

Community Engagement and Satisfaction

Annex A

Key strengths include:

- *** Excellent engagement with young people and Gypsies and Travellers.
- Evidence of 'You Said We Did'.
- York Dementia Without Walls.
- EAG – Representatives from diverse organisations
Shows outcomes: -factsheets for cllrs. refined by EAG; budget – explain financial cost of emptying bins

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Key strengths include:

- York is interested in obtaining feedback from the voluntary sector and effectively shares information to enable the voluntary sector to give their views
- *** York has effectively involved the voluntary sector organisations and listened to people's views when closing its elderly peoples homes
- Staff from Policy Unit working with Community Engagement Team –doing outreach with emerging and hard to reach groups to discuss how to involve

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Areas for Improvement / insufficient evidence

- Continued emphasis on trying to engage with harder to reach groups (to get views on services and experience etc.)
And giving good feedback on what we've changed as a result of consultation
- Concern that engagement is too inconsistent e.g. -Older people care homes -Individual budgets and payment cards
- Increased engagement with isolated people (e.g. elderly in their own homes)
- Would like public consultation events led by less visible groups – i.e. more engagement with “quieter” residents rather than the same old objectors

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Areas for Improvement / insufficient evidence

- Messages from YP – Do not cut Youth Inspectors or Lighthouse
- Engagement with BME, LGBT and people with learning difficulties needs to be more consistent and joined up
- Info on E and D needs to be all in place and more on difference it is making for assessment purposes
- More needs to be done to hear the voice of those with Dementia
- The voice of those in poverty is not heard loudly enough
- Meeting the Director sessions at times raises people's expectations and when issues are not addressed can lead to tension