

Update on Implementation of Recommendations arising from Disabled Access Scrutiny Review

Recommendations for City of York Council as approved by the Cabinet in April 2015	Update as of March 2016
i) Continue to commission the services of an organisation (such as DisabledGo) that assesses the accessibility of heritage and cultural facilities in York, beyond the lifetime of the current DisabledGo contract (which ends in 2016).	The contract with Disabled Go has been renewed for the next 3 years. The arrangements will include refreshing web content, linking more effectively with local equality representatives e.g. EAG, and with partner organisations.
ii) Communicate comprehensively through DisabledGo, with all York venues included on the DisabledGo website the benefits of including a DisabledGo link on their own website – highlighting the benefits it could bring to the venue and its visitors/customers (see paragraphs 77 & 80 of Appendix 1 of review final report).	The renewal of the DisabledGo contract will incorporate action to strengthen links with the business sector through Make it York, and explore better integration with the CYC website.
iii) Introduce an annual event around York’s disabled people past and present (see bullet point 7 in paragraph 55 and paragraph 75 of Appendix 1 of review final report).	This would require a minimum budget of £5k, without which it will not be possible to introduce such an event.
iv) Improve inter-departmental working e.g. between Reinvigorate York, Planning and Transport staff to raise and make consistent our approach to access, reminding all of the impact on the cultural/heritage offer of the barriers created by poor access to public transport and moving around the city centre (see paragraphs 71 of Appendix 1 of review final report).	Access to public transport is considered during the development of all schemes within the city. Access to the city centre is being reviewed to ensure the needs of all users are adequately addressed. Other Council departments are consulted during the development of transport and public realm schemes to ensure the requirements of all residents and visitors are included in the final layout.
v) Liaise with bus providers on policy around access and remind them of the needs of York residents and	We will engage with the city’s bus operators through the York Quality Bus Partnership and the York Bus User

visitors and the barriers poor access to public transport creates for disabled people trying to access York's heritage and cultural offer (see paragraphs 71 of Appendix 1 of review final report).	Group to highlight issues experienced by disabled people in attempting to use public transport services.
vi) Introduce a downloadable mobile application free to the public – the application to contain a comprehensive guide to accessible facilities in York. One example is the 'AccessAble' app provided by DisabledGo (see paragraph 78 of Appendix 1 of review final report).	The 'iTravelYork' website is smart phone friendly, is updated on a daily basis and includes pages specifically to assist those with disabilities (http://www.itravelyork.info/journey-planning/mobility-and-accessibility/). The Council's transport team welcomes suggestions for how these pages might be improved.
vii) If such an application is adopted, a marketing campaign should be run advising residents and visitors of the availability of the application and its benefits.	

Recommendations for Make it York as approved by the Cabinet in April 2015	Update as of March 2016
viii) Full access for all to the city and its attractions should be one of Make it York's key aspirations'.	Access to York and its hotels, attractions, shops and restaurants is a crucial part of product development for the city. Working within the restrictions some buildings face we prioritise making York as welcome to all. This is an ongoing initiative and we will continue to talk to new businesses and advise they take guidance from the experts in the field of access. Review of the St Nicholas Market infrastructure included the provision for access to all chalets.
ix) Work with venues to assess their interest in accessing DisabledGo's best practice guides, with the intention of charging a fee covering the costs of those guides.	Disabled Go has been highlighted at attraction meetings for both large and small attractions. Euansguide.com (an online user generated content website) is a relatively new website and York has been one of the first cities to have a

	significant presence. We are highlighting both as important resources for visitors with accessibility issues to read reviews and get advice from fellow travellers.
x) Promote and encourage York's live music venues to achieve the Live Music Industry's Charter of Best Practice (see paragraphs 44-45 & 70 of review final report).	Further work needed to reach live music venues. MIY worked closely with the Great Yorkshire Fringe to ensure accessibility to their Parliament Street event was as easy as possible.
xi) Promote and encourage York's heritage and cultural venues to sign up to Visit England's National Code of Visitor Attractions and seek accreditation to Visit England's Visitor Attraction Quality Assurance Scheme (see paragraphs 47-48 & 70 of Appendix 1 of review final report).	Accreditation through Visit England is a recommendation to all attractions and accommodation providers. NB under the review of Visit England and Visit Britain the continuation of all of their accreditation schemes are under review and we will monitor this closely and advise businesses accordingly.
xii) Assist in the sharing of good practice across York's network of heritage and cultural providers (see paragraphs 81-82 of Appendix 1 of review final report), by: <ul style="list-style-type: none"> • Ensuring any future membership scheme they introduce, includes Accessibility (as well as Health & Safety) as a requirement; • Promoting the use of the link to the DisabledGo website to the providers it works with, as a minimal standard of access information and; • Signposting the link on each venue's website in response to requests for access information from disabled visitors; • Promoting the 'Safe Places' Scheme; • Including a link to 'yourlocalcinema' when displaying details of cinemas in York 	Disabled GO and euansguide.com highlighted to Visit York members as useful tools to ensure details of accessibility are marketed as sources of advice. We also detail the yourlocalcinema site. We are currently reviewing the visityork.org website in terms of its advice and recommendations for disabled visitors and will ensure all relevant content is included.

<p>xiii) Create a best practice accessibility-related award at the annual Visit York Tourism Awards (see paragraph 74 of Appendix 1 of review final report).</p>	<p>In line with regional and national tourism awards it is crucial that all categories at the Awards consider accessibility rather than one specific award. All categories include specific criteria around accessibility and the judging panels and mystery visits will all take a business approach to accessibility extremely seriously in the final judging.</p>
<p>xiv) Create and deliver training opportunities for public transport staff and staff at heritage and cultural venues, shops, cafes, restaurants etc to promote good practice (see paragraph 71 of Appendix 1 of review final report).</p>	<p>Planning in progress for this to be built into the MIY remit for business support</p>
<p>xv) Liaise with those organisations that participate, to improve disabled access to future 'Residents Festival' events (see paragraph 72 of Appendix 1 of review final report).</p>	<p>Access to all residents was encouraged as part of the 2016 Residents Festival and new attractions taking part in 2016 were in the whole accessible to all including the inclusion of the York Museums Trust attractions including York Art Gallery.</p>