

# What we think about City of York Council



## Easy read report summary

Please print each page on one side of paper



### Address:

### **City of York Council**

West Offices, Station Rise, York, YO1

6GA



### Website:

<https://www.york.gov.uk/>



## About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every local authority (or council) is providing support to adults living in their area to stay safe and well.



## What we think about this local authority



The Assessment Report was published  
**5 December 2025**

We think this service had areas to improve.



1.

## Assessing Needs



For the Question 'Assessing Needs', which looks at how well the local authority thinks about people's needs, we think this local authority is inadequate.



Many people wait too long for assessments (some over a year). Staff are kind, but care plans are not always clear or in Easy Read. Some people do not get a copy of their plan.



People told us it was hard to get the right advice and support when first contacting the local authority, with confusing rules about who can get help and delays that sometimes led to unmet needs or risks.



2.

## Healthier Lives



For the Question 'Healthier Lives', which looks at how the local authority identifies and offers early support to reduce people's future needs, we think this local authority had areas to improve.



Local Area Coordinators help people connect to their community. Some people get good support like falls and dementia advice.



Equipment and home changes take too long. There is no clear plan to stop problems before they happen.



Direct payments (money from the council given to someone to pay for their support) were confusing and hard to access.



3.

## Equity in Experience



For the Question '**Equity** in Experience', which looks at how the local authority supports people who are most likely to experience inequalities, we think this local authority had areas to improve.

***Equity** is being fair, especially in a way that seeks to address existing inequalities*



York has lots of different people, but some groups felt left out and not listened to. The council needed to do more to understand everyone's needs and treat all people fairly.



Communicate

The council had taken steps to improve with big plans to show they cared about peoples equality and human rights.

## 4.

## Care Provision



For the Question 'Care Provision', which looks at how the local authority use their **resources** to meet people's needs, we think this local authority is inadequate.

*Resources are the supply of staff and money to meet people's needs*

People told us care plans and services were often driven by rules and budgets rather than their choices and needs, which caused distress and did not always support people to live the life they wanted.

People could have limited options for care, with delays or gaps in supported living, dementia care, and mental health support, meaning some had to move far away from York to get the help they needed.



5.

## Partnerships and Communities



For the Question 'Partnerships and Communities', which looks at how the local authority work with other services, we think this local authority had areas to improve.

The council started new projects like the frailty hub and mental health hub, which helped people leave hospital safely and get the right support at home instead of staying in hospital.

The council needed to work better with charities and different services so they can understand people's needs and make sure the right help and support is offered.

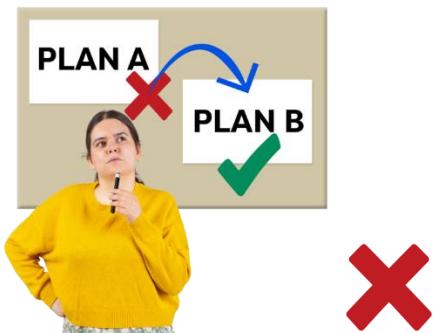


6.

## Safe Pathways and Transitions



For the Question 'Safe Systems', which looks at how the local authority identifies risk of harm to the community and support services, we think this local authority is inadequate.



People told us they did not always have clear plans for emergencies or changes in care, which made them feel worried and unsure about what would happen if things went wrong.



Families said it was hard to find information and get the right help when young people moved from children's services to adult services, and this caused stress and confusion.



Urgent concerns were sometimes not acted on quickly, leaving people at risk and causing avoidable harm like unnecessary hospital admissions.



## Safeguarding



For the Question 'Safeguarding', which looks at how the local authority works with others to keep people safe from harm, we think this local authority is inadequate.



The council didn't always work well with care providers and other organisations to keep people safe. There were delays and unclear processes, which meant risks weren't always managed quickly or consistently.



People weren't always fully involved in decisions about risks. The council didn't always check that people understood what was happening or that their wishes were followed.

## 8.



## Leadership



For the Question 'Leadership', which looks at how the local authority manages their services and workloads, we think this local authority had areas to improve.

Lots of changes to leaders jobs had made it hard to keep things on track.

The council had started writing a new big plan for the future with local people, so plans really matched what people needed and improved their day-to-day lives.

## 9.



## Learning and Improvement



For the Question 'Learning, Improvement and Innovation', which looks at how the local authority learns from what people tell them, we think this local authority had areas to improve.

The Learning Disability Board had stopped for a long time, which meant peoples voices were missing when services were planned and improved.

People said the council did not learn from feedback or ask enough about their care and support, which affected decisions and improvements. The council was doing more coproduction, which means working together with people, carers and staff to plan, deliver and check services, not just asking for feedback.



## How to contact CQC



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Email: [LAAEeasyRead@cqc.org.uk](mailto:LAAEeasyRead@cqc.org.uk)

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