

## Action plan to address CQC Assurance findings

Domain	Quality statement	CQC: What they said (exact words)	Lead (accountable)	Lead (action)	Governance	Progress
Domain 1: Working with people	Assessing needs	At the time of our assessment, the local authority was actively working to improve timeliness in assessments, care planning and reviews, having identified this as a key area for development.	Karen Gullon, Assistant Director and Principal Social Worker	Karen Gullon, Assistant Director and Principal Social Worker	Confident and Consistent Practice Board (CCPB) and Health and Adult Services Leadership Team (HASLT)	Continued delivery of Waiting Well actions; Intermediate Care team development strengthening timely flow; OTA posts made permanent, increasing throughout.
Domain 1: Working with people	Assessing needs	Data provided by the local authority showed at the end of April 2025, 502 people were waiting for a Care Act assessment. The median waiting time was 41 days... In 2024/25, 620 care needs assessments were completed on average each month.	Karen Gullon, Assistant Director and Principal Social Worker	Karen Gullon, Assistant Director and Principal Social Worker	CCPB and HASLT	As above
Domain 1: Working with people	Assessing needs	People told us they had not always received copies of their completed assessments, and they were not always notified... that	Karen Gullon, Assistant Director and Principal Social Worker	Karen Gullon, Assistant Director and Principal	CCPB	As above

		they were entitled to receive a copy. They shared that if they had known this... they would have liked a copy.		Social Worker		
Domain 1: Working with people	Assessing needs	Leaders recognised support for unpaid carers could be improved further.	Kate Allanson, Head of Prevention and Principal Occupational Therapist	Kate Allanson, Head of Prevention and Principal Occupational Therapist	Through Project Board and Ambition Board  Carers improvement area overseen through HASLT  Exploring the development of a NY Carers board	Carers work progressed sufficiently to remove from key improvement list; oversight transferring to Ambition Boards.
Domain 1: Working with people	Assessing needs	The commissioned advocacy provider told us they had not been able to provide non-statutory advocacy since December 2023... Leaders told us a full-service review was being undertaken during 2025/26...	Abigail Barron, Corporate Director / Assistant Director Service Development	Jo Waldmeyer, Head of Market Development	ASCLT and Adult Joint Planning and Commissioning Group	Full-service review completed; new contract procured Recommendation to close this action.
Domain 1: Working with people	Supporting people to live healthier lives	...Uptake of direct payments was not very high in North Yorkshire. Data from Adult Social Care Outcomes Framework 2024 showed 19.73% of people received direct payments. This was	Abigail Barron, Corporate Director / Assistant Director Service Development	Jonny Prince, Head of Operations	ASCLT/HASLT	Remains a key improvement area.

		worse than the England average of 25.48%				
Domain 1: Working with people	Supporting people to live healthier lives	In 2024/25, the local authority renewed its focus on delivering reablement as a first option... Only 1.03% of people aged over 65 received reablement/rehabilitation services after discharge from hospital (England 3.00%).	Chris Watson, Assistant Director Adult Social Care	Josh Lumb, Head of Intermediate Care	ASCLT/HASLT	Strengthened 'reablement first' approach; improved pathway.
Domain 1: Working with people	Equity in experience & outcomes	Transport challenges remained a key issue in rural areas... targeted work with GRTS and displaced populations.	Abigail Barron, Corporate Director / Assistant Director Service Development	Angela Crossland, Head of Healthier Lives Community and Economy	Health & Well-Being Board  HAS Equality Diversity and Inclusion (EDI) Steering Group	Ethnic minority dataset; GRT / rural HNAs; LGBTQ+ co-production; outreach to migrant communities.

Domain 1: Working with people	Equity in experience & outcomes	Limited availability in some areas, such as Whitby, reduced options...	Abigail Barron, Corporate Director / Assistant Director Service Development	Jo Waldmeyer, Head of Market Development	ASCLT / HASLT  Market Development Board	Market testing is underway to progress Extra Care in Whitby and Malton, supporting the development of sustainable local home-based options and increasing Home First opportunities
Domain 1: Working with people	Equity in experience & outcomes	Digital exclusion and rural transport challenged ONS data confirmed NY performed below average on indicators related to transport and broadband and poor access to transport remained a significant barrier for many residents.	Abigail Barron, Corporate Director / Assistant Director Service Development	Mike Rudd, Head of Supported Housing	CRM Board	Action planning is underway to improve access for under-served communities, informed by the HWNY ethnic minority report, Gypsy Roma Traveller Health Needs Assessment and Rural Health Needs Assessment. Outreach and co-production work continues with LGBTQ+ groups, Community First Yorkshire and the Swift project to support improved access for migrant communities.
Domain 2: Providing support	Care provision, integration and continuity	Issues remained around access to mental health beds and home care in rural areas, though pilot schemes were in place to address this.	Abigail Barron, Corporate Director / Assistant Director Service Development	Jo Waldmeyer, Head of Market Development	ASCLT/HASLT  Market Development Board	Care & Support Hub Pre-planning consultation underway for the identified sites in Harrogate and Scarborough

Domain 2: Providing support	Partnerships and Communities	System leaders had agreed to establish a Section 75 Joint Committee, known as the 'North Yorkshire Health Collaborative', due to commence in July 2025... a single operating model... early priorities included prevention.	Louise Wallace, Director of Public Health	Naomi Smith, Head of Health Improvement	Health and Wellbeing Board	NY Health Collaborative Ambitious for Health Programme development of its 3 priorities 1) Prevention Plus funding secured £3.6m over 3 years for test and learn 2) Intermediate care procurement sign off 3) Equipment contract procurement preparations
Domain 3: Ensuring safety	Safeguarding	Some partners confirmed they were informed of outcomes when required for safety, however others reported delays and said they had to chase responses, which sometimes delayed their ability to close cases. Some partners and providers were frustrated with some aspects of safeguarding processes. They reported difficulties with communication, including not always receiving outcomes to referrals they had made.	Karen Gullon, Assistant Director and Principal Social Worker	Gavin Swankie, Head of Adults	CCPB North Yorkshire Safeguarding Adults Board (NYSAB)	Safeguarding Feedback – meetings coordinated with partners