



# Let's be York

Safely opening the city for everyone



COVID-19 recovery – we're working with businesses, residents and community groups to build back better.

- The road to recovery
- Public health information
- Building an inclusive economy
- Our Big Conversation

Our

Big

Conversation

See centrespread pull-out

**“We have seen first-hand examples of York’s strong independent spirit, our resilience and our kindness.”**

# Launching the road to recovery

Over the last few months, the coronavirus pandemic has created a situation unlike anything we've ever experienced and the impact it has had on all our lives, has been dramatic.

We have home-schooled our children, stayed at home and not seen our loved ones. Together, we got through it and we have learned more about ourselves and our community than we ever thought possible.

Throughout the pandemic, we have seen York doing what it does best - residents rising to the challenge, pulling together and supporting each other.

We have seen first-hand examples of York's strong independent spirit, our resilience and our kindness.

For those who have experienced hardship and suffering, we have seen neighbours and communities gather round, protecting one another.

Whether cooking meals, lending a hand or a listening ear, York residents have been there for each other.

On behalf of the city, thank you!

We are now able to start thinking about the future and as our thoughts turn to recovery, we do so with respect and sympathy for the victims, their families and friends, of a disease that does not discriminate.

We must now draw on our strengths as we recover.

As we talk of recovery, we do not ignore that coronavirus is still with us and our primary focus remains protecting the health of our residents as far as is possible.

It is, however, only fitting as a legacy that we capture what has been positive during the response and work together to shape a future for York that even better supports the wellbeing of all our residents.

The recovery phase is different to that normally seen in response to an emergency, such as a flood. The timescales are not clear and we have seen with the localised lockdown in Leicester that there is the potential for the restrictions to change. Services may be restarted then stopped again, with particular communities having different restrictions to others.

While the recovery process of rebuilding, restoring and rehabilitating communities across the city will take time, we will all need to respond quickly to meet the health needs of our city.

There are many opportunities to learn from the response phase, improve all our futures and build back better. Our relationship with our neighbours across the region are as vital as those across the street. It is only by working together that we can return to something better and make the most of future opportunities.

Many residents are finding themselves in circumstances they could not imagine at the start of the year.

Businesses are struggling, livelihoods are at risk, and families are devastated. As a city we need to do things differently to help all our residents.

Crucial to recovery is how we improve our economy, create opportunities and support all sectors.

To keep the city safe, we have put in place different measures and promoted public health advice.

To help businesses, we have provided immediate support and are opening up public space to allow outside trading.

But we cannot do it alone.

Only through working together can we make sure we balance health and wealth. Without a thriving economy, our communities will suffer worsening inequalities and risk being left further behind.

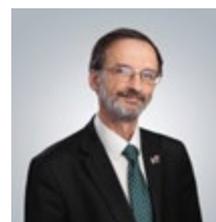
We all have a role to play in supporting our city and local businesses. Now more than ever, as a resident or York business, we are urging you all to shop local, buy local and pay local.

Our city has more than 2000 years' experience reinventing itself – and we can do it again: Protecting lives and livelihoods, being more inclusive and sustainable and building back better.

Together, we can do this.



**Cllr Keith Aspden**  
Leader of the Council



**Cllr Andy D'Agorne**  
Deputy Leader of the Council



**Ian Floyd**  
Interim Head of Paid Services

# The road to recovery

## The road to recovery starts here

As the dust slowly begins to settle and the full impact of the coronavirus pandemic starts to emerge, we have outlined a recovery process which draws on the strength, resilience and spirit of the city to rebuild even stronger than before.

We are only too aware of the immense sacrifices you as a community have made and we would like to thank everyone for their commitment, generosity and community-minded actions over the past few challenging months.

To help get the city back on its feet, we have developed a one-year Recovery and Renewal Strategy, which will sit alongside a longer term policy for the city with the help of partners from across York and the wider region.

The immediate short-term strategy will prioritise the health of residents and businesses while at the same time lay the foundations to build an even better York; a greener, cleaner, and thriving city for all its citizens.

Throughout these extremely challenging times, please remember we are always here for you with a wide range of support. Residents can access information on everything from financial hardship support to protecting your mental health by visiting

**[www.york.gov.uk/recovery](http://www.york.gov.uk/recovery)**

Alternatively, if you are struggling and have no one to support you, please call our helpline immediately on

**01904 551550.**

To help residents and businesses stay in touch with the latest developments, we are producing regular newsletters. You can sign up at **[www.york.gov.uk/form/EmailUpdates](http://www.york.gov.uk/form/EmailUpdates)**

## The Recovery and Renewal Strategy will focus on the following three areas:

- **Communities:**

The recovery will prioritise the health of residents and build on the incredible community response to the pandemic, including extending the successful community hub model and promoting more local self-support. We will support schools, charities and the voluntary sector to work differently to incorporate social distancing.

- **Building an inclusive economy:**

York's economic recovery is vital for the entire region and we are using public health guidance to drive decisions about the economy.

Working with partners across the city to give businesses access to grants and support to adapt, we are also exploring changes to accommodate safe travel, working conditions and leisure facilities in a bid to accelerate the city's economic recovery. Alongside our partners, we are also supporting businesses to recruit additional staff when needed, while helping residents to adapt their skills and quickly return to work if their job has changed or been lost.

- **Funding and council services:**

Our priority is restoring council services as and when it is safe to do so, changing the way they work if needed and supporting staff to adapt. We will ensure that we provide public access to democracy and decision-making through remote meetings. We will continue to make the case for York to the government in the light of the ongoing impact of coronavirus on the city.

- As part of this strategy, we will continue to work with city partners, local government and national bodies to lobby for funding, testing and tracing to ensure the local authority is in the best possible place to deliver these plans.

# Let's be York

Opening up the city for everyone to enjoy safely

See pages 9-12 for more information



## How do you keep two Vikings apart?

Use social distancing. We're deploying floor stickers around the city centre – so feel free to stand on Vikings, Romans, Scientists and Chocolatiers when you need to.

**Let's be York**  
Safe Welcoming Considerate



## The 10 year plan

In addition to the city's one year recovery plan which you can read at [www.york.gov.uk/recovery](http://www.york.gov.uk/recovery) we are also in discussions with key partners about a longer 10-year plan for the city.

This will look to build upon York's strengths and address some key challenges at a city level, to support the development of our city and ensure York is the best possible place to live, work and visit.

Responding to the climate emergency declared in March 2019, we will look to create new jobs as part of a low carbon and inclusive economy.

This plan will be produced in partnership with key organisations, residents and communities to help build a better future together.

To get involved see the centrespread pull-out or visit:

[www.york.gov.uk/](http://www.york.gov.uk/)  
**OurBigConversation**

## Good to go!

Some of York's biggest attractions, restaurants, accommodation providers and tours have already started to receive the new official tourism and hospitality industry accreditation from Visit England, showing they now have high-standard safety measures in place.

JORVIK Viking Centre, York Minster and City Cruises York are among those who have been awarded the customer standard mark and are ready to welcome you back.

Look out for the 'We're Good to Go' kitemark on the businesses' websites, social media and in premises - showing they've worked hard to ensure the safety of all as they begin to welcome visitors back.

Find out more about what is open in the city and safety guidance by visiting: [www.visitcityyork.org](http://www.visitcityyork.org)



## Keep on walking

More of York's city centre will be pedestrianised and footstreet hours extended until 8pm, as we look to provide the space for businesses to operate safely.

The changes will make access to city centre restaurants, pubs, cafes, shops and businesses easier, as the government continues to relax restrictions on the hospitality industry.

With one of the largest pedestrian zones in Europe, the aim is to make the centre of York an inclusive, safe and attractive place for everybody.

# Stay safe

## Let's be safe

With more of the city reopening we are encouraging people to stay safe whilst supporting our local businesses.



## Stopping the spread of the virus is in all of our hands:

- Keep washing them regularly with soap and water
- Socially distance, 2m is best where possible
- If you have symptoms, stay at home and get tested
- Wear a face covering

## Social distancing

The closer we get to each other the more chance the virus has to spread.

Please continue to stay 2m apart where possible. If this isn't feasible, the 1m+ advice should be followed with people wearing face coverings or being behind the perspex screens that many businesses have put up.

## Wash your hands

Washing your hands regularly, and for more than 20 seconds is as important as ever.

Pick a song and thoroughly wash your hands with soap and water for at least 20 seconds.

Try and avoid touching your face too.

## If you have symptoms stay at home and get tested

The main symptoms of coronavirus are:

- **a high temperature** – this means you feel hot to touch on your chest or back
- **a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

## If you have any of these symptoms:

**Stay at home (self-isolate)** – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.

**Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms. Call **119** or visit [www.nhs.uk/Coronavirus](http://www.nhs.uk/Coronavirus) to book your test.



**Let's be York**  
Safe Welcoming Considerate

## Face coverings

You must wear a face covering when out and about, including when shopping and on public transport.

A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

Wash your hands or use hand sanitiser before putting it on and after taking it off. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

Tips on how to make your own face coverings are available at: [www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering](http://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering)

## Current government guidance

The more people you have interactions with, the more chance the virus has to spread. Therefore, try to limit the number of people you see - especially over short periods of time.

## Let's protect each other

Our medieval streets weren't designed with social distancing in mind.

**Wearing a face covering helps prevent the spread of the virus**



## From 4 July:

- You can meet in groups of up to two households at a time (your support bubble counts as one household) in any location - public or private, indoors or outdoors. You should continue to practice social distancing with those outside your household.
- When you are outside you can continue to meet in groups of up to six people from different households, following social distancing guidelines.
- Additional businesses and venues, including restaurants, pubs, cinemas, visitor attractions, hotels, and campsites will be able to open where they are COVID secure.
- Other public places, such as libraries, community centres, places of worship, outdoor playgrounds and outdoor gyms will be able to open.
- Stay overnight away from your home with your own household or support bubble, or with members of one other household.

## You should not:

- Gather indoors in groups of more than two households (your support bubble counts as one household) - this includes when dining out or going to the pub.
- Gather outdoors in a group of more than six people from different households; gatherings larger than six people should only take place if everyone is from just two households.
- Interact socially with anyone outside the group you are attending a place with, even if you see other people you know, for example, in a restaurant, community centre or place of worship.
- Hold or attend celebrations (such as parties) where it is difficult to maintain social distancing.
- Stay overnight away from your home with members of more than one other household (your support bubble counts as one household).

