

# York Monitor



Quarter 2 Update 2014 – 2015

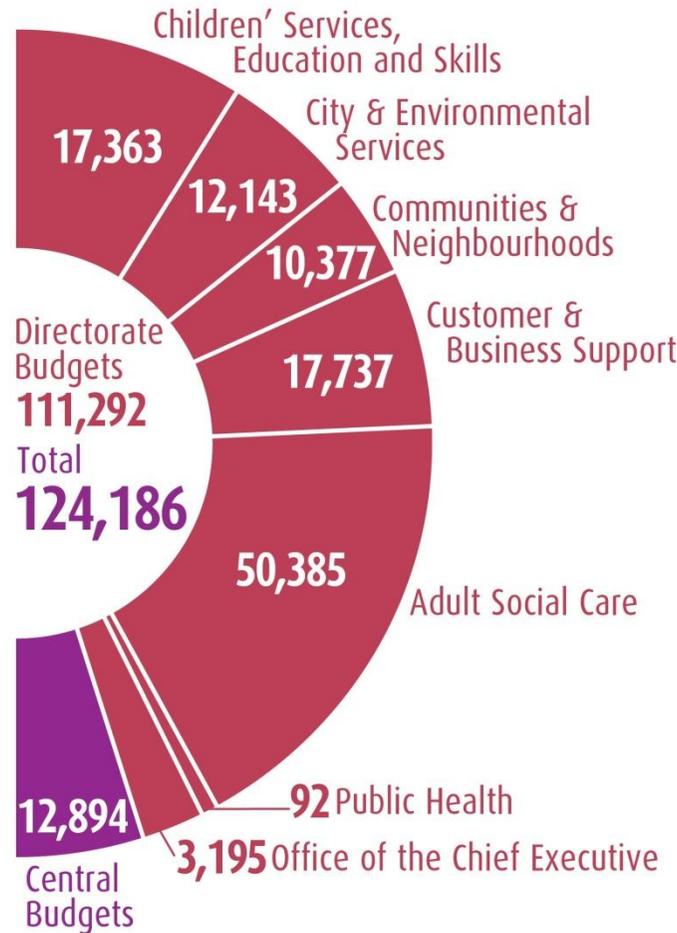
Welcome to the Quarter 2 update of the York Monitor for 2014 – 2015.

This report presents a range of information illustrating the ‘state of the nation’ in the City, activities and achievements undertaken by the Council over the last financial year and a short tour of just some of the priorities that the Council has committed to for the coming year. There are some case studies under each of the Council Plan priorities set out below, to illustrate how the work is contributing to real outcomes and benefits for the community.

Create jobs and grow the economy ..	4
Build strong communities .....	6
Protect vulnerable people .....	8
Protect the environment .....	10
Get York moving .....	12
Our Organisation .....	14

# Managing the Money ▲

## Gross Expenditure Budget (£000s)



### Work to achieve a balanced budget for 2014/15 and to develop council's longer term budget for 2015 – 2020

All aspects of the public sector continue to face challenging times following the Government's commitment to reduce the national deficit and as a result, the Council has had to deal with large reductions in funding in recent years, combined with a range of significant financial pressures. Between 2007/08 and 2009/10 the Council made £16.4m of savings and a further £74.2m will have been made by 2015/16, meaning total savings of £90.6m over 9 years.

The largest pressure on budgets is from meeting increased demographic demand for adult social care and the increasing complexity, and therefore cost, of care packages for the ageing population. The Office of National Statistics Population Projections show that the population aged 65-69 in York expanded by 18.9% between 2011-2013, while the over 90 year old population expanded by 14.3%. Between 2007/08 and 2014/15 the Council added £16m of additional funding to meet rising demand.

The Council delivers a wide range of services to approximately 200,000 people across a City that covers 105 square miles. It is a City that is rich in heritage and has a great deal to offer. It has remained resilient and has recovered from the downturn earlier than many other parts of the country.

York's people are passionate and its cultural identity strong. The Council is committed to using its position to support the City and its residents in being the best both it and they can be. Whilst the economy is strong and growing stronger, the Council's own financial climate remains extremely challenging and this shows no signs of an early reprieve.

All Council officers are working hard to deliver services in innovative ways, but the landscape that is local government is a difficult one.

The Council is very pleased to present the achievements it has made in spite of this. The Council wants to continue to work with partners and residents to improve the quality of life in York and continue the journey towards being a truly great modern European city.

The Council's net budget is just under £124.2m. Following on from previous years, the challenge of delivering savings continues with £11m to be achieved in order to reach a balanced budget. Mid year forecasts indicate the Council is facing financial pressures of £1.3m in 2014/15.

