

## Update on Implementation of Recommendations arising from Disabled Access Scrutiny Review

Recommendations for <b>City of York Council</b> approved by Cabinet June 2015	Update as of March 2016	Update as of September 2016	Update as of March 2017
v) Liaise with bus providers on policy around access and remind them of the needs of York residents and 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).	We will engage with the city's bus operators through the York Quality Bus Partnership and the York Bus User Group to highlight issues experienced by disabled people in attempting to use public transport services.	Engagement with bus operators is ongoing.	Information on the issues relating to disabled access, as raised and discussed at meetings of the QBP are detailed in Annex B.
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. The Council's transport team welcomes suggestions for how these pages might be improved.	iTravelYork website continues to be the main location for travel information for all residents and visitors with disabilities.	CYC entered into a new contract with Disabled Go as of 1 May 2016 – 31 March 2019. As part of that renewal and to mitigate the need to develop an additional mobile app for which there are no funds to resource, the new SLA requires Disabled Go to work more closely with

vii) If such an application is adopted, a marketing campaign should be run advising residents and visitors of the availability of the application & its benefits.			EAG by attending future EAG meetings and to facilitate a subgroup of EAG representatives –further information is contained within the copies of the Minutes from a number of EAG meetings attached at Annex C.
<b>Recommendations for Make it York</b> as approved by the Cabinet in April 2015	Update as of March 2016	Update as of September 2016	Update as of March 2017
xiii) Create a best practice accessibility-related award at the annual Visit York Tourism Awards (see paragraph 74 of Appendix 11of review final report).	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.	To confirm we do have specific accessibility questions on each category of the tourism awards to make sure we are covering all angles across the board.	In 2016 Make it York introduced some new cultural awards. One of the award categories is a ‘Cultural Equality and Diversity Award’ which in 2016 was sponsored by the Joseph Rowntree Foundation – for further information see Annex D.

**March 2016**

The Committee agreed to sign off recommendations i), iv), xi) & xii), and requested a further update in six months time.

**September 2016**

The Committee agreed to sign off recommendations ii), iii), viii), ix), x) & xiv).

Specifically in regard to recommendation v), the Committee requested further specific information on what issues have been raised / discussed at Quality Bus Partnership meetings in relation to access and the barriers poor access to public transport creates.

In regard to recommendation vi) Members agreed there was still a need to clarify whether there was a requirement for a separate App as the information was available on a smartphone friendly website, and also whether funding was available for an App. Officers advised that the Equality Advisory Group (EAG) had discussed this subject at their last meeting and were due to receive a presentation from Disabled Go at their next meeting. It was agreed that the Committee would be provided with the minutes of those two EAG meetings.

In regard to recommendation xiii) Members noted that all award categories included specific criteria around accessibility but felt that the update did not address their request for a specific reward and requested further information be provided on this.