## Information for those shielding

The government has announced that from 1 August the shielding scheme will be paused, however the Council will not stop supporting residents. Help will remain in place for those who need it through our Coronavirus Helpline. People can continue to call **01904 551550** or email **COVID19help@york.gov.uk**.

## Patients urged to use NHS App or online GP services

Patients in York can now access a wide range of medical advice and help from their GP surgery through a laptop or smartphone – without needing to visit their practice in person or wait on the phone.

Both the free NHS App and the GP practice online service can be used 24 hours a day, and can save people time by removing the need for unnecessary phone calls or trips to the practice to request the help that's required.

The NHS App can be installed on smartphones via the App Store (Apple) or Google Play (Android), while the confidential GP practice online service can be used by anyone registered with a GP practice and is accessible via smartphone, tablet or computer.

People with the NHS App installed on their smartphone can get advice about coronavirus, check their symptoms, book and manage GP surgery appointments, order repeat prescriptions, and view a summary of their patient record. Patients who are registered with the GP practice online service are able to:

- **Seek medical advice about a new problem or an ongoing issue**
- **Take part in an online consultation**
- **Order repeat prescriptions**
- **Manage appointments**
- **Request test results**
- **Request GP letters and 'fit for work' notes**

To access the online service, patients should visit their GP practice website and follow the instructions to register. They can use the search tool at [nhsonline.info](https://nhsonline.info) to find their GP practice website and more information about the GP online service.

Dr Nigel Wells, Clinical Chair at NHS Vale of York Clinical Commissioning Group said:

“The free NHS App, as well as the GP practice online service gives patients much more flexibility and choice in how and when they access healthcare. People with busy lives often struggle to find the time to contact their GP practice to request help – both of these platforms allow people to access their practice at a time that suits them.

“This means patients can avoid unnecessary trips to their GP practice for non-urgent health matters and they won't need to spend time waiting on the phone, as requesting medical advice and administrative tasks



# no more hanging on the line

*You're 10<sup>th</sup> in the queue...*

Save yourself the wait and access GP practice services online.

[nhsonline.info](https://nhsonline.info)

such as managing repeat prescriptions and getting test results can now be managed through the NHS App or via the GP online service.”

For patients requesting consultations through the GP online service, symptoms can be submitted via a simple online form. They will then get a response from their GP practice within one to two working days. This could be via email, phone or video call. The response from the GP surgery could include medical advice, the offer of a face-to-face appointment or referral to another health service, such as a local pharmacy.

Patients seeking urgent medical attention should call NHS 111, or if it's an emergency, dial 999 or visit the nearest A&E department.



# Let's be York

Safe Welcoming Considerate

## Opening up the city for everyone to enjoy – safely

**York is a safe and welcoming place to live and work, with you at its heart.**

Our city has a rich history from Viking invasions to Civil War sieges, to industrial growth and changing industries.

2020 has brought a new challenge to the forefront – unlike any other before. Covid-19 has affected us all.

Now, we must build back better. We must keep infection rates low, and pioneer new approaches so residents and visitors can once again enjoy, explore and work safely.

So we've made some changes through the city to help us all – look out for signs and guides.

## Let's be safe

- Walk and cycle around the city – being outside is safer
- Wash our hands regularly or use hand sanitiser
- Wear a face covering
- Observe social distancing outside and inside. Two metres is best where possible. Help stop the spread of coronavirus

Please observe **social distancing**

Let's be York  
Safe Welcoming Considerate

Please **keep left**

Let's be York  
Safe Welcoming Considerate

Please keep at least **two Vikings apart**

Let's be York  
Safe Welcoming Considerate

Please **queue here** and observe social distancing

Let's be York  
Safe Welcoming Considerate

Let's be safe

**Stop the spread of germs**

**Use hand sanitiser**

Let's be York  
Safe Welcoming Considerate

Let's protect each other

From 15 June wearing a face covering on public transport will be mandatory

It's also advised if you are inside any crowded spaces – probably for a short time – where social distancing is more difficult

- Face coverings can be home made and even just a scarf - they don't need to be surgical masks
- Very young children, the disabled and those with breathing difficulties are exempt
- Please be aware you may be refused travel or even fined if you don't comply

For more information on how to wear and make a cloth face covering, visit: [www.gov.uk/government/coronavirus/coronavirus-how-to-wear-and-make-a-cloth-face-covering](http://www.gov.uk/government/coronavirus/coronavirus-how-to-wear-and-make-a-cloth-face-covering)

Let's be York  
Safe Welcoming Considerate

## Public toilets are open!

All of us will need to 'use the facilities' and for some of you it's critical to confidently visit the city centre.

We've adapted our facilities to allow safe queuing and all appropriate hygiene and handwashing before, during and after your visit. Just follow the signs and advice.

We've placed FREE additional temporary toilet cubicles on Parliament Street. Silver Street is now primarily for disabled users. The following public toilets are now offering a contactless payment option and will be open until 10pm: St George's Field, Coppergate Shopping Centre, Exhibition Square, Silver Street. Public toilets are located at:

- Coppergate Shopping Centre
- Nunnery Lane
- St George's Field
- Front Street, Acomb
- Rougier Street
- St Leonard's Place
- Haxby Town Centre
- Silver Street
- Union Terrace

Full details at [www.york.gov.uk/publictoilets](http://www.york.gov.uk/publictoilets)

### Let's protect each other

## Our car parks

It will be great if you can walk or cycle into the city but for some driving is essential.

If you can, park outside the walls and walk or cycle in from there.

If you need to park in the city centre, we're incentivising short stay car parks by offering **two free hours parking** throughout July, reducing to **one free hour of parking** throughout August.

The free parking is available for all users of the Ringo Parking App if they park after 10am (seven days a week). **To get your two free hours you must only book two hours** and then extend your stay to pay for parking longer than that.

The offer is valid in council run car parks outside the city walls including: Nunnery lane, Union Terrace, Monk Bar, St George's Field, Foss Bank, Bootham Row. **Let's park > walk > visit**

Car parks excluded are: Piccadilly, Marygate, Castle Car Park, Esplanade, Bishopthorpe Road Car Parks, Moor Lane, East Parade and Rowntree Park.

The Ringo App is a safe contactless payment which helps facilitate social distancing and can be downloaded from any app store.

An up to date guide to car parks can be found at [www.york.gov.uk/parking](http://www.york.gov.uk/parking)

**Let's be safe**

Social distancing measures are in place to protect you and our staff  
Protect yourself and others to reduce the spread of infection  
Use hand sanitiser if available prior to entering  
Avoid touching surfaces and handles.  
Thank you

Let's be York  
Site Welcoming Considerate  
[www.york.gov.uk](http://www.york.gov.uk)

**Catch it**  
Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**Bin it**  
Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

**Kill it**  
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

**Let's be safe**

Let's be York  
Site Welcoming Considerate  
[www.york.gov.uk](http://www.york.gov.uk)

**Let's be safe**

**Wash your hands**

Wash your hands with soap and water for 20 seconds.

- 1 Palm to palm
- 2 The back of hands
- 3 Between the fingers
- 4 The back of the fingers
- 5 The thumbs
- 6 Tip of the fingers

Use a tissue to turn off the tap. Dry hands thoroughly.

Let's be York  
Site Welcoming Considerate  
[www.york.gov.uk](http://www.york.gov.uk)

**Let's be safe**

Avoid touching surfaces and handles  
Use paper towels provided to enter/exit cubicles  
Discard paper towels in the bins outside cubicles (not in the toilets).  
Thank you

Let's be York  
Site Welcoming Considerate  
[www.york.gov.uk](http://www.york.gov.uk)

Please observe social distancing

**Let's be safe**

**For touch free parking please use RingGo**

Use the **RingGo App** and pay by credit or debit card

Or call 01904 360002  
Users of this service might pay a small convenience charge  
No need to display a ticket  
For tariffs, VAT receipts, business parking etc. please see [RingGo.co.uk](http://RingGo.co.uk)

See nearby signs for location code

**RingGo**

## Let's be welcoming

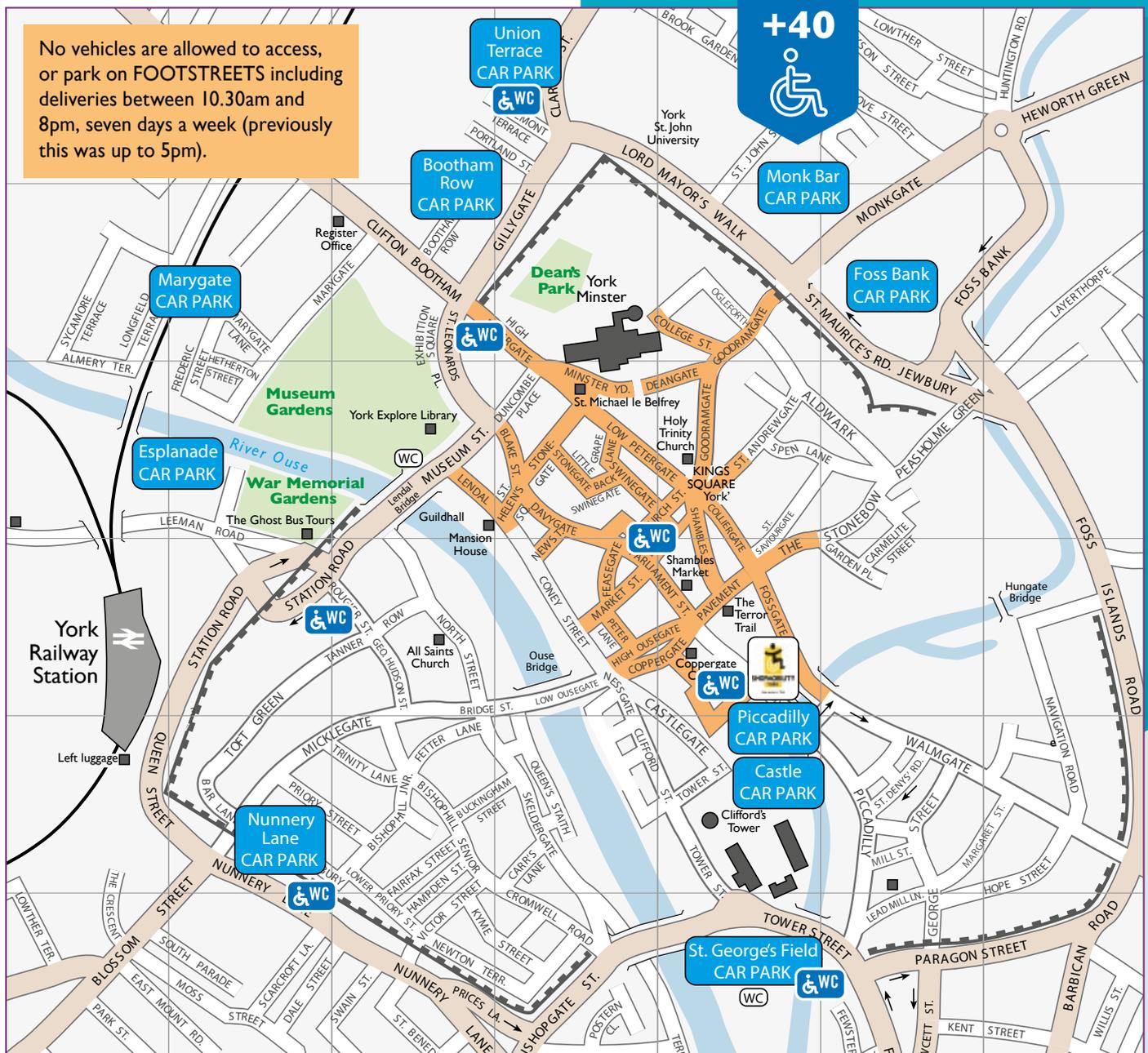
We've opened up more pedestrian areas and spaces

- Creating one way walking streets
- Improving and increasing park and cycle sites
- Incentivising short stay parking in the city centre

We're working on the city centre first, then rolling out around the city to support our businesses and communities.