### **Continue to ensure high levels of income collection and debt management**

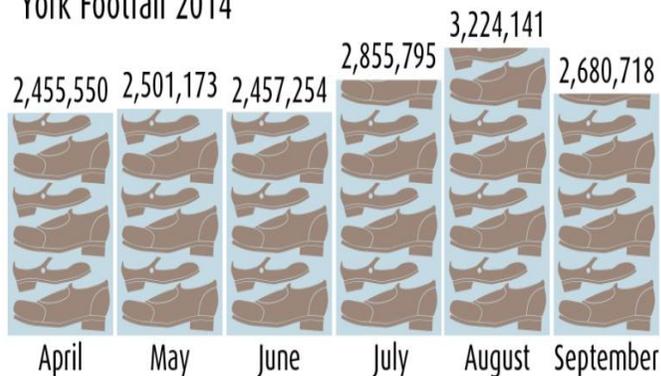
Further to a recent scrutiny review, Cabinet agreed that quarterly Finance monitoring reports would include a review of any outstanding loans over £100k.

**Looking Ahead...** The council's Customer Service and Business Support Directorate is home to the council's Financial team. Their priorities in 2014-15 include:

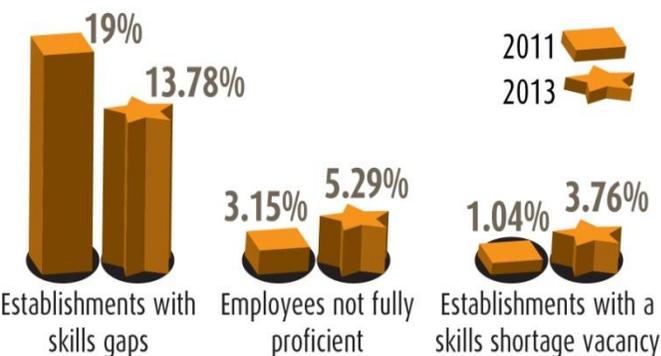
- Working to achieve a balanced budget for 2014/15 and to develop and agree the council's longer term budget for 2015 – 2020.
- Providing support to the council's Rewiring Public Services programme including support to procurement, finance, legal, customers, ICT, Human Resources and Asset Management functions, whilst providing support to financial reporting across a range of projects under the banner of the Rewiring Programme.
- Complete a strategic review of assets held by the Council.
- Ensure high financial standards and financial innovation.
- Continue to ensure high levels of income collection and debt management
- Implement category management in the commercial procurement hub to achieve efficiencies.
- Respond to Welfare Reform, lead on financial inclusion and support work on poverty.

# Create Jobs and Grow the Economy

York Footfall 2014



Skills gaps and shortages



## Create Employment

The number of Job Seekers Allowance claimants has fallen to 1% from 1.2% in Q1 and is below national and regional averages of 2.2% and 2.9% respectively. However, York has a higher proportion of part time workers than both regional and national averages at 33.2%, compared with 26.3% and 25.3% respectively.

The 5<sup>th</sup> jobs fair held at York Railway Institute in September attracted 1,023 residents looking for jobs and career advice. The event, which was organised through partnerships between the Council, York Learning, Job Centre Plus and Learning City York sought to bring together employers to offer advice and the chance to speak face to face to businesses about real employment opportunities in the city.

## Older People in Employment

The Council's Economic Inclusion Fund has been used to commission the Experience Work 50+ programme designed to help older people into work. The pension age for women is increasing to 65 in 2018 and 66 for all in 2020 meaning people will either choose or need to stay in work for longer. 92 people have completed the programme and 36.6% have gained employment, are self employed or gone on to further training.

## Supporting Businesses

York has received funding through the Leeds City Region and York, North Yorkshire & East Riding Enterprise Partnerships, including £26m through the Local Growth Fund, £400k through the Business Growth Fund, and potential further resource through the £1bn West Yorkshire + Transport Fund. Within the last quarter two successful bids have been made through the North Yorkshire Local Enterprise Partnership Business Growth Programme: First Steps Day Nursery were awarded £40,000, and Monk Bridge Construction Company were awarded £90,000. Including these there have now been 13 successful bids across both LEPS with £2.3 million total spend, £400k total grant and 71 jobs.

## Supporting young People with high support needs into Employment

The Route to Success Training Programme for Young People includes providing support to those with high support needs to gain employment. This programme has been successful with 30 students completing and 15 of those being High Support Needs learners. Performance is expected to increase in the 2014/15 academic year, with 22 High Needs Support students recruited so far.

