Boards

- Static exhibition boards at Acomb Explore for 2 weeks (4-15 March)
- Staffed drop-in events

Posters

- Hand out to business/ local noticeboards
- Market launch 16/03

Web page

- www.york.gov.uk/AcombFrontStreet updates and survey link

Social media including NextDoor

- Tag local groups, survey link, key dates
- Digital assets (images/ animations) break down into bite size pieces

Press release

CYC Newsletters

- Resident, families, schools, business

Email


- **AcombFrontStreet@york.gov.uk**
- Keep Informed List, stakeholders and groups – survey link, key dates
- Landlord, property owner, tenants
- CYC staff internal

Stakeholder meetings offer to:

- Ward Members, What A Load Of Bollards Campaign Group, Acomb Alive, Little Bird Markets, York Access Forum, Acomb Explore, key landowners



Public meetings

- Joint Acomb, Westfield, Holgate Ward Committee - Gateway Centre, Wednesday 28 February 18:30-20:30
- Drop-in session 1 - Gateway Centre, Thursday 29 February 15:00-18:00
- Drop-in session 2 – Explore, Thursday 7 March 10:00-13:00
- Drop-in session 3 - Gateway Centre, Saturday 16 March 13:00-16:00 (market launch)

Ways to complete and return your questionnaire		
1	Respond online	Please visit: www.york.gov.uk/AcombFrontStreet
2	Or use this QR code:	Use the camera on your smart device to scan the QR code which will take you to the questionnaire
		Add QR Code here
3	Scan and email	Complete, scan and email your response to: AcombFrontStreet@york.gov.uk
4	Visit us	Drop into any Explore library or West Offices where we can assist you to complete online.
5	Help over the phone	Call customer Service on 01904 551550 and leave your number and we will call you back.
6	Drop off	Hand in the completed form at any Explore Library or at West Offices.
7	Return by freepost	Call our Customer Services team on 01904 551550 to request a freepost return envelope.
8	Return by freepost	Name of Consultation Freepost RTEG-TYYU-KLTZ CYC, West Offices, Station Rise, York YO1 6GA
9	Video Relay Service (BSL)	Use our BSL Video Relay Service: www.york.gov.uk/BSLInterpretingService Select 'Switchboard' from the menu.
		

Alternative formats statement

You should always include the following in your correspondence:

Alternative formats	
If you require this document in an alternative format (e.g. large print, braille, Audio, BSL or Easy Read) you can:	
	Email us at: cycaccessteam@york.gov.uk
	Call us on: 01904 551550 and customer services will pass your request onto the Access Team



Use our BSL Video Relay Service:
www.york.gov.uk/BSLInterpretingService
Select 'Switchboard' from the menu.