Look out for signs and check out the map opposite to plan your routes.





## Blue Badge holders

The change to foot streets is affecting where you can park.

The council is creating additional capacity for Blue Badge holders elsewhere in the city and providing further support. As well as introducing planned new disabled parking spots during the daytime on Piccadilly, there will be:

- 40 additional replacement disabled bays at Monk Bar Car Park, just off Lord Mayor's Walk
- Guides available to help people and provide on the day information about car parking availability
- Shopmobility has reopened at Piccadilly car park. As well as providing the usual service, staff are able to help direct people to other car parks and

provide on the day information about car parking availability.

Shopmobility is a registered charity that provides electric scooters, wheelchairs and manual wheelchairs for hire to enable people to enjoy the shops and attractions in York. To contact Shopmobility, please call **01904 679 222** or email **info@shopmobilityyork.org.uk**

- Dial and Ride offers a service for people with difficulty walking or using public transport.

Specially adapted buses offer a door-to-door service from your home to the city centre or out of town retail parks and supermarkets.

To contact Dial and Ride, please call **01904 551441**.

Please go online at **www.york.gov.uk/bluebadgeparking** for further details.

## Let's be considerate

Medieval town planners didn't design our streets for social distancing but we can all explore safely by:

- Following new one-way and keep-left systems
- Using the queue markings outside and inside shops
- Respecting each other

So be patient and show your support for local businesses while they adapt.

### Let's support our businesses

Our city has over 2,000 years' experience reinventing itself - together, we can do it again, protecting lives and livelihoods and helping us all thrive - together.

For more information and to help us open up York together: Please visit our website at [www.york.gov.uk/letsbeyork](http://www.york.gov.uk/letsbeyork)

or call the Customer Services Team on **01904 551550**

### Let's have your feedback

We want residents from all over the city to join Our Big Conversation. A series of on and offline events will give you the opportunity to engage with and shape our response to the big challenges facing York.

You can start by filling in the survey on the centrespread pull-out of Our City.

[www.york.gov.uk/OurBigConversation](http://www.york.gov.uk/OurBigConversation)

Share your stories on [facebook.com/cityofyork](https://www.facebook.com/cityofyork)  
Twitter @CityofYork and

[ourbigconversation@york.gov.uk](mailto:ourbigconversation@york.gov.uk) #LetsbeYork

## Let's be York

Safe Welcoming Considerate





## Stay safe and shop local

Following the relaxation of restrictions on 4 July, many of the city's businesses which are COVID secure were able to reopen and city leaders are asking people to stay safe whilst enjoying their new freedom.

People should continue to stay 2m apart where possible. If this isn't feasible, the 1m+ advice should be followed and all shoppers should be wearing face coverings whilst staying behind the perspex screens that many businesses have put up.

With social distancing still in place it will be a different city to how it was before but we are encouraging people to support local businesses in a safe and considerate way.

## York's outbreak control plan

York's outbreak control plan has been discussed with partners from across the city at the latest meeting of the York Outbreak Control Advisory Board.

Professionals from public health, public transport, the NHS, universities and city councillors reviewed the city's draft outbreak plan in July.

The York COVID-19 Outbreak Control Plan sets out how local partners will work together to reduce transmission of COVID-19, prevent and manage outbreaks.

This city-wide plan is being developed with key partners under the leadership of Sharon Stoltz, our Director of Public Health (DPH).

The plan focuses on seven key themes:

1. Care homes and schools
2. Planning for other outbreaks in high risk places, locations and communities
3. Local testing capacity
4. Contact tracing in complex settings
5. Integrating national and local data and scenario planning
6. Supporting vulnerable local people to get help to self-isolate
7. Establishing local boards

The plan also provides information on the local test and trace operation.

Trained contact tracers are now in place to support the identification and management of the contacts of confirmed COVID-19 cases and ensure that these people are rapidly identified in order to intervene and interrupt further onward transmission.

This is achieved through:

- The prompt identification of contacts of a probable or confirmed case of COVID-19.
- Providing contacts with information on self-isolation, hand and respiratory hygiene as per the national guidance and advice around what to do if symptomatic.
- Timely laboratory testing (all those with symptoms and, if resources allow, asymptomatic high-risk exposure contacts as defined below).

The plan is available to view at [www.york.gov.uk/CI9OutbreakControlPlan](http://www.york.gov.uk/CI9OutbreakControlPlan)

City of York Council is publishing weekly updates with the latest coronavirus data and local information.

The latest data is available to view online at: [www.data.yorkopendata.org/dataset/covid-19-daily-data-tracker](http://www.data.yorkopendata.org/dataset/covid-19-daily-data-tracker)

# Building an inclusive economy

## Back in business

Since the pandemic struck it has been an incredibly tough three months for many local businesses but as the lockdown slowly starts to lift they are now working hard to reopen and keep customers safe. Here are just some of the people who have kept working throughout the pandemic to serve their customers in York and beyond whilst adapting their business to keep you safe.

To see more uplifting stories please visit [www.york.gov.uk/yorkkind](http://www.york.gov.uk/yorkkind)



### Rob and Anne's story

Company: Green Vets Services, Acomb

“ As a new business, the past few months have been a real challenge but one that has brought us together and definitely made us stronger. ”

### Roy's story

Company: That Fudge Guy, Shambles Market

“ I can't wait to get back to the market and with the changes in place I am confident that customers will feel comfortable visiting York again. ”



### Deborah's story

Company: Duttons for Buttons

“ During the lockdown, being creative has been an important therapy to so many people and we knew it was important to provide our products to people who were stuck at home. ”



**#YORKKIND**  
ReopenWithCare

## Don't be a tosser!

We've all enjoyed the beautiful litter-free landscape of lockdown, so as people remerge and businesses reopen, we're calling on everybody to respect our city by clearing up and taking their litter home.

To drill home the message, we have come up with a high-impact campaign to grab people's attention and raise a smile at the same time.

The feedback from our partners and other local authorities has been very positive and it's great to know that people share our desire to rebuild a better and cleaner York.



## #FeelatHomeinYork

It's wonderful to see our beautiful city reopening just in time for summer and we're excited to welcome our residents back to explore once more. While some things may have changed, we want you to feel at home in the city and enjoy the unique #OnlyinYork experiences that await you. From world-class attractions and an array of independent shops and restaurants, to beautiful open spaces, York continues to offer a diverse range of experiences - with local businesses working hard behind the scenes to ensure you have a safe and enjoyable visit.

Find out more about what is open in the city and safety guidance by visiting: [www.visityork.org](http://www.visityork.org)

## Let's get York active

We have been allocated £193,000 to support the growth in walking and cycling seen across the city during lockdown.

The Government's Emergency Active Travel Fund is designed to support walking and cycling as a long-term method for commuting, as the country emerges from the pandemic.



This funding is the first of two phases, with the second being conditional on demonstrating how we are able to adapt the city's infrastructure to support more active travel, and how quickly these additional measures can be delivered. We have submitted a programme of actions to support walking and cycling which include:

- Extensions to existing Park and Pedal facilities at the Park & Ride sites, alongside a new cycle route from Rawcliffe Park & Ride site along Shipton Road
- Enhanced cycle lanes on Bootham
- Improved cycle parking in the city centre
- Extensions to the footstreets area
- Temporary footway widening at pinch points near shops
- Alterations to signal timings to reduce pedestrian queuing at city centre traffic lights.

# Building back better



## First steps to build back better

A new Economic Recovery, Transport and Place Strategy, which will support businesses and help accelerate the rebuilding of a healthy and inclusive economy, was launched in June.

As the government continues to relax the restrictions for retailers and the hospitality sector, the council is developing a strategy to build visitor, resident and stakeholder confidence that York is a safe, healthy and attractive place for everyone to live and visit.

This new strategy forms part of the council's Recovery and Renewal Strategy. The Economic Recovery, Transport and Place Strategy targets five interdependent strands that will be delivered over the next few months.

The strategy will focus on:

- Prioritising active travel (including cycling and walking) by investing in and improving park and cycle sites, increased cycle parking and new cycle routes.
- Providing a short-term approach to car travel including incentivised short-stay parking in some of the city centre car parks.
- Maintaining confidence in and responding to the short-term reduction in capacity on public transport - by working with bus and rail operators to ensure people can continue to use public transport with confidence.
- Creating a people focused city centre including increasing the city centre foot streets and public spaces to create an attractive environment that people can visit with confidence with space to social distance.

For more information please visit:

[www.york.gov.uk/recovery](http://www.york.gov.uk/recovery)

## At your service

We are working closely with local bus and rail operators making changes to ensure that safe sustainable travel options are available for residents.

More buses and trains will be operating and appropriate health and safety measures are now in place to ensure that social distancing guidelines can be adhered to.

New safety measures include fitted driver screens, contactless payment where possible, and the potential for reduced capacity on board. Some operators also now provide on line method of checking that there will be spaces available on the next bus.

