

Annex 1

Feedback on the proposed New Council Headquarters

Staff and Communication

- There should be “Meet and Greet” Staff in the customer centre
- The frontline contacts should ensure that customers get access to the correct department
- Interpreters should be available for deaf and hard of hearing and for people for whom English is not their first language
- There should be all types of signage (including Makaton, BSL and board widgets)
- Information provided should be accessible – York People First can advise on this.
- Staff should receive Disability Equality Training.
- City of York Council should become a lead employer – it should follow through EIA issues to staff and not only customers

Design and Facilities

- Make sure people don't feel threatened by the mix of people in the customer centre (for example some older people may feel intimidated if there were young offenders present). The centre should be welcoming for all ages and everyone should feel safe.
- The building must be energy efficient
- Try to avoid having screens between staff and customers
- Must be autism friendly
- Feng Shui (spiritually uplifting)
- A prayer room
- Computers available for customers to use (could be loaded for the City of York Council website).

Screens should be suitable for people with epilepsy

- Leeds have “The Information Store” and have to share it with other councils for free.
- Gender neutral toilets and gender specific ones too (for staff and customers). Appropriate changing facilities.
- Provision should be made for young children going into the building with their parents/carers and also childcare facilities for staff (for example a crèche, drop-in and play area)
- There should be provision for guide dogs and hearing dogs
- No scary glass lifts
- Should be available out of office hours to make use of the space but must be secure. Should be available for meetings for example SIWG meetings

Location

- Will a central location attract more traffic into the city centre? – Need to get public transport right to prevent this from happening.
- The building should be on a bus route for every area of York
- For some people having access to services locally is important

Consultation

- When more detailed information is available about the building it will be easier to comment. More consultation should take place then.
- Consult the voluntary sector and other services with particular areas of expertise
- If there are problems when the building opens – the Council needs to respond and make changes. Contingencies should be in place.