



Notice of a public meeting of

Decision Session - Combined Executive Member Decision Session

To: Councillors Douglas, Webb, Kent, Kilbane, Lomas, Steels-Walshaw, Merrett and Perrett

Date: Tuesday, 8 September 2026

Time: 10.00 am

Venue: West Offices, York

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00pm on Wednesday, 16 September 2026**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any items that are called in will be considered by the Corporate Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5:00pm on Friday, 4 September 2026**.

1. Appointing a Chair

To confirm arrangements for chairing the meeting.

2. **Apologies for Absence**

To receive and note apologies for absence.

3. **Declarations of Interest**

At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

(1) Members must consider their interests, and act according to the following:

Type of Interest	You Must
<i>Disclosable Pecuniary Interests</i>	<i>Disclose the interest, not participate in the discussion or vote, and leave the meeting unless you have a dispensation.</i>
<i>Other Registrable Interests (Directly Related)</i> OR <i>Non-Registrable Interests (Directly Related)</i>	<i>Disclose the interest; speak on the item only if the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting unless you have a dispensation.</i>
<i>Other Registrable Interests (Affects)</i> OR <i>Non-Registrable Interests (Affects)</i>	<i>Disclose the interest; remain in the meeting, participate and vote unless the matter affects the financial interest or well-being:</i> <i>(a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and</i>

	<i>(b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item only if the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting unless you have a dispensation.</i>
--	---

(2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.

(3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

4. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee. Please note that our registration deadlines are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is 5:00pm on Friday, 4 September 2026.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

Webcasting of Public Meetings

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have

given their permission. The meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

5. Minutes (Pages 7 - 20)

To approve and sign the minutes of the Combined Executive Member Decision Sessions held on Tuesday, 7 July, Tuesday, 30 July and Tuesday, 11 August 2026.

6. Walmgate Improvement Scheme (Pages 21 - 158)

Officers have developed a programme of projects to allow delivery of the South Walmgate Masterplan, following an Executive Member Decision to allocate £250k to a Neighbourhood Improvement Programme for Walmgate.

A decision is now sought to approve the final version of the South Walmgate Masterplan, agree to implement a first phase of projects, and amend the existing delegation to procure the design and construction contractors needed. This will allow the development and implementation of a first phase of the South Walmgate Masterplan.

7. Benefits Financial Inclusion/Welfare Outturn (Pages 159 - 210)
2025/26

This report provides the Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion and the Executive Member for Children, Young People and Education with the Financial Inclusion/Welfare Benefits outturn report 2025/26 and ongoing work in 2026/27.

The Council approved a 10-year city-wide anti-poverty strategy in November 2025. The ambition is to fight poverty in York and its impacts now and in the future. Looking to establish the conditions that would make the city of York a healthier, fairer, more affordable, more sustainable and more accessible place, where everyone feels valued, creating more regional opportunities to help today's residents and benefit future generations.

8. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:
Ben Jewitt

Contact details:

- Telephone: (01904) 553073
- Email: benjamin.jewitt@york.gov.uk ;
democratic.services@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

Alternative formats

If you require this document in an alternative language or format (e.g. large print, braille, Audio, BSL or Easy Read) you can:



Email us at: cycaccessteam@york.gov.uk



Call us: **01904 551550** and customer services will pass your request onto the Access Team.



Use our BSL Video Relay Service:
www.york.gov.uk/BSLInterpretingService
Select 'Switchboard' from the menu.





We can also translate into the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim
własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

City of York Council

Committee Minutes

Meeting	Decision Session - Combined Executive Member Decision Session
Date	7 July 2026
Present	Councillors Webb [until 10:30am], Pavlovic, and Steels-Walshaw [until 10:30am]
Apologies	Councillor Lomas
Officers in Attendance	Alison Cooke - Head of Strategic Planning Policy Alison Stockdale - Strategic Planning Policy Manager Karoline Silcock - Head of Disabled Children's Service Katherine Proctor - Assistant Director of Housing Laura Swiszczowski - Head of Equity, Diversity and Inclusion Michael Melvin - Assistant Director Adult Social Care Pauline Stuchfield - Director of Housing and Community Services Peter Roderick - Director of Public Health

8. Appointing a Chair (10:01am)

Resolved: That arrangements for Chairing the meeting were confirmed as follows:

Councillor Webb – All standard agenda items 1-5, and agenda item 8 – Preparation for Adulthood Strategy.

Councillor Pavlovic – Agenda items 6, To consider and approve for publication planning guidance, and 7 – Gypsy and Traveller Action Plan – Annual Update, and agenda item 9 – Urgent Business.

9. Apologies for Absence (10:01am)

Apologies for absence were received from Councillor Lomas.

10. Declarations of Interest (10:02am)

The Executive Members were invited to declare any personal interests not included on the Register of Interests, any prejudicial interests, or any disclosable pecuniary interests that they might have in respect of business on the agenda. None were declared.

11. Public Participation (10:03am)

It was reported that there was one registration to speak under the Council's public participation protocol.

Denise Craghill spoke as Vice Chair of the York Green Party in relation to agenda item 6, to consider and approve for publication planning guidance, and highlighted concerns in recent changes to the planning system. She expressed that there used to be a feeling of public involvement within the planning system that is no longer there and urged the Executive Members to consider residents' views in relation to this. She then noted that the non-statutory guidance notes had not been publicly consulted on and was unclear on what weight the guidance would carry in decision making.

12. Minutes (10:03am)

Resolved: That the minutes of the Combined Executive Member Decision Session on 2 June 2026 be approved and signed as a correct record.

13. To consider and approve for publication planning guidance (10:30am)

The Strategic Planning Policy Manager, Head of Strategic Planning Policy, and Director of Public Health presented the report and noted that the guidance notes support speeding up decision making and that there was a focus on responding to changes more quickly if there were any future statutory changes to planning that required further decision-making from the Executive Members.

The restriction on hot food takeaway as proposed within the report was included following investigation and had been added to the guidance following national guidance issued and followed an evidence-based focus on children's health.

A correction was reported to the charts seen within Annex C of the report, on page 67 of the agenda, in that the second graph chart underneath “Childhood obesity rates in York have risen considerably over the last decade” should read: “Year 6 Prevalence of Overweight (including obesity)”.

In response raised during Public Participation, it was reported that a consultation strategy had been prepared and an external consultation would be sought if required.

In response to questions from the Executive Member for Housing, Planning and Safer Communities, the Strategic Planning Policy Manager, Head of Strategic Planning Policy, and Director of Public Health confirmed that:

- The aim of the guidance notes was not to form new policy, but to incorporate and develop what is already part of the policy into adapted guidance.
- Internal consultation had been undertaken with Executive Members, Ward Councillors, and departments. The public were not statutory consultees.

Resolved: That the Executive Member for Housing, Planning and Safer Communities:

- Supported and approved publication of the draft non-statutory planning guidance, subject to liaison with Officers in providing more detail in the hot food takeaway non-statutory Guidance to clarify how ‘places where children and young people congregate’ had been determined.
- Delegated authority to the Director of City Development to approve any recommended changes and/or minor factual updates required to the planning guidance; and to approve of changes not requiring approval from a further Combined Executive Member Decision Session.

Reason: To enable publication of the guidance to support the implementation of the Local Plan policies and support consistent, high-quality development and decision-making.

14. Gypsy and Traveller Action Plan – Annual Update (10:59am)

The Head of Equity, Diversity and Inclusion, Assistant Director of Housing, and Director of Housing and Community Services presented the report, highlighting the work of the Travellers Trust and provided an update on progress made on the action plan over the past 12 months. The focus of the Action Plan was on housing, health, education, community safety, and access to council services.

It was reported that the wording around negotiated stopping did not meet the definition as understood by Gypsy and Traveller organisations, including York Travellers Trust, and therefore further discussions with these organisations, including around the identification of land where authorised stopping would take place, were required.

The Executive Member for Housing, Planning and Safer Communities highlighted the need to work with organisations on the definition of negotiated stopping in order to support the reduction in disruption experienced by the Gypsy and Traveller Community. In response to questions from the Executive Member, the Head of Equity, Diversity and Inclusion, Assistant Director of Housing, and Director of Housing and Community Services confirmed that:

- There were plans for the production of a non-statutory guidance document around pitch design and requirements and for finding alternative sites for the Gypsy and Traveller Community to those identified within the local plan.
- A 'scoping stage' consultation for the Local Plan and a Call for Sites were expected to commence shortly which would be inclusive of Gypsy and Traveller Communities and land for the Communities. Although Supplementary Planning Documents (SPDs) had been abolished, non-statutory planning guidance, where necessary to add clarity to the Local Plan policies, would be produced. Following the consultation and call for sites, a decision on the production of a 'Supplementary Plan' for Gypsy and Traveller communities would be taken.
- Advice received from the Planning Inspectorate confirmed that a 'master plan' should be prepared before any existing site is expanded, and that work on this plan was currently ongoing; the expansion of the site at Water Lane, Clifton had started following approval from the Planning Inspectorate.

The Executive Member welcomed the feedback received from the Corporate Scrutiny Committee, including the recommendation for this to be built into the Scrutiny briefing process or councillor development programme; the Executive Member discussed the possibility of training regarding the Gypsy and Traveller Action Plan to be included within Member Induction Training for the municipal year 2027-2028.

Resolved: That the Executive Member for Housing, Planning and Safer Communities:

- Noted the work undertaken since the report to Executive on 3 June 2025.
- Supported and approved the action plan for the next 12 months, subject to an amendment in the wording of 'negotiated stopping' to 'preferred stopping areas', in liaison with Officers.

Reasons: To set out clear and measurable actions for the coming year which aim to improve the outcomes of Gypsy and Traveller communities.

15. Preparation For Adulthood Strategy (10:07am)

The Head of Disabled Children's Service (DSCO), Assistant Director of Adult Social Care, and Assistant Director, Education and Skills presented the report, highlighting that Send Central would see a development of the Preparation for Adulthood zone and team. The opening of Send Central would open up availability for advice from professionals and volunteers in one place, helping people to better understand the support available to them. The strategy had been co-produced by Children and Adult Services in order to help support people in transferring to adulthood.

Feedback received from the People Scrutiny Committee was expressed and the DCSO highlighted the strategy's four key priorities as seen within the report. Challenges presented included the combination of face to face and online appointments at different times of the day, but the strategy represented ambition in bringing services together.

Resolved: That the Executive Members for Children, Young People and Education, and Health, Wellbeing and Adult Social Care supported and approved the Preparation for Adulthood Strategy 2026–2031.

Reason: To establish a shared citywide framework for preparation for adulthood and improve outcomes for young people with SEND.

Cllrs Webb and Pavlovic, Chairs

[The meeting started at 10:01am and finished at 11:16am]

This page is intentionally left blank

City of York Council

Committee Minutes

Meeting	Decision Session - Combined Executive Member Decision Session
Date	30 July 2026
Present	Councillors Lomas
Apologies	Garry Taylor – Director of City Development Alison Stockdale – Strategic Planning Policy Manager Nick Collins – Head of Property Services Chris Coss - Head of Legal Services

16. Appointing a Chair (16:30)

It was confirmed that Cllr Lomas would chair all the items on the agenda.

17. Apologies for Absence (16:30)

It was confirmed that there were no apologies for absence. Cllr Lomas the Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion confirmed that she had the delegated authority from Cllr Douglas the Executive Leader to make a decision on the Minerals and Waste Planning item.

18. Declarations of Interest (16:30)

The Executive Member was asked to declare at this point in the meeting any disclosable pecuniary interest or other registerable interest they might have in respect of business on the agenda if they had not already done so in advance on the Register of Interests. They had none to declare.

19. Public Participation (16:31)

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

20. Applications for Community Right to Bid under the Localism Act 2011 (16:34)

Officers introduced the report providing information for the applications to register as assets of community value the for the Cross Keys Public House, Blacksmiths Arms Public House, and The Lord Nelson. The Cross Keys being a new application and the other two applications for renewals. They also outlined the recommendation to have future renewals delegated to an officer decision.

The Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion welcomed the applications and agreed to the benefit to delegate renewals to an officer decision, noting that having already been approved by an Executive Member decision, renewals would be best place with officers to ensure applications are dealt with in a timely manner.

Resolved:

- i. Cross keys Public House, Common Lane, Dunnington, York, YO19 5NG to be listed as an asset of community value;
- ii. Blacksmiths Arms Public House, Shipton Road, Skelton, York to be listed as an asset of community value;
- iii. The Lord Nelson, 9 Main Street, Nether Poppleton, York to be listed as an asset of community value;
- iv. Approved, that following expiry of an ACV listing on the Council's register of Assets of Community Value, any renewal ACV nominations received for those properties may be referred for officer decision.

Reasons: Approval meets the Authority's legislative obligations (pursuant to the Localism Act 2011 and the Assets of Community Value (England) Regulations 2012) and promotes community access to community facilities. The 3 nominated Public Houses are within the Authority's area and are found to be of community value.

21. Minerals and Waste Planning (16:31)

Officers introduced the report noting that the Executive had decided in April 2026 to produce a new Local Plan and that discussions had commenced relating to the development of a joint Minerals and Waste Plan with The North York Moors National Park Authority and North Yorkshire Council. However, these authorities will now develop their own plans. Therefore, officers are seeking to develop the Council's own Minerals and Waste Plan within the York Local Plan.

The Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion noted the change in circumstances and welcomed the new recommended approach.

Resolved:

- i. Noted the change in circumstances relating to the future review of the Joint Minerals and Waste Plan;
- ii. Noted that City of York Council remains the Minerals and Waste Planning Authority for York and must ensure that its statutory planning responsibilities continue to be addressed through the plan-making process;
- iii. Endorsed the inclusion of minerals and waste planning matters within the scope of the emerging York Local Plan and the forthcoming scoping consultation in order to ensure that all reasonable options remain available to the Council and that statutory plan-making requirements can be met, acknowledging there is a delay to the Plan-Making Activity Schedule previously agreed by Executive;
- iv. Noted that, exercising delegated powers arising from the April 2026 Executive decision to commence preparation of a new Local Plan, the Director of City Development will amend and reissue the Formal Notice of Plan-Making to reflect the inclusion of minerals and waste planning matters within the scope of the emerging Local Plan;
- v. Requested that officers prepare a further report for Executive in October 2026 setting out:
 - the strategic implications of the changing position across York and North Yorkshire;
 - the options considered for future minerals and waste plan-making;
 - the programme, governance, staffing and financial implications of those options;
 - a revised Plan-Making Activity Schedule inclusive of the Local Plan Timetable; and
 - an update on the Council's approach.

Reason: To ensure progress on Local Plan preparation continues without undue delay

Cllr Lomas, Chair

[The meeting started at 4.30 pm and finished at 4.39 pm].

This page is intentionally left blank

Meeting	Decision Session - Combined Executive Member Decision Session
Date	11 August 2026
Present	Councillors Lomas
In Attendance	Graham Hogben – Asset Manager Chris Coss - Head of Legal Services Paula Morris - Senior Lawyer

22. Appointing a Chair (10:04)

It was confirmed that Cllr Lomas would chair all the items on the agenda.

23. Apologies for Absence (10:04)

It was confirmed that there were no apologies for absence.

24. Declarations of Interest (10:05)

The Executive Member had no disclosable pecuniary interest, nor any other registerable interest in respect of the business on the agenda which had not already been declared in advance on the Register of Interests.

25. Public Participation (10:05)

It was reported that there had been three registrations to speak at the meeting under the Council's Public Participation Scheme.

Nabeel Hanif was the owner of Victoria Vaults and spoke against the ACV. He outlined several objections including questioning why the ACV was being nominated again when a previous one had been listed but then removed. He stated that there had been no offers in the last year to purchase the venue for music use and noted that it didn't have planning permission for a music venue nor a license to operate with 140 patrons in attendance. He also noted it needed £250,000 for repairs to restore the venue.

Nick Love spoke on behalf of CAMRA in support of the application. He outlined the reasons why there could be another application for an ACV and stated that this was not a duplicate application. He outlined reasons for the residential part of the building to be included in the nomination and noted that there were parties interested in operating the building as a music venue again and stated that it was therefore realistic to think it could reopen within the 5-year timeframe.

Christopher Sherrington Co-founder of York Music Venue Network spoke in favour of the application and stated that Victoria Vaults was a grassroots venue and that it was credible it could be so again. He stated that, if critical works were required, funding could be found and this could include grants which he noted had already been received by other local venues.

The Executive Member acknowledged the written representations received relating to this nomination and confirmed that the written representation from Nabeel Hanif had been accepted and published notwithstanding that he had also attended and spoken at the session, despite this being a departure from constitutional procedure, and also acknowledged a late written representation received from Cllr Rose and confirmed that it would be published following the meeting.

26. Minutes (10:17)

It was confirmed that there were no minutes available from previous meetings. This is due to this meeting being an additional meeting to be able to consider the Application for Community Right to Bid under the Localism Act 2011 item.

27. Application for Community Right to Bid under the Localism Act 2011 (10:17)

Officers introduced the report outlining the proposal, that CAMRA were an eligible nominating body, and the history of previous nominations. Officers noted the reasons for CAMRA's nomination, and the grounds of opposition

from the owners of Victoria Vaults against it being listed as an Asset of Community Value, before recommending the nomination be accepted.

The Executive Member noted that the owner had raised concerns over a possible abuse of process in relation to the application history and asked that the Council's Head of Legal Services advise on the legality of the application and the options available in considering the nomination.

The Head of Legal Services advised that, once a nomination is received, the Authority is statutorily required to consider it. The application was not identical to the previous application in 2024 and there was nothing preventing a nomination from being renewed. Whilst the history should be acknowledged, the new application should be judged on the information now before the Executive Member. In doing so, the Authority would not frustrate the purpose of the legislation, nor would it be acting unreasonably, nor offending a sense of natural justice such as might amount to an abuse of process.

In relation to the residential flat above Victoria Vaults, he explained that a nomination could not lawfully include a residence, save where it was only partly residential and, but for the residential part, the property could otherwise be listed. It was for the Executive Member to determine whether there was a physical and functional relationship between the residential part and the remainder of the property. If there was not, the nomination must be refused unless there was a clear demarcation and the 2 areas could be separated into individual nominations.

In determining whether it was realistic to think that, within the next 5 years, the Victoria Vaults could again be used in a way which would further social wellbeing and interests in the local community, whether or not the use was the same as previously, the Executive Member must consider what could sensibly and practically be achieved. Long term commercial viability was not in itself determinative; a full business case was not required, nor should the nomination be judged on a balance of probability. Even prospective unlawful use in breach of the present Premises Licence was not automatically disqualifying. The owners' comments regarding threatened costs, or a subsequent appeal, could be disregarded.

The Executive Member recognised that this had been a long and challenging process for an Asset of Community Value application. She confirmed that this was a fresh application, and that she would consider all the relevant information and submissions before her. The Executive Member considered that the residential flat and the rest of the property have a functional relationship and therefore would be considered a single nominated property within the regulatory exception for the purpose of this

application. The Executive Member also cited the interest in operating the venue as it had been described to her, in balance with the viability issues the owner had raised, and decided that it was realistic to believe that the venue could reopen within 5 years to the beneficial interest of the local community. In considering all the information available to her today, she was content to accept the nomination.

Resolved:

- i. Approved the listing of The Victoria Vaults, 47-49 Nunnery Lane, York, YO23 1AB, as an Asset of Community Value (ACV).

Reason: To ensure the Council meets its legislative obligations (pursuant to the Localism Act 2011 and the Assets of Community Value (England) Regulations 2012) and promotes community access to community facilities.

Cllr Lomas, Chair

[The meeting started at 10.04 am and finished at 10.34 am].



Meeting:	Executive Member Decision Session
Meeting date:	09/09/2026
Report of:	Director/Chief Officer name
Portfolio of:	Councillor Peter Kilbane: Executive Member for Economy and Culture Councillors Deve Merrett and Anna Perrett: Executive Members for Housing, Planning and Safer Communities Councillor Kate Ravilious: Executive Member for Transport

Decision Report: Walmgate Improvement Scheme

Subject of Report

1. Officers have developed a programme of projects to allow delivery of the South Walmgate Masterplan, following an Executive Member Decision¹ to allocate £250k to a Neighbourhood Improvement Programme for Walmgate. A decision is now sought to approve the final version of the South Walmgate Masterplan, agree to implement a first phase of projects, and amend the existing delegation to procure the design and construction contractors needed. This will allow the development and implementation of a first phase of the South Walmgate Masterplan.

Benefits and Challenges

2. The Masterplan identifies a programme of work that reflects community priorities and would deliver wider estate regeneration in addition to the redevelopment of Willow House. Projects have

¹ Neighbourhood Improvement Programme, Executive Member Decision Session, [27 January 2026](#).

been developed to improve economic vibrancy of the high street area, help reduce anti-social behaviour, improve safety and perceptions of safety and strengthen community capacity. Upgrading communal public spaces around the council's housing will create more attractive environments that encourage community wellbeing and pride.

3. Funding has been allocated that would enable the delivery of an initial phase of work. There are challenges around delivering projects within funding availability and timescales.
4. Some elements have implications for ongoing maintenance. The intention is to develop schemes to have no additional impact on maintenance budgets. But it has to be acknowledged that this could be challenging.
5. Equally, ongoing support from Neighbourhood Teams is likely to be required after delivery to support residents to co-manage shared spaces and garden stewardship schemes.

Policy Basis for Decision

6. The Masterplan aligns with the ambitions in the Council Plan (*One City, for All, 2023–27*) to work closely with communities and target support where it is most needed, including through community engagement processes.
7. It delivers benefits against all four core commitments of Equalities & Human Rights, Affordability, Climate Change and Health, with a range of projects that will improve accessibility and access to services, provide environmental improvements, and encourage greater health and wellbeing improvements through an improved public realm.
8. Complementing this is the York Neighbourhood Model, a wider place-based service delivery approach to create integrated neighbourhood teams that bring together professionals from health, care, housing, voluntary groups, and residents to provide joined-up early intervention, prevention and community support tailored to local needs. This model aims to strengthen collective action at neighbourhood level, build on residents' strengths and assets, improve coordination of services, and focus on outcomes that matter locally, while also encouraging coproduction with communities and partners.
9. The Masterplan's projects and ambitions emphasise community empowerment, multi-agency collaboration, place-based,

preventative working, and investment in local spaces and services to improve liveability, safety, wellbeing and resident influence over how their neighbourhoods develop.

Financial Strategy Implications

10. An initial phase of projects has been devised within the available budget:
 - a) The NIP is part of the HRA Capital Programme and is dedicated to improving the physical environment of the council's estate, influenced by neighbourhood planning priorities and city-wide opportunities. £250k was approved at an Executive Member Decision Session in January 2026.
 - b) £217.3k MCA Vibrant High Streets funding has been offered to the council for improvements focussed on the Walmgate Parade shopping area.
 - c) £500k has been allocated from the Local Transport Grant for improvements in the Walmgate area.

Recommendation and Reasons

11. The Executive Member is asked:
 - a) To approve the final version of the South Walmgate Masterplan.
 - b) To approve the initial project prioritisation of phase 1 and subsequent phases
 - c) That approval be given to carry out a procurement process to procure multi-disciplinary design and project delivery teams to deliver the South Walmgate Masterplan in line with the existing financial approvals, and that authority be delegated to the Director of City Development or Director of Housing & Communities as relevant in accordance with their respective functions (in consultation with the Executive Members for Housing, Planning & Safer Communities, the Chief Finance Officer and the Director of Governance or their delegated officers) to take such steps as are necessary to procure, award and enter into the resulting contract(s).
12. Reasons:
 - a) To enable delivery of a first phase of projects.

- b) To ensure transparency and clear decision making around the South Walmgate Masterplan programme.
- c) To ensure all grant funding and contractual arrangements are in compliance with the Finance Regs, CPRs, the Procurement Act, PCR's, Subsidy Control Act 2022 and related legislation.

Background

13. Executive agreed to progress the design of the Willow House site and a wider South Walmgate masterplan in February 2023. In October 2025 approval was given to allocate NIP funding towards the Walmgate Improvement Proposals. The Masterplan has since been finalised. It sets out eight themes and 13 projects to help improve existing spaces within the wider South Walmgate area alongside the redevelopment of Willow House. Proposals were developed through extensive engagement with the local community. Projects range from small interventions on housing land to create secure space, shared garden spaces, and a heritage trail, to more ambitious projects to create new homes on in-fill sites and improve surrounding streets through the provision of trees, rain gardens and active travel infrastructure improvements. The allocation of this funding was delegated to the Director of Housing and Communities in consultation with the Executive Member for Housing, Planning and Community Safety.
14. In November 2025 Executive accepted the Local Transport Grant from the York and North Yorkshire Mayoral Combined Authority (MCA). £500,000 has since been allocated for transport improvements in the Walmgate area alongside the Masterplan. This funding must be spent by March 2027.
15. In January 2026 £250,000 Housing Revenue Account funding was approved as part of the Neighbourhood Improvement Plan for Walmgate. The primary focus of the funds is to support wider estate regeneration work, reduce Anti-Social Behaviour (ASB) – for example through new lighting, security gates and the closing off of unsafe passageways – and build community capacity to co-manage shared spaces. This funding will not be used for building repair tasks, which will be funded from general repairs budgets. To comply with the HRA ringfence requirements, the expenditure must be on council house land and buildings, for the benefit of council house tenants.

16. In May £217,300 Vibrant High Streets funding was awarded by the MCA to deliver improvements focussing on the Medway House shopping parade. This funding must be spent by December 2027.
17. An initial phase of work has been developed and includes projects that are priorities for the local community and are deliverable and affordable within the awarded funding criteria and timescales:
 - a) Junction improvements for pedestrians and cyclists. It is likely that a revised Traffic Regulation Order (TRO) may be required for these works.
 - b) Public realm improvements outside Medway House shopping parade, including improved accessibility
 - c) Security improvements – stopping up cut-throughs
 - d) Development of a communally managed garden scheme
 - e) A heritage trail
 - f) Potential public art
18. The Regeneration team is leading the overall programme to act as a conduit between the community, council services and external funding bodies, working with the Willow House team to ensure that neighbours are fully engaged.

Consultation Analysis

19. Community engagement has shaped the South Walmgate Masterplan proposals, resulting in projects that residents have prioritised. It is intended to continue this engagement as the projects are developed. A co-ordinated engagement approach with the Willow House redevelopment will be taken.
20. A commitment has been given for the NIP element of funding to consult with ward councillors annually on proposals for consideration.

Options Analysis and Evidential Basis

21. Do nothing – do not implement the Masterplan proposals. This would mean that funding would need to be returned to the MCA

and internal funding reallocated. There would be no wider improvements delivered in the Walmgate area.

22. Do something – only progress some of the identified projects. The initial phase of projects has been developed to be deliverable within timescales and the available budget. A reduced programme would deliver fewer benefits and reduce the impact of a place-based approach.
23. Do maximum – implement phase 1 and developed subsequent phases of projects (recommended). This would deliver the maximum outcomes available within timescales and budget.

Organisational Impact and Implications

24.

- **Financial**, The recommendations in this report will be funded by a mix of HRA budget and external grants. As previously stated, the HRA budget element must fund developments and services on council housing land, provided to council tenants.
- **Human Resources (HR)**, There are no HR implications contained within the report. Should there be any requirement for additional resource as the proposals are implemented these will be established and resourced in accordance with council policy.

Legal, Any agreements required for any supplies of goods/equipment, services and/or works following any approval processes will require advice and input from Legal Services.

Any procurement/commissioning for any supplies of goods/equipment, services and/or works will require advice from Legal Services and Commercial Procurement on the different routes and the associated advantages and risks of each route to ensure compliance with relevant legislation (such as the Procurement Act 2023 and others), as well as the Council's own CPRS.

In the event of any grants any agreements (following approvals) must be drafted and concluded with input from Legal Services to ensure compliance with the Council's CPRs, the Council's Financial Regs, and the Subsidy Control Act 2022. Legal Services, Commercial Procurement and Finance must be consulted with regards to any CPR and Financial

Regs implications and any transparency and disclosure requirements under the Subsidy Control Act 2022.

- **Procurement**, any procurement will be taken in line with the council's regulations.
- **Health and Wellbeing**, Public Health supports the recommendations made in the report.
- **Environment and Climate action**, The proposed masterplan supports the ambitions of the York Climate Change Strategy in several ways, by improving active travel networks, increasing electric vehicle charging infrastructure and enhancing the natural environment. The climate change team will continue to engage with the phased development of the masterplan to ensure further opportunities for climate change mitigation and adaptation are identified and achieved."
- **Affordability**, contact: Director of Customer and Communities.
- **Equalities and Human Rights**, contact: Assistant Director of Customer, Communities and Inclusion - every Decision Report must consider whether to have an Equalities Impact Assessment (EIA) and this section will include the key recommendations from the EIA or explain why no EIA is required.

An initial HREA has been completed. This document will be updated as the programme develops. The initial findings suggest...

- **Data Protection and Privacy**, Data protection impact assessments (DPIAs) form an important part of the council's accountability obligations under UK data protection legislation. They are a key tool for identifying, assessing, and mitigating privacy and data protection risks associated with proposed processing activities, and for demonstrating compliance with the council's statutory data protection responsibilities.

A DPIA is intended to ensure that data protection and privacy risks are appropriately considered and managed. Whilst it may not be possible to eliminate all risks, the assessment process enables the council to implement proportionate safeguards, reduce risks where necessary, and determine whether any residual risk is acceptable considering the

intended purpose and anticipated benefits of the proposed activities.

The DPIA undertaken to date has identified that, although the proposal involves the processing of personal data, including special category personal data where applicable, the processing is not currently considered likely to result in a high risk to the rights and freedoms of individuals. This assessment reflects both the controls already in place and the additional mitigating measures identified to further reduce and manage any potential risks. Subject to approval of the recommendations and preferred option(s) set out in this report, the DPIA will be reviewed and updated at the appropriate stages of implementation. This will ensure that any new or emerging data protection and privacy risks are identified, assessed, and managed appropriately, and that the council continues to meet its obligations under applicable data protection legislation.

- **Communications**, The communications team is working with colleagues across the council to support the development and delivery of improvements in the Walmgate area. This work will require the implementation of a significant communications and engagement plan to ensure that residents and businesses are kept informed and engaged with before, during and after any construction work, as well as giving the local community opportunities to help shape some of the improvements in the area. This work will also need to involve the partners and funders in these projects
- **Economy**, the masterplan will help to deliver the council's ambitions for a fair, thriving, green economy for all by providing an improved setting for the businesses and residents in the Walmgate area.

Risks and Mitigations

25. There is a risk that cost increases mean that Phase 1 cannot be delivered in its entirety. In mitigation a range of projects that could be scaled down or omitted have been developed to ensure this phase remains within budget.

26. Public support to date has been positive. By building on previous engagement the local community and stakeholders should remain supportive and feel listened to.

Wards Impacted

27. Guildhall

Contact details

For further information please contact the authors of this Decision Report.

Author

Name:	Ben Murphy
Job Title:	City Head of Place Shaping & Growth
Service Area:	City Development
Email:	ben.murphy@york.gov.uk
Report approved:	Yes/No
Date:	17/08/2026

Co-author

Name:	Tania Weston
Job Title:	Regeneration Programme Manager
Service Area:	Regeneration
Email:	tania.weston@york.gov.uk
Report approved:	Yes/No
Date:	17/08/2026

Background papers

[9 February 2023 Executive](#) – Approval to allocate £1m for the design development of Willow House and the wider South Walmgate area.

[16 November 2023 Executive](#) – Housing Delivery Programme update. Approval to seek planning permission at the Willow House site

[7 October 2025 Executive](#) – approval of Willow House design to RIBA4 and procurement of an enabling contractor to prepare the site for development

[27 January 2026 Executive Member Decision Session](#) – Neighbourhood Improvement Plan approval of £250k for Walmgate Proposals

[26 April 2026 Executive](#) – approval to appoint a long-term Strategic Delivery Partner and to delegate the procurement of contractor to demolish the Willow House buildings

Annexes

- Annex A: Human Rights and Equality Assessment (HREA)
- Annex B: Data Protection Impact Assessment (DPIA)
- Annex C: South Walmgate Masterplan

City of York Council and Centre for Applied Human Rights

Human Rights and Equality Assessment Tool (HREA)

An Equality Assessment Tool is an evidence-based approach designed to help organisations ensure that any Policy, Criterion or Practice (PCP), is fair and does not create barriers or disadvantage any protected groups from participation. This covers both strategic and operational activities.

City of York Council (CYC) combines this approach with York's commitment as a Human Rights City to produce a Human Rights and Equality Assessment tool (HREA).

This document enables CYC to evidence its legal duty to give 'due regard' to those with protected characteristics under the Equality Act and consider Human Rights at the same time.

Whether a HREA is needed or not will depend on the likely impact that a PCP may have and relevance of the activity to Equality and Human Rights.

The HREA should be started when the need for a new PCP is first identified, or when an existing one is reviewed. It is essential to continue to update the HREA during the life of the PCP, as and when new information is learned. It is not complete until the PCP is complete.

Non-discrimination is a minimum standard. The development of the HREA should prompt critical discussion and highlight disproportionate impacts.

Balancing residents' rights and CYC duties can be very complex and sometimes there will be no 'win-win', so compromises or mitigations may need to be identified to ensure the best outcomes.

Finally, the value in a HREA is in both the short and long term, by investing in this process CYC will create robust, meaningful, and empowering policies that are more likely to stand the test of time.

Who is submitting the proposal?

Directorate	City Development		
Service Area	Regeneration		
Name of proposal	Walmgate Improvement Scheme		
Lead Officer	Nicola Grayson		
Date Assessment Started	09/04/26		
Date Assessment Completed	12/08/26		
Names of those who contributed to the assessment			
Name	Job Title	Organisation	Area of Expertise
Nicola Grayson	Project Coordinator	CYC	Regeneration
Tania Weston	Regeneration Project Manager	CYC	Regeneration
Shimin Ruan	Transport Project Manager	CYC	Transport
Claire Rafferty	Transport Project Manager	CYC	Transport
David Smith	Access Officer	CYC	Accessibility
Katie Peeke-Vout	Head of Regeneration	CYC	Regeneration
Lisa Otter	Housing Development Manager	CYC	Housing
Michal Czekajlo	Community Officer	CYC	Communities

Step 1 – Aims and intended outcomes

1.1	What is the purpose of the proposal
	Please explain your proposal in plain English avoiding acronyms and jargon. Consider using Age 9 English.
	To improve the area of South Walmgate alongside new housing to be built on of the former Willow House site. This includes: • Making the shopping parades more accessible by removing the step, removing the low walls in front of the shops, new seating and improvements to the paving and green spaces. • Step-free access across roads and junctions, new cycle racks, potentially also improved bus stops, new bike storage, car club and EV charging spaces. • Increasing feelings of security through the closure of some alleys to reduce anti-social behaviour. • Creating more opportunities for play and learning with a heritage trail and public art. • More planting, potentially rainwater gardens, and possibly a communal garden scheme.
1.2	Are there any external considerations?
	Legislation / government directive / codes of practice etc.
	Relevant legislation includes: • Equality Act 2010, which aims to protect people from discrimination in the workplace and in wider society. The Act includes a Public Sector Equality Duty, which requires public bodies to consider how their decisions and policies affect people with protected characteristics. The public body also should have evidence to show how it has done this It also requires that public bodies have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. The Equality Act 2010 covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

	• Human Rights Act – sets out the fundamental rights and freedoms that everyone is entitled to. In making a decision the council must consider carefully the balance to be struck between individual rights and the wider public interest and whilst it is acknowledged that there could be interference with a Convention right, the decision must be reasonably justified as it is a proportionate means of achieving a legitimate aim. • Approved Document M Access to the use of Buildings Volume 2 Buildings other than dwellings BS 8300-2:2018 Design of an accessible and inclusive built environment. Buildings - code of practice / Inclusive Mobility Guidance (Department for Transport 2005) • City of York Council Accessible Seating and Inclusive Design Framework - sets out the council's best practice design requirements for accessible seating. • City of York Council Our City Centre Vision – sets out eight themes to help to inform policy decisions.
--	--

1.3	Who are the stakeholders and what are their interests?
	Consider both internal and external stakeholders.
	Internally: • Communities – work with local residents and businesses to improve communities • Housing – provide, manage and maintain council housing • Neighbourhood team – work with local communities to improve • Public realm – manage and maintain the council's public realm • Highways – maintain the public highway and implement improvements to the public highway Externally: • Council housing tenants • Local businesses • North Yorkshire Police, especially Designing Out Crime officer • People who travel through the area into the city centre • Private housing tenants/owners

- Students (who may also be local residents)
- Visitors/tourists (including those walking the walls)

1.4 What results / outcomes do we want to achieve and for whom?

Explain what outcomes you want to achieve for stakeholders, staff and the wider community. Demonstrate how the proposal links to the Council Plan (2023- 2027) and other corporate strategies and plans. Highlight how the proposal meets the objectives of Equalities, Affordability, Climate and Health.