Since Monday 15th June, the government announced everyone using public transport is required to wear a face covering, unless you are exempted for medical reasons. This helps to keep everyone safe.

Plan your route when travelling: [www.itravellyork.info](http://www.itravellyork.info)



York residents are invited to get involved with The Big Conversation and help shape what our city will look like in the future.

The Big Conversation starts with a survey which will 'take the temperature' of York and help us understand how residents feel about the pandemic, the support available and the measures which are in place to protect people and jobs.

These questions normally appear in a survey we send to our Talkabout panel, which you can join by emailing **[business.intelligence@york.gov.uk](mailto:business.intelligence@york.gov.uk)**.

The results will be used by councillors and council officers to influence their decisions and will be included in Ward Profiles and will be available on York Open Data.

Our survey asks for some personal information which you may choose not to give. We do not publish or share any information which can identify you.

Please read our privacy notice at **[www.york.gov.uk/privacy](http://www.york.gov.uk/privacy)** to find out more about how we protect your personal information.

We'd love you to get involved by filling in the online survey at **[www.york.gov.uk/OurBigConversation](http://www.york.gov.uk/OurBigConversation)** or if you don't have access to a computer or smartphone, you can book an appointment to use the computers at any of the city's Explore libraries by phoning **01904 552828**.

To get the conversation started, we'd like to ask you some key questions from the survey which are included over the next three pages.

Simply answer the questions, remove the insert and send it back to us using the following FREEPOST address:

**FREEPOST RTEG-TYYU-KLTZ**  
**Business Intelligence (49)**  
**City of York Council**  
**West Offices**  
**Station Rise**  
**York**  
**YO1 6GA**

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### Please provide your full home post code

This helps us identify themes in specific wards and will not be used to identify you.

### Your age: (please select the appropriate range)

Prefer not to say  Under 16  16-24  25-39  40-55  56-59  60-64  65+

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### How confident are you that:

	Extremely confident	Very confident	Somewhat confident	Not so confident	Not at all confident
You know the coronavirus symptoms	<input type="radio"/>				
You understand government guidance	<input type="radio"/>				

---

### How confident would you be:

	Extremely confident	Very confident	Somewhat confident	Not so confident	Not at all confident
Visiting a shop	<input type="radio"/>				
Returning to your workplace	<input type="radio"/>				
Sending your child to school	<input type="radio"/>				
Using a public toilet	<input type="radio"/>				
Making your journeys on foot	<input type="radio"/>				
Making your journeys on a bicycle	<input type="radio"/>				
Seeing other York residents out and about in York	<input type="radio"/>				
Seeing visitors from elsewhere in the UK coming to York for a day trip/ short break/holiday	<input type="radio"/>				
Seeing visitors from overseas coming to York	<input type="radio"/>				

---

### To what extent do you agree or disagree with each of these statements?

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
My community has supported each other throughout the pandemic	<input type="radio"/>				
I have been able to help people throughout the crisis	<input type="radio"/>				

---

### To what extent do you agree or disagree with these measures:

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
Extending the footstreets (pedestrianised areas of the city centre)	<input type="radio"/>				
Prioritising space for pedestrians outside shops	<input type="radio"/>				
Re-using public spaces to provide bigger, safer and managed spaces for businesses to use (for example, for café tables)	<input type="radio"/>				
Temporarily reducing car park charges	<input type="radio"/>				
Moving blue badge parking to Monk Bar car park and providing a taxi service	<input type="radio"/>				
Changing traffic light signal timings to reduce pedestrian queuing	<input type="radio"/>				
Providing temporary toilet facilities	<input type="radio"/>				
Prioritise space for walking and cycling on roads	<input type="radio"/>				
More park and pedal facilities	<input type="radio"/>				
New secure cycle parking in shopping areas	<input type="radio"/>				

**To what extent do you agree or disagree with the measures the council has taken to support the vulnerable, local communities and businesses throughout the lockdown?**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
Coordinating York residents to volunteer to provide support in their local communities	<input type="radio"/>				
Creating community hubs to deliver food, medicine and other support to vulnerable people	<input type="radio"/>				
Delay the start of garden waste collections to protect other waste collections	<input type="radio"/>				
Allocating £1m to provide financial assistance to residents struggling as a result of the virus and lockdown	<input type="radio"/>				
Creating a £3m grant fund for small local businesses and self-employed residents who didn't qualify for government support	<input type="radio"/>				

**To what extent do you agree or disagree with the following:**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
The air is cleaner	<input type="radio"/>				
I use my car less	<input type="radio"/>				
I get more exercise	<input type="radio"/>				
I spend more time with my family	<input type="radio"/>				
I know my local community/neighbours much better	<input type="radio"/>				
I use my local shops more	<input type="radio"/>				
I am more confident using technology	<input type="radio"/>				

**How important is it that we maintain these benefits as restrictions are lifted and life returns to normal?**

	Extremely important	Very important	Somewhat important	Not that important	Not at all important
Cleaner air	<input type="radio"/>				
Reduced car use	<input type="radio"/>				
More exercise	<input type="radio"/>				
Spend more time with family	<input type="radio"/>				
Know local community better	<input type="radio"/>				
Use local shops more	<input type="radio"/>				
Making city centre parking cheaper to support local business	<input type="radio"/>				
Other positive effects (please specify)	<input type="radio"/>				

**How well informed do you think you have been about:**

	Extremely well informed	Very well informed	Somewhat well informed	Not that well informed	Not at all well informed
Getting food, drink and essentials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The risk to you and your family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping yourself healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing support for your family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing support for your business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How you can stop the virus spreading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where to get help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to help other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What the council is doing to support residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What the council is doing to support businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
what the council is doing to help children take part in education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How useful have you found these sources of information?**

	Extremely useful	Very useful	Somewhat useful	Not that useful	Not at all useful
Council publications through my letterbox	<input type="radio"/>				
Council website and social media, including videos on social media	<input type="radio"/>				
Daily government briefings	<input type="radio"/>				
Local newspapers	<input type="radio"/>				
Local radio	<input type="radio"/>				
Local (non-council) websites	<input type="radio"/>				
Local TV	<input type="radio"/>				
National radio	<input type="radio"/>				
National TV	<input type="radio"/>				
National newspapers	<input type="radio"/>				
National websites (NHS or gov.uk)	<input type="radio"/>				
Other useful sources of information (please specify)	<input type="radio"/>				

**Are you aware of the Let's Be York campaign?**

Yes  No

**If yes, does it help explain what you need to do to help keep the city safe?**

Yes  No  
 Don't no  N/A

**What sector do you work in?**

- Not applicable
- Bio-Economy & Life Sciences
- Financial Services and Insurance
- Food and Drink
- Manufacturing and Utilities
- Foundation Services (personal service activities)
- Professional Services
- Education
- Rail and Transport
- IT/Digital/Creative
- Retail
- Tourism (including culture & arts)
- Property and Construction
- Healthcare
- Public Sector
- Charity and Voluntary
- Agriculture

**How optimistic are you about the following?**

	Extremely optimistic	Very optimistic	Somewhat optimistic	Not very optimistic	Not at all optimistic	N/A
The security of your job or business	<input type="radio"/>					
Your career prospects	<input type="radio"/>					
The job prospects of your family	<input type="radio"/>					

**How do you think your job or business has or will change as a result of coronavirus? (Please select all that apply)**

- Required to use tech not used before
- Working from home more
- Change in shift patterns/hours
- New responsibilities
- Please briefly describe any other changes:

**Do you think you need new skills to help you adapt?**

Yes  No

**To what extent do you agree or disagree with the following:**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
The council prioritised the health and safety of residents throughout the lockdown	<input type="radio"/>				
The council acted quickly to give businesses the support they need	<input type="radio"/>				
I know what changes the council made to prepare the city centre to reopen	<input type="radio"/>				
I can see how health advice and the need for social distancing has changed the city centre	<input type="radio"/>				

## Getting the available support to you

The government has provided £20 billion of business rates support and grant funding nationwide to help the most-affected firms manage their cashflow through this period.

The package included:

- 100% business rates holiday for 12 months for all retail, hospitality and leisure businesses
- £25,000 grants to retail, hospitality, leisure and nursery businesses with a rateable value over £15,000 and below £51,000
- Businesses eligible for Small Business Rate Relief (SBRR) will receive a one-off £10,000 cash payment
- £5,000 business rates discount for public houses (increased from £1,000)

We've worked hard to make sure this support gets to those who need it as quickly as possible. This included updating more than 4,000 business rates accounts and trying to stop any direct debits for qualifying businesses. After receiving full details from the government, we have launched a short application form for businesses who qualify for the government's grants.

Your business can apply at:

[www.york.gov.uk/COVIDBusinessGrant](http://www.york.gov.uk/COVIDBusinessGrant)



Let's be safe  
Let's be welcoming  
Let's be considerate  
**Let's shop local**

Shop, relax, explore and work

**Let's be York**  
Safe Welcoming Considerate



## Pick-up-a-pack

York businesses who have reopened their doors and are slowly adjusting to a new normal can register for their free 'Let's Be York' pack, which includes social distancing floor stickers and safety advice posters.

Businesses, charities and other organisations welcoming customers back are advised to register for a pack at: [www.york.gov.uk/BusinessToolkit](http://www.york.gov.uk/BusinessToolkit)

The pack contains:

- Maintain social distance floor sticker x 2
- Please queue here floor sticker
- Let's be considerate 'empty belly' poster with space for businesses to include their own special arrangements (for example 2 people in shop at a time)
- Let's be safe social distancing poster
- Let's be safe shop, relax, explore and work poster

## Supporting a safe opening

To help pubs and bars in the city reopen safely and promote responsible drinking, we are providing licensees with detailed advice and resources so that residents, businesses and visitors can once again safely and confidently enjoy York's legendary hospitality.

The guidance offers advice to licence holders, who are welcoming customers back into the city, on how to make their businesses safe and compliant in the current situation. It includes additional information on current licensing requirements, noise and litter, environmental health and food safety.

It urges all licensees to remember that they are ambassadors for our city and, in accordance with their licence, they must serve responsibly and encourage their customers to show respect for each other and everyone else in the city.

While the government prepares detailed guidance, we have published guidance at:

[www.york.gov.uk/LetsBeYork#licensed](http://www.york.gov.uk/LetsBeYork#licensed)

This is complemented by a business recovery pack which includes social distancing floor stickers and safety advice posters. Businesses can register for a free pack, with many more resources available to download.