## Focus on Pop Up Cafes

City of York Council and Business Inspired Growth have worked together to deliver two 'pop up' business support and advice events:

- Your Bike Shed on 13<sup>th</sup> August
- Exhibition Hotel on 18<sup>th</sup> September

At each event there were a number of local business experts on hand to offer free business advice on topics ranging from social media to tax and accountancy. The sessions were held in an informal style with businesses choosing which topics they would like to discuss and then given timeslots with their relevant experts.

Feedback from businesses has been positive and the Council aim to follow up on business progress to evaluate the success of these events.

More information on pop up cafes can be found at the link below:

<http://youtu.be/nUIkB8HoUyw>

## High Speed Rail Developments

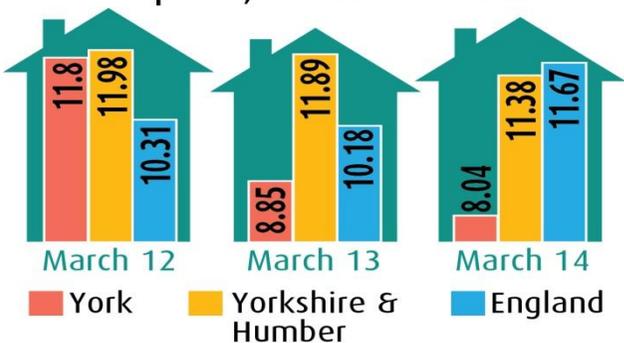
There has been significant national investment announcements and plans around rail in recent months, providing sizeable opportunities for York and its strong rail sector over the next few decades. September saw the announcement that the proposed national high speed rail college is coming to Yorkshire, with Doncaster selected to co-host the training centre with Birmingham. After York missed out on its bid to host the college, the city backed Doncaster's bid to train at least 2,000 apprentices for the planned HS2 project, and will be working with Doncaster closely in 2015 to ensure help shape the curriculum appropriately for York-based employers. High Speed 2 and High Speed 3 proposals continue to develop, with intense lobbying from various cities and regions. York specifically has been championing investment which will benefit the city through the East Coast Mainline Authorities and Connected Cities group at party conferences; as well as directly with government. Finally, Rail North, a body taking forward a collective approach to rail in the North, shortlisted bidders for the running for current Northern and Transpennine franchises. Over the next 5 years more than £1 billion will be spent on the rail network in the north.

**Looking Ahead...** To create jobs and grow the economy the Council will:

- Set up marketing & business development agency for the city to work with the private sector to bring economic growth.
- Deliver key projects including York Central, York BioHub, and Skills capital through Askham Bryan. These are funded through the Local Growth Fund for the Leeds City Region and York, North Yorkshire and East Riding Local Enterprise Partnerships.
- Host access to finance/business support events:
  - Manufacturing Match – 07/10/14
  - Growth Accelerator – 16/10/14
- Deliver Living Wage Week Events in November for large and small businesses to discuss becoming accredited and paying the Living Wage.
- Hold a conference for city businesses in November, with a range of activities providing advice and support to business. Speakers include: Sir Stuart Rose (Chief executive of Ocado), Martin Van de Weyer (Business Editor, Spectator) and other local entrepreneurs. This will be linked to activity around Global Entrepreneurship week.

# Build Strong Communities

## Homelessness prevention and relief per 1,000 households



## Projected Increase in the number of Households (2013 - 2021)

## Crime incidents 2013/14 to 2014/15

Overall violence



14.3% increase

All crime



2.9% decrease

NYP recorded ASB calls for service



0.2% decrease

## Deliver a community stadium including a county standard athletics facility

Greenwich Leisure Ltd (the UK's largest leisure centre operator) is leading the consortium named as the preferred bidder to deliver the 8,000 all-seater York Community Stadium & Leisure Complex and run the council's existing leisure centres at Yearsley Pool and Energise.

## Support community groups to take greater ownership of the management and operation of parks and green spaces

Between July and September, the Smarter York team worked on 29 community schemes including the community running of Rowntree Park summer fair, the construction of phase 2 of the Rawcliffe Country Park bike track and awarding the contract for the refurbishment of the Cornlands Play Area with Cornlands and Lowfields Residents Association.

## Increasing Affordable Housing

Affordable Home construction has fallen from 151 in 2011/12 to 50 in 2013/14. Negotiations between the Council, York Housing Assoc., land owners and Homes & Community Agency has resulted in Jubilee Court, a £2 million, 18 home affordable housing development in Elvington.

## Focus on Tackling Loneliness and Social Isolation

The Joseph Rowntree Foundation has undertaken research in York on how to reduce loneliness and social isolation. Research found that the main causes of loneliness were due to ageing, family issues, not knowing neighbours, a lack of community facilities and chances to get involved with the community.