Aim	Council Plan			
	Health and wellbeing	Economy	Transport	Sustainability
Local businesses feel that the programme has benefited their business, through more people in the area, increased income, reduced anti-social behaviour and better feelings of safety.		X		
People feel the area is safer.	X			
More people think that access has improved, both to/from shops and the wider South Walmgate.	X		X	
There is more planting and/or green space	X			X

The outcomes also meet the Our City Centre Vision themes:

- Family friendly and affordable city centre
- An attractive and active city centre
- A sustainable city fit for the future

- | | |
|--|---|
| | <ul style="list-style-type: none">• A safe city centre which is welcoming and accessible to all• Thriving businesses and productive buildings• Celebrating heritage and making modern history |
|--|---|

Step 2 – Resources utilised

3.1	What sources of data, evidence and consultation feedback have you used to help understand the impact of the proposal on equality rights and human rights?	
	Please consider a range of sources, including consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
	Source of data / supporting evidence	Reason for using this source
	Future engagement of access forum	To understand any specific access issues in this area.
	Discussions with the Designing Out Crime Officer	To provide informed guidance on safe spaces and improvements which could be made to make the space safe for the public, specifically women and girls.
	Previous Masterplan development engagement	Provides local feedback on specific issues and priorities
	Crime statistics, including road incidents	To learn if there are any common patterns in anti-social behaviour, crime and traffic incidents.
	MIMA/Martin Higgett reports on accessibility	To make sure previous agreed recommendations and guidance is included in proposals.
	My/Our City Centre engagement	To make sure proposals help to deliver the council's vision for the city centre.
	Guildhall ward business intelligence	To understand the demographics and business experience of the area.

Step 3 – Screening the impacts or effects.

3.1	Equality-related obligations derive from the Equality Act of 2010 and the Human Rights Act of 1998.
	Once you have engaged with stakeholders you will need to identify how this proposal impacts on their human rights and equalities. Although table one looks complex, its purpose is to facilitate an initial screening of equalities and human rights impacts of your proposal. Many human rights and equalities will not be affected by the decision you are seeking Executive or Council approval for and so can be left blank. The aim here is to identify pressure points regarding human rights and equalities that require attention. Please see the Appendix for details of the protected characteristics and human rights to consider The rights listed below in the first column are the relevant ones from the Human Rights Act, and the York Human Rights City Network Indicator Report (non-discrimination, education, health and social care, housing, a decent standard of living). The human rights in the Indicator Report were selected by residents of York as their priority rights. In the first row the protected characteristics under the Equality Act are listed, to which 'Everyone' has been added to capture impacts that affect everyone without distinction.

Step 3.1 Table 1 – Screening the impacts or effects

Equalities Human Rights	Everyone	Age including financial, digital exclusion impacts	Disability Including financial, digital exclusion impacts	Gender	Gender reassign- ment Including Trans, Non- binary, Intersex	Marriage and civil partnership	Pregnancy and maternity	Race	Religion and belief	Sexual orientation	Carers inc financial, digital exclusion impacts	Low- income groups inc financial, digital exclusion impacts	Veteran, armed forces community	Those with experience of Care
Right to life*														
Prohibition of torture*														
Prohibition of slavery and forced labour*														
Right to liberty, movement and security (including freedom of movement)***														
Right to a fair trial*														
No punishment without law*														
Right to private and family life***														
Freedom of thought, conscience, and belief***														
Freedom of expression***														
Freedom of assembly***														
Right to marry***														
Right to property***														

Right to education***													
Right to free elections***													
Right to housing***													

Step 3.2 Table 2 – Assessing the impact of your proposal

Here you will need to record the details on all the impacts identified for both Human Rights and those with Protected Characteristics.

Where you have identified an impact on a protected characteristic/human right in the table above, please indicate whether this is positive or negative and give a description of this impact. If you run out of rows, please add as necessary.

Rights clashes and restrictions

Where rights clash or are being restricted, you will need to explain how the decision has been taken, that the limitation on human rights is provided by law, for a legitimate purpose (justified), and proportionate (the minimum necessary restriction on rights).

Use the following guidance to inform your responses:

First, think about what equalities or rights might be engaged by the proposal, and describe the likely impact of the proposal, and provide an evaluation.

Use the following questions to inform your responses if human rights or equalities are limited or qualified in any way:

- Why are a person's rights being restricted?
- What is the problem being addressed by the restriction on someone's rights?
- Will the restriction lead to a reduction in the problem?
- Does that restriction involve a blanket policy, or does it allow for different cases to be treated differently?
- Does a less restrictive alternative exist?
- Has sufficient regard been paid to the rights and interests of those affected?
- Do safeguards exist against error or abuse?

Table 2

Protected Characteristics or Human Rights	Key findings / impacts	Positive (+) Negative (-) (Neutral (0)	High (H) Medium (M) Low (L)
Age	Providing level access into shops and across roads, and providing seating is likely to benefit older people who may need to rest more often. Children, including children in prams or pushchairs are also likely to benefit from better access along Walmgate. More cycle stands are likely to benefit older people who may use non-standard bikes or EV, while providing a place that feels safer for children to walk or cycle. Providing seating which adhered to the CYC accessible seating guidelines will provide vital resting places for individuals who may struggle with movement over long distances.	+	M
Disability	Providing level access into shops and across roads, providing seating and removing the existing low walls, and introducing colour-contrasting tactiles at junctions is likely to benefit disabled people by taking away existing barriers to access and navigation. More cycle stands, including non-standard stands, will benefit those who use cycles as mobility aids. Accessible seating will support individuals with disabilities.	+	M
Gender reassignment	Creating a more welcoming space likely to benefit those with protected characteristic who might feel intimidated, including in the evening/at night	+	L
Marriage and Civil Partnership	No change		

Pregnancy and Maternity	Providing level access into shops and across roads, and providing seating is likely to benefit pregnant people and those with babies who may need to rest more often. It is also likely to help those with prams or pushchairs. The provision of non-standard cycle stands would benefit any people who may use non-standard bikes. Providing seating which adhered to the CYC accessible seating guidelines will provide vital resting places for pregnant individuals and children who may experience fatigue walking for extended periods.	+	L
Race	Creating a more welcoming space likely to benefit those with protected characteristic who might feel intimidated, including evening/at night.	+	L
Religion and Belief	Creating a more welcoming space likely to benefit those with protected characteristic who might feel intimidated, including evening/at night. Transport improvements could improve routes to the local church.	+	L
Sex	Creating a more welcoming space likely to benefit those with protected characteristic who might feel intimidated, including evening/at night.	+	L
Sexual Orientation	Creating a more welcoming space likely to benefit those with protected characteristic who might feel intimidated, including evening/at night.	+	L

Other social – economic groups			
Carer			

Care Leavers			
Low income groups	Improvements in the area, creating a more welcoming space will benefit the local community. As this is an area of deprivation low income groups are likely to benefit.	+	L
Veterans and armed Forces			
Other			
Human Rights (list any rights impacted)			

Step 4 – Gaps in data and knowledge

4.1	What are the main gaps in information and understanding of the impact of your proposal?		
	When conducting your screening, you may have discovered gaps in data or knowledge that make it difficult to assess whether your proposal had a positive or negative impact on human rights/equalities. Please indicate actions you will take to resolve this gap. As your proposal progresses you may be able to resolve this knowledge gap –please indicate when it was resolved.		
	Gaps in data or knowledge	Action to deal with this	Date resolved
	How many people travel to/through the area	Survey of pedestrians, cyclists and vehicles.	Pre-project survey completed in May 2026
	How people use the area/ would want to use the area	Conversations with local groups.	Ongoing

Step 5 - Maximising positive impacts

5.1	What has been done to optimise opportunities to advance equality / human rights or foster good relations? • The programme has tried to optimise opportunities by jointly developing projects between the Transport and Regeneration teams. Public engagement will be co-ordinated with the Housing and Communities teams to make sure there is clear unified information about the changes proposed for the Walmgate area and that this maximises opportunities to foster good relations.
-----	--

Step 6 – Recommendations and conclusions of the assessment

6.1	Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision.	
	Important: If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column. There are four main options you can take:	
	No major change to the proposal	The HREAT demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality / human rights and foster good relations, subject to continuing monitor and review.
	Adjust the proposal	The HREAT identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance quality or to foster good relations.
	Continue with the proposal (despite the potential for adverse impact)	You should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations
	Stop and remove the proposal	If there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.

Option Selected		Conclusion / justifications
	No major change to the proposal	The HREAT suggests that the proposed actions do not have potential for unlawful discrimination or adverse impacts, but instead are likely to have a positive impact.

Step 7 – Summary of agreed actions resulting from the assessment

7.1	What action, by whom, will be undertaken as a result of the impact assessment.			
	List below the actions or mitigations that have been identified and who will be responsible to carrying them out. Add as many lines as you need.			
	Impact / Issue	Actions to be taken	Person Responsible	Timescale
	Understanding how designs/proposals might affect people.	Engagement with local groups as proposals develop	Nicky Grayson	Ongoing

Step 8 - Monitor, review and improve

8.1	How will the impact of your proposal be monitored and improved upon going forward? Consider how will you identify the impact of activities on protected characteristics, other marginalised groups and human rights going forward? How will any learning and enhancements be capitalised on and embedded? • Ongoing engagement as proposals develop • Evaluation once projects have been finished to understand the impacts • A lessons learnt log and report will be created to share with similar council projects
-----	--

Appendix A

Equality, Diversity & Inclusion (EDI): Protected characteristics

Under the public sector duties introduced by the Equality Act 2010 public bodies must have due regard for the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the act, such as the failure to make reasonable adjustments for disabled people
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

These duties relate to the nine protected characteristic groups defined by the Equality Act 2010 (outlined in the table below).

The Council recognises that a person's socio-economic background and whether they live in a rural or urban location can be important factors in determining fair access to services, employment and treatment. When carrying out analysis, you must also consider socio-economic issues and rural / urban location issues. In addition to the nine protected characteristic the HREAT includes the following equality groups:

- Carers
- Low income groups
- Veterans, armed forces community
- Experience of care/Other (other groups that are impacted)

Human rights differ from equalities in two main ways:

- First, human rights apply to everyone and not just groups with protected characteristics.
- Second, they allow for the balancing of rights, priorities, and risks. Many rights are not absolute and can be limited or qualified in particular circumstances.

The following guidance identifies which rights are most likely to be engaged by proposals in certain policy areas. This doesn't mean that you should not consider whether other rights might be engaged.

There are three types of human rights in the Human Rights Act:

Absolute rights: Cannot be breached in any circumstances e.g. right to life and to protection from torture and inhuman or degrading treatment.

Limited rights: can only be restricted in specific situations e.g. a person can be deprived of their liberty if they are convicted of an offence and imprisoned.

Qualified rights: human rights can be restricted if it is in the interests of the wider community or to protect other people's rights e.g. freedom of movement and assembly were restricted during the Covid-19 pandemic in the interests of public health.

As limited and qualified rights are not absolute, they sometimes have to be balanced in decision making. In Table 1, absolute rights are indicated with an *; limited rights with a **; and qualified rights with a ***.

Right	Description	Focus Area
Right to life	Nobody, including the Government, can take someone's life away. Public authorities must take appropriate measures to safeguard life including by protecting people whose life might be in danger. Public authorities should also consider the right to life when making decisions that might endanger or affect life expectancy. When public officials may be involved in an instance when someone died, public authorities must investigate.	• Benefits and money • Births, deaths and marriages • Children and families • Environment and animals • Health and social care • Housing • Planning and building • Waste and recycling
Right to liberty and security	It focuses on protecting individuals' freedom from unreasonable detention, as opposed to protecting personal safety. However, there is case law from other jurisdictions where this right also covers personal safety in conditions other than detention.	• Right to liberty and security

Freedom from torture and inhuman or degrading treatment	Torture consists in causing very serious and cruel physical or mental pain or suffering. Inhuman treatment or punishment is treatment which causes intense physical or mental suffering. Degrading treatment means treatment that is extremely humiliating and undignified. Inhuman or degrading treatment could include: serious physical assault; very severe detention conditions or restraints; serious physical or psychological abuse in a health or care setting.	• Children and families • Health and social care
Right to marry and start a family	Right of men and women of marriageable age to marry and to start a family.	• Births, deaths and marriages
Prohibition of slavery and forced labour	Slavery is when someone owns someone else like a piece of property. Servitude is when someone provides services to a person for no reward and is unable to stop due to coercion. Forced or compulsory labour is when someone is forced to do work to which they have not agreed to, under the threat of punishment.	• Children and families • Jobs, training and volunteering • People and communities
Right to a fair trial	This right is triggered when someone is charged with a criminal offence and have to go to court, or a public authority is making a decision that has an impact on someone's civil rights or obligations.	• Environment and animals • Health and social care • People and communities • Streets, roads and pavements
No punishment without law	No one can be charged with a criminal offence for an action that was not a crime when it was committed. Public authorities must explain clearly what counts as a criminal offence so that people know when they are breaking the law.	• Environment and animals • People and communities • Streets, roads and pavements

Right to property	No public authority, without very good reason can take away one's property, which may include things like land, houses, objects, shares, licences, leases, patents, money, pensions and certain types of welfare benefits. This right applies to companies as well as individuals.	• Benefits and money • Business • Council tax • Environment and animals • Housing • Planning and building • Travel and transport • Streets, roads & pavements • Waste and recycling
Right to private and family life, home and correspondence	This includes one's right to determine their sexual orientation, lifestyle, and the way one looks and dresses. It also includes the right to control who sees and touches one's body. It further covers one's right to develop their personal identity and to forge friendships and other relationships, the right to participate in essential economic, social, cultural and leisure activities. In some circumstances, public authorities may need to facilitate the enjoyment of one's right to a private life, including their ability to participate in society. It also means that personal information about anyone (including official records, photographs, letters, diaries and medical records) should be kept securely and not shared without their permission, except in certain circumstances.	• Benefits and money • Births, deaths and marriages • Children and families • Health and social care • Jobs, training and volunteering • Parking and permits • Planning and building • Schools and education • Sports and leisure
Right to free elections	Public authorities must support the right to free expression by holding free elections at reasonable intervals. These elections must enable anyone to vote in secret.	• Births, deaths and marriages • People and communities

Freedom of thought, conscience and belief	This may include the right to change religion or beliefs, the right to put one's thoughts and beliefs into action, for example by exercising the right to wear religious clothing, the right to talk about one's own beliefs or take part in religious worship. Public authorities cannot stop anyone from practising their religion, without very good reason. This right protects a wide range of non-religious beliefs including atheism, agnosticism, veganism and pacifism. This includes the right to express views aloud (for example through public protest and demonstrations) or through published articles, books or leaflets, television or radio broadcasting, works of art, the internet and social media. It further protects the right to receive information from other people by, for example, being part of an audience or reading a magazine.	• Business • Schools and education
Freedom of expression	This includes the right to express views aloud (for example through public protest and demonstrations) or through published articles, books or leaflets, television or radio broadcasting, works of art, the internet and social media. It further protects the right to receive information from other people by, for example, being part of an audience or reading a magazine.	• Business • Environment and animals • People and communities • Schools and education • Sports and leisure
Freedom of assembly and association	This encompasses the right to form and be part of a trade union, a political party or any another association or voluntary group. Nobody has the right to force anyone to join a protest, trade union, political party or another association.	• Environment and animals • Jobs, training and volunteering • People and communities • Travel and transport • Streets, roads and pavements

Right to education	This right protects one's right to an effective education within the UK's existing educational institutions. It relates to primary, secondary, and higher education. Parents have a right to ensure that their religious and philosophical beliefs are respected during their children's education.	• Children and families • Environment and animals • Jobs, training and volunteering • People and communities • Schools and education • Sports and leisure
Right to housing	Adequate housing must provide more than four walls and a roof. For housing to be adequate, it must, at a minimum, meet the following criteria: Security of tenure, that is legal protection against forced evictions, harassment and other threats; availability of services, materials, facilities and infrastructure; affordability, which means that housing is not adequate if its cost threatens or compromises the occupants' enjoyment of other human rights; Habitability, which relates to physical safety or adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards; accessibility, in that it must accommodate the specific needs of disadvantaged and marginalised groups; location, which means that it must not be cut off from employment opportunities, health-care services, schools, childcare centres and other social facilities, or it must not be located in polluted or dangerous areas; cultural adequacy, which means that it must respect and take into account the expression of cultural identity.	• Benefits and money • Housing • People and communities • Planning and building • Waste and recycling

This page is intentionally left blank

Data Protection Impact Assessment (DPIA)

Why do I need to complete a DPIA?

This process is a mandated legal requirement of data protection legislation to ensure that privacy concerns have been considered and actioned to ensure the security and confidentiality of the personal identifiable information.

When do I need to complete a DPIA?

This document must be completed for any proposed, new or change in process, service, technology, or project which may or will be processing personal identifiable information. It must be completed before change, implementation, or procurement.

Who should complete a DPIA?

The DPIA should be initiated and completed by either the relevant Project Manager, Manager or Information Asset Owner/Administrator (IAO/IAA) [Intranet | Information on the roles of SIRO, IAO, IAA, DPO and CG \(york.gov.uk\)](#) in the area proposing the change.

It is advisable to include the following where appropriate:

- information governance team
- ICT & information security team
- web services team
- legal services
- procurement
- relevant stakeholders
- any data processors (including 3rd party suppliers)

Following completion of the DPIA, if it identifies a high risk and you cannot do anything to reduce it, we must consult with the ICO as set out in data protection legislation. You must not go ahead with the processing until this has been done and the ICO

has provided their decision or outcome [Do we need to consult the ICO? | ICO](#) You must contact information.governance@york.gov.uk who will lead on this with the ICO.

The DPIA must be approved and signed by the IAO/IAA or appropriate senior manager before the system goes live and/or the new or changes to processing, starts.

What Next?

If you have answered yes to any of the DPIA screening questions you will be required to complete the DPIA with as much detail as possible and return the completed form to information.governance@york.gov.uk

Further guidance on DPIAs can also be found on the Information Commissioner's website www.ico.gov.uk

What does 'large scale' mean?

The legislation does not contain a definition of large-scale processing, but to decide whether processing is on a large scale you should consider:

- the number of individuals concerned.
- the volume of information.
- the variety of information.
- the duration of the processing; and
- the geographical extent of the processing.

Examples of large-scale processing include:

- a hospital (but not an individual doctor) processing patient information.
- tracking individuals using a city's public transport system.
- an insurance company or bank processing customer information.
- a search engine processing data for behavioural advertising; or
- a telephone or internet service provider processing user information

OFFICIAL – SENSITIVE

Data Protection Impact Assessment (DPIA)

Reference Number (if applicable)	
Lead/contact name:	Nicola Grayson
Directorate:	City Development
Service Area:	Regeneration
Data controller details:	Regeneration team (Nicola Grayson)
Data processor details:	Regeneration team (Nicola Grayson)
Information Asset Owner: (All systems/assets must have an Information Asset Owner (IAO). Intranet Information on the roles of SIRO, IAO, IAA, DPO and CG (york.gov.uk)	Katie Peeke-Vout, Head of Regeneration
Information Asset Administrator: (All systems / assets usually have an Information Asset Administrator (IAA) who reports the IAO as stated above. Intranet Information on the roles of SIRO, IAO, IAA, DPO and CG (york.gov.uk)	Nicola Grayson
Customers and stakeholders: Please list all involved including both internal and external parties	Internal: • Communications team • Neighbourhood team • Highways • Public Realm • Regeneration • Transport

OFFICIAL – SENSITIVE

	External: • Council tenants • Private tenants/owners • Local businesses • Those travelling to/through the area • Students (who may also be residents)
--	--

Step 1 – Identify the need for a DPIA

Hints and tips to complete this section:

Refer to the completed DPIA screening questions

*It was identified that a DPIA would be needed ***.*

*The purposes of the proposed, new or change in process, service, technology, or project are ****this could be copies of extracts from or links to project docs, business cases etc*****

*The above will realise several benefits including: *** e.g. what are the expected benefits for individuals/the council etc*

See customers and stakeholders above and/or describe when and how you will seek individuals' views – or the reasons it's not appropriate to do so and/or refer to the equalities impact assessment [Intranet | Equalities and human rights \(york.gov.uk\)](#)

If you need to describe “purposes” because there are no other documents, consider the below points

- *what do you want to achieve*
- *what is the intended effect and/or outcome for individuals, the council etc*
- *are there any unintended effects and/or outcomes for individuals, the council etc*

OFFICIAL – SENSITIVE

The South Walmgate programme aims to make transport and public realm improvements to the area adjacent to the former Willow House site that will be redeveloped into new housing. Additional projects may include a heritage trail, public art and communal gardening/planting schemes.

The DPIA screening identified that a DPIA would be needed as we:

- Want to keep people informed via an email mailing list
- May need to contact individuals if a project could directly affect an individual, such as construction work next to their home.

Approval of the Walmgate Masterplan will be taken to Executive for decision and so a DPIA is required.

Step 2 – Describe the information flow

Hints and tips to complete this section:

The collection, use and deletion of information should be described here.

It may be useful to use a flow diagram or another visual way or data map/flow/list to explain information flows.

If there will be any card payments taken as part of the processing, need to confirm if online and/or card machine and which “system” is used to process the payments taken

Names, emails and potentially addresses will be gathered as part of this project. This will be needed to communicate with residents, businesses and community organisations to invite them to events, canvass opinions/gather feedback and to communicate project updates and progress.

Provide details of personal, special category and criminal offence data being processed by checking all options that apply. Add any additional items and their description, in the ‘other’ option.

Personal data

Name	☒	NHS Number	☐
------	-------------------------------------	------------	--------------------------

OFFICIAL – SENSITIVE

Address	☒	NI Number	☐
Post Code	☒	IP Address	☐
Date of Birth/Age/Age group	☐	Photograph	☐
Telephone Number(s)	☒	Email Address	☒
Other: Please describe	☐		
Special Category Data			
Religion	☐	Ethnicity	☐
Health Information	☐	Trade Union Membership	☐
Political Opinions	☐	Sexual Orientation	☐
Biometric Data	☐	Other: Please describe e.g. Carer	☐
Criminal offence and/or history data			
Please describe:			☐

Provide details of data subjects - checking all that apply. Add any additional items in the 'other' option.			
Residents	☒	Customers/Clients/Citizens	☒
Children/young people	☐	Vulnerable people/groups	☒
Staff/employees/agency staff	☒	Volunteers	☒
Other: Please describe	☐		

Step 3a – Identifying risks & solutions

The following questions will highlight any risks associated with the principles of the UK General Data Protection Legislation (UK GDPR) and Data Protection Act 2018 (DPA) and other privacy legislation

OFFICIAL – SENSITIVE

Where a risk is identified, it should be carried forward to the table in Step 3b below, where mitigation and evaluation should be recorded.

Suggestions/hints/tips are shown in italics

Data protection/ privacy Issue	Response	Risk (Yes/No)
Who is the IAO and IAA?	Katie Peeke-Voute/Tania Weston, Nicola Grayson	N
How many individuals will be affected	The area is covered by two Lower Super Output Areas (LSOAs) that each consists of 1,600-3000 residents. Additionally, people pass along Walmgate into the city centre and along the City Walls and may wish to be kept informed. It is likely that the number of people wishing to be kept informed will be much lower than this.	Y
What is the nature of the relationship with the data subjects?	We will be conducting engagement with people to make sure improvement projects are supported locally. People who wish to be kept informed will need to provide contact details, email address by preference. In those cases where people do not have or want us to communicate with them by email we may collect phone numbers or postal addresses. We will only collect personal data if people have consented.	N
How will information be collected and/or what is the source of the information?	Email addresses	Y

OFFICIAL – SENSITIVE

	Where people do not/cannot provide an email address: name, phone number and/or postal address	
Who will have access to the information?	The CYC project team. Personal data will stored on the Regeneration Team channel. The document will be password protected.	N
Is any information shared within CYC?	Information will be shared between Regeneration and Communications /Communities.	Y?
Is any information shared externally with other organisations?	No	N
What is the lawful basis for processing personal data?	Article 6 <i>(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.</i>	
What is the lawful basis for processing special categories of personal data	N/A	
What is the lawful basis for processing criminal conviction or offences including past criminal convictions or offences	N/A	
Will information be processed in a way that goes beyond an	No	N

OFFICIAL – SENSITIVE

individual's reasonable expectations?		
Do we have any previous experience of this type of processing?	Yes	Y
How will you tell the individuals about the use of their information?	The Regeneration Team privacy notice will be shared with participants before they sign up to our mailing list or provide any information.	N
Does the privacy notice cover the processing activities, or does it need amending?	Yes	N
If you are relying on consent to process personal information, how will this be collected and what will you do if it is not given or withdrawn?	Consent will be sought at the outset. If it is not given the information will not be collected, if it is withdrawn we will remove the data from our files and ensure that it is removed or destroyed in every location. The details will be removed from the spread sheet and a record of their removal will be made in the same sheet.	N
Purpose Limitation		
Have you identified all the purposes at Step 1 for which you will use information?	Yes	
Does the processing achieve your purpose(s)?	Yes	

Is there another way to achieve the same outcome?	We would continue to provide information via the CYC website, noticeboards and meetings, but we would not have a way to update the people who are interested in the project and want to be kept informed.	N
How will you ensure data minimisation i.e. only collecting/processing the minimum amount for the purpose(s)?	We will only take names/email addresses where necessary for gathering feedback/ opinions and advertising events.	Y
How will you ensure there is no “function” or processing creep?	We will only seek information which is necessary to our project and will not seek further information.	N
Can you ensure that the data collected is good enough for the intended purpose?	Yes, we will ask people to supply their data.	N
Is there any information that could be removed or anonymised without compromising the purpose(s) set out at Step 1?	We will only collect personal information in order to keep people updated. Any feedback gathered will be anonymised.	N
Accuracy		
Can the information be amended and/or deleted if required?	Yes	N
How will you ensure information used will be accurate and up to date?	It will be stored on OneDrive in a spreadsheet and will be kept up to date for the duration of the project. After that information will be deleted.	N

Have you established retention periods for the information?	Intranet Retention schedule (york.gov.uk) The information will be retained for 2 years in line with council policy. In April 2028 we will review the contact details and if still required will contact the customers to ask if they would like to remain on the contact list or be removed. This will only be the case for individuals who have submitted their emails to be contacted for feedback/ to be kept up to date.	
Does the new processing/system allow you to delete information in line with the retention periods?	Yes.	
If there is a business need to retain information beyond the retention period, e.g. historical trend analysis, can the data be anonymised at this point?	N/A	
Have you checked if there is there a legal or other requirement to transfer the data at the end of the retention period for permanent preservation e.g. City or National Archives? If there is, how will this be done?	The data will not be transferred.	
How will it be destroyed/deleted or transferred?	It will be permanently deleted from Onedrive and all version history will be deleted.	

Security		
If required, has the information security technical checks/questions been completed and approved by ICT/ICT security? OR has it identified any risks?	N/A	
Where will the information be stored?	The Regeneration team's OneDrive folder, with managed access, which will be kept to the project team. The data sheet will be password protected.	
Does the new or current system/ procedure/processing provide adequate protection against security risks?	Yes	
What is the current state of technology in this area and/or are there any relevant advances in technology or security?	We will be using the council's Teams software	
What training and guidance is or will be given to staff?	Information Governance Training is mandatory for all staff on an annual basis.	
What data protection training has been undertaken by staff?	Information Governance Training is mandatory for all staff on an annual basis.	
If a third party is being used, what is the data protection relationship e.g. independent controllers, joint controllers,	N/A	

OFFICIAL – SENSITIVE

controller / processor, or processor/controller?		
If a third party is being used, is there a contract in place with the appropriate UK GDPR/DPA 2018 clauses and schedule if needed?	N/A	
If a third party is being used, how have you checked that their processes are UK GDPR/DPA 2018 compliant?	N/A	
Is the third party signed up to any approved code of conduct or certification scheme e.g.,	N/A	
International Transfers		
Will you transfer information outside of the EEA?	No	
If transferring data outside of the EEA, does the country/ organisation demonstrate an adequate level of data protection?	N/A	
If transferring information outside of the EEA, how will you ensure that the information is transferred securely?	N/A	
Will you be using 'Cloud Based' systems to store or transfer information? If so, where is the	Stored on the council's system.	

OFFICIAL – SENSITIVE

geographical location of the server and does the system demonstrate an adequate level of data protection?		
Rights of the Data Subject		
How will you manage rights of individuals requests e.g. Subject Access Requests (SARs), request to rectify data, request to be forgotten, objection to processing, restriction?	Requests will be logged and handled in line with council policies. Individuals will be informed of how they can request removal of personal data. Personal data will be removed from logs.	
Does the system involve automated decision making? If so, do you have a process in place to facilitate human intervention?	No	
Accountability		
As a result of this new or change to processing, do you need to update entries in the Information Asset Register (IAR)/ROPA etc?	No.	
As a result of this new or change to processing, do you need to update any Policies or Procedures?	No	
As a result of this new or change to processing, do you need to	No	

OFFICIAL – SENSITIVE

consider any Codes of Practice, regulatory guidance etc?		
---	--	--

Step 3b – Identifying risks & solutions

What are the risks and mitigations about data processing?

Required information: privacy risks identified, mitigation/solution, evaluation (i.e. is the risk eliminated/reduced/accepted).

Treat this in the same way as defining project risks but look at it from a customer and data point of view. It is good practice to include the risks identified here in the project or service area risk register so that they are monitored throughout the lifecycle of the project and/or service provision.

Transfer any risks identified in Step 3a above into the below table, i.e. all those where Risk is Yes.