# Emergency help

## Supporting residents

Since the outbreak began, we have been approached by a growing number of residents for support.

We have set up emergency funds totalling £1.25m for all York residents affected by the coronavirus outbreak. Residents will get financial help from two funds, depending on their circumstances and how much help they need. This will include an Emergency Hardship Fund for residents affected by coronavirus.

The York Financial Assistance Scheme (YFAS) provides help to local people in financial difficulties due to exceptional circumstances and disasters. Additional funding has been made available to help people affected by coronavirus. When applying for support, please provide as much information as you can on the application form.

YFAS offers two types of assistance:

- **Emergency assistance for a disaster or crisis**
- **Community assistance to help with exceptional pressures or financial difficulties**

## Emergency assistance

Emergency assistance is provided in several key areas:

- **Supermarket vouchers**

These are available to people who do not have money for food and other household essentials. Vouchers will be provided electronically to be used in specific supermarkets. If you, or someone on your behalf, are not able to go to the supermarket to collect your shopping you should contact the COVID-19 Community Hubs on **01904 551550** or email

**covid19help@york.gov.uk** to arrange support.

- **Gas & electricity**

If you have a prepayment metre and no money to top it up, contact your energy provider for assistance in the first instance.

If you're still struggling to pay your bill, you will get support and no meter disconnections will take place.

- **Other heating costs**

If you have other heating costs (such as oil) and need assistance, please apply to the fund, giving as much detail as possible.

These will be considered on a needs basis.

To apply for a YFAS grant visit:  
[www.york.gov.uk/YFAS](http://www.york.gov.uk/YFAS)  
or call **01904 551550**

## Community assistance

This part of the scheme provides help with basic necessities. Applications will be considered for essential appliances where people do not have a working cooker, fridge, freezer or washing machine.

Goods will be delivered to your home and cookers and washing machines will be professionally installed.



If you are struggling to pay your council tax you can claim Council Tax Support at:

[www.york.gov.uk/CouncilTaxSupport](http://www.york.gov.uk/CouncilTaxSupport)

If you are already in receipt of Council Tax Support and your income has changed please tell us so we can check your claim at:

[www.york.gov.uk/BenefitsChangeOfCircumstances](http://www.york.gov.uk/BenefitsChangeOfCircumstances)

## Play days return

Children were celebrating in July as play areas across York were finally reopened following their closure during the lockdown period.

All of our 48 play areas, together with around 30 parks run by parish councils, housing associations and the Ministry of Defence, were closed in March, in line with government guidance.



## Visiting a play park this weekend?

Don't forget to take hand sanitiser with you to keep your hands clean and stop the spread of Coronavirus whilst you play.

But as national restrictions continue to be relaxed, families will now be able to visit the play areas as long as they follow sensible social distancing and hygiene precautions.

Park users will be recommended to wash their hands prior to and after visiting the park, use hand sanitiser and hand wipes during and after their visit and refrain from eating in the play areas. Everyone must also continue to follow national social distancing guidelines, staying 2m away from others outside their household or support bubble, where possible. Signage will be in place to remind people of the guidelines.

To find your local play area, please visit: [www.york.gov.uk/playareas](http://www.york.gov.uk/playareas)

## Financial support for residents

Nearly 6,000 York residents are set to receive reduced council tax bills as we continue to provide support to residents facing financial hardship during the coronavirus pandemic.

Those who are eligible for Council Tax Support will receive a £150 reduction on their account, spread over the remainder of the year, utilising a government grant awarded to the council.

The grant totals over £950,000, with £868,000 already being allocated and the remaining money will be available for new customers.

This Council Tax Support grant will help people who may be worrying about their financial situation. It is also another way in which we are helping the most vulnerable people in York, which has been one of our key priorities throughout the pandemic.

Anybody facing financial difficulties can access the help and support that is on offer by calling **01904 551550** or emailing **COVID19help@york.gov.uk**

## Download the safety app

York residents are being encouraged to download the COVID-19 Symptom Study app to report on their health, help the NHS and contribute to vital research on COVID-19.

Developed by health science company ZOE, nearly four million participants have downloaded the app to date, making it the largest public science project of its kind anywhere in the world.

By gathering more information from residents, researchers will be able to predict who has the virus and so track COVID infections across the UK. Your daily reporting is also being used to generate new scientific understanding of the very different symptoms the virus causes in different people.

For more information and to download the app please visit: [covid.joinzoe.com](http://covid.joinzoe.com)



## Keeping York safe



It's 'business as usual' for policing in York according to the city's police chief – but with a warning that coronavirus has not gone away.

Throughout the pandemic, police have been out on the beat, dealing not only with issues relating to coronavirus, but also with anti-social behaviour, burglary, drugs offences and more.

Superintendent Lindsey Butterfield, York Commander, said: "Policing in our city hasn't stopped as a result of coronavirus – in fact quite the opposite.

"Officers, staff and volunteers have been working extremely hard, tackling crime and anti-social behaviour, and keeping us all safe."

York residents have been praised for the sacrifices they have made throughout the pandemic.

Supt Butterfield added: "As more and more restrictions are lifted and our communities come back to life, personal responsibility remains key to controlling the virus.

"I'd like to thank everyone for playing their part – and urge you to keep looking after yourselves and your loved ones, remember the purpose of the coronavirus regulations, and stay safe."

Members of the public can support the police, by acting as their 'eyes and ears' and reporting any incidents and suspicious activity.

In an emergency – for example, if a crime is in progress, or someone suspected of a crime is nearby – call 999. If you don't need an urgent response, please contact North Yorkshire Police using the non-emergency 101 number. Every piece of information allows the police to build up a picture of crime and anti-social behaviour, helping them to keep you safe.

## Appeal to help save York's small charities

The High Sheriff of North Yorkshire has launched an urgent appeal to help raise money for the York Small Charities Fund, a local fund set-up to help small charities and charitable organisations in the city to 'keep the lights on'.

The York Small Charities Fund was established by York CVS in partnership with Two Ridings Community Foundation in response to the results of a recent Voluntary and Community Sector Resilience Survey, which found that 40% of York charities said their future is uncertain beyond October 2020. The survey also found that 72% of charities have had to close or put part of their services on hold, and 67% (two in three organisations) expect to lose £10,000 or more due to the COVID-19 pandemic.

The High Sheriff is appealing to York residents to support the fundraising campaign to ensure the city's small charities, who desperately need support but do not have the means to run individual fundraising campaigns, can continue to deliver their services to the most vulnerable people within our communities.

The more money raised, the more small charities

## HELP YORK'S SMALL CHARITIES KEEP THE LIGHTS ON

Please donate now:

Text **LIGHTSON 5** to **70450** TO DONATE £5

Text **LIGHTSON 10** to **70450** TO DONATE £10

\*Texts cost £5/£10 plus one standard rate message

Visit: [yorksmallcharitiesfund.co.uk](http://yorksmallcharitiesfund.co.uk)



and charitable organisations the fund will be able to support. When it comes to small charities, a little can go a long way and it's essential that we do not lose any of these valuable services within the city.

David A Kerfoot MBE DL, High Sheriff of North Yorkshire said: "Many of the lesser known charities support those who have been worst affected by the pandemic, so the knock-on effect due to the lack of funding is devastating to them. We must all take some degree of responsibility – no matter how small – and act now."

For more information about the York Small Charities Fund, please visit:

[www.yorksmallcharitiesfund.co.uk](http://www.yorksmallcharitiesfund.co.uk)

## Ward funding

In response to the coronavirus outbreak, our Community Involvement Officers have been working hard to access ward funding to deliver adapted services to local community groups. Some of the supported projects include:

- Contribution towards commissioning extra counselling sessions to support student wellbeing during the transition from the lockdown.
- Funding towards postal expenses to help local groups to keep in touch with their members who have no access to the internet.
- Contribution towards the creation of a community hub at the back of the Westfield Primary School hall. The Hub will incorporate a 'pay as you feel' café, a second hand uniform and clothing shop and family learning activities.
- Funding assistance for Dandelion Arts Project 'I See You' - A project to combat isolation and loneliness among the elderly and to provide opportunities for local young people to contribute and thrive supported by Fulford Nursing Home and funded by the ward committee.
- Funding of The Island - a delivery service of 'emergency hampers of hope' to families in Holgate and Hull Road ward. Hampers will include food, household essentials and extras for the family. Dringhouses & Woodthorpe; Acomb and Rawcliffe & Clifton wards have also contributed to The Island hampers project.
- Contributions to York City Football Foundation to reduce social isolation and loneliness by virtually supporting members of the Walking Football club during coronavirus. This was a joint ward application with Westfield Ward, Hull Road, Heworth, Acomb, Clifton & Huntington and New Earswick.
- Grant to IDAS to provide more in the refuge for upskilling women to resettle and live happily in York, as well as having essential items when leaving the refuge.
- Staffing and venue costs for Door 84 Youth Club working closely with the foodbank and other large organisations to provide meals and food parcels for vulnerable group members who are living in poverty. The packages include sanitary and basic hygiene products for the most vulnerable people.



Olivia Brabbs Photography

## York landmarks reopen

York's world-famous city walls reopened in July with a temporary one-way system in place to enable social distancing and to keep people safe.

The one-way system will run clockwise, with clear signage being placed at all entry and exit points to ensure visitors can easily identify where they can access the walls safely.

The city walls are open every day from 8am to dusk and more information can be found at: [www.york.gov.uk/citywalls](http://www.york.gov.uk/citywalls)

Meanwhile, York Mansion House is looking forward to a new chapter after reopening its doors. It has introduced a brand new tour, designed to fully unearth the secrets of this beautiful building.

Tours will be limited to six people, and tickets will be available to purchase online by visiting: [www.mansionhouseyork.com](http://www.mansionhouseyork.com)

## Building work gets back on track

Work to extend and improve older people's accommodation, build 140 new homes and a new centre for disabled children and their families, has restarted following the initial outbreak of coronavirus.

With the government encouraging construction to continue in the UK, building work has restarted at Lowfield Green, and on independent living schemes at Marjorie Waite Court and Lincoln Court – plus its neighbouring Centre of Excellence – after a pause following lockdown.

## Long-term support for community work

Following the success of our community hubs during the coronavirus crisis, we have decided to continue running them to help those facing difficulties.

As well as maintaining the virtual hubs set up in response to coronavirus, we will build on their success by working with communities to create more drop-in hubs when social distancing eases. This is part of work to support and sustain a significant growth in support by the community for the community which will include continuing to allocate volunteers to new roles throughout the year.