A free resource pack providing ideas on how to tackle loneliness is now available at the link below:

<http://www.jrf.org.uk/publications/loneliness-resource-packrk.gov.uk>

York's Lidgett Grove Methodist Church established a successful Community Café offering company and activities. The Café was initially started as a pilot project but following it's support and usage work is now underway to develop the facility into a Community Hub.

## **Consult on the draft local plan that sets out how York's housing needs will be met up to 2030**

In line with the government's 2012 National Planning Policy Framework, a draft Local Plan was agreed by Cabinet on 25 September. Public Consultation is on hold while further work is carried out to comply with a motion submitted at Full Council in October. Currently, proposals include:

- 20 employment sites for future development, for example York Central
- Approximate £300m investment in transport infrastructure to deliver York's growth ambition

## **Council Homes and Housing Services**

The Council's Housing and Building Services team have achieved the Government Standard for Customer Service Excellence following an independent review. The 2013/14 Tenant and Leaseholder Report showed 86.9% overall satisfaction rate with services. Council tenant arrears increased to 2.3% of annual due rents in Q2. However, as the past 3 years figures range from 1.3 – 1.6% this should improve over the remainder of the year.

## **Raise standards in the private rented sector**

99 landlords have registered nearly 400 homes with the council's private landlord accreditation scheme 'YorProperty'. 49 landlord members have taken up the scheme's core management and property standards training and only one of seven property inspections has needed further action to meet the standards set.

## **Community Safety**

A Summer Safety campaign was launched in July centred around the 'Plan Safe, Drink Safe, Home Safe' campaign developed by the University of York St. John Students' Union. Measures included bus, mobile screen and poster advertising campaigns and distribution of beer mats to riverside venues.

Violent crime in the Cumulative Impact Zone, an area covering a large part of the city centre, is forecast to reduce by 6.8%. However, Violent crime associated with alcohol outside the city centre continues to slowly rise.

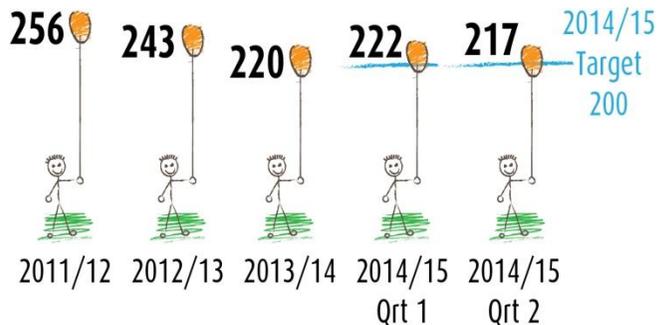
Reported Domestic Violence in York is currently on course to reduce by 1%. The Domestic Abuse Early Intervention Project has been receiving referrals from the Police since February. The Early Intervention Worker has been vetted and now has direct access to Police systems.

**Looking Ahead...** To build strong communities the Council will:

- Deliver a community stadium including a county standard athletics facility
- Support community groups to take greater ownership of the management and operation of parks and green spaces
- Through the 'Rewiring' programme the Council will develop community hubs where we can work in partnership with local communities at a neighbourhood level
- Raise standards in the private rented sector and continue to tackle homelessness through a sustained focus on early intervention and prevention
- Deliver the Community Learning Strategy and expand opportunities available to residents to promote health and wellbeing, including the development of a pilot programme focusing on living with dementia

# Protect Vulnerable People

Numbers of Looked After Children (LAC)



## Focus the School Improvement and Skills Service on improving the outcomes of the most vulnerable

Early A Level results for York school sixth forms show that 41% of students achieved three or more A\* - B grades, maintaining high standards of previous years and significantly higher than the 2013 national figure of 28%. 96% of students achieved three or more A\* - E grades, an increase of two percentage points from 2013, with provisional results indicating this is also likely to be above national levels.

## Safeguarding Adults

Consistent representation from thirteen partner organisations has been established at the quarterly Safeguarding Adults Board, inc. NHS, North YorksPolice, York Council, Health Watch York and the independent and voluntary sectors. A Board sub-group is undertaking a detailed work programme to ensure the Board is fully compliant with regulatory requirements for when it becomes a statutory body in April 2015.

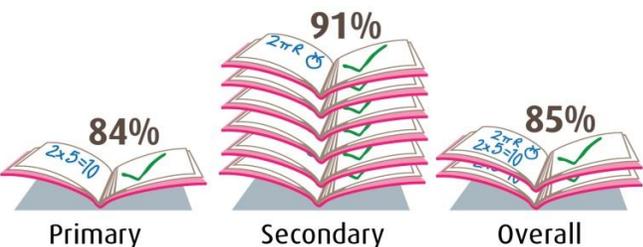
Delays in transfer from hospital attributed to adult social care increased from 5.3 in Quarter 1 and were at 6.3 per 100,000 in Q2 2014/15, above regional and national averages of 2.5 and 3.1 per 100,000 respectively. Delivery of the Rewiring Adult Social Care programme will provide the long-term solutions needed in this area.