Risk	Mitigation / Solution(s)	Evaluation <i>Is the risk eliminated, reduced, or accepted?</i>
It is possible that a large number of people wishing to be kept informed. There is a risk that this data could be accidentally revealed when sending out newsletters through not blind copying people.	Officers will be reminded of the need to only use 'blind copy' when sending out group emails.	Reduced
There is a risk that information collected could be accessed internally by officers not involved with the project	Personal information (e.g. email address lists) will be stored on a password-protected spreadsheet and only officers directly involved in the Regeneration, Communications and Communities teams will have access	Reduced

OFFICIAL – SENSITIVE

Personal/special categories data/criminal offence data transfer • More than is necessary • Not accurate / up to date • Not by secure methods	N/A	
Individuals/data subjects are not informed or can access their rights	Use of current privacy notice(s) and reviewed annually: information.governance@york.gov.uk Intranet Data Protection, Privacy, and Information Governance (york.gov.uk) https://www.york.gov.uk/privacy/RegenerationTeam	Reduced
Data breaches: Personal information may be exposed, leading to identity theft or fraud, financial fraud, physical harm, or other forms of malicious use e.g.	Risk of data breach is medium: • All officers involved have completed staff training and will be reminded of the risk of accidentally not bcc'ing for mailing lists. • Data will be protected by use of passwords	Reduced
Breach notification obligations to ICO/NHS etc: If a data breach occurs due to insufficient security, the organisation may fail to meet its obligation to promptly notify affected individuals and relevant authorities.	• All officers involved have completed staff training	Reduced
Information could be accessed or shared without individuals' consent, violating their right to privacy.	• Data will be protected by use of passwords	Reduced

OFFICIAL – SENSITIVE

Non-compliance with data protection and privacy legislation/regulations resulting in regulator action/sanctions including potential fines and legal action.	• DPIA • DSA if needed • Privacy notices to be drafted/ reviewed • Compliance monitoring e.g. through internal audits etc	Eliminated
Improper system /records access	CYC organisational and technical measures such as • User designation and password approval, • user permissions limited based on access requirements for role	Reduced
Unlocked device with unauthorised access to system	CYC organisational and technical measures such as • Standard work policy to lock device when leaving desk. • Autolock • Rolling password changes	Reduced
Privacy notice does not reflect processing activity	Regeneration privacy notice recently reviewed and updated.	Eliminated
Retention periods are not adhered to	Annual review of retention periods and retention	Reduced
IAR/ROPA is not up to date	IAR/ROPA will be updated to include all new and updated assets and new processing activities	Reduced
Policies and procedures do not reflect new project/new or change to processing	• Annual review of policies/procedures • Changes flagged by relevant CYC team	Reduced
Regulatory investigations from concerns/complaints being raised to them and/or through their monitoring of all data controllers e.g. audit, inspect or investigate the council's DP/IG and ICT security practices, resulting in	• CYC ICT, information governance policies and procedures	Reduced

reputational damage and possible penalties for non-compliance.		
Financial loss from breaches and subsequent legal action and/or insurance claims from individuals could result in financial losses, including legal fees, fines, and compensation to affected individuals	• CYC ICT, information governance policies and procedures	Reduced
Inability to access services or opportunities	N/A	
Loss of control over the use of information;		
Discrimination	N/A	
Re-identification of pseudonymised data	N/A	
Loss of confidentiality	N/A	
Any other significant economic or social disadvantage	N/A	

Some other examples of actions that can reduce risks are

- taking additional technological security measures; or using a different technology; training staff to ensure risks are anticipated and managed.
- anonymising or pseudonymising data where possible.
- writing internal guidance or processes to avoid risks.
- putting clear data-sharing agreements into place with all partners.
- offering individuals the chance to opt out where appropriate; or
- implementing new systems to help individuals to exercise their rights

OFFICIAL – SENSITIVE

Step 5 – Record of outcomes and sign off

Please complete the sign off section below and email a copy of the full document to information.governance@york.gov.uk Where it is identified that the processing is likely to result in a high risk to individuals, approval will need to be gained from the Senior Information Risk Owner and/or Chief Operating Officer and/or the Information Commissioner's Office. Please see [Do we need to consult the ICO? | ICO](#)

	Yes/No	Date	Name	Position
Confirm ongoing or outstanding actions will be integrated to the project or service plan with date and name and position of who responsible	Yes	05/06/26	Nicola Grayson	Regeneration Project Co-ordinator
Residual risks approved:	Yes	05/06/26	Tania Weston	Regeneration Programme Manager
DPO/Information Governance advice provided:				
Summary of DPO/ Information Governance advice:				
DPO/Information Governance advice accepted.				
If not accepted, please explain the reasons:				

Project/Process Sponsor

OFFICIAL – SENSITIVE

Name	Ben Murphy
Job Title	Head of City Development
Signature	
Date	

Information Asset Owner	
Name	Katie Peeke-Vout
Job Title	Head of Regeneration
Signature	
Date	

Data protection/information governance	
Name	
Job Title	
Signature	
Date	18/05/26

This page is intentionally left blank



**South Walmgate
Improvement Plan**

Contents

Brief & Process
Summary 4
Proposed Process 5
Brief & Process 6

Identification & Development of Key Themes
Site Analysis and Walkabouts 8
Engagement Event 01 - Chat and Chips 9
Engagement Event 02 -Youth Panel Session 10
Engagement Event 03 - Community Panel Session 11
Key Themes 12

Key Themes
Theme A – Celebrating Local Heritage 14
Theme B - Improved Safety and Security 19
Theme C – Greening South Walmgate 24
Theme D - Play and Social Amenity 30
Theme E - A Thriving Local Centre 35
Theme F -Affordable, Sustainable Homes 42
Theme G - Development Opportunities 45
Theme H – Active Travel and Accessible Streets 49

Project List
Improvement Ideas Engagement Summary 55
Project Map 56
Project List 57
Project 1 – Willow House 62
Project 2 – Hope Street 63
Project 3 – Walmgate Parade 65
Project 4 – Communal Gardens 67
Project 5 – Secure Areas and Reducing Routes 69
Project 6 – Albert Street 71
Project 7 – Infill Sites 72
Project 8 – Retrofit Strategy 73
Project 12 – Privacy Planting 74
Project 13 – Rampart Planting 75

Next Steps
Engagement Summary 77
Next Steps Summary 79

Design Consultant Team:

Architect:	Mikhail Riches*
Engagement:	ImaginePlaces*
Landscape:	BBUK*
Civils:	Civic
Structures:	Civic
M&E:	Greengauge
Passivhaus:	Warm
Transport:	Civic
Planning:	Tibbalds

* Key contributors to the South Walmgate Improvement Plan

336_MR_South Walmgate Improvement Plan				
Issue to	Date	Revision	Description	Initials
City of York Council	05.09.25	-	Draft Report	SC & CC
City of York Council	16.09.25	A	Final Report	SC & LT

Brief & Process

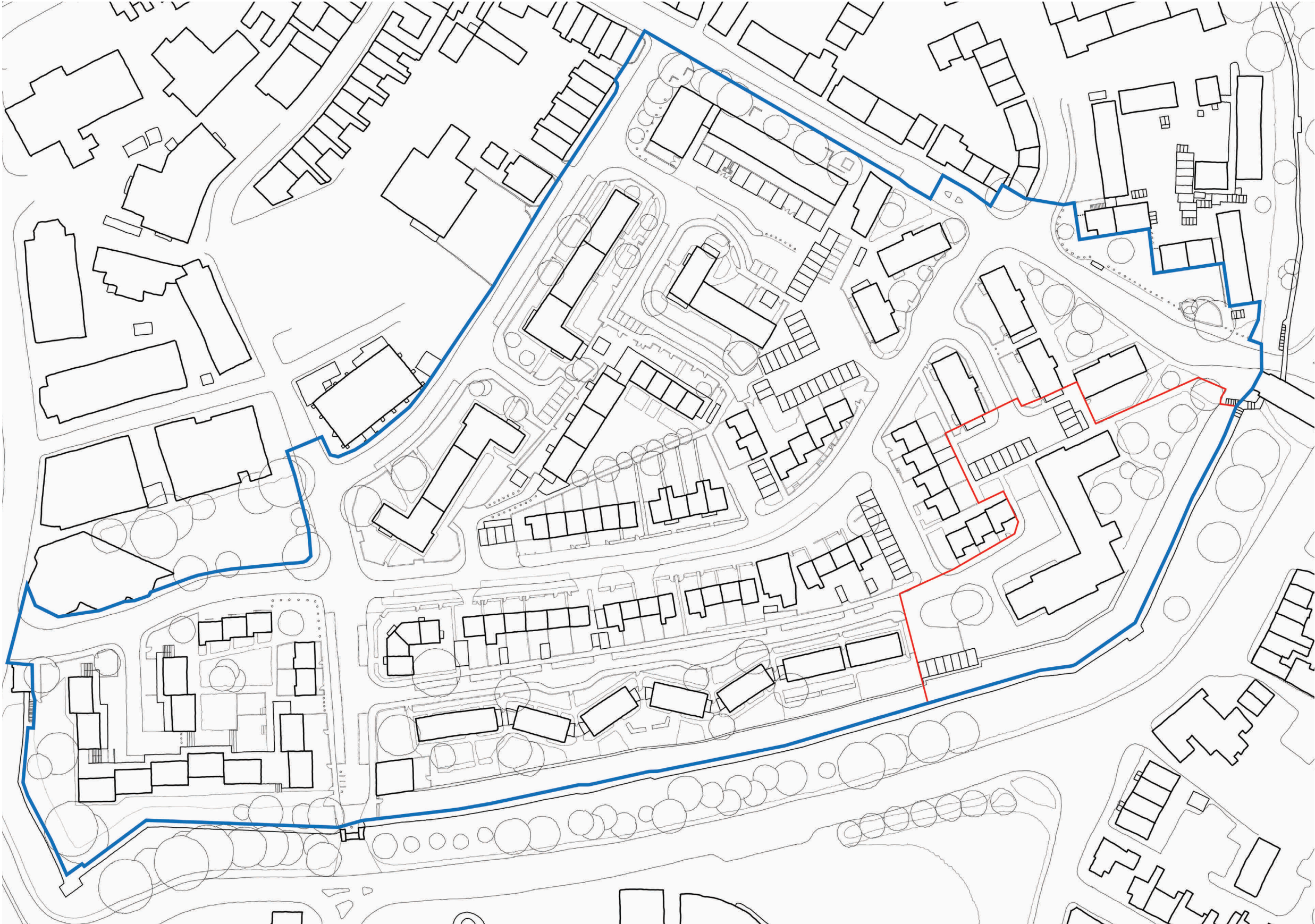
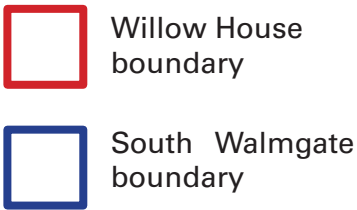
Brief & Process

Summary

Mikhail Riches and their multi-disciplinary design team have been appointed by the Housing Delivery Programme at the City of York Council to;

- Develop a new housing scheme and submit planning for the development which sits on site of the former Willow House care home.
- Review the wider South Walmgate area and produce an Improvements Plan that collates resident ideas & design recommendations to instigate change in the area that benefits the existing residents.

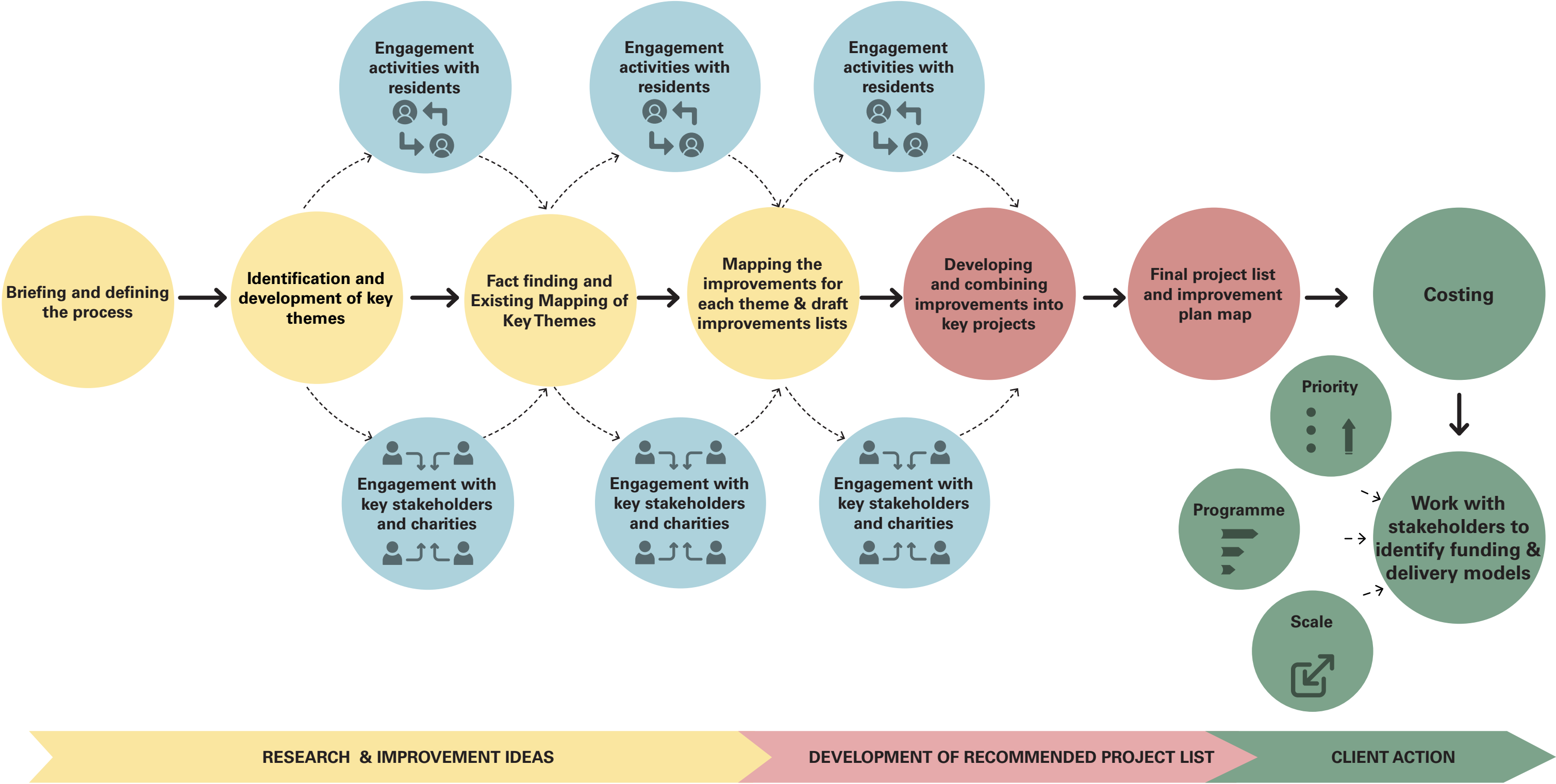
The following report collates the research, mapping, engagement and project ideas to come out of this piece of work.

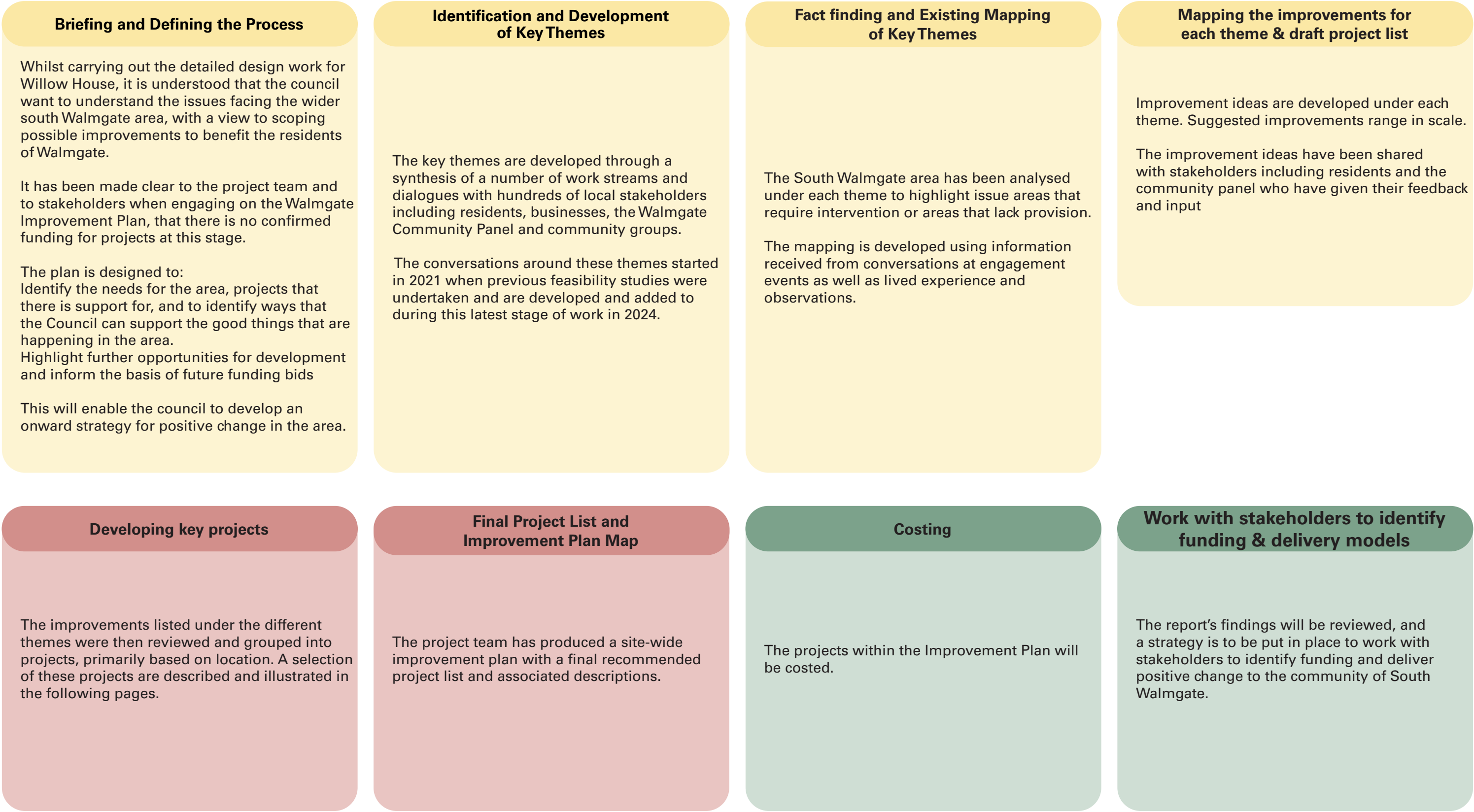


Brief & Process

Proposed Process

The diagram below outlines the design teams process for the South Walmgate Improvement Plan.





Identification & Development of Key Themes

Identification and Development of Key Themes

Site Analysis and Walkabouts

The design team’s experience within the South Walmgate area stretches back to 2019 when the Willow House site was first reviewed with the Council’s Housing Delivery team.

The team have spent time on site, analysing the existing social, economical, and environmental conditions.

The team have spoken to residents, businesses and other key stakeholders to help better understand what its like to live in the area.

Developing key themes in which to group ideas under, enables a wide reaching analysis of different things that impact peoples day-to-day life and experience of the area. Some themes may have more improvement ideas, but of smaller scale, others may have few, but with larger intervention. As a design team we wanted to ensure we were able to respond to all the important things discussed with residents, businesses and other key stakeholders.

The themes align well with the HDP core priorities, the ‘One City for all’ plan, and have received good levels of public support.



Identification and Development of Key Themes

Engagement Summary

Meet the Design Team: ‘Chat & Chips’

Date: 18th July 2024 - 4pm to 7pm.
Location: Huby Court, next to Walmgate Bar

The key aims at this event were to summarise the Willow House project brief to date and highlight emerging key moves and priorities of the Improvements plan, as well as highlighting various ways residents and businesses could get involved and shape the design work ahead.

Key Learnings in relation to the Improvements Plan:

- Broad support: People endorsed the “key moves” (key themes) for the Improvements Plan and partnership opportunities shown in engagement materials.
- Play and family needs: Very little play provision currently exists; safe, fun, and overlooked spaces are a high priority.
- Safety concerns: Drug-taking and ASB, especially in disused stores and garages, are urgent problems. Residents are taking matters into their own hands (locking spaces). Partnership with Police and Housing is needed.
- Community hub: Strong appetite for a hub or outreach centre as part of wider regeneration.
- Partnerships: York Archaeology and Friends of York Walls want to collaborate, especially around heritage and greening.
- Students are seen as potential contributors to vibrancy, local economy, and place activation.
- Environment and greening: Walkabouts with Edible York and Highways are recommended to ensure trees are planted, protected, and nurtured.

Emerging Actions Going Forward:

- Improve Safety & Ownership: Convert rear pedestrian lanes into communal gardens, giving residents control and reducing ASB.
- Enhance Community Spaces: Create sociable, mixed-use hubs.
- Revitalise Neighbourhood Spaces: Retrofit and reuse spaces—e.g. replace 20% of garages each year with active uses.
- Green & Health Initiatives: Develop a “Green, affordable and healthy Action Plan” to improve walking/cycling routes, transform gardens and ramparts, and promote environmental and well-being benefits.



Identification and Development of Key Themes

Engagement Summary

Update & Community Panel Introduction Youth Panel

Date: 1st October 2024 - 4pm to 7pm
Location: The Barbican

Imagine Places, Mikhail Riches and CYC carried out an engagement session, to update the local residents on the progressing designs for Willow House and to discuss the emerging mapping under the Key Themes for the wider Improvement Plan. The session was designed to then recruit the member of a 'Community Review Panel' - and hold the initial panel meeting after the wider project update.

Members of the public attended as well as project team members and stakeholders including Arran Johnson, Assistant Community Archaeologist and Richard Ball, the Secure By Design officer from York police.

An introduction to the panel, and worksheet 'homework' was also circulated to the members of the panel. The panel were asked to review the information shown on both Willow House and the wider South Walmgate area in preparation to feed back to the second 'community panel' event on October 23rd.

During the public meeting, discussions between senior project officers, the design team, and residents explored ways to increase engagement from local residents, workers, and businesses.

Key Suggestions Included:

- Holding future meetings in well-used public spaces, similar to previous well-attended sessions.
- Providing online participation options for younger people and those unable to attend in person.
- Building confidence among residents and businesses that their feedback will genuinely influence project outcomes.

Key Learnings in relation to the Improvements Plan:

- Concerns about long-standing issues, including dissatisfaction with the Council and local Police, decades of underinvestment, poor maintenance follow-up, and ineffective responses to anti-social behaviour and crime.

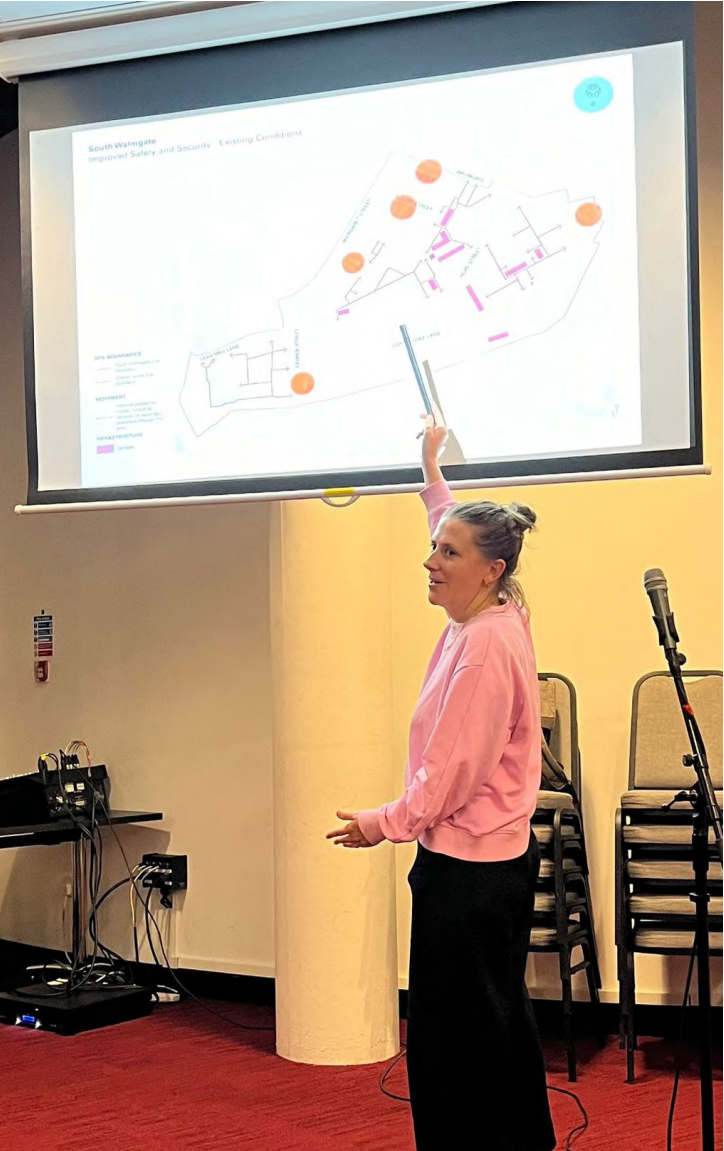
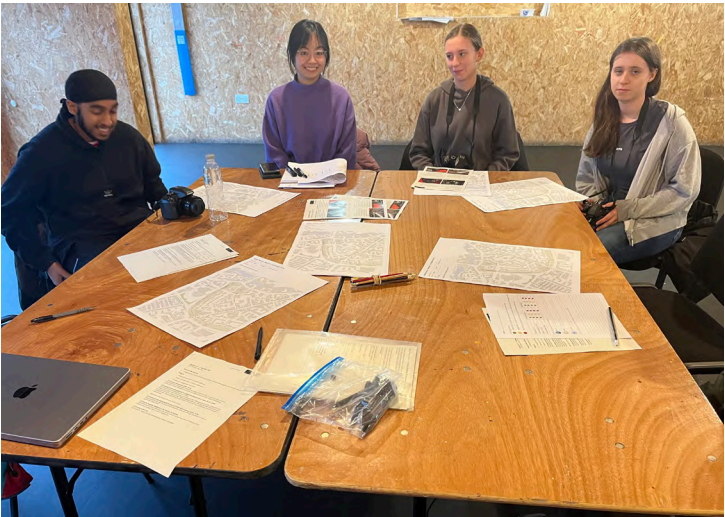
Date: 1st October 2024 - 4pm to 7pm.
Location: South Walmgate walk around and workshop in Spark.

ZCD Architects, Mikhail Riches and CYC carried out a Youth engagement session, which was established to gather views from young people living in York, and how they consider residential areas and travel around the city.

The session utilised photography during a walking tour of the South Walmgate area, gathering images and views of the area, making links and comparisons to between the places they lived and Walmgate.

Key Learnings in relation to the Improvements Plan:

- Public Spaces: Lots of indications that young people are not welcome in public spaces, evident in 'No Ball Games signs', conflicting with expectations of playing outside, rather than at home on devices
- Travel: Alleyways aren't necessarily a worry for young people, but should be wide enough and not left to be overgrown or unkempt to avoid obstruction, and to be able to see the other end
- Safety: Recognising the importance of overlooking and framing spaces, adding to feelings of safety and community
- Community: Taking pride in the environment and building a sense of community, and the value of sharing spaces with people of all ages to feel safe and included.



Identification and Development of Key Themes

Engagement Summary

Community Panel Session 02

Date: October 23rd - 4pm-7pm
Location: St Denys Church Hall

The Design and Project team invited all signed-up Community Panel Members (aged 17 and over) to a three-hour session to review the Improvement Plan for South Walmgate and discuss summaries of the Panel Members’ Worksheets.

Key Learnings in relation to the Improvements Plan:

Neighbourhood Safety and Security

- Public access and permeability: Unrestricted access to homes and rear spaces creates conditions for anti-social behaviour (ASB). Gating, defensible planting, and clearer private/public boundaries are essential.
- Lighting and surveillance: Poor or absent lighting in overlooked spaces heightens fear and limits mobility, especially for women and vulnerable groups.
- Garages and storage: Existing garages are too small, unsafe, and attract ASB. Re-purposing them for housing, play, or other amenities is widely supported.
- Cycling and mobility: Safe cycle storage, accessible paving, resting places, and toilets are all lacking—restricting independence and movement.
- Immediate actions: Secure gates (e.g. Long Lane), improve locks, and redesign rear/ambiguous spaces to reduce opportunities for ASB.
- Street furniture and greening: Seating, improved planting, and managed social spaces can foster safety and belonging.
- Heritage Trail: Supported in principle, but must avoid harming residents’ privacy and should bring tangible benefits (infrastructure, amenities).

Spatial Focus Insights

- Willow House: Priority for safer green access, defensible planting, functional plans (not just concepts), and car/storage solutions integrated into design.
- Walmgate Parade: Needs accessibility upgrades, new social space, improved paving, and reactivation of shop fronts. Anti-social behaviour (including abuse of shop staff) is a serious issue.
- Huby Court: Positive baseline, but further enhancements to greening, seating, and informal stewardship could strengthen its role.
- South Walmgate streets (Albert, Margaret, Turpin Court): Excessive permeability encourages crime. Proposals include demolishing garages, gating ginnels, clarifying rear space ownership, and reshaping street patterns into safer, semi-private environments.

Social Life and Community Well-being

- Social space: Residents want more sociable, inclusive spaces—both indoor and outdoor—where people can gather, especially along Walmgate Parade.
- Local businesses: Some retailers don’t serve the local community. There’s appetite for businesses that contribute to neighbourhood vibrancy and pride.



Note: A summary of Community Panel Session 02 / 03 and a community wide engagement event can be found later in this document on pg 55

Identification and Development of Key Themes

Key Themes

CELEBRATING LOCAL HERITAGE



Designing a heritage trail exploring the history and heritage of South Walmgate. Ensuring that the new homes that are built retain views of York Minster from the City Wall

A

IMPROVED SAFETY AND SECURITY



Increase safety and security by improving pedestrian routes and reducing areas for anti-social behaviour

B

GREENING SOUTH WALMGATE



Celebrating the beautiful mature trees in the area and creating green streets which embed ecological enhancements.

C

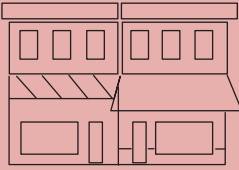
PLAY AND SOCIAL AMENITY



Safe children's play for all ages. Play spaces are well overlooked by dwellings and integrated into a rich biodiverse landscape, enhancing social connectivity.

D

A THRIVING LOCAL CENTRE



Supporting local businesses and the trader community through improving built environment and public spaces around them.

E

AFFORDABLE, SUSTAINABLE HOMES



Building new sustainable homes & improving the existing homes to reducing the impact on the environment and lower residents energy bills. Creating affordable, healthy, places to live.

F

DEVELOPMENT OPPORTUNITIES



Reviewing sites for development, including new build and self-build homes, creating a density which supports well used streets, spaces and shops.

G

ACTIVE TRAVEL & ACCESSIBLE STREETS



Prioritising pedestrians, cyclists and those with accessible needs through the provision of safe, level, legible streets and spaces. Reducing car dependency by providing alternative solution.

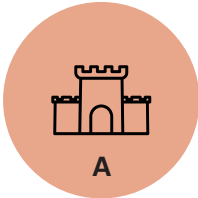
H

Key Themes

Existing Analysis and Suggested Improvements

Theme A - Celebrating Local Heritage

Summary



Historic Setting

The south Walmgate area lies along the City Wall between Walmgate to the north-east and Tower Street/Piccadilly to the west.

Walmgate is thought to have been part of the main Roman route, which approached the city from the east. Viking houses and workshops are believed to have been built along the Roman route, and in Medieval time the a number of potteries were located in the Walmgate area.

Walmgate was the last area to be enclosed by the city walls - sometime after 1345.

Later through Tudor and Georgian times, Haberdashers and Mills were present and later in the 1840's a strong Irish community grew in the Walmgate area.

Due to the extensive 19th century development and subsequent clearance of this area, there are very few listed buildings. The most important are the Grade I listed medieval church of St Margaret's and the Grade II* listed timber-framed Bowes Morrell House.

The post-war municipal residential blocks replaces 19th century slums. The residential area consists mainly of council-built two/three storey blocks and terrace streets, constructed in the 60s and 70s.

There is a rich and varied history to the area and this is something to be celebrated through both the Willow House development and the wider Improvement Plan.

Willow House digs & Partnership with York Archaeology

York Archaeology have been carrying out digs around the derelict Willow House and have found a number of items of high Archaeological interest dating back to Roman times. York Archaeology are assisting the design team in the development of Willow House and sharing their in-depth knowledge of the wider south Walmgate area.

What we've been told:

There are a lot of tourists in the area. They get of the tour bus at the bus stop by the shops

View of the York Minster must be retained from the City Wall

"We enjoy the view of the wall from our house"



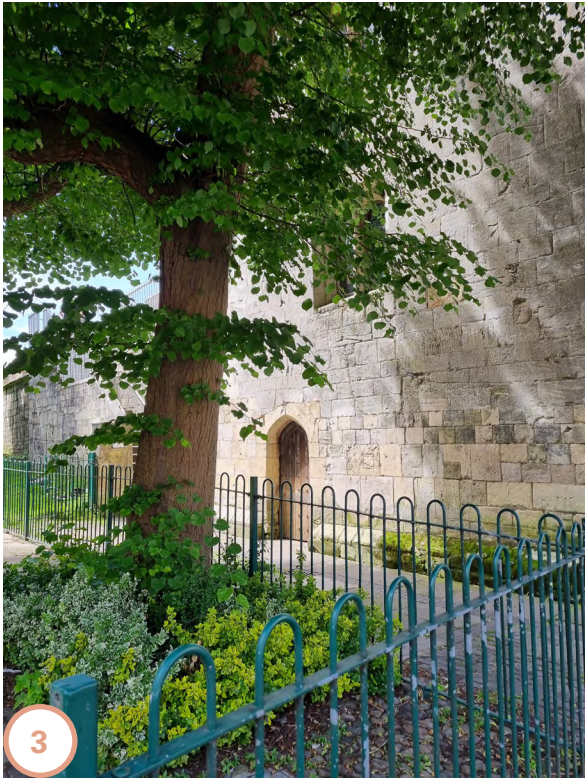
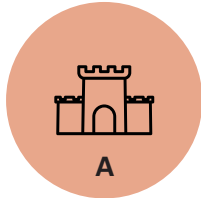
Fragments from the Archaeological digs around Willow House



Walmgate Bar 1830 - Image York Museums Trust

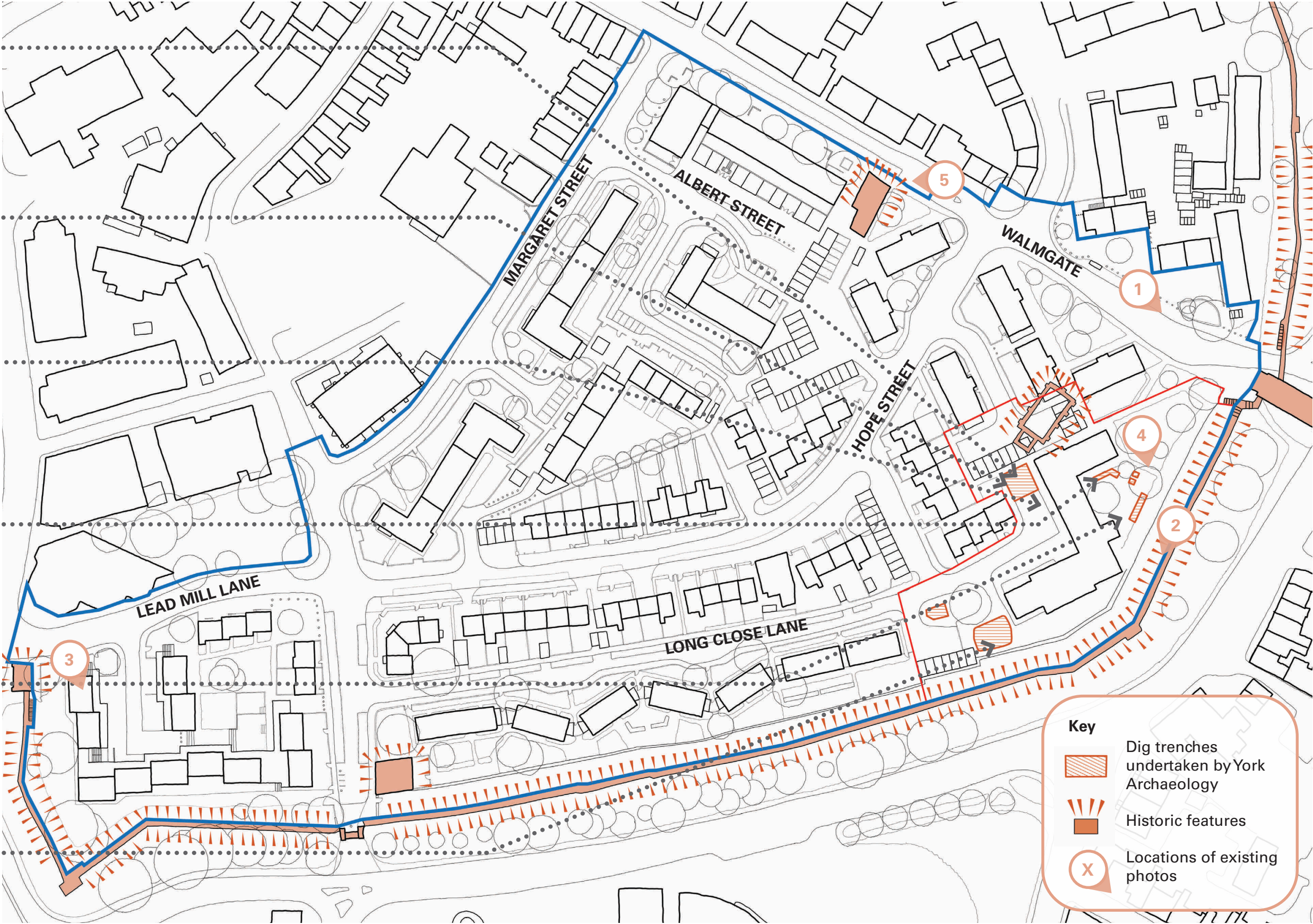
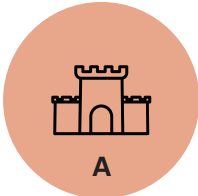
Theme A - Celebrating Local Heritage

Existing Site Photos



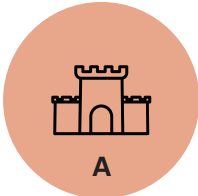
- 1 Walmgate Bar
- 2 The City of York Wall - Scheduled Ancient Monument
- 3 Fishergate Bar
- 4 Trail pit within Walmgate Green
- 5 Bowes Morrell House

Theme A - Celebrating Local Heritage
Existing Site Plan



Theme A - Celebrating Local Heritage

Proposed Site Plan



Our Ideas

Open up views to Walmgate bar from Long Close Lane

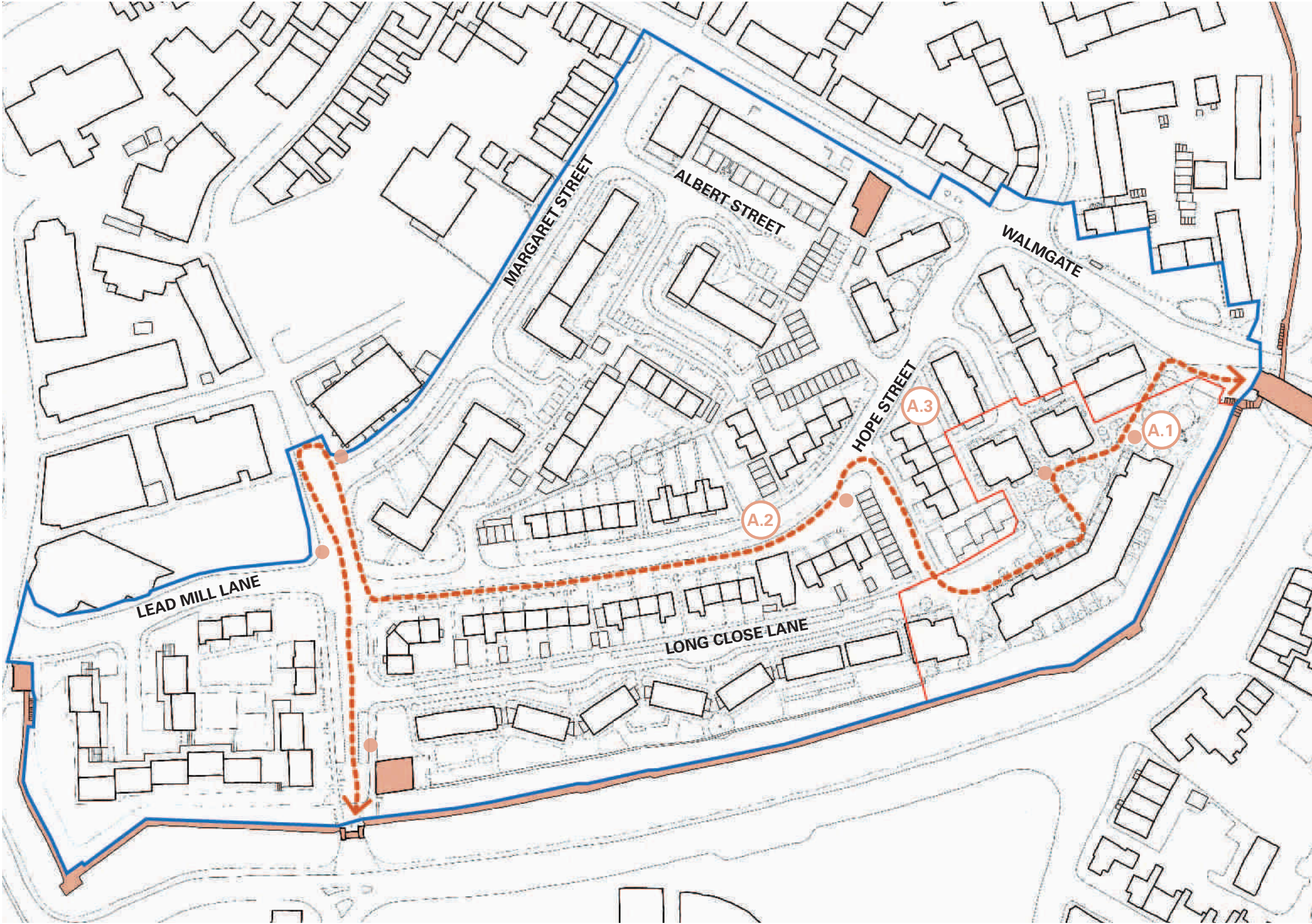
Retain the important view of the York Minster from the City Wall

Celebrate the Archaeological findings in the area, and record them in the landscape

Create a heritage trail to bring tourist off the wall to experience the stories of the people of Walmgate through time

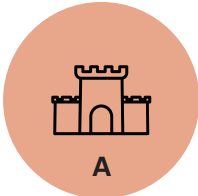
Key

Historic features

Heritage trail

Theme A - Celebrating Local Heritage

Proposed Improvements List



Improvement	Description
A.1	Willow House: The planning application of Willow House will: - Retaining views from wall to the York Minster and other key landmarks. - Providing new views of Walmgate Bar from Long Close Lane - Develop a landscape design that makes reference to the Archaeological findings within the site boundary
A.2	Development of a Walmgate Heritage Trail: Areas of special interest within the South Walmgate area to be physically marked either within the paving or as part of a series of contemporary information plaques. Suggested locations to be developed further but initial thoughts on locations are marked on the proposed map. These include: 1 - Location of the Victorian Butcher 2 - Site of Medieval Church 3 - Walmgate resident fact 4- Slope to the River 5 - Dick Turpin Slope to the River 6 - Phoenix Pub, Ebenezer Place Note: The above has been collated by a Community Panel member. The trail would aim to be an extension of the trail along the City Wall, giving visitors the opportunity to learn more about the area they see from the wall.
A.3	Trees of Hope: Application to be made to the National Trust's 'Trees of Hope' project. The national trust are giving away 49 Saplings from the Sycamore Gap.



