

Community Engagement

Single Equality Scheme Priorities (Red: Not Completed; Amber: In Progress)

Increase satisfaction of Communities of Identity in how well they feel informed about how they can get involved in local decision making and their ability to influence decisions affecting their local areas.

Ensure all residents, especially those from Communities of Identity who are hard to reach and consult, have the opportunity to suggest how council services can be designed and improved.

Develop evidence-based Community of Identity Plans by 2015, as agreed with the relevant Communities of Identity.

Develop preferred methods of communication for everyone so they can ‘have their say’ on CYC services.

| Achievements | Areas for Improvement |
|---|---|
| In 2011, the Council joined the Cooperative Councils network. The Co-operative Councils Network is a group of local authorities connected by their common commitment to implementing cooperative policies and ways of providing services. In so doing they give communities power and a real say over the ways they are run | Overall customer satisfaction with engagement and the ability to influence decisions is low. A key priority will be to develop proposals to better engage and empower communities in the co design and delivery of services. |
| The Council is supporting the creation of social enterprises to deliver key services, such as the libraries and archives service and the Community Equipment Loan and Warden Call/ Telecare Service. | The Council has embarked on its Transformational Programme ‘Rewiring Public Services’ the aim is to enable residents to help themselves and helping those that need help to have a better quality of life. The Customer Service and Resident Engagement programme is working to better engage and unlock the resource and potential within neighbourhoods. Community Hubs are being established |
| As part of our Neighbourhood Working model, Residents' Forums have been established in every ward comprising elected members, groups, organisations and other partners active in the ward. They have developed improvement action plans informed by ward profiles and local intelligence to tackle local issues. | |
| A Programme of Community Conversations are underway. The sessions offer residents, community groups and local traders a chance to find out more about what's going on in their ward and the city, and put their questions and comments to the Leader of the Council | |
| A "one stop" page has been developed on the new Council Intranet, providing guidance on what good consultation looks like. This includes DisabledGo, how to produce easy read guides, how to complete a Community Impact Assessment and a consultation checklist. | |

York is one of the first local authorities to use community-powered, open innovation through the award-winning GeniUS! initiative. Launched in 2011, the GeniUS! web forum seeks to crowd-source ideas from residents, businesses and the academic community to solve the city's key challenges, particularly those around health, economy, social care.

Engagement mechanisms with Gypsy and Travellers and the LGBT community have been strengthened. Gypsy and Traveller engagement has led to the production of the Gypsy and Traveller Strategy. Gypsy and Travellers are represented on the Gypsy, Roma and Traveller Strategic Board who oversee delivery of the strategy. The LGBT forum who are developing a Health and Wellbeing document. The strategy is based on a four year plan and outlines the needs of York's LGBT population and the actions considered necessary to lead to equality.

Following consultation with young people the Young People's Website for 11-18 year olds in the city was launched. Yor-zone.org.uk is a place where young people in the city can find support and advice on a variety of issues such as jobs, money, health, drugs, alcohol and disabilities. Designed by young people, it's a one-stop shop for information about activities and events around the city.

| Indicator | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 | Target | Trend | GB | Yorkshire & Humber |
|--|-------|-------|-------|-------|-------|--------|-------|----|--------------------|
| How important is it that you can influence decisions affecting your local area? | | | | | | | | | |
| All | | | 75% | | 86% | | | | |
| Deprived Areas | | | 75% | | 83% | | | | |
| 18-24 | | | 58% | | 83% | | | | |
| 25-34 | | | 73% | | 86% | | | | |
| 35-44 | | | 86% | | 89% | | | | |
| 45-54 | | | 74% | | 86% | | | | |
| 55-64 | | | 82% | | 89% | | | | |
| 65-74 | | | 74% | | 92% | | | | |
| 75+ | | | 76% | | 78% | | | | |
| BaME | | | 71% | | 83% | | | | |
| Disabled | | | 83% | | 85% | | | | |
| Carer | | | 84% | | 87% | | | | |
| LGBT (not statistically significant) | | | | | 88% | | | | |

| Indicator | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 | Target | Trend | | |
|---|-------|-------|---------------|-------|-------|--------|-------|--|--|
| Do you agree or disagree that you can influence decisions affecting your local area? | | | | | | | | | |
| All | | | 29% | | 24% | | | | |
| Deprived Areas | | | 26% | | 19% | | | | |
| 18-24 | | | 30% | | 29% | | | | |
| 25-34 | | | 26% | | 22% | | | | |
| 35-44 | | | 36% | | 28% | | | | |
| 45-54 | | | 30% | | 29% | | | | |
| 55-64 | | | 25% | | 27% | | | | |
| 65-74 | | | 30% | | 33% | | | | |
| 75+ | | | 31% | | 24% | | | | |
| BaME | | | 34% | | 31% | | | | |
| Disabled | | | 31% | | 26% | | | | |
| Carer | | | 19% | | 25% | | | | |
| LGBT (not statistically significant) | | | Not available | | 19% | | | | |