## Raising educational attainment

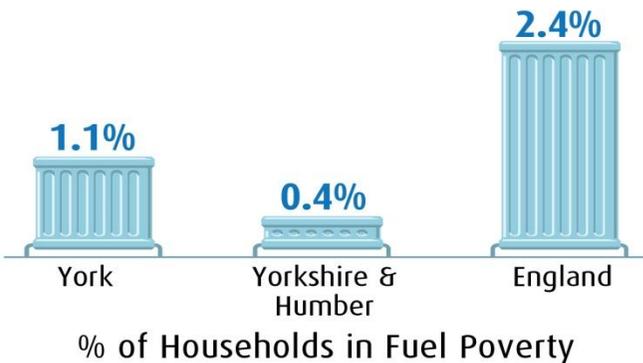
In York in 2013 there were 3,930 pupils eligible for free school meals, approximately 300 in each year group. There is a considerable attainment gap between pupils who are in receipt of free school meals and other pupils. To close the attainment gap the York 300 research project has been launched to identify these children and strategies that are working elsewhere in the country so they can be adapted for York. The Joseph Rowntree Foundation will undertake an evaluation of the project, and the project will be reviewed after twelve months to determine whether interventions have made a difference to the children's lives.

## Care Act

The Council is underway with implementing developments against new regulations within the Care Act. The Act will become law and Phase One requirements will be implemented for 1st April 2015. Further information on the Care Act can be found at <http://www.gov.uk>



School Ofsted Inspections:  
% Outstanding or Good



% of Households in Fuel Poverty

## Focus on No Wrong Door Conference 2014

Child Sexual Exploitation will be one of the themes at this year's No Wrong Door Conference, held in York on 4<sup>th</sup> November.

The key speaker will be Nazir Afsal, Chief Crown Prosecutor for the North West of England and the national lead on violence against women and girls, child sexual abuse, honour based violence and forced marriage.

Other speakers include Donna Molloy, Head of Implementation at the Early Intervention Foundation, who will talk about the importance of Early Help, and Emma Smale, Head of Policy and Research, Action for Children, who will speak on Neglect. Additional key themes include 'the voice of the child' and 'emotional wellbeing'.

The conference is organised by York's Children's Trust Unit, which brings together partners working with young people across the city. It will look at how professionals can work together to ensure the best outcomes for children, share good practice in both early preventative services and building resilience for young people, as well as sharing the lessons and how to bring those lessons into everyday practice.

## Improving outcomes for the Gypsy and Traveller Community

Literacy Classes for Gypsy and Traveller women are now in their third year. Attendance rates and achievements have been high and many of the original group have completed second and third year courses, gained accreditation and a number of women have gained employment. The group have published a book of their own stories and delivered workshop conferences to let others know how developing literacy skills has had a positive impact.

## Troubled Families

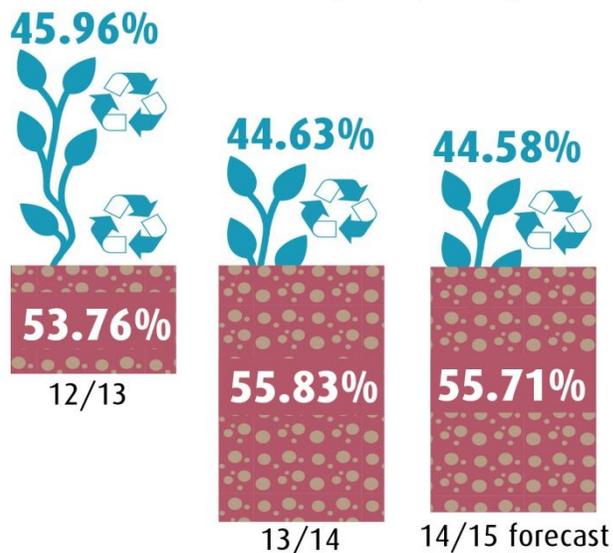
The Troubled Families Programme, known locally as the Family Focus Programme, is tasked with turning around the lives of 315 York families where children are not in school, adults are not in work and there is anti-social behaviour and/or youth crime. The programme had turned around 235 (75%) of the families by the end July 2014. Next year, Phase 2 of the programme will see an extension to include more families, expanding the focus to include families where children need help, are at risk of social exclusion, young people are not in education, training or employment, there is domestic violence and where there are a range of health problems.