A.2 Example of Historic Trail Map: Bristol Old Town



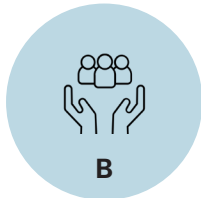
A.2 Example - Portland Brick Project:



A.1 / A.2 Example - Historical reference carved on stone

Theme B - Improved Safety and Security

Summary



Increase safety and security by improving pedestrian routes and reducing areas for anti-social behaviour

We have had a number of early stage engagement events and one of the key themes that residents raise is the levels of crime and anti-social behaviour in the area. It is understood that this has been a long term problem and that it is not getting better.

There have been reports on anti-social behaviour, drug use and break-ins to garages and stores.

The existing urban arrangement of dead-end roads, garage courts and alleyways are believed to contribute to the crime levels in the area.

What residents or people that work locally have told us:

People hang-out around the garages.

People have been sleeping in the garages

There is a lot of drug use. People deal behind the shops

Use the space for the garages for something else, something better

People run along the rampart along the back gardens

People hang out on top of the garages. Once some fell through the top of one

People break into garages

Residents have been locking up vacant garages and stores themselves

If you make spaces nicer then people will use them and feel safer because they are used by a lot of different people

It's like a Rabbit Warren

What our youth panel said after and during their 'walkabout':

The panellists talked a great deal about safety on the walking tour. They noticed dead ends and vacant space, and were perceptive about what made an area feel safe or unsafe.

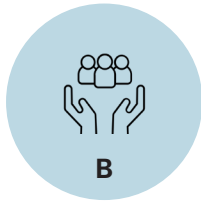
Central to their perception of safety was overlooking. They recognised that being outdoors, but with members of the community able to see them would keep them safe, and that they would seek those spaces to spend time in.

They talked about litter, and particularly the signs of alcohol and drug use, being worrying, as well as the fact that litter contributed to a sense that the area was not cared for.

NOTE: Members of the Youth Panel were aged 16 or 17, and all attended Fulford School, the closest secondary school to Willow House. None of the young people lived within the Walmgate area, but all had visited in the past.

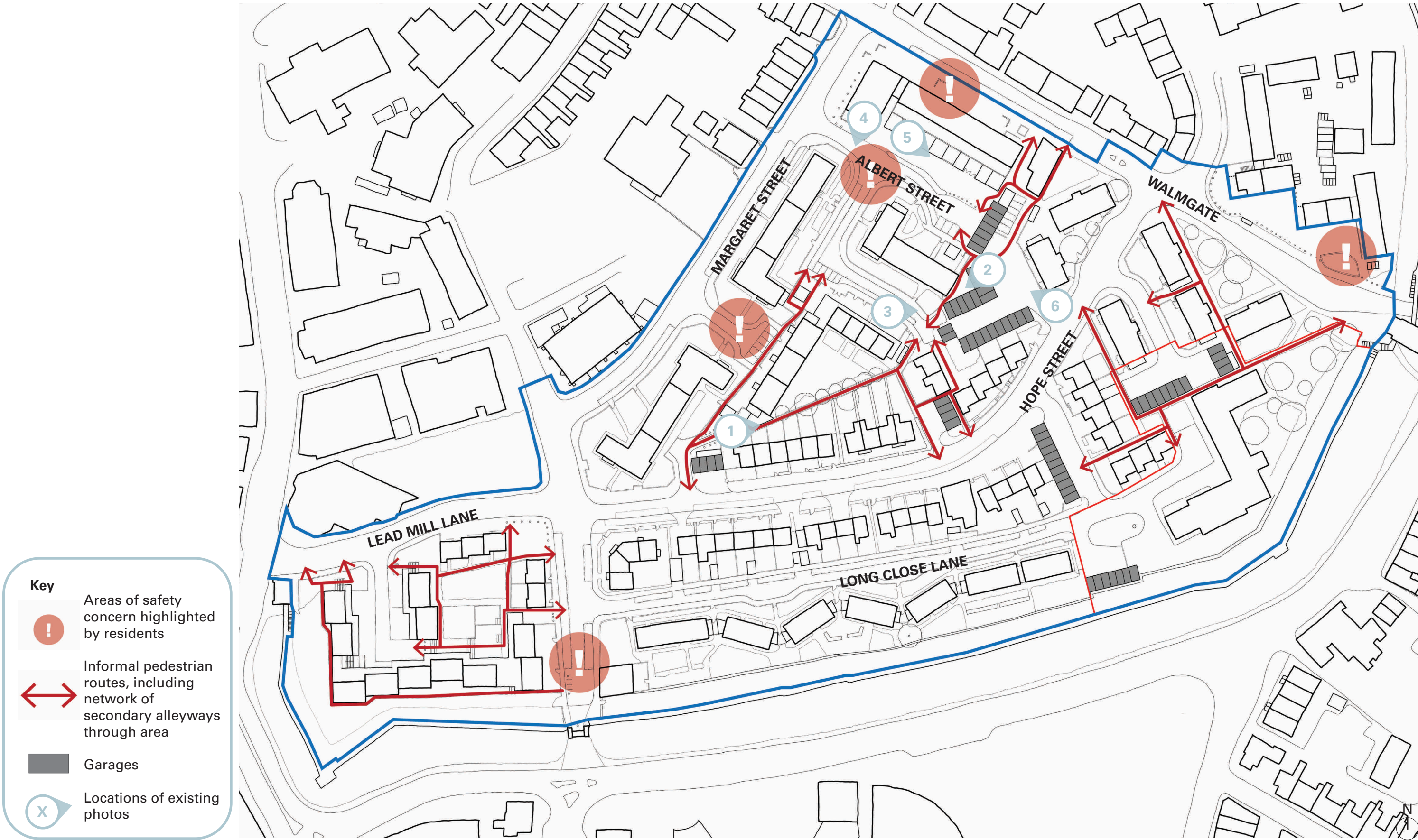
Theme B - Improved Safety and Security

Existing Photos



Theme B - Improved Safety and Security

Existing Site Plan



Theme B - Improved Safety and Security

Proposed Site Plan



Our Ideas

Explore options of re-purposing the garage sites in a way that meets the needs of the community.

Redesign the area behind the Walmgate shops to make it safer

Reduce the number of pedestrian alleyways and through routes across the area

Better secure shared garden areas.

Provide greater privacy for ground floor residents

Key

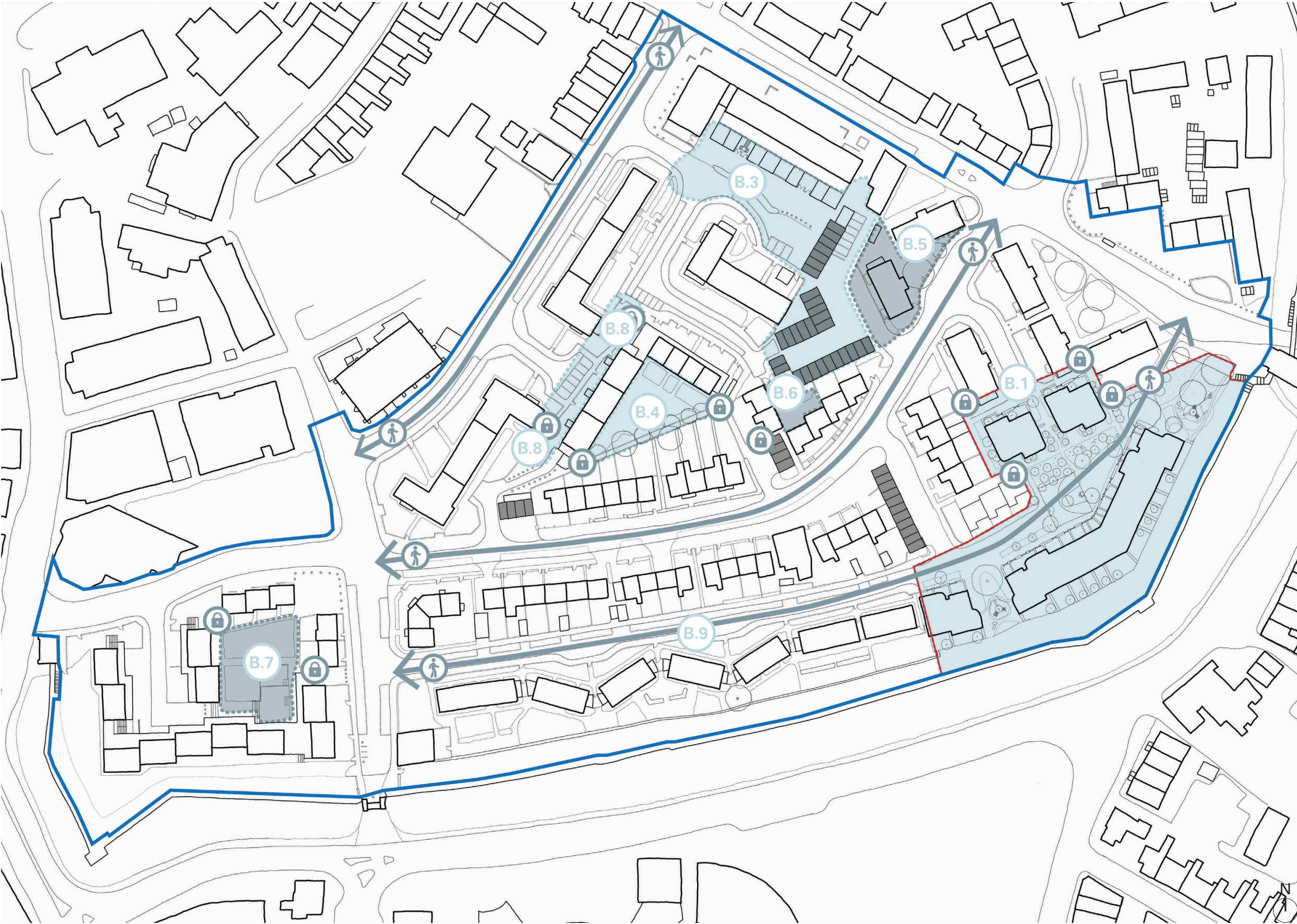
Consolidating informal pedestrian routes

Primary pedestrian routes

Shared garden safety improvement zones

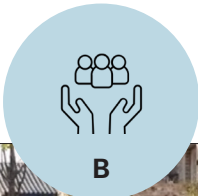
Public realm improvements

Proposed project

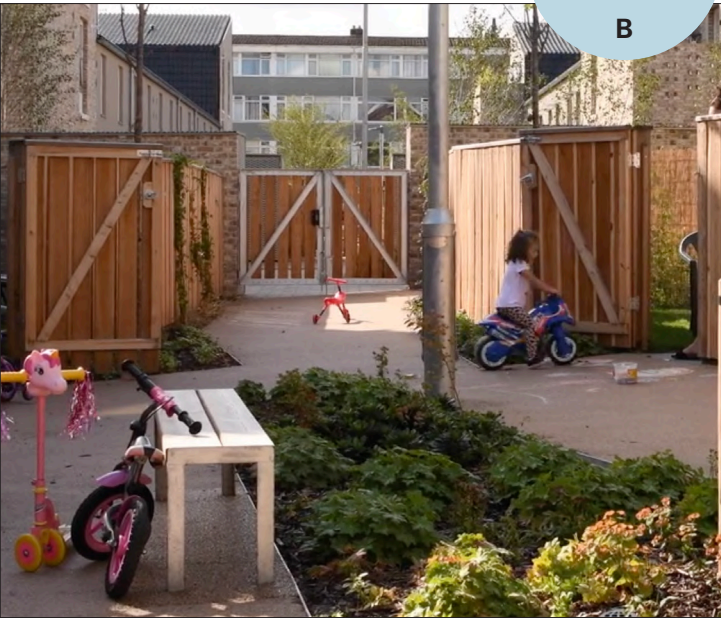


Theme B - Improved Safety and Security

Proposed Improvements List



Improvement	Description
B.1	Willow House: The planning application of Willow House will: Remove the existing garages on site and reduce the number of pedestrian through routes within the site. Primary pedestrian routes will be well lit and well overlooked.
B.2	Garage Use Review: CYC to review garage use across whole area to understand how many garages are required.
B.3	Albert Street & Hope Street garages: Review development opportunity of the area to the rear of the 87-111 Walmgate (shops) and the adjacent garages off Albert Street and Hope Street. Substantial re-design of area required. Meanwhile use to be considered.
B.4	Communal space to the rear of Calder and Avon House: - Remove the existing alleyway to the south of the existing shared garden. - Extend the shared garden and provide access from the rear gardens of the adjacent homes on Hope Street. - Provide secure, gated & coded access at each end of the shared garden.
B.5	Communal space around No's 47-57 Hope Street and 113-123 Walmgate: Improve quality of existing fenced space around No's 47-57 Hope Street and 113-123 Walmgate. Review access requirements to area and suggest new fence and gate locations to improve security. Provide rear garden space for 47-57 Hope Street
B.6	Communal space to the rear of 41- 45 Hope Street: Improve quality of existing fenced, shared space to the rear of 41- 45 Hope Street: Review access requirements to area and suggest new smaller, coded access gate and hedge planting to improve privacy.
B.7	Communal space to the rear of Ancroft Close, 2-6 Lead Mill Lane and George Street: Create a secure, shared, garden space. Provide gated, coded access to the shared garden.
B.8	Existing secondary pedestrian route linking Hope Street, Margaret Street and Albert Street. Review pedestrian access requirements between dead-end areas of Hope Street, Margaret Street and Albert Street. Consider omitting through route by introducing additional secure lines.
B.9	Lighting and shared garden security: Review level of lighting on Long Close Lane and ensure working locks on access gates to the shared gardens on south side of street.



B.4 Example - Fenced shared spaces: Goldsmith Street, Norwich



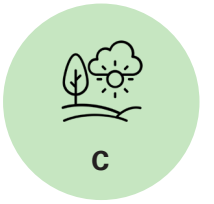
B.7 Example - Public Realm and Park view: Levitt Bernstein



B.7 Example - Community ginnel garden in Levenshulme

Theme C - Greening South Walmgate

Summary



Celebrating the beautiful mature trees in the area and creating green streets which embed ecological enhancements.

The South Walmgate area has many mature trees, however the general biodiversity and ecological value of the area is fairly low. There are large areas of hard-surface, with wide pavements, large garage courts and paved public realm outside the shops on Walmgate. There are also extensive lawn areas lacking shrubs or diverse plant life.

A number of residents do take great care of private and shared garden areas, displaying a keen interest in gardening.

The improvement plan aims to 'Green South Walmgate' by looking at road and pavement areas, areas of public realm and new and existing shared green spaces.

Providing better green amenity helps increase opportunities for social interaction and helps build a sense of community cohesion.

Working Partnerships:

Edible York and Treemendous York are key stakeholders and will help the project develop the 'Greening' ideas for the south Walmgate area.

What residents or people that work locally have told us:

Walmgate green is a cherished green space within the wider Walmgate area



Photo of Walmgate Green

Theme C - Greening South Walmgate
Existing Site Photos

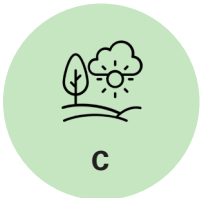


Theme C - Greening South Walmgate
Existing Site Plan



Theme C - Greening South Walmgate

Proposed Site Plan



Our Ideas

Improve the environmental quality of Walmgate Parade

Increase biodiversity of communal spaces and diversify planting along the Ramparts

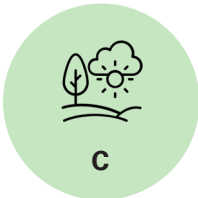
Improve the green amenity along Hope Street and Walmgate through introducing street trees, rain gardens and pocket parks

- Key**
- Diverse planting zones
 - Pocket park zones
 - SUDs/rain gardens
 - New tree planting
 - Proposed project



Theme C - Greening South Walmgate

Proposed Improvements List



Improvement	Description
C.1	Willow House: The planning application of Willow House will: Celebrating the mature trees within Walmgate Green and retaining Category A evergreen tree, creating a pocket park around it. Provide increased biodiversity across the site through planting in public and semi-private and private spaces.
C.2	Street Trees, Rain Gardens and Pocket Parks: Improve the quality of key pedestrian routes along Hope Street, George Street and Lead Mill Lane Plant street trees and create rain gardens along the pavement edges, providing build-outs where necessary. Retrofit existing lawns and underused parking areas into pocket parks. Increasing tree cover and biodiversity, enhancing the areas environmental and aesthetic quality.
C.3	Improving the environmental quality of Walmgate Parade: South Parade (Huby Court): - Reduce amount of hard surfacing and provide planting beds. - Review opportunity for additional tree planting and rain gardens. North Parade - Improve existing planting and maintenance.
C.4	Increasing the biodiversity of the communal space to the rear of Calder and Avon House: Provide space for gardens and communal growing areas. Planting of wild-flower meadows to create habitats for pollinators and other wildlife.
C.5	Improve green amenity for no. 47-57 Hope Street and 113-123 Walmgate: Provide rear gardens for no. 47-57 Hope Street. Reduce hard standing surfaces within shared amenity space. Plant hedge to increase privacy for ground floor residents.



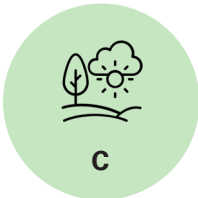
C.2 Example - Street Rain Garden: London



C.4 Example - Communal Growing: Edible York Peasholme Green York

Theme C - Greening South Walmgate

Proposed Project List



Improvement	Description
C.6	Improve green amenity for no. 41- 45 Hope Street: Improve quality of existing fenced, shared space to the rear of 41- 45 Hope Street: - Provide hedge planting to improve privacy. - Provide space for gardens and communal growing areas. Planting of wild-flower meadows to create habitats for pollinators and other wild-life.
C.7	Provide biodiverse green amenity to the proposed shared space to the rear of Ancroft Close, 2-6 Lead Mill Lane and George Street: Provide space for gardens and communal growing areas. Planting of wild-flower meadows to create habitats for pollinators and other wild-life.
C.8	Existing secondary pedestrian route linking Hope Street, Margaret Street and Albert Street. - Reduce amount of hard surfacing and provide planting beds. If through route omitted consider hedge planting to private secure lines.
C.9	Diversify planting on Ramparts: Plant wild-flower meadows.
C.10	Increase hedging to provide better privacy. Improve outlook for ground floor residents facing public areas by planting ‘defensible’ hedgerows along existing low fence railings.



C.6 Example - Green open space with diverse planting : Foss Islands Nature Reserve, York



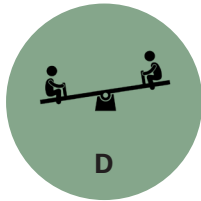
C.7 Example - Wild meadow planting within shared gardens



C.9 Example - Wild meadow planting: Cambridge

Theme D - Play and Social Amenity

Summary



Safe children’s play for all ages. Play spaces which are well overlooked by dwellings and integrated into a rich biodiverse landscape, enhancing social connectivity.

The south Walmgate area has no public play space for any age. It is estimated that there is a 6 minute walk from the blue line boundary to the nearest playground.

There are very limited places for members of the community to meet, both internally and externally. There are two places to sit within the blue line boundary. There is one bench on the hard standing surface outside the south parade of shops on Walmgate (Huby Court) and the is one bench on the City Wall.

Providing new play and social amenity space will create opportunities for social interaction and will help build a sense of community cohesion.

Interested Working Partnerships:

- EdibleYork
- Friends ofYork Wall
- York Archaeology
- Local Businesses
- CYC Asset Management Team / Lettings

What residents or people that work locally have told us:

There used to be a bench outside (The One Stop Shop) but it was removed as someone complained about it

There is nowhere for the kids to play out

You don’t see many kids around here

What our youth panel said after and during their ‘walkabout’:

The young people in the Youth Panel had a strong sense that they often felt unwelcome in public spaces. In discussion, they said that they were often told they should be outdoors, but that there was nowhere for them to go when they do go out.

All the young people on the panel were keen to be outside near to their homes and to be able to participate in a range of activities in their neighbourhood.

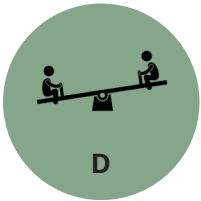
For example, one panel-member had a sister who was a keen footballer. She trains at a park some 15 minutes walk away, but was frustrated at not being able to play nearer to home. She said that her sister had to do a great deal of training that was not just playing matches, but also practicing individually, and felt unable to do so very close to her home. This meant increased travel and led to a sense that she was not a part of the community.

Another panel member discussed the fact that signs placed around the estate created a sense of unease - that older members of the community would “have a go” at them, and that younger children would feel unwelcome. They made the connection between being encouraged to be off screens and to be outside, and the fact that when they get outdoors they get an opposing message from signage and from members of the public.

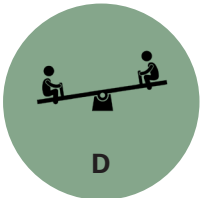
This is a narrative that ZCD (youth engagement specialist) hears from young people time and time again. Teenagers want to feel that they belong. They want to make use of the local area for a range of activity, but feel that they are disapproved of or restricted if they try.

NOTE: Members of the Youth Panel were aged 16 or 17, and all attended Fulford School, the closest secondary school to Willow House. None of the young people lived within the Walmgate area, but all had visited in the past.

Theme D - Play and Social Amenity
Existing Photos



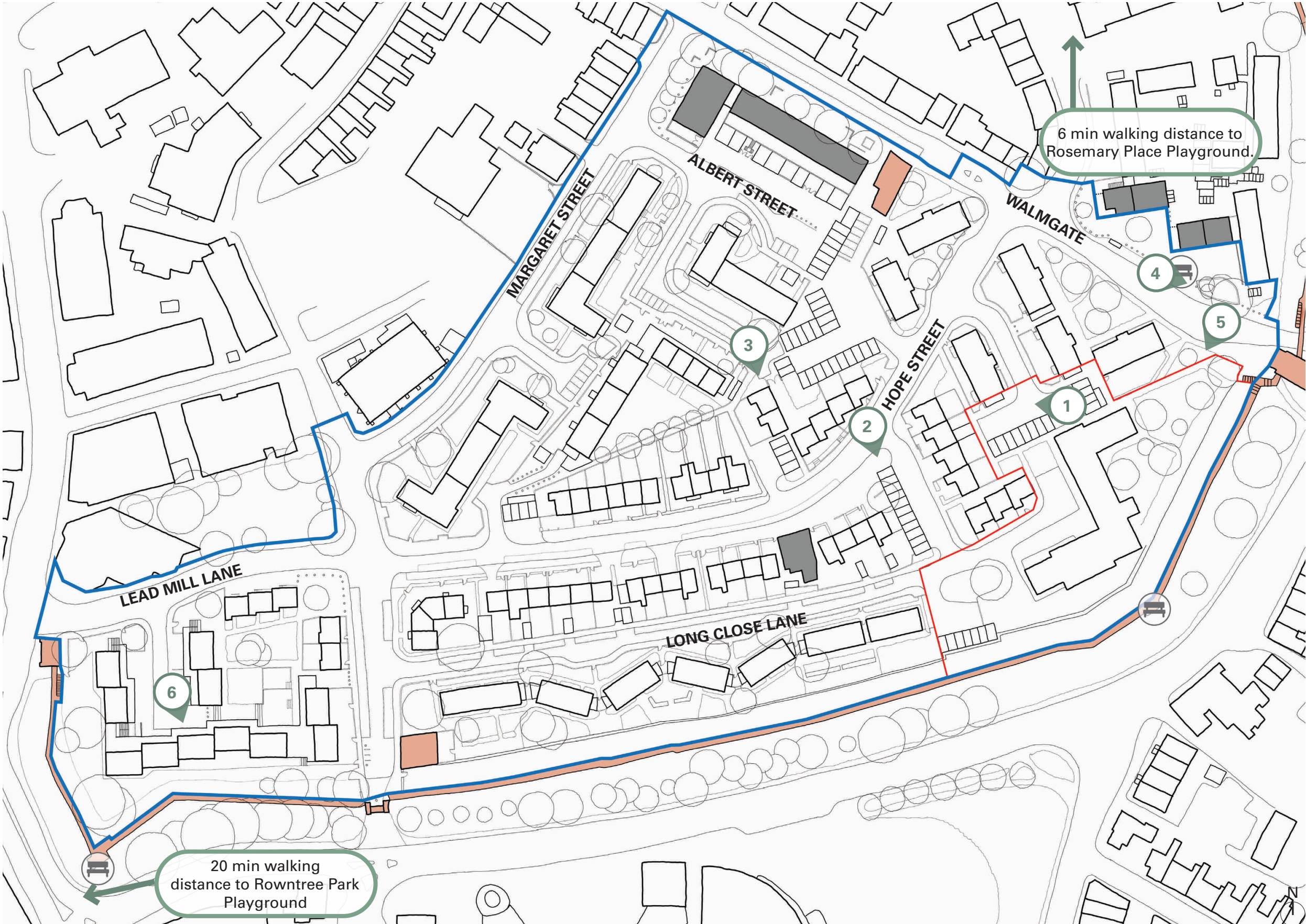
Theme D - Play and Social Amenity
Existing Site Plan



No play provision currently within South Walmgate boundary

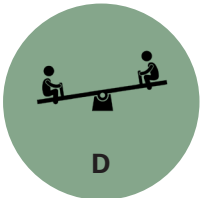
Key

- Benches/resting spaces
- Shops, Cafés and Pubs
- Historic sites
- Locations of existing photos



Theme D - Play and Social Amenity

Proposed Site Plan



Our Ideas

Introduce incidental play spaces for play along the way along key pedestrian routes

Introducing public realm enhancements and play along Walmgate Parade

Provide communal growing areas and play spaces within shared gardens

Key

Benches/resting spaces

Primary pedestrian routes

Play spaces

Communal gardens

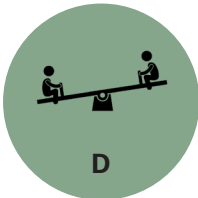
Areas for public realm enhancement

Proposed projects



Theme D - Play and Social Amenity

Proposed Improvements List



D.2 / D.3 Example: Resting places



D.2 / D.3 Example: Play along the Way: Waltham Forest

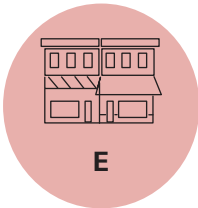


D.4 Example - Communal Growing in secure garden: Sydney

Improvement	Description
D.1	Willow House: The planning application of Willow House will: Provide a new Green Triangle formed in the centre of the site, extending the much-loved Walmgate Green, play for all ages and seating areas will be provided in this area. Additional incidental play and seating areas will be provided within the existing Walmgate Green
D.2	Hope Street: Play and benches Improve the play and social amenity along the key pedestrian routes along Hope Street. Provide ‘play on the way’ incidental play spaces on pockets of existing, open green lawn. Provide benches for resting space.
D.3	Public realm enhancements along Walmgate Parade: South Parade (Huby Court): Provide Incidental play spaces for all ages. North and South Parade: Provide Resting spaces. Lighting, remove clutter and vertical elements such as telephone boxes.
D.4	Provision of communal growing areas and play areas: Provide communal fruit and veg growing spaces within the proposed secure shared gardens. Provide doorstep play space in proposed secure shared gardens.

Theme E - A Thriving Local Centre

Summary



Supporting local businesses and the trader community through improving built environment and public spaces around them.

There are two separate groups of shops within the blue line boundary. The 'North Parade' to the east of Walmgate where the One Stop Shop is and the 'South Parade' under Huby Court and east of Walmgate. Both sets of shops are below residential dwellings.

The quality of the Public Realm outside of the shops is poor and underutilised. There are issues of accessibility to shops and anti-social behaviour.

There are a number of opportunities to improve the local commercial centre. The development of that area could have wider reaching impact as it is a key part of the Public Realm that is used and shared by all.

What residents or people that work locally have told us:

If someone in a wheelchair needs something from the shop, they have to knock on the door, a member of staff will then ask them what they need and will do the shopping for them.

We try and help the community, we have Christmas parties for the elderly.

The benches got removed because somebody complained about the noise. People will congregate, seating or no seating.

We have a chair in the shop if people want to sit down, if they are tired.

Shop lifting has gone up recently.

I lock up the shop when I am working on my own.

It would be nice to have more colour, something on the buildings so people say 'have you seen what's happened to Walmgate'.

The bench is used by a lot of different people and is working well for that reason.

There is a good sense of community spirit. We do a lot of fundraising.

What our youth panel said after and during their 'walkabout':

The session used photography and group discussion as a means of gathering views from young people about the Walmgate area and Willow House Development.

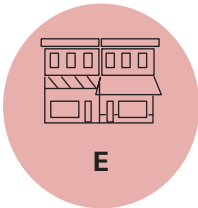
Following quote based on photo below:

"I chose that photo because, well, around it there was, like, the barriers that fallen down. It's maybe a little bit almost hazardous, but then, because it's on the post box, kind of like, sticks out, and everyone's kind of drawn to it because it's bright like the shop, like on the front, sort of helps the business. It creates sense of community, and with there being shops in the background, it'll help a lot of people like notice it. And everyone walking by, they might think, Oh, I like this, because they've got that. And little kids will be, like, drawn to it. Just kind of makes you smile."

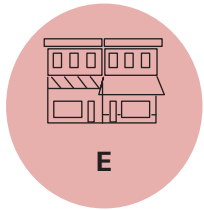


NOTE: Members of the Youth Panel were aged 16 or 17, and all attended Fulford School, the closest secondary school to Willow House. None of the young people lived within the Walmgate area, but all had visited in the past.

