

Access to Services

Single Equality Scheme Priorities (Green: Achieved; Red: Not Achieved)

Operate our customer centre at West Offices from Spring 2013.

When developing our website or printed information ensure that it is accessible to customers, whatever their background or level of need.

Give customers greater choice in how they access services using new technologies. Use new digital technology, including mobile applications (apps) and social media, to bring our services into homes and businesses for the convenience of customers.

Work closely with other organisations to provide greater access to web-based services by improving the city-wide network of cabling.

Expand the number of free Wi-Fi areas within the city and within council-owned buildings.

Provide free access to the internet from within all our Explore centres/Libraries and at Energise.

Provide free training and support for residents to get online – part of our Race Online 2012 commitment to make York a digitally inclusive

Ensure services are accessible for customers with disabilities and for those customers who do not speak English.

Have one single number to call when contacting CYC by telephone.

Ensure high levels of satisfaction that people accessing our services feel that they have been treated fairly and that their human rights have been respected

Achievements Access to Services

The Council completed the consolidation of council offices and services, with the finalisation of the refurbishment of and moves to Hazel Court and West Offices. This incorporated a fully centralised Facilities Management operation and a single Customer Centre for access to all council services in a single modern environment. A major benefit for customers is one-stop access to a joined-up service from the council, Citizens Advice Bureau and Credit Union. This builds on the Customer Service Excellence award achieved by phone and face to face teams in October 2012. West Offices provides access to information for all customers, including those who require hearing and visual impairment support such as use of translation, interpreters, British Sign Language, Makaton, board widgets and hearing loops. The building offers access to specialist IT equipment for customers, including those with epilepsy and a contemplation space with private washing facilities. Several different services work out of community-based hubs, helping residents access all the information they might need whilst reflecting the needs of the individual communities.

The council's website following consultation with service users has been refreshed to provide a more interactive and informative experience for users.

Areas of Focus: Access to Services

There a low levels of customer satisfaction with service users thinking they have been treated fairly and with respect. Only 52% of respondents to the Big York Survey 2013 thought this was the case. When analysing results for York's Community of Identity Carers at 49% and people living in York's deprived neighbourhoods at 45% where least satisfied. A key priority is to improve the whole customer service experience.

Work to have one single number to call when accessing council services will continue

Various apps and websites to improve access including the SMARTER YORK hotline and app which allow residents to report environmental issues have been introduced. The My Life, My Choice website makes it easier for vulnerable people to find out about support available to them. Yor-zone.org.uk, a new website for 11-18 year olds designed by young people, acts as a one-stop shop enabling young people to find information, activities, support and advice on a variety of issues.

High quality internet access is being installed in York and will be available to all York communities by 2015. Funded from the council's Delivery and Innovation fund, WFI has been installed in York's parks. Free WFI is to be extended across the city centre and to all six Park & Ride sites

York has been chosen as the first UK location to get a state of the art, city-wide, pure fibre-to-the-premise (FTTP) network to deliver superfast broadband services. This will make York the first UK city to be connected with such high speeds on a city-wide basis.

The council supported the launch of StreetLink, a new telephone line and website to help connect those sleeping on the street with local advice and services. StreetLink allows a member of the public to alert the Salvation Army Early Intervention and Prevention Team who will then assess the person and, if appropriate, offer emergency accommodation in a place of safety.

York is the only local authority to receive CLG funding (£47k) to become one of the 15 national partners to work with First Stop Advice offering housing advice and information to older people. From October 2013 a new Older People Housing Advisor will offer targeted advice on 3 levels over an eighteen month contract. The first level target is to provide general housing advice to 1000 older people; the second level target is for detailed advice to 250 older people and the target for the third level is significant interventions to 150 older people. Over the first three months we have exceeded our targets and the advisor is working closely with LGBT older people and also single homeless older people in York.

SPACE 217 is a new community hub based in Lindsey Avenue, Holgate. The redeveloped former shop is available for use by community groups from 21 April 2014. Housing Services will be operating a new housing drop in service with the local Estate Managers. advice on a wide range of services such as rent arrears, tackling anti-social behaviour, local engagement opportunities, general housing advice support and advice on how to deal with debt, seeking employment and improving opportunities and help with practical advice on downsizing and moving home will be available

Yor-Zone, a website for young people (aged 11-18) in York, has been operating for a year. The site enables young people in York to access information about local services and opportunities. In its first year, Yor-zone has had over 20,000 visits, rising from 600 each month initially to around 2,000 a month more recently. Yor-zone also engages with young people on face book and twitter- providing information and updates through social media. Work to develop and improve the site continues with the Young Web Designers' Group (young people aged 11-18) meeting monthly to oversee and suggest improvements to the site

To improve and increase access for disable children to Out of School Clubs (OOSC), the Childcare Strategy Service has been delivering their Disabled Children's Access to Childcare programme and has supported the OOSC sector to enhance and develop skills around working and caring for disabled children and young people. The Framework for Inclusion, a self-review process supports OOSCs to improve good practice within their settings. Once a group has completed the standards they receive a gold award to display in their setting. Two settings have already completed the standards with a further four currently working towards their certificates.

In the last 12 months do you think the council has treated you fairly and with respect						Target	Trend	
	09/10	10/11	11/12	12/13	13/14			
All			Not asked		52%			
Deprived Areas			Not asked		49%			
18-24			Not asked		62%			
25-34			Not asked		59%			
35-44			Not asked		52%			

45-54			Not asked	53%		
55-64			Not asked	55%		
65-74			Not asked	54%		
75+			Not asked	64%		
BaME			Not asked	56%		
Disabled			Not asked	52%		
Carer			Not asked	45%		
LGBT (not statistically significant)			Not asked	47%		