**Looking Ahead...** To protect vulnerable people the Council will:

- Continue to reduce the number of looked after children
- Launch the Learning & Development framework for social care practitioners to strengthen services for children requiring support and protection.
- Focus the School Improvement and Skills Service on improving the outcomes of the most vulnerable.
- Continue to mitigate the impact on vulnerable people of welfare reforms and lead on Financial Inclusion and support the work of the Financial Inclusion Steering Group.
- Tackle homelessness through a sustained focus on early intervention and prevention.
- Improve quality of life outcomes for Gypsies and Travellers by increasing engagement, improving facilities and expanding site provision
- Deliver the Better Care Agenda through partnership working between Adult Social Care and Housing and achieve financial efficiencies by implementing the outcomes of the Sheltered Housing with Extra Care review.

# Protect the Environment

## Household waste recycled/composted



## Municipal waste landfilled

## Residual household waste



### Gain approval for a new Waste Strategy to obtain greater efficiency and cost savings

Municipal waste sent to landfill and household recycling are both forecast to be stable in 2014/15 and stay in line with levels seen last year. Household waste recycled or composted, at 44.6%, is above the national average of 43.5% (2013/14). However, total municipal waste sent to landfill is higher than the national average. The cost of landfill tax for commercial and household waste is forecast to increase to just under £4.2 million (from £3.8 million in 2013/14).

Plans to go ahead with a multi-million pound waste disposal facility to deal with household waste for York and North Yorkshire were approved at two separate meetings of North Yorkshire County Council's Executive and City of York Council's Cabinet in September. The proposed facility, at Allerton Park, will dispose of non-recycled household and a small amount of commercial and industrial waste. It will do this either mechanically, biologically or in an Energy for Waste plant to reduce the region's carbon footprint, avoid increasing landfill penalties and produce enough electricity to power a town the size of Harrogate. A full meeting of the county council will confirm the decision on in November.

### Focus on Electric Vehicle Charging Network

The Office for Low Emission Vehicles strategy 'Driving the Future Today' states that by 2040 almost every new car and van in the UK fleet will be an ultra low emission vehicle.

York is making progress towards a strategic Electric Vehicle charging network and ten fast charge 'pay as you go' public charging points are now available in public car parks and at Park & Ride sites, with an additional 12 privately owned sites at hotels, supermarkets and other developments around the city. The locations of all charging points are on the i-Travel website and the map is currently being updated with new locations, as funding has been secured to bring rapid more charging facilities to York during 2014.

<http://www.itravelyork.info/driving/electric-vehicles/electric-vehicle-recharging-network>

### **Meet York's health-based air quality objectives and promote the links between public health and air quality**

Figures from 2012 show York's CO2 population per head increased to 5.6 tonnes per person from 5.3 tonnes in 2011.

The third Air Quality Plan is close to completion for distribution and consultation. Central to the proposed framework is the concept of a 'Clean Air Zone' where bus emissions will be regulated, based on the frequency of which they enter the inner ring road. The most frequent and polluting services will be required to meet higher emission standards than less frequent services.

If a Clean Air Zone is introduced, over 80% of bus movements in York will be made by ultra low emission buses by 2018.

Other proposed measures include reducing vehicle idling, developing a strategic electric vehicle (EV) recharging network, a compressed natural gas refuelling station, a freight improvement plan and further reductions in emissions from taxis and the Council vehicle fleet.

### **Implement and promote Green Deal, along with Leeds City Region partners**

The Leeds City Region Green Deal, now under the West Yorkshire combined Authority, is making progress with a preferred bidder now in place. The reason for seeking supplier bids was to establish a long term Provider partnership that would generate green investment in the Leeds City Region, comprising energy saving technologies in residential properties (focussed on the private sector), jobs and skills, and reduction in fuel poverty and carbon emissions. The programme's scope is also wide enough for social housing and non domestic opportunities to also be explored.

The Leeds City Region programme will help ensure the Council can continue to increase the energy efficiency of private homes and support the new Green Deal Provider to deliver 2,475 green deal measures to around 1,980 properties in the City, although this less than originally anticipated due to recent Government funding changes. A final tender is required from the bidder and this will be subject to scrutiny through the combined authority.