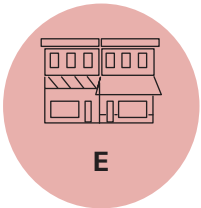
Theme E - A Thriving Local Centre
Existing Photos



Theme E - A Thriving Local Centre
Existing Photos

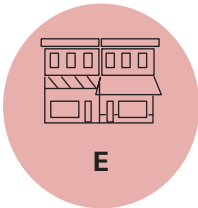


Theme E - A Thriving Local Centre
Existing Site Plan



Theme E - A Thriving Local Centre

Proposed Site Plan



Our Ideas

- Re-surfacing public realm to improve accessible access
- Reduce amount of hard surfacing and provide planting beds and street furniture
- Introducing public arts to blank building façades

Key

Incidental play

Public art

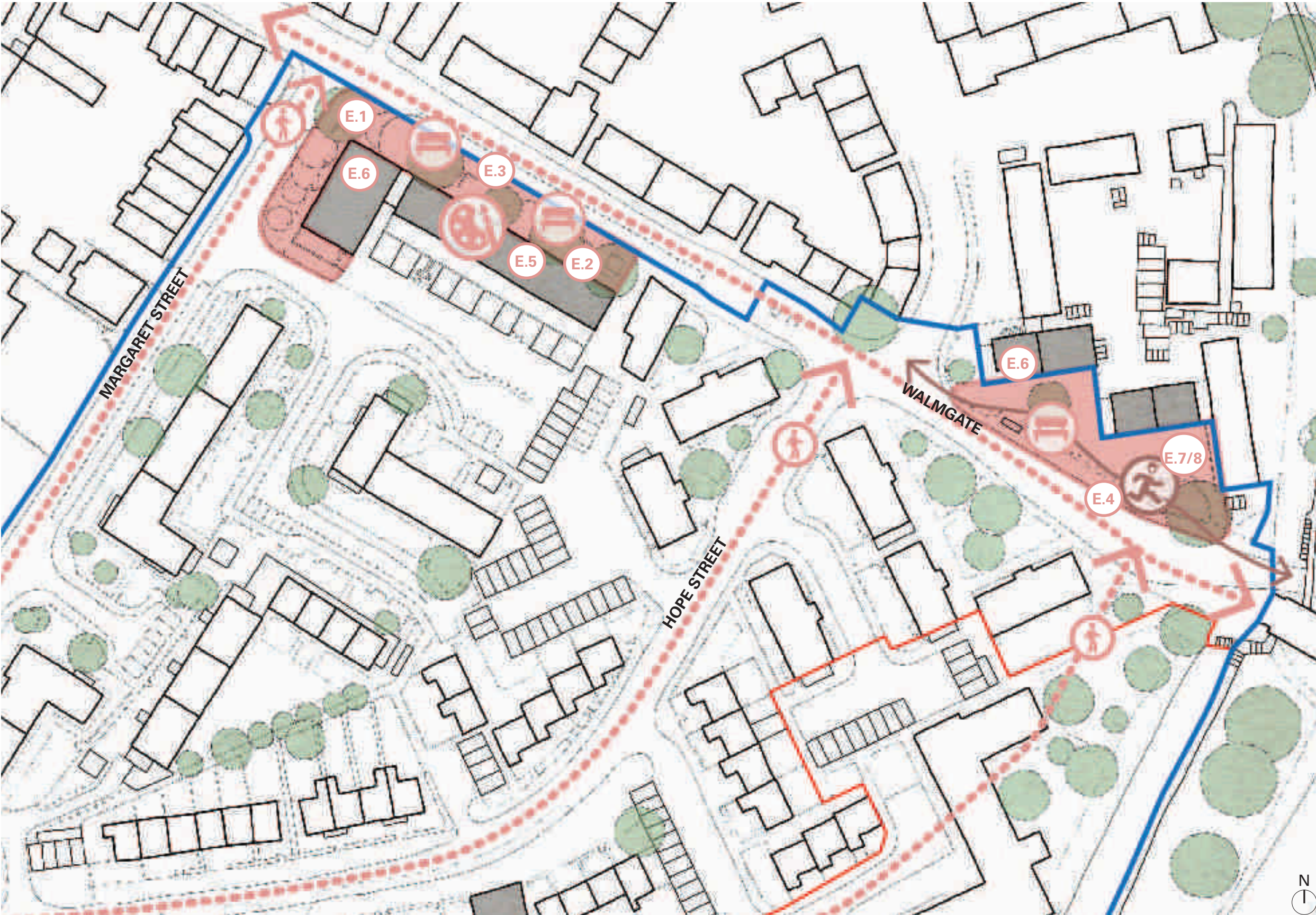
Benches/resting spaces

Key pedestrian routes

Safe crossing points

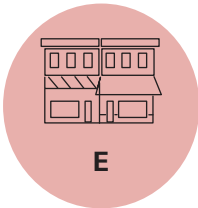
Re-surfacing zones

Proposed projects



Theme E - A Thriving Local Centre

Proposed Improvements List

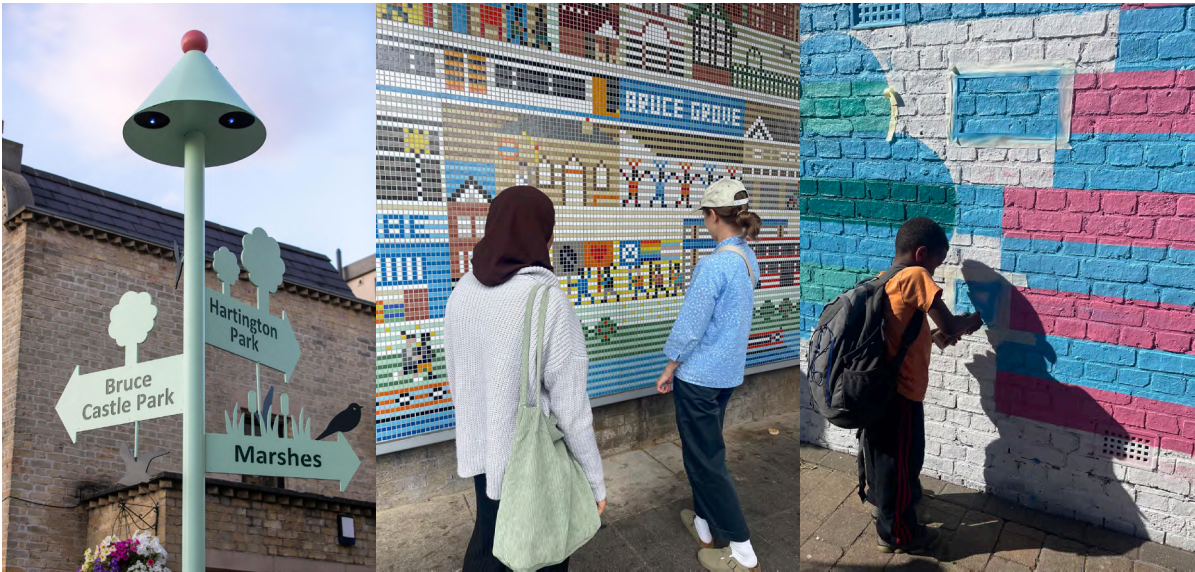
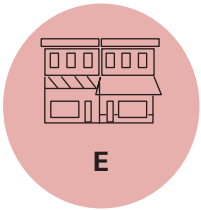


Improvement	Description
E.1	Short-term re-mediation of trip/fall hazards
E.2	Resurface pavement to North Parade: Improve accessible access and quality of environment by re-surfacing the area of public realm stretching from One-stop shop to Blueberry pop-up shop. Provide level, access to shops.
E.3	Provide social amenity space along Walmgate: Provide benches along the North and South Parade
E.4	Improve green amenity space along Walmgate: South Parade (Huby Court): - Reduce amount of hard surfacing and provide planting beds. - Review opportunity for additional tree planting and rain gardens. North Parade: - Improve existing planter beds under the trees.
E.5	Provide well integrated Street Furniture: Provide adequate number of bike hoops, bins, telephone boxes and post box
E.6	Fun and joy: Provide public art on blank building faces x2
E.7	Integrated shop fronts: Provide integrated shop signage or use brick surfaces between shops to graphically connect parade.
E.8	Leasing Strategy: Lease the commercial spaces to shops that best serve the local community.



Sketch ideas for Walmgate shopping parade

Theme E - A Thriving Local Centre
Precedents



Bruce Grove - S&M Architects



Waltham Forest High Street - East Architecture



West Brompton Crossing - Earls Court Development Company



We MadeThat - Croydon



Public realm temporary enhancement:
Narrow Way Hackney - Studio Weave



Theme F - Affordable, Sustainable Homes

Summary



Building new sustainable homes & improving the existing homes to reducing the impact on the environment and lower residents energy bills. Creating affordable, healthy, places to live.

The redevelopment and planning application for Willow House is the first step to improving the wider south Walmgate area.

The Willow House project will deliver new ‘21st Century Homes’ providing an 100% affordable living scheme, with high sustainable ambitions including Passivhaus certified homes that sit in a net zero carbon in use development.

The design of the Willow House development showcases many of the key themes that form the ambition for the wider improvements plans for the area.

As well as planning to build new homes, the City of York Council are currently carrying out a building conditions survey on their housing stock in the Walmgate area.

A Retrofit Strategy could now be developed alongside existing residents with expert input. Opportunities to improve the building fabric of the existing homes could help reduce energy bills and improve comfort.

Opportunities for on-site energy generation could be explored.



Theme F - Affordable, Sustainable Homes

Possible Areas for Investigation



Our Ideas

- Developing the Willow House site to provide Sustainable, Affordable homes.
- Reviewing existing building stock and developing a retrofit strategy for the area
- Assessing energy generating opportunities- PV installation

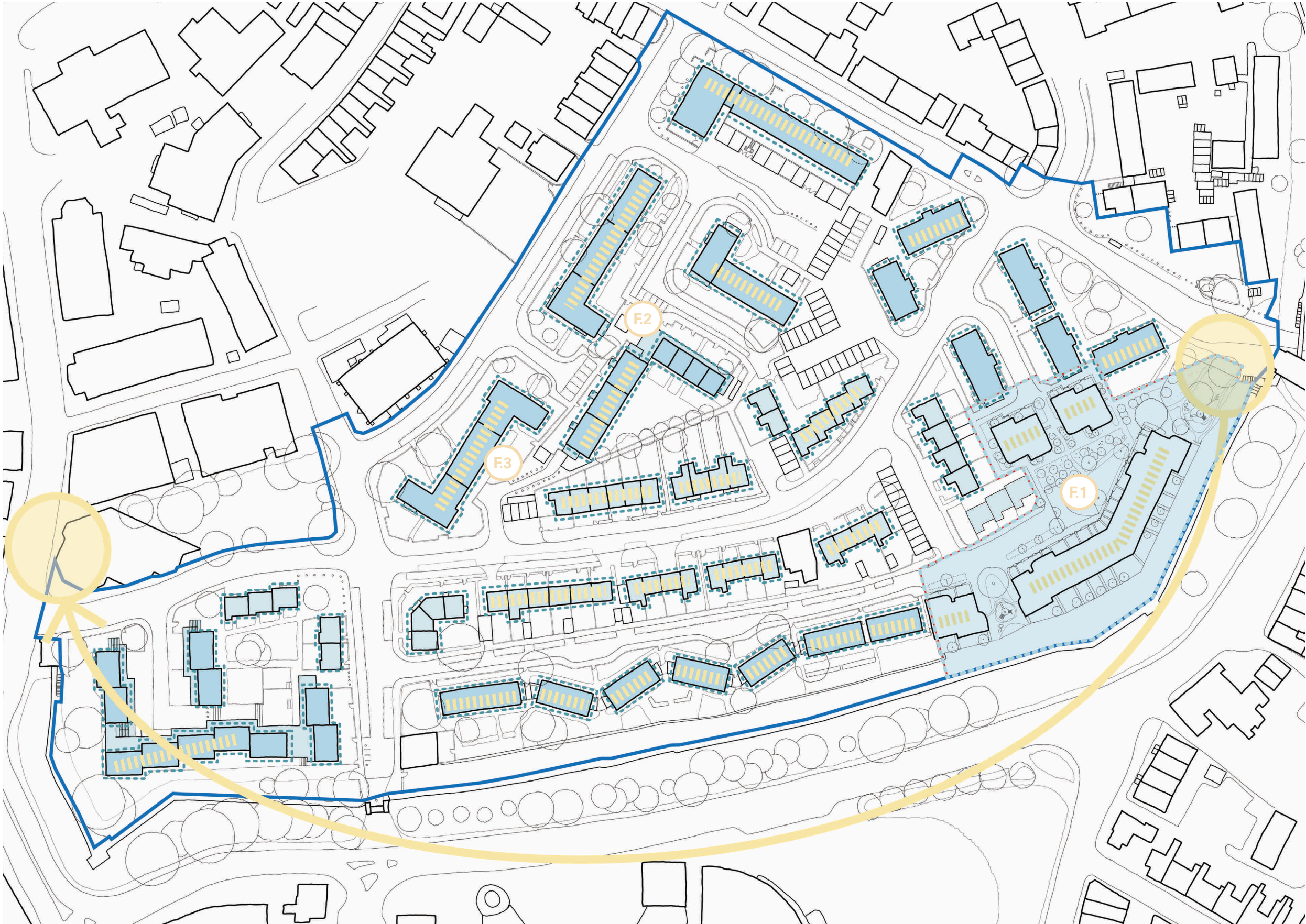
Key

Possible PV installation

Proposed homes requiring a retrofit strategy

F

Proposed projects



Theme F - Affordable, Sustainable Homes

Proposed Improvements List



Improvement	Description
F.1	Willow House: The planning application of Willow House will: Provide new Passivhaus homes with good form factor which will help deliver affordable Net Zero Carbon in operation homes. This means the energy generated on site, will be equal to the amount of energy used. Homes will be cheaper to heat and will not overheat.
F.2	Review of existing building stock survey and development of retrofit strategy: An existing building stock survey is being carried out by CYC. An area wide strategy should be developed in order to improve the thermal efficiency of the homes, helping reduce the energy required for heating. Improvement to build fabric can help mitigate damp and mould which can help improve residents physical and mental health.
F.3	Energy generating opportunities: Review opportunity for PV installation to existing housing stock.

F.2 Example: Images above are from Co-design week with residents at Knowle West estate, Bristol by Transforming Home consortium (Mikhail Riches, We Can Make and University of Bath)

Theme G - Development Opportunities

Summary



Reviewing sites for development, including new build and self-build homes, creating a density which supports well used streets, spaces and shops.

The location of the existing homes, stores and garages has lead to an ad-hoc layout across south Walmgate. Some of the spaces that have been created are seen to increase the levels of anti-social behaviour which is reported across the area.

A number of development opportunities are to be explored. The possible development of some of these areas could contribute the improvement of the area in a number of different ways, including;

- Increased density
- Better overlooked streets
- Demolition and consolidation of garage areas
- Activation of corners
- Reduction in secondary pedestrian routes and dead-ends, providing a more coherent site layout.

What residents or people that work locally have told us:

A lot of the garages are empty and some used by people that do not live in the area.

Garage sites under used causing anti-social behaviour. Use the space for something else.

What our youth panel said after and during their 'walkabout':

The session used photography and group discussion as a means of gathering views from young people about the Walmgate area and Willow House Development.

"To me, this shows like even all the houses together shows up all the neighbours. You also expect them to be good, close friends, like in the community, together, and also the roads are quite wide so there's very low traffic, so you could just walk around, cycle around, or even play ball games in there. And it's also well lit, so it just adds to the safety feature as well."



There was a strong sense that the area would have a strong sense of community because of the close proximity of homes and the care afforded to gardens

NOTE: Members of the Youth Panel were aged 16 or 17, and all attended Fulford School, the closest secondary school to Willow House. None of the young people lived within the Walmgate area, but all had visited in the past.

Theme G - Development Opportunities
Existing Site Photos



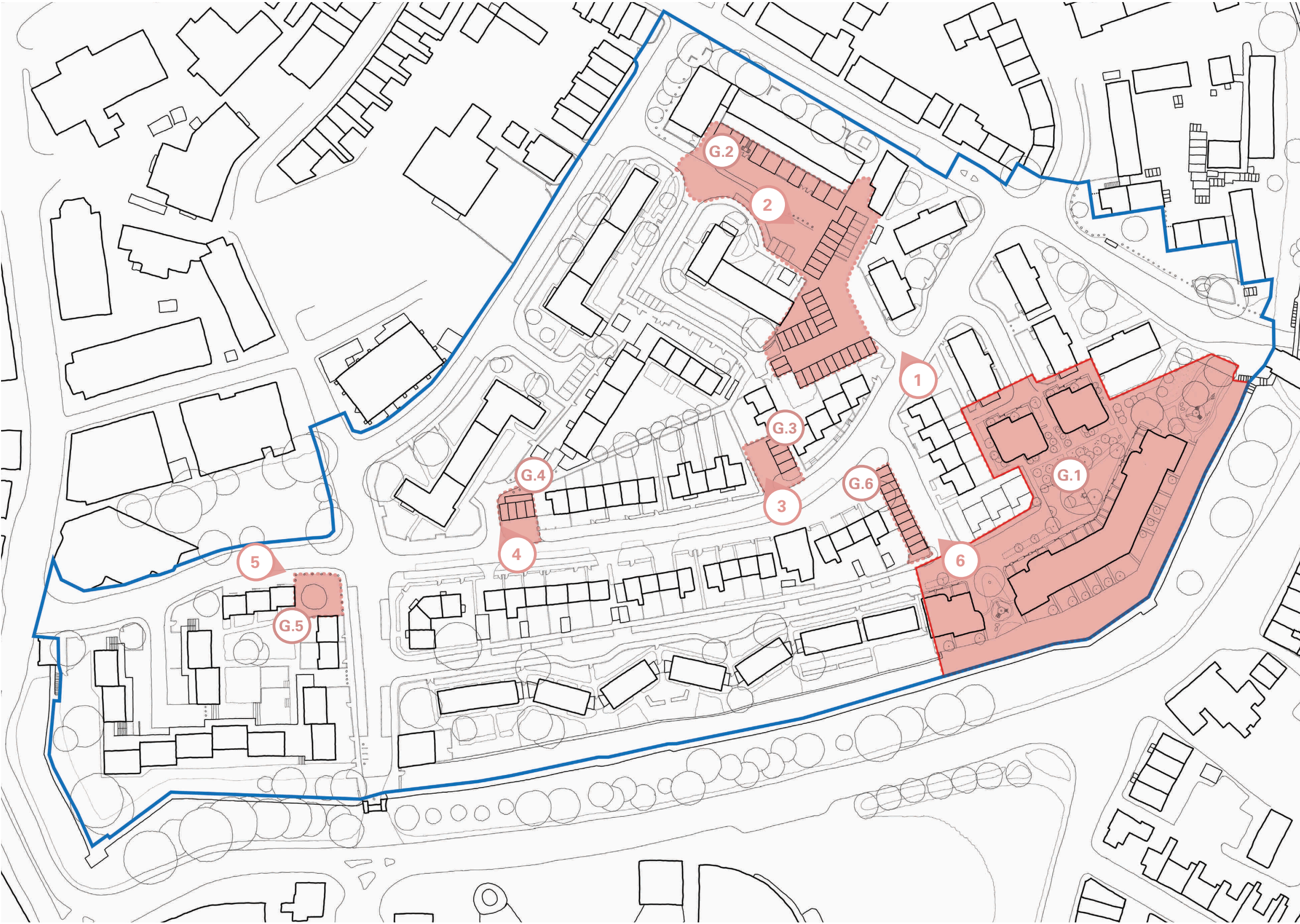
Theme G - Development Opportunities

Possible Areas for Development



Our Ideas

Review opportunities or development on existing garage and empty corner sites.



Key

- Areas for possible development
- Locations of existing photos
- Proposed projects

Theme G - Development Opportunities

Proposed Improvements List



Improvement	Description
G.1	Willow House: The planning application of Willow House will: Redevelop the area currently consisting of 19 garages, 6 stores and the derelict Willow House.
G.2	Albert Street development opportunities: The area to the rear of the north parade of Walmgate shops and the garage areas between Albert Street and Hope Street are to be reviewed as a development opportunity.
G.3	Hope Street garage infill The garage area to the north of Hope Street consisting of 4no. garages is to be reviewed as a development opportunity.
G.4	Hope Street garage infill The garage area to the north of Hope Street consisting of 4no. garages is to be reviewed as a development opportunity. Note: Due to existing tree root protection area it is unlikely that this will be viable.
G.5	Lead Mill Lane infill The corner site on the corner of Lead Mill Lane and George Street is to be reviewed as a development opportunity.
G.6	Hope Street/Long Close Lane garages The garage area connecting Hope Street and Long Close Lane is to be reviewed as a development opportunity.



Pollard Thomas Edwards - Dover Court



Peter Barber - Kiln Place

Theme H - Active Travel and Accessible Streets

Summary



Prioritising pedestrians, cyclists and those with accessible needs through the provision of safe, level, legible streets and spaces. Reducing car dependency by providing alternative solution.

South Walmgate is within good walking distance to a number of local amenities and the City centre. It is clear residents both walk and cycle through the area frequently.

There are many surfaces in the area that are not easy to navigate by those using prams, wheelchairs or those with other accessible needs. There are also a number of patched up cobblestone surface on pavements which are inaccessible to wheelchairs, prams and those with visual impairments.

A large number of residents use and own cars and there is a mixture of on-curtilage and on-road parking.

There are a number of bike hoops within the blue line boundary, but no evidence of separate secure bikes storage locations (not including stand alone storage units associated with the homes).

Local buses travel up Walmgate and there is a bus-stop outside the South Parade of shop.

There is no provision of EV charging points or car clubs within the blue line boundary.

What residents or people that work locally have told us:

Parking is a problem in the area. There are too many cars

More cycle storage is required

Consider 2 way cycling along Hope Street

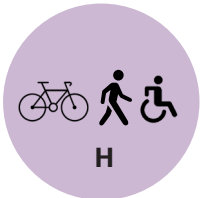
Pavements along the north are obstructed with overgrown hedges Hope Street

I use the bus all the time

Theme H - Active Travel and Accessible Streets
Existing Site Photos



Theme H - Active Travel and Accessible Streets
Existing Site Plan



Key

Cycle parking

Bus stop

Parking zones

Cycle routes

Stepped access to the shops

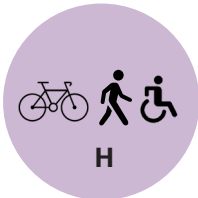
Restricted footway widths

Locations of existing photos



Theme H - Active Travel and Accessible Streets

Proposed Site Plan



our ideas

- Introduce traffic calming measures along Walmgate
- Provide additional bike storage
- Introduce EV charging parking spaces and car clubs
- Resurface uneven footpaths

Key

EV charging parking spaces

Proposed pedestrian crossing

Car clubs

Resurfaced pavements with level access

Proposed projects



Theme H - Active Travel and Accessible Streets

Proposed Improvements List



Improvements	Description
H.1	Willow House: The planning application of Willow House will: Provide a car free landscape with new east-west and north-south pedestrian, wheelchair and cycle routes connecting Willow House and South Walmgate to its surroundings. The scheme will be a low car scheme, currently proposing car parking spaces for blue badge holders only.
H.2	Introduce Traffic calming measures on Walmgate: Provide raised table and crossings to provide a pedestrian priority route along each side of Walmgate.
H.3	Provide Additional bike stores in the South Walmgate area:
H.4	EV parking Spaces and Car clubs: Allow for EV parking spaces and car clubs spaces in the South Walmgate Area.
H.5	Provide wider and level access along the pavements of Hope Street: Resurface existing pavements to remove the cobblestone surface
H.6	Consider 2-way cycle route along Hope Street.



H.2 Example: Raised table to calm traffic



H.3 Example: Cycle parking spaces



H.4 Example: EV charging parking space

Project List

Improvement Ideas and Recommended Project List Engagement Summary

Community Panel Session 03

Date: December 4th
Location: St Denys Church Hall

The improvement ideas and emerging recommended project list were presented to the Community Panel and their input has helped shape the final list, and project descriptions.

Key Learnings in relation to the Improvements Plan:

Private and Shared Gardens

- Resident control & ownership: Successful communal gardens require residents to shape their look, feel, and function. Current restrictions (no planting, BBQs, planters, etc.) limit engagement.
- Shared Garden Policy needed: CYC should adopt a new policy allowing a mix of private and communal spaces, with block-by-block reviews to tailor solutions.
- Maintenance & governance: Clear responsibilities, year-round maintenance plans, service charge flexibility, and back-up arrangements are essential. Allotments provide a useful governance model.
- Inclusivity: Not all residents can contribute time, money, or effort—design must also accommodate those with limited capacity.
- Design for daily routines: Gardens should support everyday life (sunny sitting areas, play space, drying washing, storage, BBQs, workshops, etc.).
- Infrastructure & tools: Lawnmower access, compost heaps, tool sheds, water butts, and hose access improve usability and reduce maintenance barriers.
- Climate & biodiversity: Planting should be low-maintenance, seasonal, and climate-friendly.
- Community learning: Training in growing and food preparation could help build skills and social bonds.

- Cycle storage: Shared, lockable sheds/huts work best at a scale of up to 20 households—design standards should align with new HDP homes.

Lighting in the Area

- Safety & accessibility: Mapping and assessment of lighting across routes and green spaces is needed.

Misused Telephone Boxes

- ASB hotspot: Walmgate’s phone boxes attract drug use and are misused as toilets.
- Solution: Decommissioning is possible under new regulations and should be pursued.

Hope Street Two-Way Cycle Route

- Accessibility balance: Proposal to allow two-way cycling must also ensure safety and ease of movement for pedestrians and wheelchair users.

Chat and Cake - Engagement Event

Date: 11-12th July - 2pm - 6pm

Location: Walmgate Green

The recommended project list along with descriptions and illustrations were shared with the wider community at a chat and cake engagement event.

The conversations and feedback gathered across the two afternoons indicate broad support for the design of the New Willow House Gardens and the wider South Walmgate Improvement themes and projects. Attendance was modest, partly attributable to the extreme heat, it may also reflect both an absence of opposition to the proposals and improvement plan, and a degree of scepticism regarding the likelihood of wider area improvements being delivered.

Key Learnings in relation to the Improvements Plan:

- Broad support for both the New Willow House Gardens design and the wider South Walmgate Improvement Plan.

Safety and Policing

- Ongoing concerns remain around safety in the local area. Residents highlighted anti-social behaviour (ASB), visible drug use, mis-use of phone boxes, lack of bins and overall insufficient police presence. They also expressed frustration at the difficulty of reaching the City Council for urgent issues.

Keeping Benefits from Investment Local

- Participants suggested that local businesses could be supported by sourcing construction materials (e.g. bricks and tiles) locally where possible.
- Project 2: Hope Street, Project 5: Securing Areas and Project 3: Walmgate Parade received much support from participants during the two afternoon sessions.

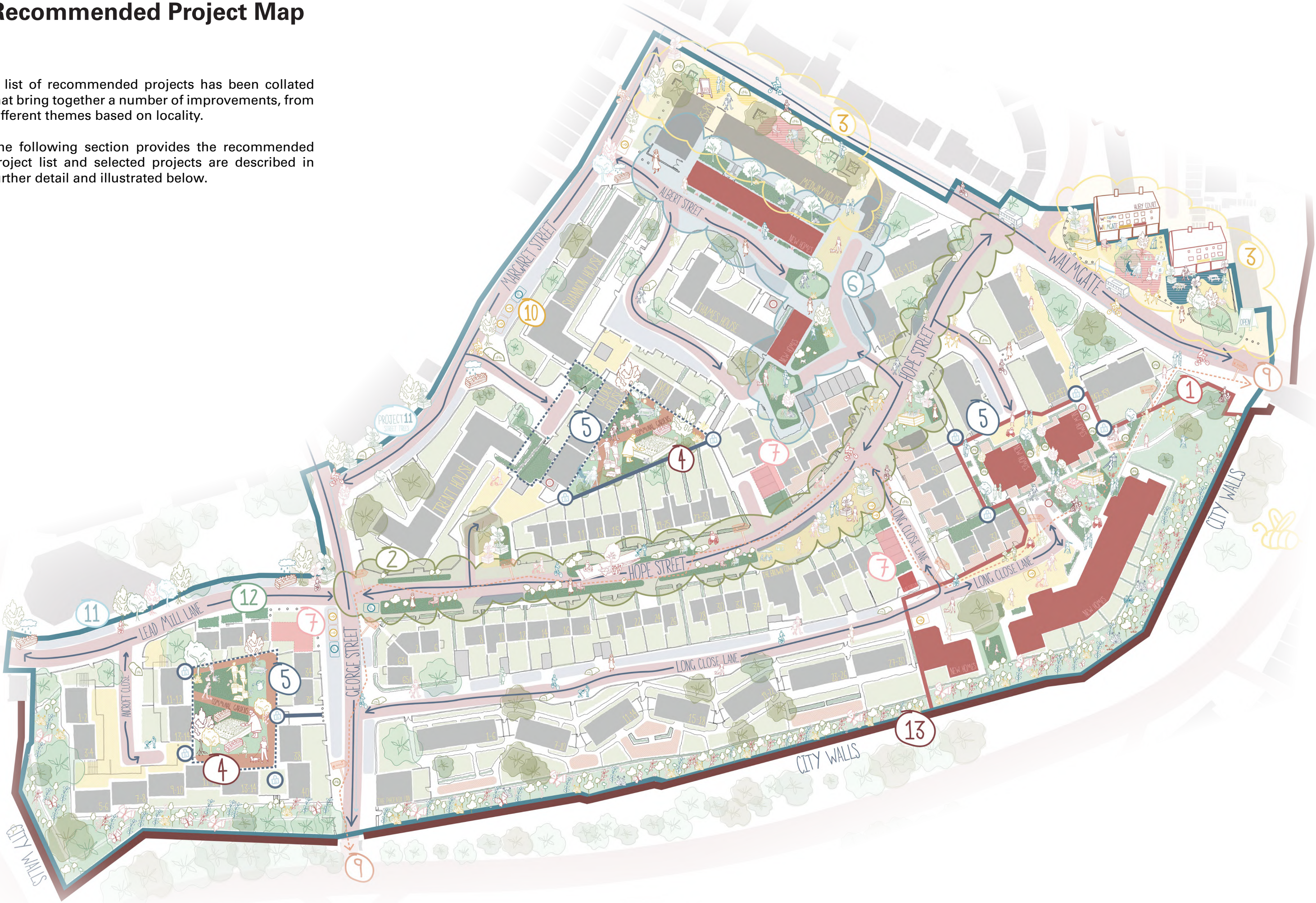
- Comments captured on the large round board highlighted several recurring concerns though concerned with anti-social behaviour (ASB), the lack of consistent policing, the need for more amenities suitable and attractive for people with disabilities and older residents, and the importance of a central hub where residents could meet up, engage directly with PCSOs, housing and CYC support officers as needed with a clear follow-up procedure and related accountability. Visible action and timely project delivery are central to rebuilding trust in public services. Participants suggested to value practical, tangible interventions - such as street and space cleaning, safety measures, lighting, and improvements to well-used and forgotten public and green spaces.



Recommended Project Map

A list of recommended projects has been collated that bring together a number of improvements, from different themes based on locality.

The following section provides the recommended project list and selected projects are described in further detail and illustrated below.



Recommended Project List

The following list of recommended projects range in size from large capital cost projects to smaller more local interventions. Each of these projects are recommendations of the consultant team based on their research and conversations with residents. Projects have not been discussed with statutory consultees.

A high level cost, benefit reach, and expected programme key is provided.