The hubs and helpline opened on 23 March and in the first six weeks 1,340 calls for help were answered. These were for a range of practical support including delivering 850 government food parcels, information about food suppliers, prescription collection, financial assistance, information about cleaning and dog walking.

Staff and volunteers at the hubs have made nearly 5,500 telephone calls to residents to check on their needs and wellbeing and 200 residents have been connected to volunteers for ongoing wellbeing calls.

Anyone with no source of help but needing assistance as a result of the coronavirus emergency please call **01904 551550** or email **COVID19Help@york.gov.uk**.

Throughout June, we shared stories of how volunteers and council staff went above and beyond to support their local communities. Here are three more incredible stories from volunteers and you can see more at:

**[www.york.gov.uk/yorkkind](http://www.york.gov.uk/yorkkind)**



**Neil**  
Be Independent

### Neil's story

Neil is part of the team at Be Independent warehouse who deliver masks, gloves and other items to care homes and social workers round York.

“ People are over the moon when we arrive; it's one of the most satisfying parts of the job and we always try and have it out the same day. ”

### Sarah's story

Early in lockdown, Sarah noticed an article highlighting the need for help with making NHS scrubs. At the start she and three others were making 35 pieces a day, which grew to 400 people from across York making over 100 pieces.

“ I've met brilliant people with this project, learned a lot as well and the community support has been overwhelming. ”



**Sarah**  
by Thimbelina

### Steve's story

When Steve's café, which runs educational packages for young people with disabilities was closed down, he was asked if he could help cook meals for the community. Within a few weeks, he and his partner were making 60 meals a day'.

“ It's been great cooking for the community, and it's all been appreciated, people have said they didn't know what they would have done without it. ”



**Steve**  
Chef

**#YORKKIND**

# Prioritising residents and health



## It's good to talk

Residents who are feeling lonely can now access our Company and Chat programme which allows them to make contact with others in a variety of ways.

Company and Chat started during Loneliness Awareness Week in June and allows residents to choose between telephone calls, socially distanced doorstep natters or letters. Another option is the offer of help to connect residents to their family and friends through their own smartphone, tablet or computer.

Residents can set up any of these ways of making contact through a single point of contact with the council, which will link them to the group they choose.

We are currently working with a wide range of voluntary groups and organisations to bring together these options. If you or someone you know is isolated and feeling lonely and would love some company or a chat, please call **01904 551550** or email **COVID19Help@york.gov.uk**

## A heartfelt thanks

A huge thank you to all York's parents and carers for their hard work and dedication in home schooling thousands of children and young people across the city throughout the coronavirus outbreak.

Around 21,000 young people have been learning at home over the last few months, and we know that for many people this will have been an incredibly challenging time.

As a council, we appreciate all that you have done by staying at home and home schooling and know what a positive impact it will have in the years ahead.

Across the city, teachers and support staff have been working tirelessly throughout the pandemic to support those who need it most and schools are committed to safely welcoming all children and young people back in September following the national easing of lockdown.

We are working with schools and childcare providers to help them work within the new national guidance and get ready for the new school year.

We'll be sharing information about what we're doing with parents over the next few weeks, so check out our social media channels and website. You can read a letter from Cllr Ian Cuthbertson to York parents at:

**[www.york.gov.uk/news](http://www.york.gov.uk/news)**

## Click for independence

We are working hard to get residents connected to the outside world by providing those in most need with smartphones, laptops, internet access and training.

In a bid to combat isolation, maintain independence, prevent loneliness and allow access to important information we have introduced a range of facilities to those residents without online access.

20 eligible residents have also been given smartphones with online access from York's emergency funding scheme and a further 45 laptops have been loaned by York Learning to help students continue their studies during lockdown.

Besides widening residents' access to online services and information, the council's IT staff have also helped partners Age UK York to identify grants and secure equipment so their customers can enhance their independence and contact with people.

## Domestic abuse victims urged to speak out

At a time when so many people are living in abusive relationships, the need to speak out has never been greater and Kathryn Hunter, Chair of York's Independent Domestic Abuse Services Survivor/Victim Advisory Board, is urging those trapped in an abusive relationship to let their voices be heard.

Kathryn, who was also a victim of domestic abuse said, "I want to bring domestic abuse out of the shadows, make it more relatable and show that there is no shame in speaking out.

"Initially, my abuser was wonderful. But my happy ever after very quickly turned into a living a hell with padlocks and CCTV cameras in the house, verbal abuse, coercion and lies.

"Abuse attacks the very essence of who you are, so initially I didn't realise that I was in an abusive relationship. When I did, I didn't want to believe it.

"It was the reassurance of my abuser's ex-partner that I wasn't crazy which helped me escape. It is thanks to IDAS that I was able to start to rebuild my life."

If you are concerned about your relationship, or for non-judgemental, confidential advice and support, contact IDAS on **03000 110 110**, via LiveChat on their website 3-6 pm Monday to Friday or by email **info@idas.org.uk**

## A yearning for learning

With holiday plans still up in the air for many this year, York residents can at least look forward to our first ever Summer Festival which will take place throughout August. York Learning will be injecting some fun and light into the lives of locals with a series of uplifting activities for the whole family to get involved with.

Our online classes have become something of a lifeline for learners during recent months and we'll be offering an extended range of classes for all to enjoy over the holiday period.

Residents will have the opportunity to perfect their skills or start from scratch with a series of classes ranging from learning a foreign language to mask-making; painting to dancing or BBQ cooking to photography.

There'll be the chance to learn fun ways to get your kids ready for school, perfect your writing skills and enjoy countless fun-filled family activities.

This year, the festival will have a special focus on supporting local residents' wellbeing and we'll be offering Pilates, Yoga, Tai Chi, Dancefit workshops and mindfulness classes designed to help people come to terms with the impact of the pandemic on our lives and the best ways to deal with it.

To see all our Summer Festival workshops and courses please visit **www.yorklearning.org.uk** and keep an eye on our York Learning and Family Learning facebook pages, instagram, and twitter. Look out for the Learning 4 Everyone brochure in August detailing the full Autumn offer.

## Test and Trace – How to Stay Safe

Unfortunately, criminals will exploit every opportunity they can to defraud innocent people of their money or steal their personal details especially at a time when people are at their most vulnerable.

The Government's Test and Trace service is extremely important in the fight against coronavirus and it's vital the public get on board with it. However, we understand the concerns people have about the opportunity for criminals to commit scams and we are aware from media reports that some scam texts are already in circulation.

It's important to remember that NHS Test and Trace will never ask you for financial details, PINs or passwords. They will also never visit your home.

If you think you have been sent a scam message, please report it to Action Fraud on **0300 123 2040** or via **www.actionfraud.police.uk**

# Prioritising residents and health

## We're back!

Explore libraries and reading cafés reopened their doors in July and we were delighted to welcome people back to our buildings. We will inevitably have to operate a little differently for a while with new click and collect systems now operational and shorter opening hours.

Explore's brand new café in Hungate opened for the first time in July, and our cafés at Rowntree Park and Homestead Park have also opened. All will be serving drinks and snacks to take away and enjoy outside.

The libraries at York Central, Acomb, Clifton and Tang Hall are now open but on a pre-booked basis only. The mobile library will be back too, but the rest of our smaller gateway libraries will remain closed during this first stage.

Opening hours at the libraries will be from 10am to 4pm Tuesday to Saturday but for more information and guidance on using our click and collect service please visit: [www.exploreyork.org.uk/were-back](http://www.exploreyork.org.uk/were-back)



## Look Say Sing Play

With access to baby and toddler groups limited at the moment, a new city-wide campaign called Look Say Sing Play is a great way to interact with your 0-2 year old, helping to develop their brain and strengthen your bond with them.

Look out for handy tips and hints on how to get brain building on the NSPCC website: [www.nspcc.org.uk/keeping-children-safe/support-for-parents/look-say-sing-play/](http://www.nspcc.org.uk/keeping-children-safe/support-for-parents/look-say-sing-play/)

## SEND services

We are working with the NHS of York Clinical Commissioning Group to improve outcomes for children and young people with Special Educational Needs and Disabilities (SEND) in York. The partners are keen to work with parents and children to ensure that their experiences inform the improvement journey. More information about the changes is available at:

[www.yor-ok.org.uk/send-updates.htm](http://www.yor-ok.org.uk/send-updates.htm)



## Make a difference

Foster carers are ordinary people doing an extraordinary role; they provide care for vulnerable children and young people, who aren't able to live safely with their birth families.

During such worrying and uncertain times fostering has never been more important in providing a safe and loving homes.

Fostering provides care in a home environment while problems are resolved, or alternative plans are made for the future of the young people being looked after.

The benefits of foster care go beyond the child being fostered – the effect on the family and people that surround them can be extremely rewarding and, in some cases, positively life changing.

We need foster carers in York so if you're ready to change a young person's life for the better please get in touch by visiting [www.york.gov.uk/fostering](http://www.york.gov.uk/fostering) where you can also see some uplifting stories from the people of York who are doing extraordinary things for the vulnerable children and young people in the city.