**Looking Ahead...** To protect the environment the Council will:

- Gain approval for a new Waste Strategy to obtain greater efficiency and cost savings
- Develop and implement a communication programme to increase public understanding of the Waste Strategy to encourage more recycling and reduce landfill
- Meet York's health-based air quality objectives and promote the links between public health and air quality
- Implement and promote Green Deal, along with Leeds City Region partners, to reduce fuel poverty, improve home energy efficiency and reduce carbon emissions
- Increase use of recyclable materials and investment in resilient new materials to reduce future maintenance cost
- Invest in LED based street lighting

# Get York Moving

## Bus journeys

Passengers per head of population (2013)



York



Yorkshire & Humber



England

### Complete the Access York Project

Two new Park and Ride sites (Askham Bar and Poppleton Bar) opened on 8 June 2014 with parking capacity increased by 30% to 5,500 spaces. Associated Highway improvement works at the A59/A1237 junction were completed in August 2014. All A roads into the city are now covered by a Park & Ride option for travellers. Additional funding for further expansion is being sourced via the West Yorkshire plus Transport Fund.

### Complete 20mph speed limit programme for residential areas across the city

The South Bank pilot project has been completed and its success continues to be monitored. City wide roll out is now underway and the completion of the West of York means a third of the City is now covered.

City wide progress is slower than expected as the programme has been addressing local concerns, but schemes in North and East York are due to be completed in 2014/15.

### Deliver Better Bus Area Funded schemes such as Exhibition Square

City Centre bus interchange facilities have been upgraded through Better Bus Area Funding at Piccadilly, Stonebow and the Station. The upgrade of the facilities at Exhibition Square, which handles around 750,000 passenger journeys a year, commenced in September with completion expected in November. Further improvements in Rougier Street have been delayed by the slower than anticipated progress of the redevelopment of Roman House St but should be in place in 2015.

### Transport Network

The condition of the Road and Pathway network has been relatively stable over the past 3 years, 16% of roads and 4% of paths were rated as poor condition in 2013/14 a rise and fall of 1% point respectively from 2012/13. Principal roads are in better condition than smaller ones, although even unclassified routes where maintenance should be considered, at 10%, is better than national and regional averages of 17%.



Average vehicle speeds - York

## Focus on Cycling

The 'Cycle Yorkshire – Ride the Routes' mobile phone app has been selected as a finalist in the 'Digital Community Pioneer of the year' category of the Digital Entrepreneur Awards 2014.

York's iTravel programme led the development of the app on behalf of the Road Safety Partnership across Yorkshire & Humber. The free app, which was launched in March this year has already been downloaded over 4,000 times and is backed by Welcome to Yorkshire.

The app includes information for riders who want to follow in the tracks of both Yorkshire stages of 'Le Tour'. It incorporates flyover scenic maps of the routes, as well as videos of York based semi-pro cyclist Jamie Sharp, tackling some of the most challenging sections.

The app can be downloaded for Apple and Android devices at the link below or by searching the Google or Apple stores for 'Cycle Yorkshire':

<http://bit.ly/cycleyorkshire>

## Traffic

People issued Penalty Charge Notices (PCNs) in relation to the trial traffic regulation of Lendal Bridge can now apply for refunds online through the Council's website until the end of the year. The Council's website will be updated monthly with the number of PCNs repaid and the council will publish the total cost of the Lendal Bridge settlement process after Wednesday 31<sup>st</sup> December.

## Improving Movement in the City Centre

Following the success of the experimental Foot streets hours identified through the Foot streets Review, the revised Foot streets hours have now become permanent (10:30 to 17:00). The possible expansion of foot streets to additional areas continues to be investigated.

## Develop York's Cycling and Pedestrian Network

The critical element of the Haxby Road to Clifton Moor Cycle route, the bridge over the Scarborough railway line, will be constructed in autumn 2014 with the full route completed early in 2015.

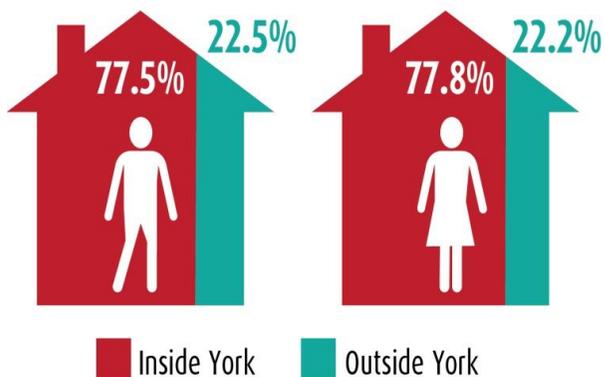
Phase 1 of the Knapton to Rufforth Cycle Route will be completed in 2014/15 with Phase 2 and 3 (a link to Rufforth then Knapton) to be developed in future years.