Lower capital cost
ranging to
High capital cost = 
= 

Benefit reach - to fewer people
ranging to
Impact on greatest amount of people = 
= 

Short-term:
Completion by the end of 2026 = 

Medium-term:
Completion by the end of 2028 = 

Long-term:
Completion by the end of 2030 = 

Recommended Project List

Project	Description	Cost	Benefit Reach	Programme	Recommended Next Steps & Funding
1 WILLOW HOUSE	The Housing Development Programme are submitting a planning application for 36 new, Passivhaus homes within a net zero carbon in operation development. Combines improvements: D.1, G.1, H.1				
2 HOPE STREET	Improvements to the public street to increase accessibility, biodiversity, play and social amenity. Improvements include; • Resurfacing of pavements to allow for wider, level pavement sections, for prams and mobility scooters. • New street trees • Rain gardens - for sustainable surface drainage which incorporate planting and play features • Areas for communal food growing • Benches and places to rest • The Walmgate Heritage trail markers • Bike hanger storage • Pocket parks on under utilised corners Combines improvements: C.2, D.2, A.2				
3 WALMGATE PARADE	Improvements to the public area in front of the shops & the development of a retail provision strategy that best serves the local community. Improvements include; • Level access to shops by resurfacing the area • Places to sit and rest • Larger, well maintained planting beds under existing trees • Inclusion of public art • Play along the way features Combines improvements: C.3, D.3, E.2-E.8, H.2				

Recommended Project List

Project	Description	Cost	Benefit Reach	Programme	Recommended Next Steps & Funding
4 COMMUNAL GARDEN STEWARDSHIP SCHEME	The identification of a process that allows residents to take greater ownership of their shared garden areas. This may include; - Upfront costs to provide water-butts, sheds, raised beds, equipment or play features. - Stewardship Scheme put in place to allow residents to manage and maintain the spaces. Combines improvements: B.7, C.4, C.5, C.6, C.7, D.4				- High level costing has been carried out - Further engagement with all residents that have access to shared gardens - Funding to be secured - Internal City of York Council project teams to implement. Potential funding identified for this project
5 SECURING AREAS AND REDUCING ROUTE THROUGH	Re-landscape areas of South Walmgate to reduce the number of unsafe, secondary pedestrian routes through. Areas identified include: - Closing off the alleyway to the south of the shared garden for Calder and Avon House. The area of the alleyway can be included in the shared garden, increasing its total size. - Closing off the footpaths linking Hope Street, Margaret Street and Albert Street, to the rear of Trent House and Shannon House - Securing the shared communal space to the rear of Ancroft Close, 2-6 Lead Mill Lane and George Street. Combines improvements: B.4, B.7, B.8, B.5, C.8				- High level costing has been carried out - Funding to be secured - Household by household consultation required - Site boundaries to be defined - Engagement with Statutory stakeholders required, specifically Highways - Legal ownership implications to be reviewed Potential funding identified for this project
6 ALBERT STREET	This area has been identified as an unsafe place. Anti-social and illegal behaviour has been highlighted by residents as a key concern. The current arrangement of back of shops, garages, dead-ends & cut-throughs make this an unsuccessful space. Feasible options for the re-design of this area should be developed. This could include; - New homes - Improved public realm - A new public street which provides accessible, bio-diverse, playful & social spaces. Combines improvements: B.3, G.2				- Estimated GEA provided for high level costing to be carried out. - Estimated total site area provided for high level costing. - Legal and ownership review to be carried out by Council - Detailed review of site potential and viability to be carried out by the Council. - Conversations with relevant Statutory authorities to be carried out. Potential funding identified for this project

Recommended Project List

Project	Description	Cost	Benefit Reach	Programme	Recommended Next Steps & Funding
7 INFILL SITES	There are a small number of potential infill sites that could be appropriate for small developments or self-build plots. These include: - The garage plot adjacent to no. 39 -41 Hope Street - The corner Lead Mill Lane and George Street - The garages connecting Hope Street and Long Close Lane The possible sale of these sites could provide capital to be re-invested in the area. Combines improvements: G.3, G.5, G.6	n/a at this stage due to unknown development model			- Estimated GEA provided for high level costing to be carried out. - Estimated total site area provided for high level costing. - Legal and ownership review to be carried out by Council - Detailed review of site potential and viability to be carried out by the Council. - Conversations with relevant Statutory to be carried out. This could be a net profit project
8 RETROFIT STRATEGY	A retrofit strategy for the area should be developed, inclusive of all tenures. A strategy should align with the “City of York Council Retrofit Action Plan’ which has been developed to help meet the city’s ambition for net-zero carbon emissions by 2030.				Internal Council departments to develop Potential funding identified for this project
9 HERITAGE TRAIL	Development of a Walmgate Heritage Trail: Areas of special interest within the South Walmgate area to be physically marked either within the paving or as part of a series of contemporary information plaques. The trail would aim to be an extension of the trail along the City Wall, allowing pedestrians the opportunity to learn more about the rich history of the people and residents of the South Walmgate Area See Improvement A.2 for further detail.				- Team to be assembled to decide route & collate information to be displayed within Heritage Trail. To include; - Friends of York Wall - York Archaeology - York Civic Trust - High level costing has been carried out Potential funding identified for this project

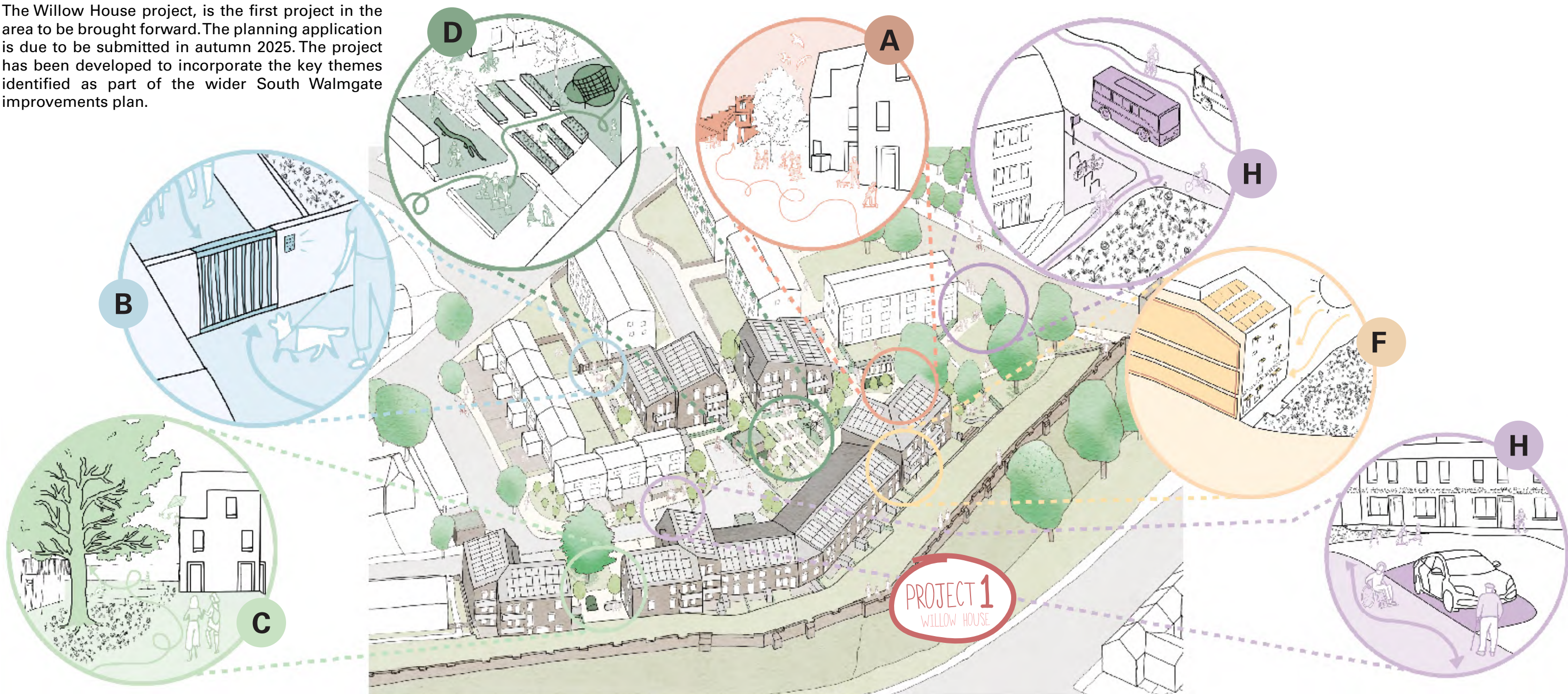
Recommended Project List

Project	Description	Cost	Benefit Reach	Programme	Recommended Next Steps & Funding
10 SUSTAINABLE TRAVEL	Addition of sustainable travel infrastructure including: - New on-road bike hangers for existing resident bike storage - Provision of electrical vehicle charging spaces - Car club spaces. Combines improvements: H.3, H.4				- High level costing has been carried out - Funding opportunities to be investigated - Resident surveys to be carried out to understand requirements - Feasibilities to be carried out on appropriate location to be defined - Funding to be secured Funding not yet identified for this project
11 STREET TREES	Improvements to the public streets to increase biodiversity and improve drainage along Lead Mill Lane and Margaret Street Improvements include; - New street trees - Rain-gardens - for sustainable surface drainage which incorporate planting and play features				- High level costing has been carried out - Funding opportunities to be investigated - Detailed review of potential sites to be carried out by the Council. - Conversations with relevant Council’s Street and Highways team. Funding not yet identified for this project
12 PRIVACY PLANTING	There are a number of homes in the area which are particularly exposed at ground floor. Security, and sense of privacy in these homes could be improved by; - Hedge planting - Greater allowance for front garden areas Combines improvements: C.10				- All locations to be identified - High level costing has been carried out - Household by household consultation required Potential funding identified for this project
13 RAMPART PLANTING	Friends of the Wall have been working with Historic England and Natural England to test areas of planting along the ramparts of the City Wall. An extension of this could increase biodiversity and visual amenity along the ramparts. Planting would need to be low maintenance and similar to a wild meadow seed mix. Combines improvements: C.9				- High level costing has been carried out - Funding opportunities to be investigated - Discuss with Friends of the Wall and Historic England to understand possibility of extension of existing project and capital cost required. Funding not yet identified for this project

Project 1

Willow House - Planning Application

The Willow House project, is the first project in the area to be brought forward. The planning application is due to be submitted in autumn 2025. The project has been developed to incorporate the key themes identified as part of the wider South Walmgate improvements plan.



CELEBRATING LOCAL HERITAGE

Designing a heritage trail exploring the history and heritage of South Walmgate. Ensuring that new homes that are built retain views of York Minster from the City Wall.

A

IMPROVED SAFETY + SECURITY

Increase safety and security by improving pedestrian routes and reducing areas for anti-social behaviour.

B

GREENING SOUTH WALMGATE

Celebrating the beautiful mature trees in the area and creating green streets which embed ecological enhancements.

C

PLAY + SOCIAL AMENITY

Safe children's play for all ages. Play spaces are well overlooked by dwellings and integrated into a rich biodiverse landscape, enhancing social connectivity.

D

AFFORDABLE, SUSTAINABLE HOMES

Building new sustainable homes & improving existing homes to reducing impact on the environment and lower residents energy bills. Creating affordable, healthy, places to live.

F

ACTIVE TRAVEL + ACCESSIBLE STREETS

Prioritising pedestrians, cyclists + those with accessible needs through the provision of safe, level streets and spaces. Reducing car dependency by providing alternative solution.

H

Project 2

Hope Street

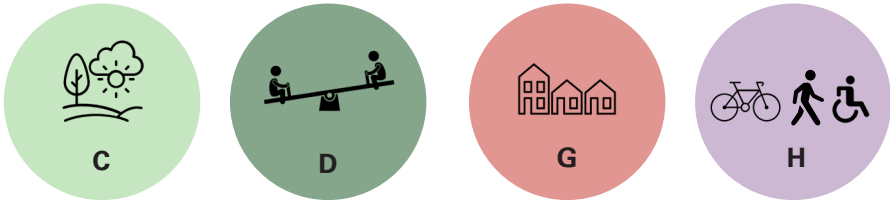
Hope Street is one of the key routes through South Walmgate, a route shared by pedestrians, cyclists and cars. Improvements to the public street are proposed to increase accessibility, biodiversity, play and social amenity.

Improvement ideas from themes C, D, G & H have been incorporated into the project.

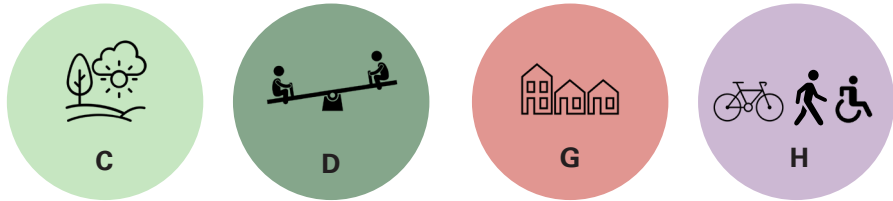
Proposal includes;

- Resurfacing of pavements to allow for wider, level pavement sections, for prams and mobility scooters.
- New street trees
- Rain gardens - for sustainable surface drainage which incorporate planting and play features
- Areas for communal food growing
- Benches and places to rest
- The Walmgate Heritage trail markers
- Bike hanger storage
- Pocket parks on under utilised corners
- Consideration of 2-way cycle route

This project is a high capital cost project, which would directly benefit a large number of people. These include both the South Walmgate residents and people who pass through and use the amenities in the area.



Project 2
Hope Street Illustrations



Areas for
communal food
growing

Planting along
Hope Street with
new street trees
and rain gardens

Places for rest

Secure bike
storage to
encourage active
travel

Wide, level
pavements
suitable for those
with accessible
needs



Project 3

Walmgate Parade

This is a key area of regeneration.

Improvements to the public area in front of the existing shops as well as the development of a retail provision strategy that best serves the local community would benefit a large number of residents across the South Walmgate area.

Parts of the project have larger associated cost, however there are items that could be progressed through existing partnerships and council resource. Programming the potential works to this area could help bring forward more immediate change.

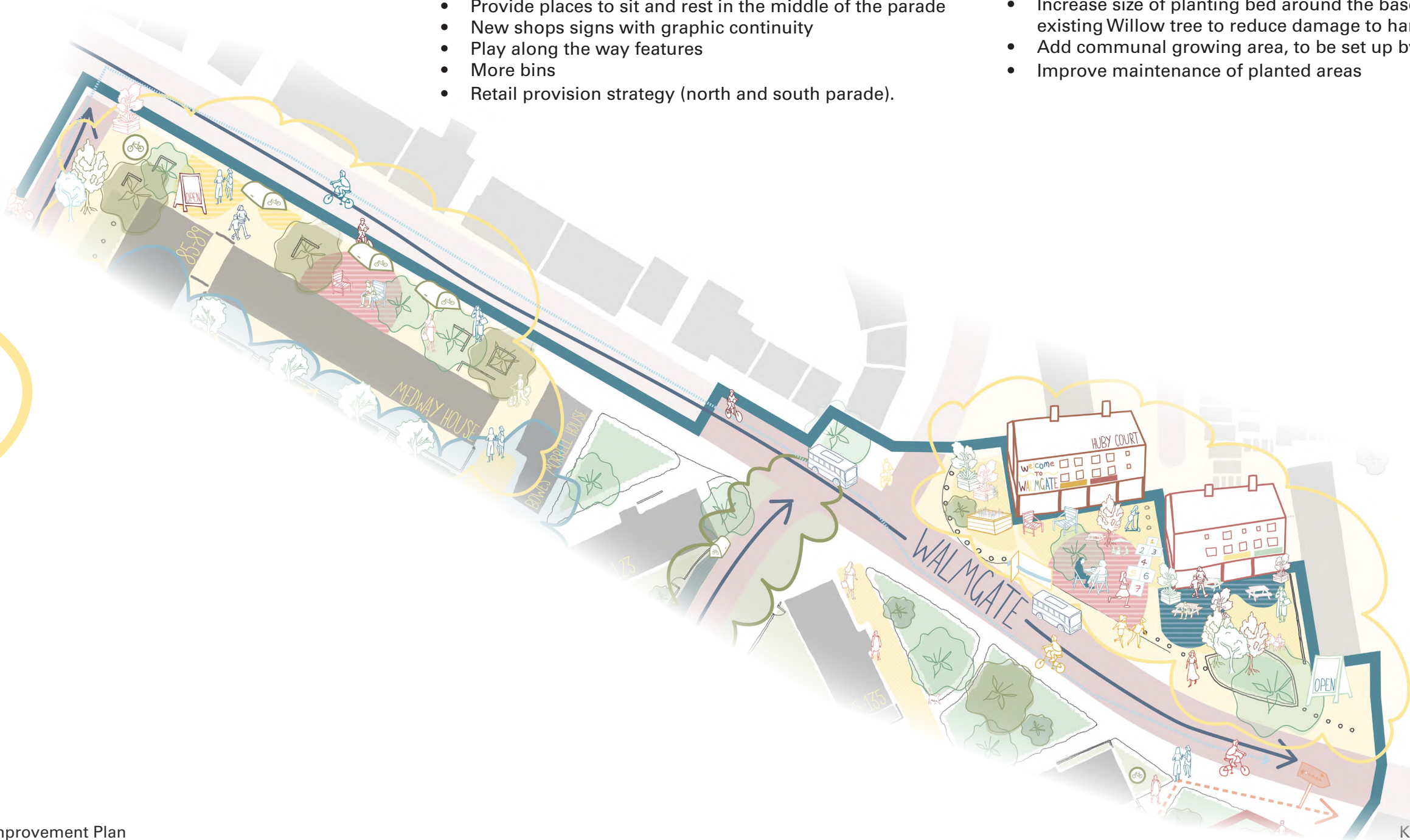
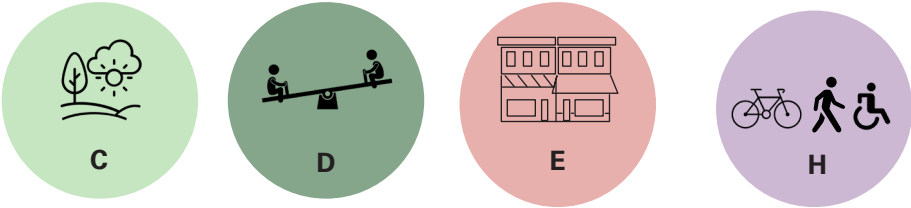
Proposal includes;

North Parade:

- Level access to shops by resurfacing the paved area outside Medway House.
- Removal of unnecessary walls
- Remove or re-purpose existing telephone box
- Increase size of planting beds around the base of the existing trees to reduce damage to new hard-surfacing.
- Improve maintenance of planted areas
- Rationalise bike hoops to either end of the parade
- Provide places to sit and rest in the middle of the parade
- New shops signs with graphic continuity
- Play along the way features
- More bins
- Retail provision strategy (north and south parade).

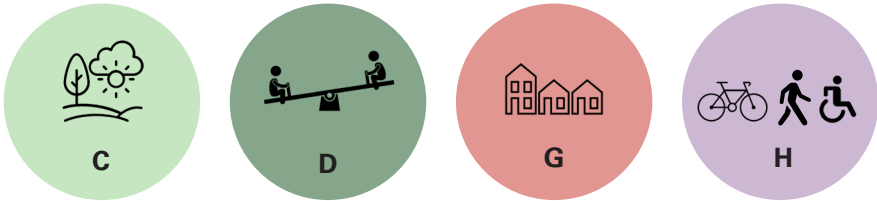
South Parade:

- Localised ramping to thresholds to allow level access to shops
- Paving stones cleaned and painted to make more vibrant
- Play along the way features, including drawn games on existing tarmac
- Provide places to sit and rest in the middle
- Inclusion of public art
- New shops signs with graphic continuity
- Increase size of planting bed around the base of the existing Willow tree to reduce damage to hard-surfacing.
- Add communal growing area, to be set up by EdibleYork
- Improve maintenance of planted areas



Project 3

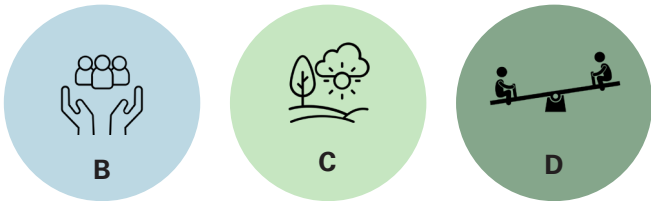
Walmgate Parade



- Areas for communal food growing
- More space for existing trees
- Edible planted gardens
- Book swap in existing phone box
- Space for play along the way
- Public seating
- Public art murals
- Painted paving and active, coherent shop fronts
- Sheffield stands and bike storage encouraging active travel
- Level access to shops

Project 4

Communal Garden stewardship schemes

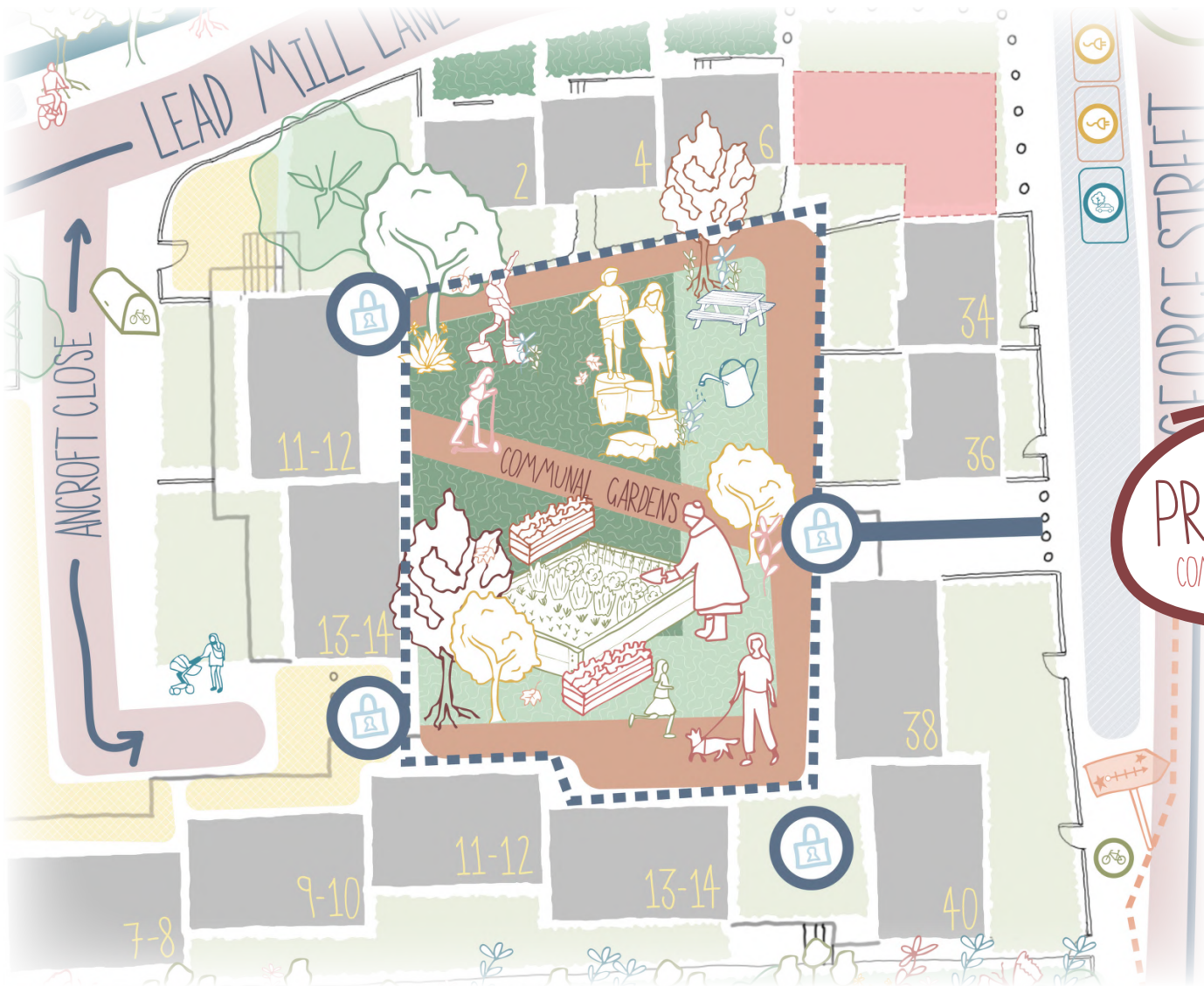


The identification and Council sign-off of a process that allows residents to take greater ownership of their shared garden areas.

Existing shared gardens are often under utilised spaces, without any features. Improvements can be made to these spaces and with relatively small up front costs, and without the need for any additional service charges. If the gardens feel more welcoming, residents would be encouraged to use and take ownership of the spaces.

Proposals include:

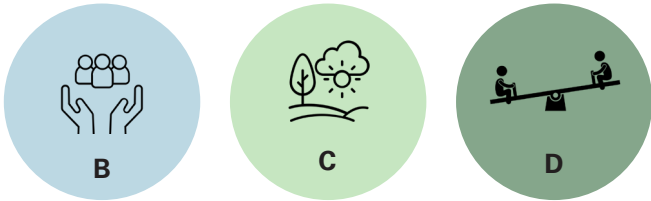
- Upfront costs to provide water-butts, sheds, raised beds, equipment or play features.
- Agreed stewardship scheme that allows residents greater freedom to manage and maintain the spaces.



PROJECT 4
COMMUNAL GARDENS



Project 4
Communal Gardens -The need for a new Communal Spaces Policy



Diverse planting in existing green spaces

Shared raised beds for accessible community growing

Water butts

Integrated outdoor play



Project 5

Securing areas and reducing routes through



Re-landscaping areas of South Walmgate to reduce the number of unsafe, secondary pedestrian routes through.

Areas identified include:

1 - Routes around the existing Willow House and garage site.

This area is included in the Willow House planning application (Project 1). Conversations with some of the existing residents have lead to the design that includes more private, secure areas to the rear of existing gardens.

2 - The alleyway to the south of the shared garden for Calder and Avon House

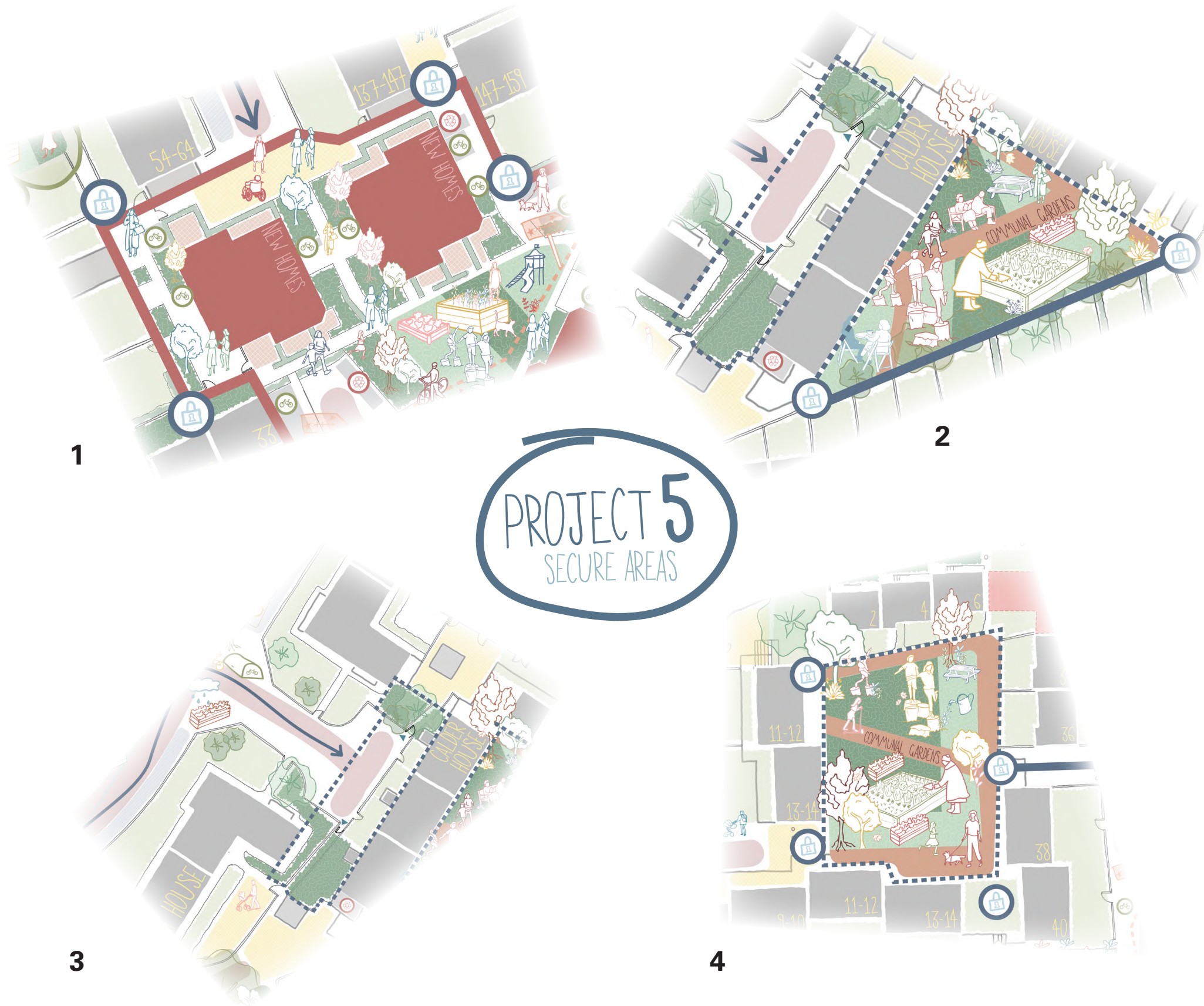
It is proposed that this alleyway is removed, the area of the alleyway can be included in the shared garden, increasing its total size. This would help secure the rear gardens of the homes on Hope Street. Secure access points would be agreed with residents.

3 - The footpaths linking Hope Street, Margaret Street, and Albert Street, to the rear of Trent House and Shannon House

It is proposed that this through route is closed off and the areas given over to private front gardens of Calder House and the shared gardens of Trent and Shannon House. Complexities around resident access to bin stores and private stores need to be understood as the design is progressed. All residents need to be consulted.

4 - The shared communal space to the rear of Ancroft Close, 2-6 Lead Mill Lane and George Street.

This garden area is currently full accessible to the public. The central garden could be made more secure, however it is not currently understood if this would be preferred by the residents. Consultation required before any proposals are developed.



Project 5
Securing areas and reducing route through



Secured spaces
where existing
through routes
were.

These
existing
routes are given
over to existing
residents
gardens.



Project 6

Development on Albert Street

This area has been identified as an unsafe place by residents. Anti-social and illegal behaviour has been highlighted by residents as a key concern.

The current arrangement of back of shops, garages, dead-ends & cut-throughs make this an unsuccessful space.

Feasible options for the re-design of this area should be developed. This could include;

- New homes
- A site boundary that allows for an improved public realm, with a new public street which could provide, accessible, bio-diverse, playful & social spaces.

There is the potential to open up a pedestrian route from Margaret Street, through to Hope Street. The removal of garages in this area would enable a clear route with good lines of sight through the area.

Careful consideration of the existing access to the homes on the 1st and 2nd floor of Medway House and the access requirements to the ground floor commercial unit will be required.

An estimated GEA has been identified for costing.

Potential new homes with active frontages.

Improved public realm with diverse planting and play along the way.



Project 7

Infill Sites

There are a small number of potential infill sites that could be appropriate for small developments or self-build plots.

These include:

- The garage plot adjacent to no. 39 -41 Hope Street
- The corner Lead Mill Lane and George Street
- The garages connecting Hope Street and Long Close Lane

These are small site that would likely provide a maximum of three flats across 3 floors or 1no. house.

Sale receipts from this land could contribute to improvements in the wider area.

Potential new homes on existing garage site.



Project 8

Retrofit Strategy



The City of York Council announced a climate emergency in 2019, and upgrading their building stock will be a vital contribution towards the City's ambition to be a Net Zero city by 2030. An area wide retrofit strategy is suggested in order to improve the comfort and thermal performance of the existing homes.

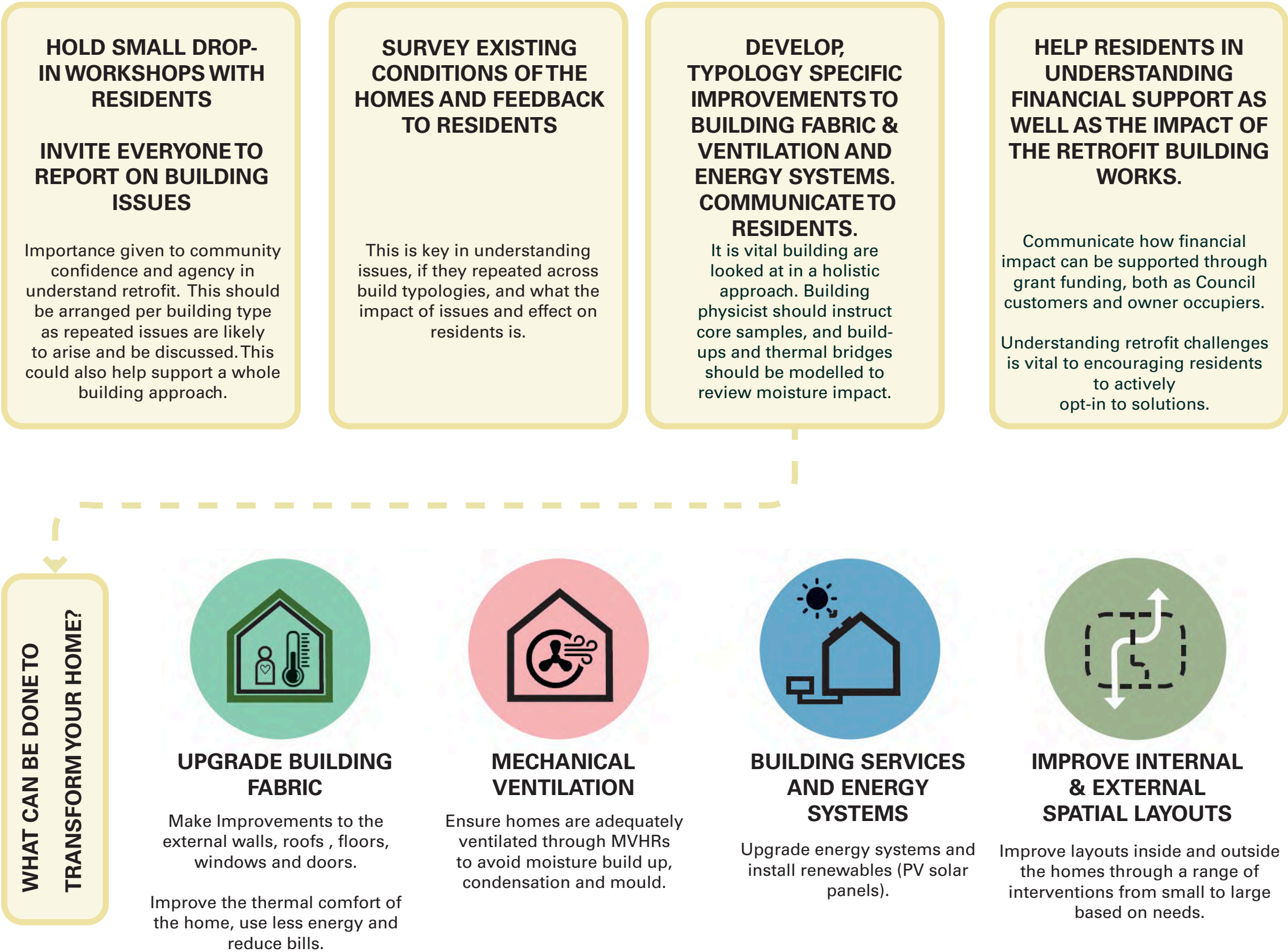
This is a complex process and requires specialist teams both within the council and externally to design and deliver. It is vital that the building physics are analysed and moisture calculations are carried out on all proposed changes.

The Council has produced an Retrofit Action Plan, received various revenues of funding and implemented initiatives such as 'Retrofit One-Stop Shop York'.

The process on this page is outlined as a proposed way engaging residents and starting conversations between the Council, council tenants and owner occupiers.

It should be noted that the current conditions of residents homes and their feeling towards them is not something that has been discussed in detail as part of this piece of work.

Proposed Outline Process:



Project 12

Privacy Planting

There are a number of homes in the area which are particularly exposed at ground floor.

Security, and sense of privacy in these homes could be improved by;

- Hedge planting
- Greater allowance for front garden areas

These areas include:

- The rear of 31-33 Long Close Lane (changes to this area are now being included in the Willow House planning application.
- Numbers 1-6 Lead Mill Lane as shown in the illustrations on this page.

Note: Legal implications and land ownership to be reviewed

New hedges and trees for privacy.

Addition of front gardens with soft planting to existing homes.



Project 13

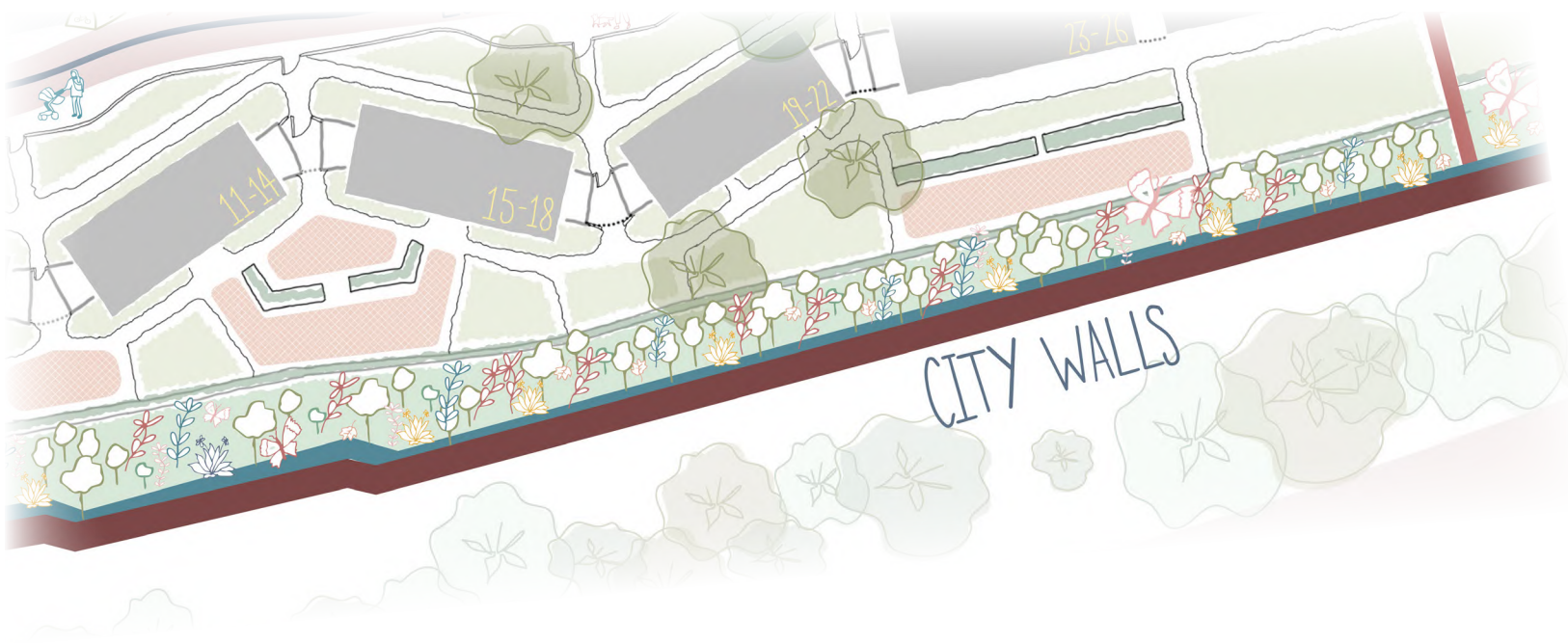
Rampart Planting

Friends of the Wall have been working with Historic England and Natural England to test areas of planting along the ramparts of the City Wall. An extension of this could increase biodiversity and visual amenity along the ramparts. Planting would need to be low maintenance and similar to a wild meadow seed mix.