# A-Z of Funding and council services

Service area	Changes to service	For the latest service updates and more information
Adult social care	We continue to work with existing and new partners in the care sector to ensure people who need it can access support. We are also providing information and advice by phone and online.	<a href="http://www.york.gov.uk/AdultSocialCare">www.york.gov.uk/AdultSocialCare</a>
Blue Badge scheme	Due to changes to rules regarding Blue Badge access to footstreets, an additional 40 disabled parking bays have been made available at Monk Bar car park, off Lord Mayor's Walk.	<a href="http://www.york.gov.uk/BlueBadgeParking">www.york.gov.uk/BlueBadgeParking</a> or email <a href="mailto:bluebadge@york.gov.uk">bluebadge@york.gov.uk</a>
Bulky waste collection	Bulky waste collections have been operating normally since 11 May 2020. If you've had a collection cancelled due to coronavirus, we'll be in touch to rearrange your collection.	<a href="http://www.york.gov.uk/BulkyWaste">www.york.gov.uk/BulkyWaste</a>
Business support	We continue to support businesses with a wide range of grants, funding and support and our Economic Recovery, Transport and Place Strategy is now actively in place to further help York businesses recover.	<a href="http://www.york.gov.uk/BusinessSupport">www.york.gov.uk/BusinessSupport</a>
Bus services	Most local services continue to run but at a reduced frequency. Some services have stopped where other options are available. Bus users are asked to check with operators before they travel via the <a href="http://itravel.york.info">itravel.york.info</a> website. Face coverings must now be worn on all public transport.	<a href="http://www.itravel.york.info">www.itravel.york.info</a>
Car parks	Critical care workers will be able to park for free in council car parks to support the work they are doing during the coronavirus pandemic. Piccadilly Car Park remains closed and 50 spaces within Marygate Car Park removed to create increased space for cycling. Get up to one hour free parking in August in many of York's car parks when you use RingGo to pay for your parking.	<a href="http://www.york.gov.uk/parking">www.york.gov.uk/parking</a>
Council housing and rent	Currently no face-to-face appointments and drop-ins. Contact by email and phone only. The annual rent increase for City of York Council tenants is to be halted for three months. Council tenants are asked to pay their rent as usual and, those eligible, will be repaid the extra rent for the first three months of this financial year from 1 April 2020.	<a href="http://www.york.gov.uk/COVIDHousing">www.york.gov.uk/COVIDHousing</a> . For specific queries email either West Team: <a href="mailto:HMO.West@york.gov.uk">HMO.West@york.gov.uk</a> / Central team : <a href="mailto:HMO.Central@york.gov.uk">HMO.Central@york.gov.uk</a> / East team: <a href="mailto:HMO.East@york.gov.uk">HMO.East@york.gov.uk</a> or call 01904 552040 / 01904 552048. Rent queries should be sent to <a href="mailto:rent.monitors@york.gov.uk">rent.monitors@york.gov.uk</a> or call 01904 552500
Council housing repairs	You can now report any repairs for any external works to your home. Contact us as usual via <a href="https://www.york.gov.uk/CouncilHomeRepairs">https://www.york.gov.uk/CouncilHomeRepairs</a> or by calling 01904 551550 (option 4, option 1) for an appointment.  We are continuing to catch up on the backlog caused by lockdown and are working hard to work safely in your homes.	Email <a href="mailto:housing.repairs@york.gov.uk">housing.repairs@york.gov.uk</a> or call 01904 553217 (or 01904 630405 out of hours)
Council meetings and decision making	We're using safe and secure virtual meetings so we can move forward as a council. We're holding regular live #AskTheLeaders coronavirus question and answer sessions via our Facebook page.	<a href="http://www.york.gov.uk/COVIDDemocracy">www.york.gov.uk/COVIDDemocracy</a>
Council tax	Additional funding is available for people claiming Council Tax Support to help reduce monthly outgoings.	<a href="http://www.york.gov.uk/COVIDFinancialHelp">www.york.gov.uk/COVIDFinancialHelp</a>
Crematorium	The crematorium can now welcome up to 18 people excluding the funeral director and clergy or celebrant in the main crematorium chapel. Due to the size of the small chapel and the need to maintain social distancing, the number in the small chapel is being kept at 5. Several safety measures remain in place.	<a href="http://www.york.gov.uk/COVIDRegistrars">www.york.gov.uk/COVIDRegistrars</a> Or email <a href="mailto:crematorium@york.gov.uk">crematorium@york.gov.uk</a> . Telephone 01904 552071
Customer Centre, West Offices	For the safety of our staff and residents, and to help prevent the spread of COVID-19, we're offering alternative access to our Customer Services. West Offices is currently closed; most services are available online, by telephone or email.	For general enquiries use the form at <a href="http://www.york.gov.uk/form/YCC">www.york.gov.uk/form/YCC</a> , email <a href="mailto:ycc@york.gov.uk">ycc@york.gov.uk</a> or call 01904 551550
Falls prevention service	We are operating a reduced service. Each referral will be assessed on an individual basis and customers will be contacted in due course.	<a href="http://www.york.gov.uk/ReducingFalls">www.york.gov.uk/ReducingFalls</a>
Financial Assistance Scheme (YFAS)	Additional funding is available for people experiencing financial hardship as a result of coronavirus.	To apply for a YFAS grant visit <a href="http://www.york.gov.uk/COVIDFinancialHelp#yfas">www.york.gov.uk/COVIDFinancialHelp#yfas</a> or call 01904 551550
Homelessness support	Additional provision and safeguards have been put in place in response to coronavirus.	<a href="http://www.york.gov.uk/COVIDHomelessness">www.york.gov.uk/COVIDHomelessness</a> Anyone concerned about rough sleeping can contact 0300 500 0914. If you are needing a bed go to 63 Lawrence Street or call 01904 416562

Service area	Changes to service	For the latest service updates and more information
Rough sleeping	James House and its 57 new apartments is now open for homeless households.	<a href="http://www.york.gov.uk/homelessness">www.york.gov.uk/homelessness</a> or tell us about a rough sleeper via the StreetLink website <a href="https://streetlink.force.com/#">https://streetlink.force.com/#</a>
Housing adaptations and Better Homes Yorkshire	Minor adaptations that enable safe hospital discharge are being prioritised. Non urgent adaptations and Better Homes Yorkshire related work is suspended.	<a href="http://www.york.gov.uk/COVIDHousingRepairs">www.york.gov.uk/COVIDHousingRepairs</a>
Housing advice and information	Full service by email and telephone only. Contact hours are Monday to Friday, 8.30am to 5.00pm	<a href="http://www.york.gov.uk/COVIDHousing">www.york.gov.uk/COVIDHousing</a> . Email <a href="mailto:housing.options@york.gov.uk">housing.options@york.gov.uk</a> or call 01904 554500.
IDAS - Independent Domestic Abuse Service	The live chat service is running from 3–6 pm Mon–Fri. The team will also run a chat for professionals 10 –12 noon on weekdays.	<a href="http://www.idas.org.uk">www.idas.org.uk</a> , email <a href="mailto:info@idas.co.uk">info@idas.co.uk</a> or call 03000 110 110
Leisure centres	Burnholme and Energise will open on 27th July. All customers will have to book online or on the Better App for an hour slot at each centre. Yearsley Pool will open in August, date TBC.	<a href="http://www.better.org.uk/coronavirus/booking">www.better.org.uk/coronavirus/booking</a>
Libraries	Explore libraries and reading cafes reopened their doors in July and are operating a new click and collect systems with shorter opening hours from 10am to 4pm Tuesday to Saturday	<a href="http://www.exploreyork.org.uk/were-back/">www.exploreyork.org.uk/were-back/</a>
Major projects, including Castle Gateway and York Central	All resident engagement events are currently postponed.	<a href="http://www.york.gov.uk/COVIDPlanning">www.york.gov.uk/COVIDPlanning</a>
Noise pollution	Please show consideration for your neighbours as we get used to new ways of living. We will prioritise criminal levels of noise nuisance.	<a href="http://www.york.gov.uk/noise">www.york.gov.uk/noise</a>
Parks and open spaces	All council-run parks and play areas in the city are now open, but we're asking visitors to ensure they adhere to social distance best practice.	<a href="http://www.york.gov.uk/playareas">www.york.gov.uk/playareas</a>
Park and Ride	Please note that due to the ongoing coronavirus emergency, Grimston Bar and Poppleton Bar Park & Rides are not operating. Subsidised bus service payments remain, services that are still running are on a reduced service. Face coverings must now be worn on all public transport.	<a href="http://www.itravel.york.info">www.itravel.york.info</a>
Planning and building	There is currently no duty planning officer in our Customer Centre. If you have submitted a planning application and have not received an acknowledgement within 10 working days you can contact us by email.	<a href="http://www.york.gov.uk/planning-applications">www.york.gov.uk/planning-applications</a>
Public Health	The Director of Public Health is responsible for protecting the health of residents during the coronavirus pandemic.	<a href="http://www.publichealthmatters.blog.gov.uk/enquiries.publichealth@york.gov.uk">www.publichealthmatters.blog.gov.uk/enquiries.publichealth@york.gov.uk</a>
Public toilets	Public toilets in the city centre are now open and changes have been made to protect members of the public and staff. Additional temporary toilets have been installed on Parliament Street with FREE entry and are open until 10pm at night.  The following public toilets are now offering a contactless payment option and will be open until 10pm:  St George's Field, Coppergate Shopping Centre, Exhibition Square, Silver Street	<a href="http://www.york.gov.uk/PublicToilets">www.york.gov.uk/PublicToilets</a>
Roadworks	Roadworks have resumed, visit the website for details	<a href="http://www.york.gov.uk/roadworks">www.york.gov.uk/roadworks</a>
Schools and colleges	Some schools in York reopened on 1 June following closures due to the coronavirus pandemic. Each school in York is completing a risk assessment as they plan for expanding attendance, if it is safe to do so.	<a href="http://www.york.gov.uk/COVIDSchoolsReopening">www.york.gov.uk/COVIDSchoolsReopening</a>
Waste and recycling	Household Waste and Recycling Centres (HWRC) at Hazel Court and Towthorpe/Strensall are open, however, you should ensure you maintain social distancing measures if you visit the tip. Household waste kerbside collections (black bins and recycling) are now operating, as well as green bin (garden waste) collections.	<a href="http://www.york.gov.uk/WasteAndRecycling">www.york.gov.uk/WasteAndRecycling</a>
York City Walls	The City Walls are open, with a temporary one-way system in place to enable social distancing and to keep people safe. The one-way system will run clockwise, with clear signage being placed at all entry and exit points to ensure visitors can easily identify where they can access the walls safely.	<a href="http://www.york.gov.uk/CityWalls">www.york.gov.uk/CityWalls</a>
York Register Office	York Register Office is now open for birth registrations, weddings and civil partnerships. For weddings, initially 8 guests (excluding the couple and officiants) will be allowed in the large room in use and we are prioritising those with existing bookings at this stage.  For birth registrations, if your baby was born on or before 15 May 2020, email: <a href="mailto:HYPERLINK%20%22mailto:registerabirth@york.gov.uk%22">HYPERLINK "mailto:registerabirth@york.gov.uk"</a> registerabirth@york.gov.uk and provide your baby's date of birth, names of the baby's parents and a contact phone number.	<a href="http://www.york.gov.uk/COVIDRegistrars">www.york.gov.uk/COVIDRegistrars</a>

# Our response so far

## Our coronavirus response in numbers

Thank you to everyone who is continuing to support each other through this crisis.