**Looking Ahead...** To get York moving in 2014/15 the Council will:

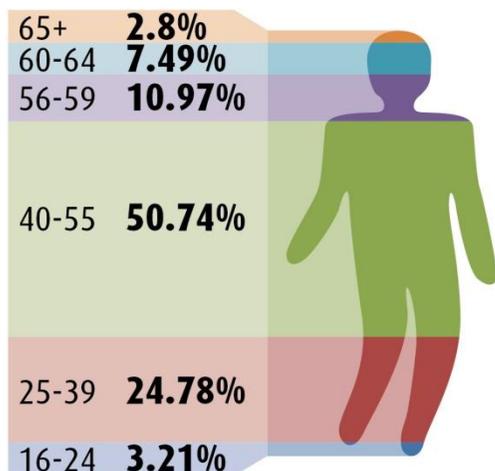
- Complete the Access York Project which increases the capacity of the service by 30% (2 New Park & Ride sites and the upgrade of the A59/A1237 roundabout).
- Develop York's Cycling and Pedestrian Network, inc. the Haxby Road to Clifton Moor Cycle Route
- Complete 20mph speed limit programme for residential areas across the city
- Deliver Better Bus Area Funded schemes such as Exhibition Square, Capacity enhancements to Clarence Street/Lord Mayors Walk junction, Museum Street bus shelter, and new shelter in Rougier Street
- Work with the West Yorkshire plus Transport Fund to deliver infrastructure improvements in the city including the completion of the first stages of the Outer Ring Road upgrade study, commencement of detailed design of the A1237 roundabout improvements and review of the station frontage to reduce the conflict between users and improve the interface between modes

# Our Organisation

CYC staff - Place of residence  
(excluding school and casual staff)



CYC Employees by Age  
(exc. Schools & Casual Staff)



## Improve the whole customer service experience

In Quarter 2 West Offices reception dealt with 2,082 customers a month, up from 1,691 a month in Quarter 1.

The Council has installed a customer satisfaction kiosk known as 'cmetrix' in the customer centre at West Offices, to coincide with National Customer Service Week.

To help customers with hearing impairments the Hearing Loop facilities have been made more visible, after a number of visitors were unaware of their availability.

To help visitors with visual impairments, investigations have started into implementing a British Sign Language interpretation tool. A visual impairment accessibility audit will be carried out in autumn to ensure all necessary design adjustments are in place, such as painting the edges of desk dividers a contrasting colour to the floor.

## City of York Trading Company

The company is now providing the council's full casual workforce and expanding its services to schools and other organisations. The company has recently reported a year on year increase in turnover and profit, and will be returning its first dividend to the council as shareholder for activity in 2013/14.

## Roll out a new offer to young people on apprenticeships, work experience placements and internships

The Council continues to promote and support fully funded apprenticeships and a review of the current apprenticeship scheme will take place.

The Council currently work with the University of York offering a winter and summer internship programme. The summer programme is a student internship programme offering 4 to 12 week placements for current students. The winter programme is a graduate programme offering 8 week placements.

## The Equalities Peer Challenge

A key ambition in the Council Plan is to achieve excellence against the Equalities Framework for Local Government and the Council are currently at the Achieving level. Local Government Association Peer Challenge Assessors will be reviewing how equalities are embedded within both the organisation and its work with partners during January 2015.

## Focus on Working Toward a Fairer York

York's Equality Plan, a Fairer York, is currently in development. This plan is a partnership document in recognition that no one agency can tackle inequalities alone. This new plan will replace the council's existing scheme.

The plan will tackle disadvantage and discrimination and foster good relations in relation to :

- Economic Wellbeing
- Learning and Educational Wellbeing
- Health and Wellbeing
- Community Wellbeing

The Plan focuses on everyone who has a characteristic protected under the Equality Act 2010 which covers: Age, Disability, Gender, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation and the plan also focuses on Carers and those on low incomes.

## Improve feedback from staff and create a wellbeing offer

A corporate learning and development prospectus has been launched with a range of courses and other learning and development opportunities. The Supporting Staff through Change Programme has been implemented.

The Council has been shortlisted for a Living Wage Champion Award, which recognises employers that have made contributions to communities and industries by implementing the Living Wage.

## York CVS

As part of the process of transforming public services, City of York Council has been working with the voluntary, community and faith sector and social enterprises in York, to find out what they currently do and what they might want to do more of. Officers have attended Voluntary Sector Forums of organisations working with children, young people and families, older people and people with long-term conditions and people concerned with the environment.

## Looking Ahead... The Council aims to:

- Improve the whole customer service experience
- Develop new ways of working to engage local economies and local communities in co-design and co-production of services
- Continue to stream Council meetings on the internet and on YouTube
- Deliver an organisational change programme to enable people to work in a different way to support the Rewiring programme
- Improve feedback from staff around work demands and create a wellbeing offer to better support staff through change
- Roll out a new offer to young people on apprenticeships, work experience placements and internships