The planting could help alleviate Long Close Lane resident concerns regarding lack of security and over looking of amenity space from the walking along the City Wall.

This project needs too be brought forward in partnership with Friends of the Wall to understand cost and programme.

Varied planting along the city walls, encouraging biodiversity.



Next Steps

Next Steps

Summary of Engagement

Since we started to work with the Community of South Walmgate in 2021 a constantly more noticeable message in 2025 has now become a clear call for action and delivery of improvements. Despite a number of discussions and engagement events aimed at developing a plan for change, there is concern that these efforts have not yet translated into visible improvements on the ground.

The progress on the Planning application for the vacant Willow House is supported but more in the wider area needs be delivered to meet CYC's ambition of One City For All and the City of York Council's plan (2023 to 2027).

Some local stakeholders have expressed particular disappointment that the condition of public and green spaces, as well as the timeliness of responses to community enquiries, has deteriorated.

The Council now has an opportunity to demonstrate commitment to the area by delivering a programme of recommended and broadly costed projects embedded in a long term plan and governance structure.

These projects have been co-developed with members of the Community Panel, have received support through wider outreach activities.

While certain initiatives require further refinement, such as feasibility studies, more detailed cost estimates to support funding applications, and additional engagement, a number of issues require more urgent attention.

These include:

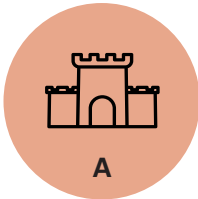
- Enhancements to public spaces and the street-scape to meet CYC standards and support people with disability, young and elderly
- Improvements to maintenance regimes and response times to issues
- Physical intervention to strengthen safety and security
- The provision of a welcoming community meeting space on Walmgate Parade to provide a place for people to meet, engage with and implement action on the South Walmgate Improvements Plan.

The message from South Walmgate stakeholders is consistent and unequivocal: following on from engagement and consultations, there is an expectation that tangible improvements will now be delivered if there is the commitment, will and leadership from the landowner to do so.

Engagement Summary

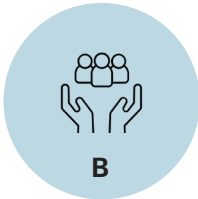
Call to Action

Here the list of key community recommendations following the Engagement Process:



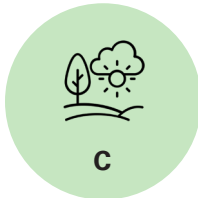
Celebrating Local Heritage

Community Recommendation: Integrate archaeology and local stories into designs, a trail, and spaces. Use heritage to celebrate place identity while ensuring designs remain sustainable and inclusive.



Improved Safety and Security

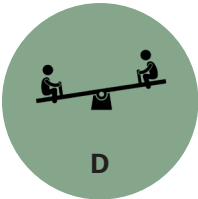
Community Recommendation: Prioritise gating, lighting, public realm improvements as well as defensible planting. Replace unsafe garages and telephone boxes with active uses. Involve Police and Housing partners in visible, ongoing safety action.



Greening South Walmgate

Community Recommendation: Adopt a new shared garden policy that allows community growing, planting, and flexible use. Provide clear maintenance/governance models (e.g. allotment-style) and basic infrastructure like tool sheds, water butts, and cycle stores.

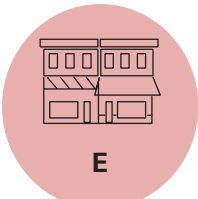
Community Recommendation: Embed rewilding, fruit trees, food growing, and shade from trees into open spaces. Co-design planting schemes with local groups (e.g. EdibleYork), neighbours in blocks and commit to long-term maintenance for public spaces.



Play and Social Amenity

Community Recommendation: Deliver a flexible, ground-floor community hub or café early on. Programme it with outreach projects, skills-sharing, and cultural activity.

Community Recommendation: Create safe, overlooked play areas embedded within everyday routes. Design for intergenerational use so adults can gather while children play.



A Thriving Local Centre

Community Recommendation: Improve accessible access and general quality of the area.

Community Recommendation: Lease the commercial spaces to shops that best serve the local community.



Affordable and Sustainable Homes

Community Recommendation: Balance housing numbers with careful massing, daylight protection, and respect for heritage views. Ensure housing mix avoids clustering vulnerable groups and integrates practical infrastructure like storage and delivery points.



Active Travel & Accessible Streets

Community Recommendation: Provide clear plans for visitor car parking, car-free living, and sustainable travel options. Prioritise secure cycle storage, ensure accessible routes and resting spaces for older people, wheelchair users, and families with buggies.

Trust, Delivery and Communication

Community Recommendation: Tackle “everyday basics” alongside the regeneration work - repairs, mould, drainage, energy retrofit, and safety issues. Communicate timelines clearly, phase construction transparently, and show visible progress on maintenance alongside new builds.

Partnerships and Local Benefits

Community Recommendation: Foster ongoing partnerships with local groups. Involve students and local businesses in placemaking initiatives. Source construction materials locally where possible to spread economic benefit.

Key messages from residents:

“I believe people now need to see genuine action and follow-through before re-engaging.”

“If you make spaces nicer, then people will use them and feel safer.”
Resident, Community Design Panel Member

“I don’t walk though the estate after dark and tell my daughters to do the same’
Local Resident

“I lock up the front and back door during the day when I am alone in the office”.
Local Employee

“We need more amenities for people living with disabilities”
Local Resident

Recommended Next Step for the Council			
South Walmgate Improvement Plan and Recommended Project List This document collates the ideas, discussions and our learnings from with the local community and other key stakeholders. Together with an analysis of the South Walmgate area, the Improvement Plans presents a recommended project list. The projects are addressing the following eight Themes: • Celebrating local heritage • Improved Safety and Security • Greening South Walmgate • Play and Social Amenity • A Thriving Local Centre • Affordable, Sustainable Homes • Development Opportunities • Active and Accessible Travel We recommend supporting the proposed themes and related projects, and agreeing on a clear set of priorities. In our view, this priority list should cover: • Quick wins – projects deliverable within six months. • Medium-term interventions – a programme of City of York Council (CYC) led actions within 24 months, at the different scales on which the projects sit. • Longer-term interventions – extending up to 48 months, including one or two key capital projects that will deliver wide benefits for the area, particularly by improving safety and prosperity. At the heart of this plan should be CYC’s ambition of One City for All, the City of York Council’s plan (2023–2027), which aims to increase opportunities for everyone in York to live healthy and fulfilling lives.	Costing In our view, the high-level cost plan provides a useful framework to guide decisions on project costs. We recommend further feasibility work, design, and detailed costing for the larger projects before they move forward. A number of smaller projects could, we believe, be taken forward straight away in collaboration between Council teams and local residents. We also suggest celebrating the quick wins visibly, so residents see and feel progress early on.	Governance and Funding We recommend that the Housing Delivery Programme team presents the South Walmgate Improvements Plan to the Council’s Executive Board for approval and CYC-wide support. In our view, authority should be delegated to the Housing Delivery Programme team leader so that recommended projects can be progressed without delay. We also recommend allocating internal Council resources to help put the Improvement Plan into action. Approval should be given for capital spending and for the team to submit grant bids to strengthen delivery and pace of change that residents, workers, businesses and visitors can experience. Alongside this, we think it is important to start a programme of general improvements to address the poor condition, lack of policing, and under-maintenance of publicly accessible housing and green spaces in the area. To ensure long-term impact, we recommend that maintenance planning is built into all projects and the neighbourhood from the outset	Continuing Stakeholder Engagement We recommend that the Council commits to keeping conversations open with South Walmgate residents, making sure their voices are central and linking every meeting to a small but visible improvement in the neighbourhood. In our view, having a physical base in the area would make a big difference, giving local people a welcoming place to meet and offering a way for Council representatives to be present and approachable. We recommend forming a Walmgate Regeneration Board to help guide longer-term regeneration and strengthen bids for funding. As projects move forward, we believe more detailed, location-specific actions should be shaped together with residents, supported by an outreach strategy that ensures genuine participation and shared ownership. We also recommend making sure this outreach is inclusive — reaching people of all ages, backgrounds, and circumstances, including those who may not usually take part. Partnerships, Monitoring and Accountability We recommend involving local partners such as schools, voluntary organisations, universities, and local businesses to strengthen delivery and bring in additional resources and ideas. In our view, a simple monitoring process should be put in place, with regular updates shared publicly, so residents can see how projects are progressing.

This page is intentionally left blank



Meeting:	Combined Executive Member Decision Session
Meeting date:	Wednesday, 9 September 2026 10.00 am
Report of:	Director of Communities
Portfolio of:	Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion Executive Member for Children, Young People and Education

Decision Report:

Financial Inclusion/Welfare Benefits Outturn 2025/26

Subject of Report

1. This report provides the Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion and the Executive Member for Children, Young People and Education with the Financial Inclusion/Welfare Benefits outturn report 2025/26 and ongoing work in 2026/27.
2. The Council approved a 10-year city-wide anti-poverty strategy in November 2025. The ambition is to fight poverty in York and its impacts now and in the future. Looking to establish the conditions that would make the city of York a healthier, fairer, more affordable, more sustainable and more accessible place, where everyone feels valued, creating more regional opportunities to help today's residents and benefit future generations.
3. The strategy links activity against causes of poverty with three strategic objectives:
 - I. **Tackling poverty today** – Helping people who are struggling right now.
 - II. **Preventing people from falling into poverty** – Making sure fewer people end up in poverty in the future.
 - III. **Creating long-lasting change** – Making York a more equal and affordable city for the long term
4. This long-term strategy builds on the continuing activities across the council and City, along with voluntary and community sector partners and others, to support and enable residents in financial difficulties and

affected by the ongoing economic environment. This report (Financial Inclusion/Welfare Benefits Outturn 2025/26) provides an update on this financial inclusion (FI) activity during 2025/26 including:

- the financial support available to residents dealing with the challenges of the increased cost living in 2025/26;
- an update on benefits statistics and performance administered by the council including Household Support Fund 7 (HSF7) and the York Financial Assistance Scheme; and
- other areas of support for residents which provide financial inclusion and resilience including:
 - Community, housing, advice, information, signposting and communications.
 - Digital inclusion activities; and
 - Delivery of the financial inclusion grant schemes.

Benefits and Challenges

5. The Cost of Living along with other factors such as Housing costs, availability, and NHS capacity is continuing to have a detrimental effect on residents in the city, impacting on health and well-being; with increasing numbers of residents needing financial support and presenting with vulnerabilities and complex needs. Welfare benefits and broader community support are complicated for people to navigate, and the systems rely on people managing their own claims and having access to digital resources.
6. The challenges facing the local authority and community sector partners also impact the amount, level and range of support they are able to provide. It is more important than ever that we are able to work together to make the best use of all our resources to support residents and build resilient and vibrant communities. This report summarises these impacts and action the council and partners are taking to help support residents in these increasingly challenging times.

Policy Basis for Decision

7. Financial Inclusion and welfare benefits continue to be key to meeting the aims of the Council Plan for 2023 to 2027, 'One City For All' which sets out the council's priorities and details what steps will be taken to establish conditions which make the city of York a healthier, fairer, more affordable, more sustainable and more accessible place, where everyone feels valued, creating more regional opportunities to help today's residents and benefit future generations. The four core commitments of the plan are:
- Equalities and Human Rights - Equality of opportunity
 - Affordability - Tackling the cost-of-living crisis
 - climate - Environment and the climate emergency
 - Health - Health and wellbeing.

Financial Strategy Implications

8. This report has no direct implications with regards to the council's financial strategy.

Recommendation and Reasons

9. The Executive Members are asked to:
- i. Note and comment on the details of this report in relation to the support provided to residents affected by the impacts of the continuing high cost of living.

Reason: to ensure councillors, residents and stakeholder groups are aware of the ongoing financial inclusion activity across the city.

Background

10. The council's core commitments provide a vision of a healthier, fairer, more affordable, more sustainable, and more accessible city where everyone feels valued. They inform the decisions we make, and describe how we then work with partners, residents, businesses and communities to deliver our priorities. Table 1 below shows the changes in welfare demographic data between May 2025 to May 2026

Table 1

	May 2025	May 2026
Households in relative poverty*	2,675	2508
Children in relative poverty	1,820	1,820
Households receiving Council Tax Support	8,225	8,019
CTS households with children.	2,919	2,826
CTS Working age households	56%	56%
CTS Pensioner households	44%	44%

*Relative poverty¹ used in these calculations is defined as Households whose income is less than 60% of current median income

11. Annex A shows a snapshot of demographic data and poverty matrix for York based on the cohort of 8,019 households receiving council tax support and housing benefit in May 2026 the subsequent pages show all the CTS customers going in and out across the year. This background information helps in understanding the level of the challenge that the council's welfare benefit resource has to support.
12. The needs of many residents remain complex. The ONS 'dimensions of deprivation' used to classify households² are indicators based on four selected household characteristics – Education, Employment, Health and Housing in York:
 - a. 32.7% of households are deprived in one dimension,
 - b. 11.1% of households are deprived in two dimensions
 - c. 2.2% of households are deprived in three dimensions
13. The council provides a range of local welfare support to residents through the York Financial Assistance Scheme (YFAS), Council Tax Support (CTS) and Discretionary Housing Payments (DHP). The Household Support Fund (HSF) and Crises & Resilience Fund (CRF – from 1ST April 2026) from Government also provides financial resources to support residents with financial pressures they are facing due to the increases in cost-of-living. The council continues to operate a food and fuel voucher scheme open to all residents.
14. Council departments continue to work in close partnership with voluntary and community organisations to co-ordinate, make the best

¹ <https://researchbriefings.files.parliament.uk/documents/SN07096/SN07096.pdf>

² <https://www.ons.gov.uk/census/maps/choropleth/population/household-deprivation/hh-deprivation/household-is-deprived-in-one-dimension?lad=E06000014>

use of the resources and effectively support residents. The council has continued to learn from its own experience and those of its residents, partners and from areas across the region and the country as a whole. The new CRF fund from April 2026 supports the continued building of community resilience.

15. Table 2 below sets out the YFAS, HSF grants and CYC Food and Fuel Voucher Scheme spend provided across the 2025/26 period:

Table 2

Discretionary support schemes	Spend 2025/26	No of awards
YFAS scheme	£192,010	406
HSF 7 Discretionary Grants Scheme	£124,660	562
HSF 7 direct CT payments working age CTS, carers & disabled customers	£808,950	5393
HSF 7 direct bank payments working age CTS carers & disabled customers	£431,300	4,313
Food & Fuel Vouchers 25-2	£203,598	3,294
Total	£1,760,518	13,968

York Financial Assistance Scheme (YFAS)

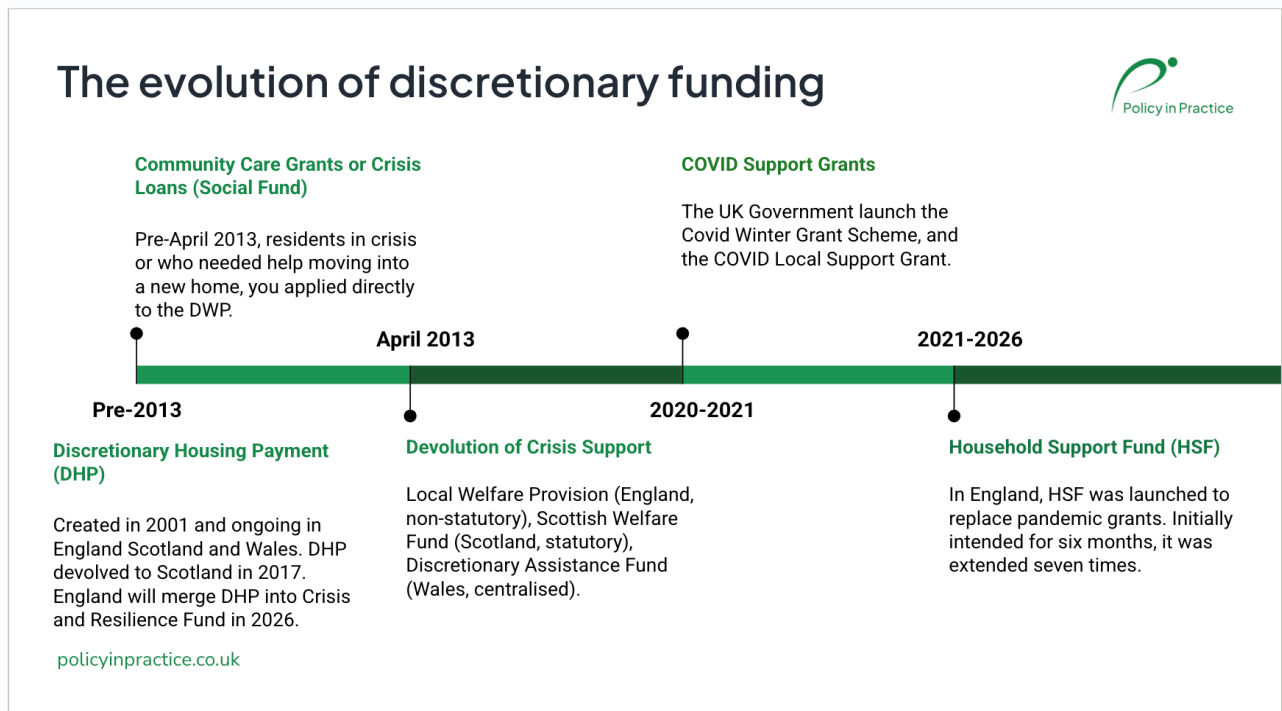
16. The YFAS scheme was established in April 2013, following the transfer of responsibility (and initially funding) from central government. The former national scheme, delivered by the Department for Work and Pensions (DWP), was part of the Social Fund. YFAS is now fully funded and locally administered by the council and can assist residents to stay or move into the community or with emergencies.
17. The full YFAS statistics are set out at Annex B. The CYC budget for YFAS received a one-off increase of £130k 2025/26 as part of the budget process to provide additional support to residents.
18. In 2025/26 995 YFAS applications were received. This continues the overall trend in decreasing YFAS applications as alternative sources of support are available via the Household Support Fund (HSF) and the CYC Food & Fuel Voucher Scheme are available.

Household Support Fund (HSF)

19. The Government first announced the Household Support Fund (HSF) for families in financial need in October 2021 following legacy coronavirus family support funds. The Household Support Fund was introduced to support households in the most need with food, energy, and water bills. It could also be used to support households with

essential costs related to these items and with wider essential costs where appropriate. HSF schemes have been one off temporary fixed term schemes each with slightly different criteria but all with the same theme of Food, Energy & Water. Table 3 below shows the evolution of discretionary funding:

Table 3



20. The Household Support Fund 7 (HSF7). covered the period 1 April 2025 to 31st March 2026 inclusive. City of York Council received £1.8m of the £742m fund to support its qualifying residents with meeting immediate needs and help for those who are struggling to afford household essentials including energy and water bills, food, and wider essentials.
21. Following on from previous HSF schemes support was provided through direct payments to residents, discretionary applications and direct grants for advice and support. In terms of direct payments £1,240K was paid to approximately 5,000 qualifying families in two payments. A full breakdown of all payments is as set out in Table 4 below:
22. Two HSF direct payments were made to working age customers as shown in table 4 below. One £150 payment directly on to Council Tax accounts, reducing payments for the whole year and one £100 payment in December 2025 into customer bank accounts. Over 5000 households received these payments
23. 562 people received discretionary HSF grants totalling £124.6k.

Table 4. Household Support Fund 7

HSF7 Spend		
Budget	Actual No's	Total Amount £
4200 Working age CTS customers £150 CTAX credit	4281	£642,150
4200 working age CTS customers £100 direct payment	3172	£317,200
700 SMI exempt cash payment £100	409	£40,900
500 SMI disregard council tax credit £150	526	£78,900
500 SMI disregard cash payment £100	380	£38,000
150 Carers discount council tax credit £150	90	£13,500
150 Carers discount cash payment £100	44	£4,400
500 disabled band reductions council tax credit £150	496	£74,400
500 disabled band reductions direct payment £100	308	£30,800
Discretionary application scheme	562	£124,660
Food & fuel vouchers	3,132	176,100
Spotlight licences – Government Fraud Checking software	80	£3,000
Warm places family food and support activities	300	£60,000
Talk money, Worrying about Money leaflets, letters to target support from Low Income Family Tracker LIFT data.	1000	£7,584
Direct grants for people in CT arrears & getting HSF advice and grants to enable people to remain in private tenancies where DHP not available.	10	£6,931
Additional community benefits advisers x 2	200	£80,000
Benefits & digital support grants	5	£149,000
Administration		£50,000

Crisis & Resilience Fund

24. The Crisis and Resilience Fund (CRF) has been made available to local authorities (LAs) in England to support low-income households who encounter a financial shock and to support activity that builds individual and community financial resilience. This funding replaces the former Household Support Schemes (HSF). The funding covers the period of 1 April 2026 to 31 March 2029 inclusive.
25. This money includes specified funding for housing support. As with the rest of the CRF, the Housing Payment element will commence from April 2026 and replaces Discretionary Housing Payments (DHPs).
26. The Fund is classified as Local Welfare Provision (LWP) However, it is not intended to replace existing local welfare support schemes, which play an important role as established discretionary crisis support mechanisms.
27. The level of funding for York is approx. £1.6m pa (£1,587k) and this includes the DHP element of £163k previously funded separately. The Household Support Funding was £1.8m with the DHP funding of £163k. This means in real terms the actual welfare support funding has fallen by a little over £363k pa and over £1m across the next three years.
28. The funding has been split across the four strands set out in the governments guidance document as set out at Table 5 below:

Table 5

Strand	Amount	%
1 - Crisis Payment	£ 650,000	41%
2 - Housing Payment	£ 300,000	19%
3 - Resilience Services	£ 605,000	38%
4 - Community Coordination	£ 45,000	3%
Total	£ 1,600,000	100%

29. As at the end of June 2026 the spend against the CRF was:
 - Crisis payments – £140k
 - Housing Payment – £68k
 - Resilience Services – £454k
 - Community Coordination - £0

CYC Food and Fuel Voucher Scheme

30. The York Fuel and Food Voucher scheme was set up in January 2022 and the scheme has continued as part of the CYC Household Support Fund. The scheme provides food and fuel vouchers delivered through advice support workers from both CYC and charity /voluntary sector. It is an important element of the scheme that these are provided to York residents affected by poverty and debt alongside the provision of information and advice on benefits and other longer-term support.
31. Applications can only be considered as part of an overall financial capability advice or support assessment, by phone or face to face, including appropriate benefits checks and other information about reducing out goings, e.g. social tariffs for broadband, energy efficiency measures.
32. If residents need assistance with food and do not want a referral/signposting to a support service or this is not appropriate, they are directed to other food support including:
- York Financial Assistance Scheme,
 - York Food Bank or
 - community food support.

More information is available at www.york.gov.uk/HelpWithFood .

33. Approved voucher applications are sent electronically directly to the resident by text or email. Households were allowed a maximum of 3 food vouchers and 3 fuel voucher awards during 2025/26.
34. There are 7 external support service partners in the scheme from the charity/voluntary sector, plus CYC teams including Local Area Coordinators, Benefits & Contributions Advisors, and Housing Management Officers. Over 80 support workers are registered to process applications to award vouchers. The number of food & Fuel vouchers issued is set out at Table 6 below. Details of awards are summarised in Annex D.

Table 6

	No of vouchers	Cost including admin fee
Food vouchers	1,678	£128,640
Fuel vouchers	1,454	£47,460

Benefit Take Up & Low-Income Family Tracker (LIFT) data platform

35. Funding from the Household Support Fund has been used to continue the partnership with Policy in Practice to use their Low-Income Family Tracker (LIFT) platform and Benefits Calculator to support the council's financial inclusion work. LIFT is a web based interactive tool that combines a comprehensive welfare policy analytics engine with local authority administrative data to drive strategic and operational decisions and activity. The tool supports councils through providing interactive dashboards to identify financially struggling residents at street level, design appropriate interventions, and track the effectiveness of these interventions.
36. During 2025/26 the following campaigns have been launched:
- Continued targeted Pension Credit take up campaign in partnership with Age UK York and OCAY a further 162 claims were made with a £7k increase in household income and £55k life time income:
 - Households with care packages
 - Households without care packages
 - Improving visibility of pensioner debts: through bringing in adult social care debts data for a single view of household debts
 - Council Tax pilot project with randomised controlled trial to test alternative communications and support.
Healthy Start take up campaign.
37. The Pension Credit take up campaign was continued through 2025/26 writing to 147 households in three mailings May, September and October 2025. LIFT data shows average pension benefit income increased by £338/month, equating to overall benefit additional income of over £596K pa. At the start of the campaign 14 households had a monthly cash shortfall, which had reduced to 7 by May 26.
38. In November the council contacted households eligible for Healthy Start. Table 7 below shows the take up following the campaign.

Table 7. Healthy Start take up

	Number signed up
October 25	605
November 25	612
December 25	617
January 26	608
February 26	598
March 26	589

39. HSF 7 has funded two community advisers from May 25 based in the Neighbourhoods and Communities team. They have followed up letters sent out by phone, email and text to offer advice and support people to claim eligible benefits.
40. They have also delivered 10 outreach drop-in advice sessions per week in community hubs, plus additional sessions at SEND Central, St Leonards Hospice, and Talk Money Campaign events. They provided detailed advice and support to 250 residents who they have assisted make 243 benefit and grant applications. These have resulted in yearly financial gains totalling £824,990 an average of £3299.96 per person
41. 30 referrals have also been made to other services for additional support: Citizens Advice York, Local Area Coordinators, Housing Support, National Energy Action, and Gamcare.

Discretionary Housing Payments (DHP)

42. The council received £163.9k in government DHP funding in 2025/26. The total government allocation was spent providing 158 DHP awards. Table 8 below shows the 2025/26 spend and number of applications received.

Table 8. Discretionary Housing Payment

	2023/24	2024/25	2025/26
Total DHP Fund available	£163,991	£163,991	£163,991
Amount spent	£163,991	£163,991	£163,991
Percentage	100%	100%	100%
DHP applications received	312	386	215
Number of DHPs awarded	195	163	158

Council Tax Support (CTS)

43. The number of CTS awards amongst working age residents has continued to decline as shown in Table 8 below. CTS claims, however, are still comparatively lower than Universal Credit (UC) claims and claims for pensioners has fallen again indicating that not all qualifying

residents (Working age & Pension age) are making claims. Support and advice for pension age claimants is now being targeted by using data from the LIFT platform to help residents maximise their benefits.

Table 9. Council Tax Support Caseload

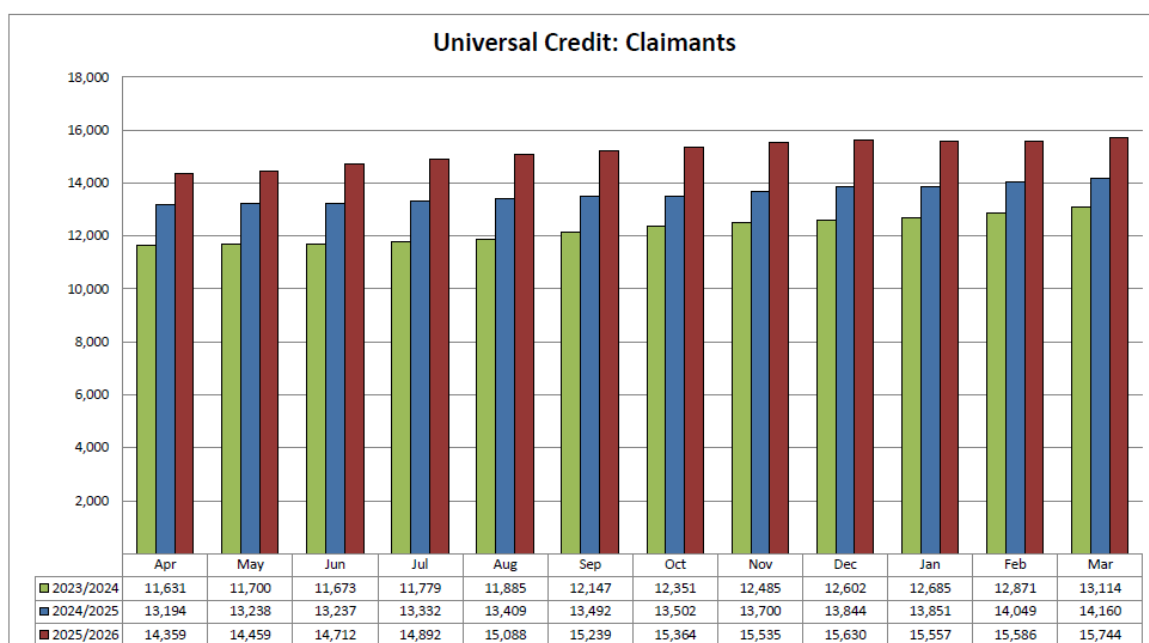
Council Tax Support caseload	Working age	Pensioners	Total
March 2020	4,682	4,034	8,716
March 2021	5,512	3,887	9,399
March 2022	4,685	3,735	8,420
March 2023	4,446	3,572	8,018
March 2024	4,218	3,450	7,668
March 2025	4,183	3,378	7,561
March 2026	4,146	3,287	7,433

Universal Credit (UC)

44. 2025/26 saw the migration of all residents on legacy benefits move to UC by the 31st March 2026. Table 9 below sets out the number of residents claiming Universal Credit, both those in work and those who are looking for work or a unable to work due to ill-health or caring responsibilities. The large difference between the numbers reflects the increasing number of residents who are reliant on benefits whilst been in employment.

Table 10: Total Universal Credit Claimants in York

15,744 York individual claimants in March 2026, 1.0% increase from last month .



Source: DWP

Please note that figures for the latest month are provisional and will be finalised in the next release.

Work of Welfare Benefits Officers

45. The Income Services Team through its Benefits and Contributions officers have provided advice and support to 398 residents and generated additional welfare benefit gains of £2,232,572 in 2025/26.

Information, signposting, and communications

46. It is increasingly important that residents know about what support is available if they are struggling financially and where to get advice and assistance to secure/apply for benefits, grants and other financial support. There have been several changes to the HSF and other discretionary support, as well as national benefit changes and managed universal credit migration.
47. Feedback from residents tells us many residents do not know where to look or go for information, advice and support when they are having financial difficulties. To help with this York Talk Money campaigns have continued to raise awareness and to support people struggling financially. The Advice York partners have worked together across 3 campaigns in 25/26:
- Mon 7 July to Friday 18 July
 - Mon 3 Nov to Friday 14 Nov (incl. National Talk Money Week)
 - Monday 2 Feb to Friday 13 February
48. These campaigns include social media, newsletters, signposting to resource, regular community advice services and www.livewellyork/talkmoney. This includes advice and support from partners: Older Citizens Advocacy York, York Energy Advice, and Community First Credit Union.
49. The council also ran a series of welcoming and informative events to support families and individuals with practical advice and resources to get support and save on bills, with CYC Benefits Advisers the Digital Inclusion Co-ordinator, National Energy Advice, Yorkshire Water and other local partners.
- The Gateway Centre, Front Street, Tuesday 8 July 10am -12 noon
 - Marjorie Waite Court Community Café, Tuesday 8 July from 1-3pm.

- Tang Hall Breakfast Club & Advice Hub, Friday 7 November 9.30-11am
- Foxwood Community Centre Hub, Cranfield Place YO24 3HY Friday 7 November from 11.45 until 2pm.
- Monks Cross Shopping Park, Monks Cross, York YO32 9GX Wednesday 4 February 1.30pm - 4.30pm
- Morrisons Supermarket, Foss Islands Road, York YO31 7UR Wednesday 11 February 1.30pm - 4.30pm

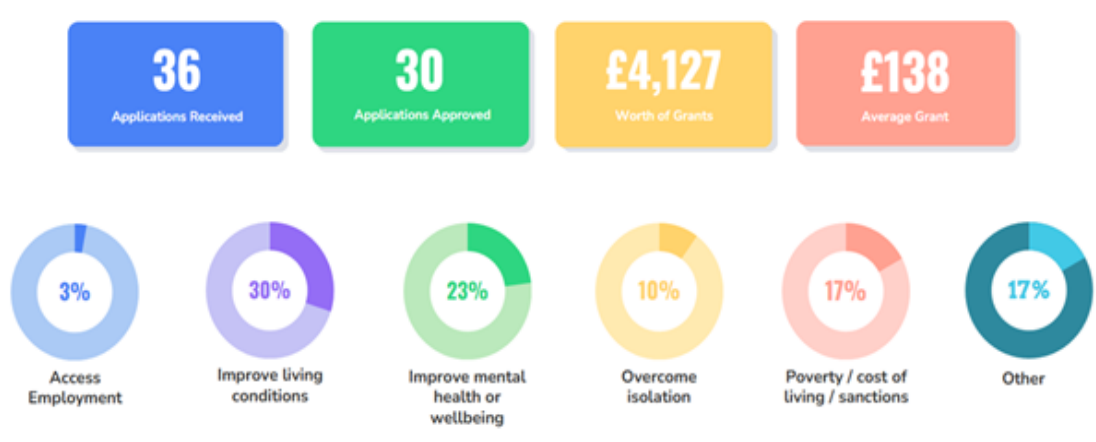
50. The council continues to work with the Independent Food Aid Network to develop the 'Worrying About Money' guide. This is distributed across the city including libraries, community centres and support services.