**97%** of grants paid – one of the fastest paying councils in the UK



Number of people joining libraries **quadrupled** compared to the month before



**Thousands** of residents supported from our **FIVE** community hubs



More than **7,100** businesses helped



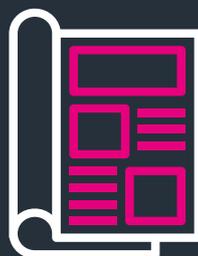
Increase of **101%** in ebook issues via Explore



Over **750** social contacts provided (wellbeing calls, doorstep chats and more)



Over **£116 million** grants and reliefs awarded



**5,000** views per week for newspapers and magazines on the online Press Reader via Explore



**Daily contact** with York care homes with advice and support



Over **27,000** volunteer hours deployed



**THREE** live Facebook Q&A's with over **10,400** views and over **26,400** reached



Over **3,200** calls to the COVID-19 helpline



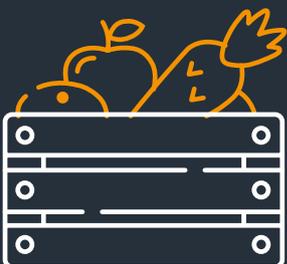
**42%** increase in visits to parks



**SIX** direct mail shots sent to all **96,000** households



More than **1,700** emails to the COVID-19 mailbox responded to



**1,900** food parcels delivered and shopping tasks completed



More than **2,000** signed up to receive our e-newsletter updates



Over **2,125,000** visits to the council web pages since April

Data correct as of 7 July 2020

# Who is your councillor?

## Acomb Ward



Councillor Stuart Barnes  
e: [cllr.sbarnes@york.gov.uk](mailto:cllr.sbarnes@york.gov.uk)

Labour



Councillor Katie Lomas  
e: [cllr.klomas@york.gov.uk](mailto:cllr.klomas@york.gov.uk)

Labour

## Bishopthorpe Ward



Councillor John Galvin  
e: [cllr.jgalvin@york.gov.uk](mailto:cllr.jgalvin@york.gov.uk)

York Independents

## Clifton Ward



Councillor Danny Myers  
e: [cllr.dmyers@york.gov.uk](mailto:cllr.dmyers@york.gov.uk)

Labour



Councillor Margaret Wells  
e: [cllr.mwells@york.gov.uk](mailto:cllr.mwells@york.gov.uk)

Labour

## Copmanthorpe Ward



Councillor David Carr  
e: [cllr.dcarr@york.gov.uk](mailto:cllr.dcarr@york.gov.uk)

York Independents

## Dringhouses & Woodthorpe Ward



Councillor Stephen Fenton  
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Liberal Democrats



Councillor Ashley Mason  
e: [cllr.amason@york.gov.uk](mailto:cllr.amason@york.gov.uk)

Liberal Democrats



Councillor Paula Widdowson  
e: [cllr.pwiddowson@york.gov.uk](mailto:cllr.pwiddowson@york.gov.uk)

Liberal Democrats

## Fishergate Ward



Councillor Andy D'Agorne  
e: [cllr.adagorne@york.gov.uk](mailto:cllr.adagorne@york.gov.uk)

Green Party



Councillor Dave Taylor  
e: [cllr.dtaylor@york.gov.uk](mailto:cllr.dtaylor@york.gov.uk)

Green Party

## Fulford & Heslington Ward



Councillor Keith Aspden  
e: [cllr.kaspden@york.gov.uk](mailto:cllr.kaspden@york.gov.uk)

Liberal Democrats

## Guildhall Ward



Councillor Denise Craghill  
e: [cllr.dcraghill@york.gov.uk](mailto:cllr.dcraghill@york.gov.uk)

Green Party



Councillor Fiona Fitzpatrick  
e: [cllr.ffitzpatrick@york.gov.uk](mailto:cllr.ffitzpatrick@york.gov.uk)

Labour



Councillor Janet Looker  
e: [cllr.jlooker@york.gov.uk](mailto:cllr.jlooker@york.gov.uk)

Labour

## Haxby & Wigginton Ward



Councillor Ian Cuthbertson  
e: [cllr.icuthbertson@york.gov.uk](mailto:cllr.icuthbertson@york.gov.uk)

Liberal Democrats



Councillor Andrew Hollyer  
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Liberal Democrats



Councillor Edward Pearson  
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Liberal Democrats

## Heworth Ward



Councillor Claire Douglas  
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Labour



Councillor Anna Perrett  
e: [cllr.aperrett@york.gov.uk](mailto:cllr.aperrett@york.gov.uk)

Labour



Councillor Robert Webb  
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Labour

## Heworth Without Ward



Councillor Nigel Ayre  
e: [cllr.nayre@york.gov.uk](mailto:cllr.nayre@york.gov.uk)

Liberal Democrats

## Holgate Ward



Councillor David Heaton  
e: [cllr.dheaton@york.gov.uk](mailto:cllr.dheaton@york.gov.uk)

Labour



Councillor Rachel Melly  
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Labour



Councillor Kallum Taylor  
e: [cllr.ktaylor@york.gov.uk](mailto:cllr.ktaylor@york.gov.uk)

Labour

## Hull Road Ward



Councillor Aisling Musson  
e: [cllr.amusson@york.gov.uk](mailto:cllr.amusson@york.gov.uk)

Labour



Councillor George Norman  
e: [cllr.gnorman@york.gov.uk](mailto:cllr.gnorman@york.gov.uk)

Labour



Councillor Michael Pavlovic  
e: [cllr.mpavlovic@york.gov.uk](mailto:cllr.mpavlovic@york.gov.uk)

Labour

## Huntington & New Earswick Ward



Councillor Chris Cullwick  
e: [cllr.ccullwick@york.gov.uk](mailto:cllr.ccullwick@york.gov.uk)

Liberal Democrats



Councillor Keith Orrell  
e: [cllr.korrell@york.gov.uk](mailto:cllr.korrell@york.gov.uk)

Liberal Democrats



Councillor Carol Runciman  
e: [cllr.crunciman@york.gov.uk](mailto:cllr.crunciman@york.gov.uk)

Liberal Democrats

## Micklegate Ward



Councillor Rosie Baker  
e: [cllr.rbaker@york.gov.uk](mailto:cllr.rbaker@york.gov.uk)

Green Party



Councillor Jonny Crawshaw  
e: [cllr.jcrawshaw@york.gov.uk](mailto:cllr.jcrawshaw@york.gov.uk)

Labour



Councillor Peter Kilbane  
e: [cllr.pkilbane@york.gov.uk](mailto:cllr.pkilbane@york.gov.uk)

Labour

## Osbaldwick & Derwent Ward



Councillor Martin Rowley  
e: [cldr.mrowley@york.gov.uk](mailto:cldr.mrowley@york.gov.uk)

Conservative



Councillor Mark Warters  
e: [cldr.mwarters@york.gov.uk](mailto:cldr.mwarters@york.gov.uk)

Independent

## Rawcliffe & Clifton Without Ward



Councillor Darryl Smalley  
e: [cldr.dsmalley@york.gov.uk](mailto:cldr.dsmalley@york.gov.uk)

Liberal Democrats



Councillor Derek Wann  
e: [cldr.dwann@york.gov.uk](mailto:cldr.dwann@york.gov.uk)

Liberal Democrats



Councillor Sam Waudby  
e: [cldr.swaudby@york.gov.uk](mailto:cldr.swaudby@york.gov.uk)

Liberal Democrats

## Rural West York Ward



Councillor James Barker  
e: [cldr.jbarker@york.gov.uk](mailto:cldr.jbarker@york.gov.uk)

Liberal Democrats



Councillor Anne Hook  
e: [cldr.ahook@york.gov.uk](mailto:cldr.ahook@york.gov.uk)

Liberal Democrats

## Strensall Ward



Councillor Paul Doughty  
e: [cldr.pdoughty@york.gov.uk](mailto:cldr.pdoughty@york.gov.uk)

Conservative



Councillor Tony Fisher  
e: [cldr.tfisher@york.gov.uk](mailto:cldr.tfisher@york.gov.uk)

Liberal Democrats

## Westfield Ward



Councillor Simon Daubeney  
e: [cldr.sdaubeney@york.gov.uk](mailto:cldr.sdaubeney@york.gov.uk)

Liberal Democrats



Councillor Susan Hunter  
e: [cldr.shunter@york.gov.uk](mailto:cldr.shunter@york.gov.uk)

Liberal Democrats



Councillor Andrew Waller  
e: [cldr.awaller@york.gov.uk](mailto:cldr.awaller@york.gov.uk)

Liberal Democrats

## Wheldrake Ward



Councillor Christian Vassie  
e: [cldr.cvassie@york.gov.uk](mailto:cldr.cvassie@york.gov.uk)

Liberal Democrats

### For more information please call: 01904 551550

Your councillors will be working for you in their communities and are here to help. Follow us on Twitter [@CityofYork](https://twitter.com/CityofYork) where we post breaking news and latest road closures. Send us your views on what's happening in the city via Facebook at [www.facebook.com/cityofyork](https://www.facebook.com/cityofyork). Report neighbourhood issues on our simple-to-use online form at [York.gov.uk/reportproblems](https://york.gov.uk/reportproblems).

## COVID-19 Helpline

Thank you to everyone who is continuing to support each other through this crisis.

If you're struggling to manage during coronavirus recovery, or you don't have any support, but are in need due to coronavirus, we may be able to help you through this difficult time.

Contact us, by email: [covid19help@york.gov.uk](mailto:covid19help@york.gov.uk)  
or telephone: **01904 551550**



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Sightseeing  
Pass

## Four York & beyond explorer passes up for grabs

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Valid for 3 days – can be used  
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VisitYork

York Pass is the Official Sightseeing Card for the city of York and North Yorkshire, giving you free entry to an array of world class attractions in York and beyond.

Discover the fascinating heritage and local history of York & North Yorkshire by visiting the diverse range of museums, attractions and tours in and around the city. Explore the spectacular North York Moors, Dalby Forest, Scarborough, Helmsley and Yorkshire Dales.

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Find out more at: [www.yorkpass.com](http://www.yorkpass.com)

We are now offering one Our City reader the chance to win four three day passes so you can get out and enjoy all our great city and beyond has to offer.

For a chance to win simply answer the following question:

What is the name of one of York's most famous streets:

- a) The Mumbles
- b) The Shambles
- c) The Rambles

Email your answer plus your name, address and contact number to [our.city@york.gov.uk](mailto:our.city@york.gov.uk)

The competition is open to York residents only. To view the full terms and conditions please visit: [www.york.gov.uk/ourcity](http://www.york.gov.uk/ourcity)

If you would like this document in an alternative format, please contact:

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It is available in the following languages:

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