Opportunities Fund

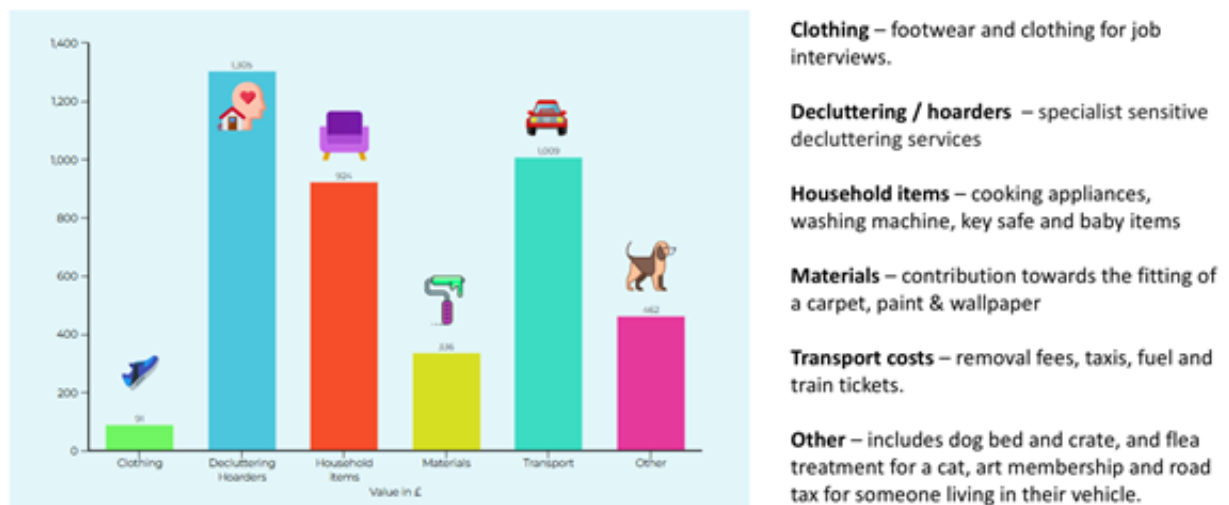
51. The Early Support Opportunities Fund is externally funded and available to Local Area Coordinators (LACs), Housing Management Officers and Community teams to support residents who face additional barriers. A key focus is on homelessness and debt prevention, including those in rent and council tax arrears.
52. Continuation of funding has been secured from The Purey Cust Trust who have awarded an initial £1500, with an agreement to provide further funding beyond this initial grant.
53. The fund is jointly run across Local Area Coordinators, Housing and Communities. This joint approach works well and demonstrates collaborative working across departments. These grants are one small part of an overall strategy to secure the long-term financial security, social inclusion, and wellbeing of residents, contributing to creating resilient citizens and communities. Opportunities Grants are not emergency grants. Where there is an emergency, applications were made to the HSF and from April 2026 to the CRF.
54. Table 11 & 12 below provides details of how the funding has been spent across 2025/26.

Table 11 – Details of Early Support Fund applications

Apr 2025 to Mar 2026

**Table 12 – Early Support Fund Types of grants**

An example of some of the items the Opportunities Fund has funded –
underpinned by choice and control



Council Tax Debt Project

55. The council has continued to test and develop communications and support to residents in Council Tax (CT) arrears in three areas.
56. Firstly, working jointly with University of York we have tested a pre-reminder letter offering information, advice and support to a sample of residents in Council Tax arrears, supported by HSF funded advice provision using a Random Control Trial (RCT)

57. The RCT sample was identified from LIFT data in 3 groups in October, November and January totalling 864 household. From which a random sample of 503 households was select to receive the letter and follow up emails, phone calls and texts. The outcome from the follow up is set out at Table 13 below.

Table 13:

No.	Outcome
36	Did not want/need help
14	Already had/having help from another organisation
54	Happy to help themselves (online/phone)
6	Noted drop in for future but not currently in need
51	Follow up appointment made (drop-in/home visit/West Offices etc)
272	No contact – Voice message or emails sent
70	No contact – no answer phone or email available

58. Initial LIFT tracking data at from October 25 to May 26 shows improved outcomes for those in the intervention letter and follow up group. Overall, the arrears for those in the treatment group who received the letter offering support increased by a lower amount than those in the control group who didn't receive the letter offering support.
59. The next stage of the evaluation will include further analysis, surveys and interviews with residents and staff.
60. Secondly, we consulted residents and partners on the wording of a new reminder letter; which was agreed in April 26. The new letters will be implemented as soon as possible when technical issues with the new system are resolved. This responds to feedback from residents and the Poverty Truth Commission.
61. Thirdly a new system has been precured from Telsolutions to provide a digital solution to let residents know about missed Council Tax payments via text, e-mail and voice message. Using text reminders for council tax payments helps people avoid missed deadlines, extra penalty fees, formal recovery action and know where to get help. The new systems will be implemented across 2026 and will be evaluated, review and develop to meet the needs of residents and recovery outcomes.
62. The council recognises that non-payment/arrears of council tax can indicate residents are facing other issues in their lives for example other

debts, and complex health and/or family relationship problems. By getting a better understanding of all the issues including council tax debt and offering broader wrap-around support the council can provide longer term benefits for residents, prevent further debt, improve wellbeing, reduce administration and lead to more resilient and positive individual and community outcomes.

Community Based Activities

63. The Communities Team continues to work with the Good Place Network which brings together those individuals and groups running community hubs, venues and food projects across the city. This network has continued to grow in membership. The Communities Team supports and facilitates meetings and regularly shares information updates on campaigns, resources, funding, good practice and volunteer development opportunities. The network works together to plan seasonal support and share intelligence on trends in challenges faced by local residents.
64. An example of the work undertaken is the Christmas/Winter 2025/26 activities undertaken in partnership. With the help of volunteers, local organisations and businesses, thousands of food parcels, toiletries, toys, books, and games were distributed to vulnerable families and children across York last Winter. Families also attended festive events, parties and even a community cinema where they could choose gifts and essentials, and take-home bags of food, take part in arts and crafts activities with information and support available for parents —organised and promoted by Community Officers, often in partnership with the Good Places Network.

Individual Ward and City Wide Funding

65. These two funding streams support projects which address the four council plan priorities. Within the grants made over the 2025/26 period included additional benefits and advice outreach services, support for community hubs and free to access activities for families and children.

Food Sufficiency and Holidays Activities and Food (HAF)

66. The Community Officers and the Holiday Activity & Food (HAF) Programme Coordinator continue to work together to ensure maximum benefit from available resources. They ensure that activity providers and the Good Place Network members have up to date information in order to fulfill their requirement to signpost families to support. Through visits and post programme monitoring they gather feedback from providers and

participants on emerging themes and current challenges facing families as well as ensuring quality provision. Community Officers work with ward members to develop and fund free universal access to further develop the holiday activity offer across the city often linking local food projects up with activity providers to further enhance what is available to families and showcase what is on offer year-round. Also directly running activities to add capacity into the system and address identified gaps in provision.

67. York's reach was well above average for every holiday period in the 2025/2026 reporting year:

- Easter 2025 – National average reach 13.5%; York reach 29%
- Summer 2025 – National average reach 20.8%; York reach 31.9%
- Christmas 2025/2026 - National average reach 9.7%; York reach 17.3%.

Feedback from Childcare Works was that York's HAF reach is near optimal when comparing it to others in terms of quality and available funding. Nationally the percentage of good/excellent provider scores were 83.3%; York's were 100%.

68. In total, the council distributed £425,040 in direct grants for the HAF 2025/2026 programme. Grants were awarded to 29 organisations offering a wide range of activities across the city including sport, arts and theatre, cooking and healthy living, day trips, and much more. Relationships also strengthened with the asylum seeker families living and going to school in the City, making sure that integrated activities were available for those children and young people.

69. Despite a tight timeline following the announcement of continued HAF funding, the following Easter programme (within the 2026/27 financial year) attracted many applications. The growth of York's programme has meant that a high-quality and diverse programme can be offered that is also cost-effective. There were 6,000 places offered over Easter 2026 (compared to 5,500 for Easter 2025), which were spread across the city, with greater emphasis on areas with higher numbers of free school meal eligible. New data analysis highlighted areas that needed additional focus, which was taken into consideration with each application round. There has been increased involvement from schools, with partnerships forming between activity providers and the schools themselves. For example, United Education has collaborated with Clifton Green Primary School, one of our schools with the highest proportions of free school meal eligible, to deliver a multi-activity camp at St Peter's School, which offers excellent swimming facilities.

Quotes from families:

'HAF's [New Visuality] Art Camp has gone above and beyond to help and make my son feel comfortable. My son has ADHD and autism with complex needs, so activities are difficult for him. It is a relief to have a place we can take him where he is not only comfortable, but excited to go to. It really takes the pressure off during the school holidays.'

'I'm a working parent without any family to help out. The holidays give me so much anguish, and I was always so worried about losing my job because I can't find childcare. I just can't thank you enough for finding a camp that my son loves but that also means I can keep working and not have to worry so much.'

Digital Inclusion

70. In our world today, digital inclusion is vital to financial inclusion. Those without access to digital devices, the internet, data and/or digital skills and confidence are being left behind. They are paying more for bills and the things they buy, their access to opportunities and support are limited. Without IT access the following is more difficult:

- making new or managing benefits claims for vital support
- accessing online discounts for essential household costs, fuel, insurance, phones, for example;
- connecting with family and friends;
- accessing education, training, and employment;
- accessing other help and support from organisations who have moved services online;
- children accessing schoolwork and other learning;
- accessing GP services.

71. The Digital Friendly York (DFY) network of over 20 organisations meets quarterly, working together to maximise opportunities for all in York to access digital technology and equip them to access information, services and support in the right way for them by recognising individuals as well as the needs of communities. More details at www.livewellyork.co.uk/digitalfriendlyyork

72. At present no one partner organisation has the single responsibility for or capacity to drive these key priorities for digital inclusion in York forward. Funding from the University of York Cost of Living Fund enabled the partnership to engage an adviser to work with DFY to

develop proposals for an independent Charitable Incorporated Organisation (CIO) to lead on developing and promoting digital inclusion in the city. Application to the Charity commission has been submitted and final approval has recently been confirmed.

73. The part time Digital Inclusion Co-ordinator, managed by York Learning has worked with partners to provide community based digital inclusion activities. Funding has been secured via Household Support Fund, to continue this post until May 2027.
74. Funding from the UK Shared Prosperity Fund via York and North Yorkshire Combined Authority's Digital Inclusion Programme has enabled 9 York organisations to establish digital services in York, they have trained Digital Champions to support individuals in gaining the skills and confidence needed to overcome barriers to getting online.
75. Targets for York and North Yorkshire were to provide training for 100 digital champions and 1000 people to get skills and support 20 organisations. The project was declared successful by the Combined Authority as it massively overachieved the targets. In York alone:
 - 74 trained as digital champions,
 - 177 received digital skills support in 41 venues
 - 9 organisations received funding,
 - Refugee Action York - Empowering refugees and asylum seekers through tailored digital support embedded in community hubs/weekly sessions.
 - IT ReUse - Expanding IT ReUse into a digital support hub. Expanding the refurbishment workshop to increase volunteer capacity and device throughput.
 - York's Mental Health Hubs – training Digital Champions to support Hub staff to providing Digital Buddies for Mental Wellness. 1:1 and group-based activity based on the needs of hub users and the support they require.
 - The Collective Sharehouse - Community Connect: Access Amplified to support to build community digital capacity in Micklegate. Training community Digital Champions will be to help each other.

- York Learning: Digital Friendly York Digital Inclusion Co-Ordinator - Series of roadshows, promoted in advance, in areas of York with digital exclusion, supporting residents with access to key local authority services and skills building. 16 roadshows across 5 locations: Planet Food café , Tang Hall Community Centre, Foxwood Community Centre, Oaken Grove Community Centre, Lidgett Methodist Church,
 - Eimaan Culture and Community Services CIC - Empowering ethnic minority groups to gain knowledge, skills, practice and ensuring they have access to and can effectively use digital technologies and the internet.
 - North Yorkshire Business and Education Partnership - A targeted digital inclusion project for SEND pupils, delivering online safety and ATE pathways support through two sessions in six schools, with resources for parents. Introduce young people and their families to Apprenticeship and Technical Education (ATE) pathways, including supported internships.
 - Mysight York - Helping blind and partially sighted people in York build digital skills and confidence through one-to-one support, tech loans, drop-ins, and peer mentoring. Helping people develop essential skills such as using a smartphone, setting up voice assistants, or accessing healthcare and banking services online. Including regular “Digital Café” drop-ins.
 - Explore York - Supporting older adults to confidently use smartphones and tablets to access essential health services and information through guided one-to-one and group digital sessions. Focusing on accessing health and well-being services e.g. using the NHS app, booking doctors’ appointments.
76. The Digital City Team within the council’s ICT Service continues to engage with national and local broadband infrastructure providers as part of its work programme to retain interest and investment in York’s digital connectivity landscape. The programme delivers both commercial and social value to the city, leveraging a combination of private investment and government-funded schemes to maximise opportunities for residents and businesses to access gigabit-capable broadband. This supports digital inclusion through greater choice and affordability, while helping to drive deployment in some of York’s harder-to-reach areas.
77. Public free Wi-Fi is available in libraries, sports centres, sheltered housing schemes, community centres and hubs and council offices. In

York City Centre, there is a free Wi-Fi concession in operation for all visitors and residents to use with free Wi-Fi also available on the city's local and regional bus services whose routes include York.

Financial Inclusion Fund Grants

78. The Financial Inclusion Grant budget of £100,000 was awarded to 7 projects for 2025/26, as set out in table 14 below, to deliver a range of financial inclusion activities by partners across the city.
79. The Financial Inclusion Fund grant scheme 2025/26 supports the administration's key pledges: Affordability; Equalities and Human Rights; and Health Inequalities.
80. Grants were awarded supporting financial inclusion provision to:
 - mitigate the hardship impacts felt as a result of the cost-of-living crisis.
 - support for residents claiming eligible benefits including, Universal Credit, pension Credit and Council Tax Support
 - tackle food & fuel poverty
 - help those who are, or at risk of becoming, homeless
 - embed advice services into the community
 - support digital inclusion
 - empower individuals in communities to help themselves and help others longer term
 - provide support and help 'hard to reach' groups and individuals within the community
 - particularly support those with additional health needs and disabilities.
81. Grants were awarded through part or matched funding to support work within these organisations. All the service providers have met their target outcomes of the funding. Most surpassing these. Providing excellent advice and support to residents to improve their financial situation and wellbeing.
82. An overview of the funded work, the services provided, and outcomes is in Annex F.

Table 15. Financial Inclusion projects funded for 2025/26

Organisation	Project Title	Award £
North Yorkshire Citizens Advice & Law Centre	Housing Matters York	£24,909
Community Furniture Stores /IT Reuse	Bridging the Digital Divide: Expanding IT ReUse to Support More People	£15,500
Citizens Advice York	Financial Inclusion for the Traveller Community	£10,837
Community First Community Bank	CFCB Supporting Communities pilot	£5,000
Refugee Action York	Mitigating Financial Hardship for Refugees, Asylum Seekers and Migrants	£7,788
York Community Energy CBS Limited	Energy advice & support for “hard to reach” groups	£18,488
Welfare Benefits Unit	AdviceExtra: Enhanced Support, UC Migration Focus and Frontline Upskilling	£17,452
Total		£99,974

84. City of York Council Crisis and Resilience Community Grant Programme 2026/7 will support ‘Resilience Services’ that contribute towards improving the financial resilience of individuals. Bids were invited from Community & Voluntary Sector (VCS) organisations to provide resilience services for York residents from April 2026. £200,000 funding was allocated for the initial grant programme for 26/7. The criteria and application process we set out in the eligibility and guidance document, Annex 1. This set out a maximum grant award of £50,000. The closing date for applications was 20 April 26.
85. 12 applications were received from 10 organisations. The total amount requested was £311,728.29, far exceeding the £200k budget available. This reflects the very exceptional pressure on both residents and those organisations that provide critical support.
86. Three awards were for the full amount requested. The other four awards were lower amounts for elements specific elements of the grant proposals, agreed with the delivery organisations. This is to make best use of the funding available to support the needs of the city, provide a range of services and support the provides across the city.

Table 16. Crisis and Resilience Community Grant Programme 2026/7

Organisation	Project Title	Award £
Coterminous	Thrive and Survive – (a relationship-led financial resilience pathway)	£29,235
Age UK York	Information & Advice Service (Money & Benefits)	£26,995
Community Furniture Store	IT ReUse: Digital Access and Skills for Financial Resilience	£34,750
York Carers Centre	Financial Resilience Advice Worker	£26,607
Citizens Advice York	Community Based Debt Advice	£50,000
Welfare Benefits Unit	Underpinning Quality Local Advice: Building Sector Resilience	£17,380
Refugee Action York	Improving Financial Resilience for Refugees, Asylum Seekers and Migrants	£15,000
Total		£199,967

Consultation Analysis

87. This paper sets out the breadth of support delivered to residents in the city across 2025/26 and progress to date in 2026/27. The report sets out the extent of partnership working with our community partners which is now greater than ever. Any initiative has its own decision paper, EIA and sets out the extent of consultation. The purpose of this paper is to summarise all this work to inform the relevant Executive members and does not require consultation other than the comments of the Implication Officers.

Options Analysis and Evidential Basis

88. There are no other options to consider in relation to recommendation at paragraph 9 as the report is for noting

Organisational Impact and Implications

89. The comments of the implications officers are set out below:

- (a) **Financial** – There are no financial implications of this report as it is for noting.

- (b) **Human Resources (HR)** - There are no HR implications contained within this report.
- (c) **Equalities and Human rights** – There are no direct implications of this report as the report is for noting, however the work undertaken by the council and partners will have impacted positively on all residents accessing the support and those with intersectional and multi complex needs are likely to have been most affected by the impacts of the pandemic and Cost of Living Crisis.
- (d) **Legal** – Any grants awarded by the council through the various schemes set out in this report are done so in accordance with an agreed governance process via the Financial Inclusion Steering Group and are subject to appropriate arrangements being put in place to cover the terms of the grant.
- (e) **Health and Wellbeing** - The report describes the outcomes of a range of initiatives that were designed to increase income and reduce debt for York's financially excluded residents. The report rightly highlights that these activities directly contribute to the aims and commitments of the council plan, including improving health and wellbeing and reducing health inequalities.
- (f) **Procurement** - There are no implications
- (g) **Environment and Climate action** – No climate change implications have been identified
- (h) **Data Protection and Privacy-** The data protection impact assessment (DPIAs) screening questions were reviewed for the recommendations and options in this report and as there is no personal, special categories or criminal offence data being processed to set these out, there is no requirement to complete a DPIA at this time. However, this will be reviewed following the approved recommendations and options from this report and a DPIA completed if required.
- (i) **Communications** - Directly supporting residents with this issue and signposting to other organisations who can offer support is part of the council's wider communications approach to community cohesion and wellbeing in the city. As such, regular information campaigns are run throughout the year, using a variety of communication channels owned directly by the council alongside supporting advocates with information for residents too.

- (j) **Economy** - The programmes and projects described in this report make a positive impact on the York economy.
- (k) **Affordability** – All affordability implications are included in the body of the report.

Risks and Mitigations

90. The key risks are in relation to spending the CRF to provide maximum benefits for residents whilst staying with the level of Government CRF grant provided. This is done by:
- Forward planning of ongoing support through annual budget processes maximising government support will be key as the expected cost of living impacts will exist into the long term.
 - Managing the budget to ensure that customers get the same service and support irrespective of when they apply in the financial year.
 - The cost-of-living crisis has impacted on the funding of the council and of partners in the voluntary and charity sector, so service resilience across all partners needs to be a key consideration for decision makers in the short and medium term to protect ongoing service delivery.
 - Any failure to provide an appropriate service will have a negative impact on the wellbeing of vulnerable people.
91. These risks are managed through constant monitoring and review. The actual figures for CRF including DHP, are reported to each FISG meeting to allow early intervention. The Government three year funding of CRF allow for a longer-term planning (3 years).

Wards Impacted

92. Residents from all wards have benefitted from the welfare support in this report.

Contact details

For further information please contact the authors of this Decision Report.

Author

Name:	David Walker
Job Title:	Head of Customer Finance Risk & Insurance
Service Area:	Finance
Telephone:	01904552261
Report approved:	Yes
Date:	22/08/2024

Co-author

Name:	Susan Wood
Job Title:	Welfare Benefits Manager
Service Area:	Housing & Communities

Background papers

Decision Session of the Executive member for Finance & Major Projects- 13 March 2023 - Financial Inclusion Interim Strategy 2023-25

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=875&MId=13518&Ver=4>

Annexes

Annex A Poverty gap statistics

Annex B YFAS Trends Summary Report 2025/26

Annex C HSF Report 2025/26

Annex D Food & Fuel Voucher Scheme Report 2025/26

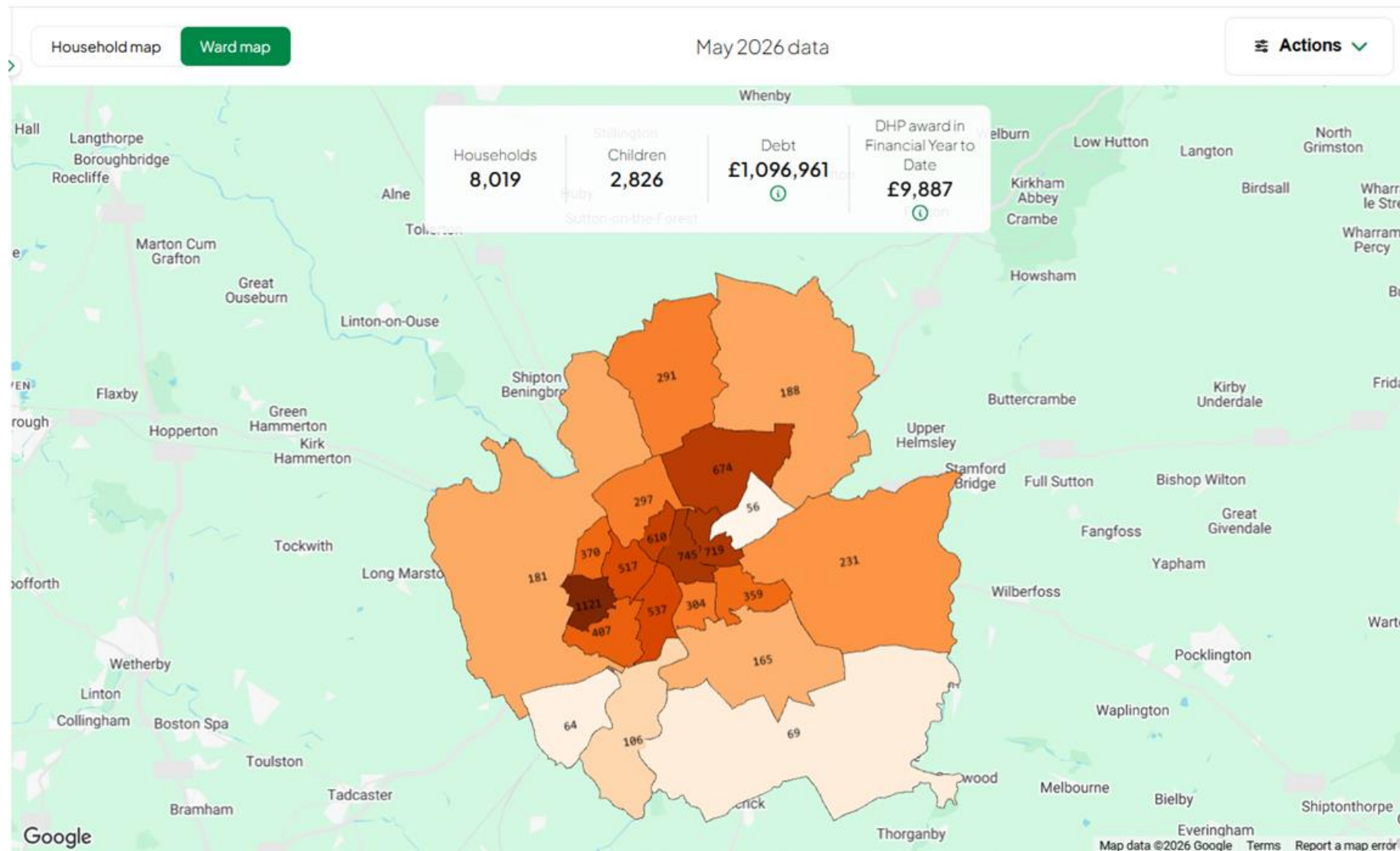
Annex E Financial Inclusion Fund Grants report 2025/26

List of Abbreviations

CAY	Citizen's Advice York
CFS	Community Furniture Store
CRF	Crises & Resilience Fund
CTS	Council Tax Support
CVS	Council for Voluntary Services
CYC	City of York Council
DD	Direct Debits
DFY	Digital Friendly York
DI	Digital Inclusion
DHP	Discretionary Housing Payment
DRO	Debt Relief Order
DWP	Department for Work and Pensions
FISG	Financial Inclusion Steering Group
HAF	Holiday Activities and food
HB	Housing Benefit
HSF	Household Support Fund
IT	Information Technology
k	Thousand
LAC	Local Area Co
LIFT	Low Income Family Tracker
LWY	Live Well York
PiP	Policy in Practice
UC	Universal Credit
UKSPF	UK Shared Prosperity Fund
YFAS	York Financial Assistance Scheme

Poverty gap statistics

Low Income Family Tracker Council Tax Support Overview by ward May 26



LIFT Outcome tracker April 25 – May 26 based on arrears data

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents.
Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date...

2024 |-----| 2026

2. End date...

2024 |-----●| 2026

3. Paste HB list for campaign group (Option..

Household numbers	Main changes between Apr 2025 and Apr 2026			Only include households who are in the data at both the start and end da..			No - Include all households		
	CORE OUTCOME (REDUCTION IN)			INCOME AVERAGES			DEBT AVERAGES		
	11,480 total households	Arrears of £250+	4% to 4% -	Income after costs	£788 to £802	▲ +£15	Arrears	£64 to £61	▼ -£3
	6,858 of which have data at selected start and end dates	Cash shortfall	5% to 5% -	Take home income	£2,047 to£2,157	▲ +£110	Rent arrears	£3 to £1	▼ -£3
		Unemployment (working ag..	92% to 92% -	Earned income	£24 to £23	▼ -£2	CT arrears	£60 to £60	-
Temporary accommodation		2% to 1% -	Benefits income	£1,934 to £2,050	▲ +£116				

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ☒ Arrears greater than £250
- ☐ Cash shortfall
- ☐ Unemployment (working age)
- ☐ Temporary accommodation

349 in Arrears greater than £250 at start date of April 2025

4% of cohort (of 8,242)

130 households moved in to Arrears greater than £250 by Apr 2026, having not been so in Apr 2025. There are 130 children in these households.



344 in Arrears greater than £250 at end date of April 2026

4% of cohort (of 8,018)

135 households moved out of Arrears greater than £250 by Apr 2026, having been so in Apr 2025. There were 151 children in these households.

NET CHANGE

-5

What changed for these groups of households?

Of the 130 who moved in to Arrears greater than £250 ...

- 7 also moved on to UC
- 4 also moved in to work
- 2 also stopped claiming disability benefit

... within six months prior to moving in to Arrears greater than £250.

Of the 214 who remained in Arrears greater than £250 ...

- 25 began claiming a disability benefit
- 21 had fewer dependent children
- 20 had more dependent children

... between the two selected dates.

Of the 135 who moved out of Arrears greater than £250 ...

there were no other events recorded

... within six months prior to moving out of Arrears greater than £250.

LIFT Outcome tracker April 25 – May 26 based on income shortfall data

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents.
Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date...

2024 | | 2026

2. End date...

2024 | | 2026

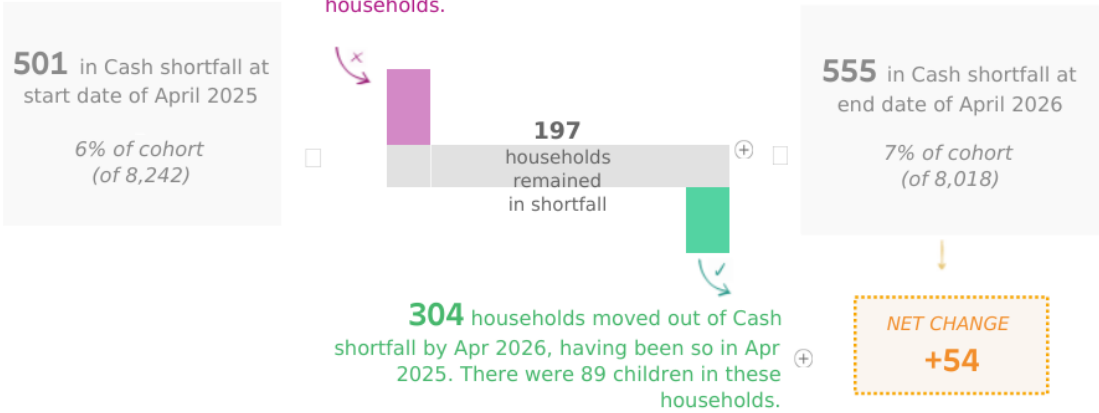
3. Paste HB list for campaign group (Option..

Household numbers	Main changes between Apr 2025 and Apr 2026		Only include households who are in the data at both the start and end da.. No - Include all households	
	CORE OUTCOME (REDUCTION IN)		INCOME AVERAGES	DEBT AVERAGES
11,480 total households	Arrears of £250+	4% to 4% -	Income after costs £788 to £802 ▲ +£15	Arrears £64 to £61 ▼ -£3
6,858 of which have data at selected start and end dates	Cash shortfall	5% to 5% -	Take home income £2,047 to£2,157 ▲ +£110	Rent arrears £3 to £1 ▼ -£3
	Unemployment (working ag..	92% to 92% -	Earned income £24 to £23 ▼ -£2	CT arrears £60 to £60 -
	Temporary accommodation	2% to 1% -	Benefits income £1,934 to £2,050 ▲ +£116	

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ☐ Arrears greater than £250
- ☒ Cash shortfall
- ☐ Unemployment (working age)
- ☐ Temporary accommodation

358 households moved in to Cash shortfall by Apr 2026, having not been so in Apr 2025. There are 66 children in these households.



What changed for these groups of households?

Of the 358 who moved in to Cash shortfall ...
72 also moved in to cash shortfall of more than £250
31 also moved on to UC
26 also stopped claiming disability benefit
... within six months prior to moving in to Cash shortfall.

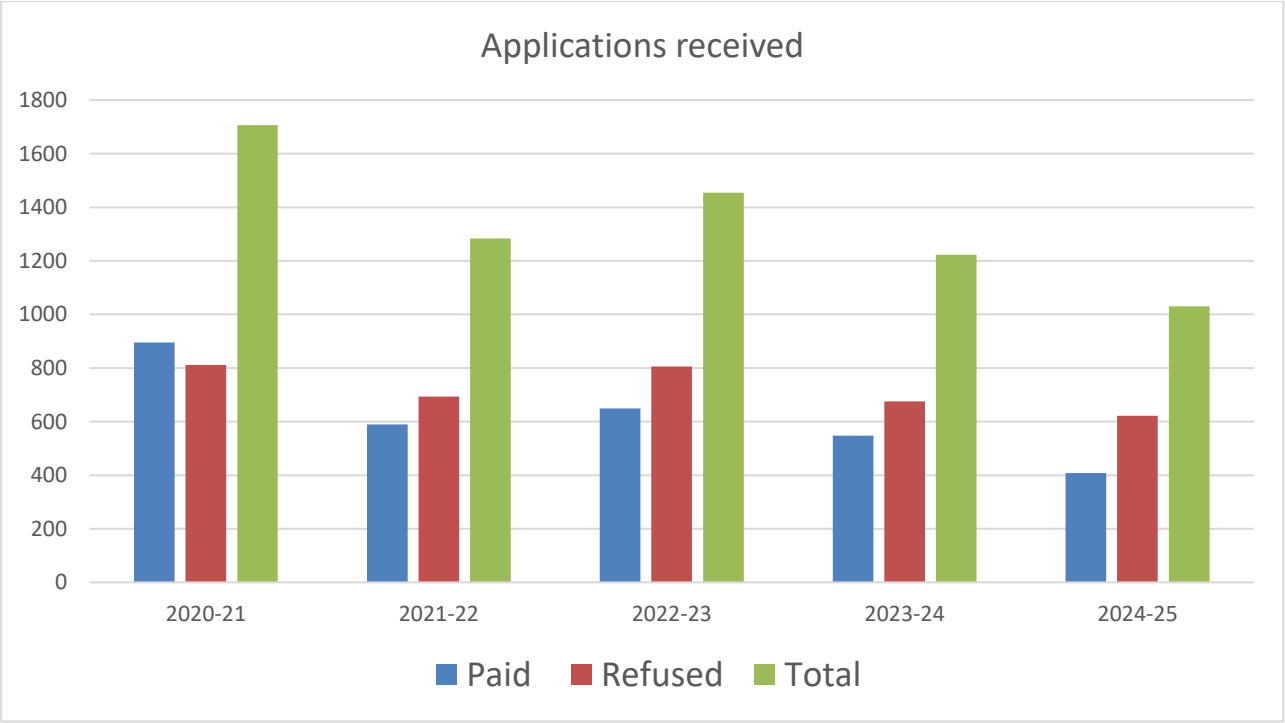
Of the 197 who remained in Cash shortfall ...
84 moved out of cash shortfall of more than £250
73 moved in to cash shortfall of more than £250
26 moved on to UC
... between the two selected dates.

Of the 304 who moved out of Cash shortfall ...
there were no other events recorded
... within six months prior to moving out of Cash shortfall.

This page is intentionally left blank

Discretionary Financial Support Summary Report 2024/25
York Financial Assistance Scheme (YFAS)

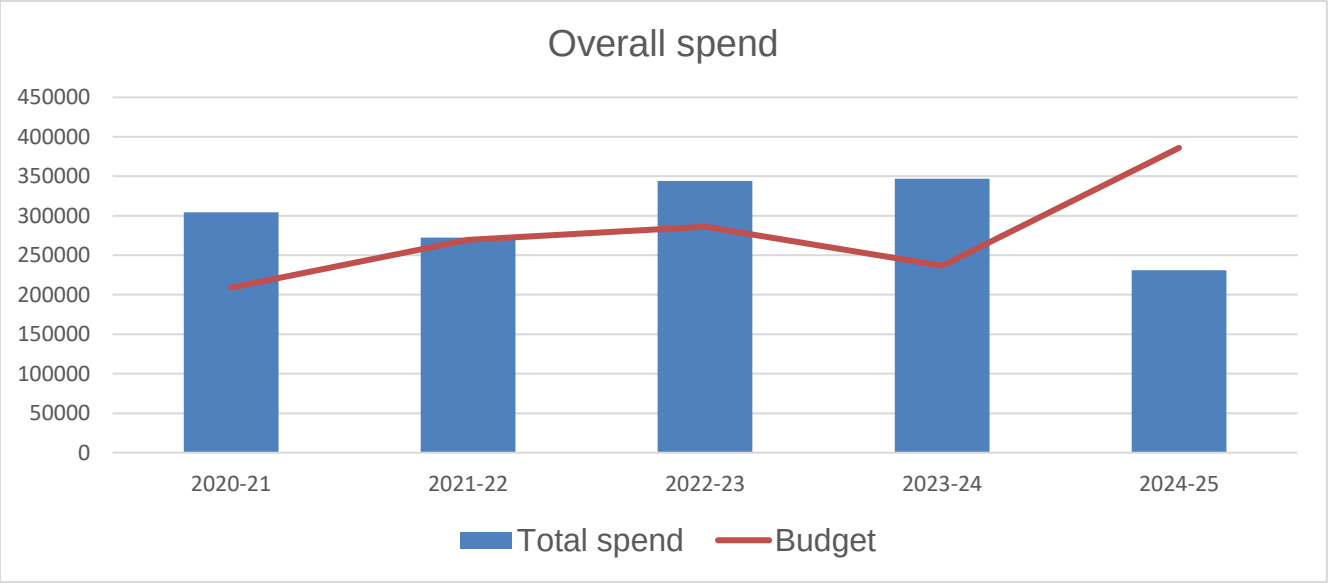
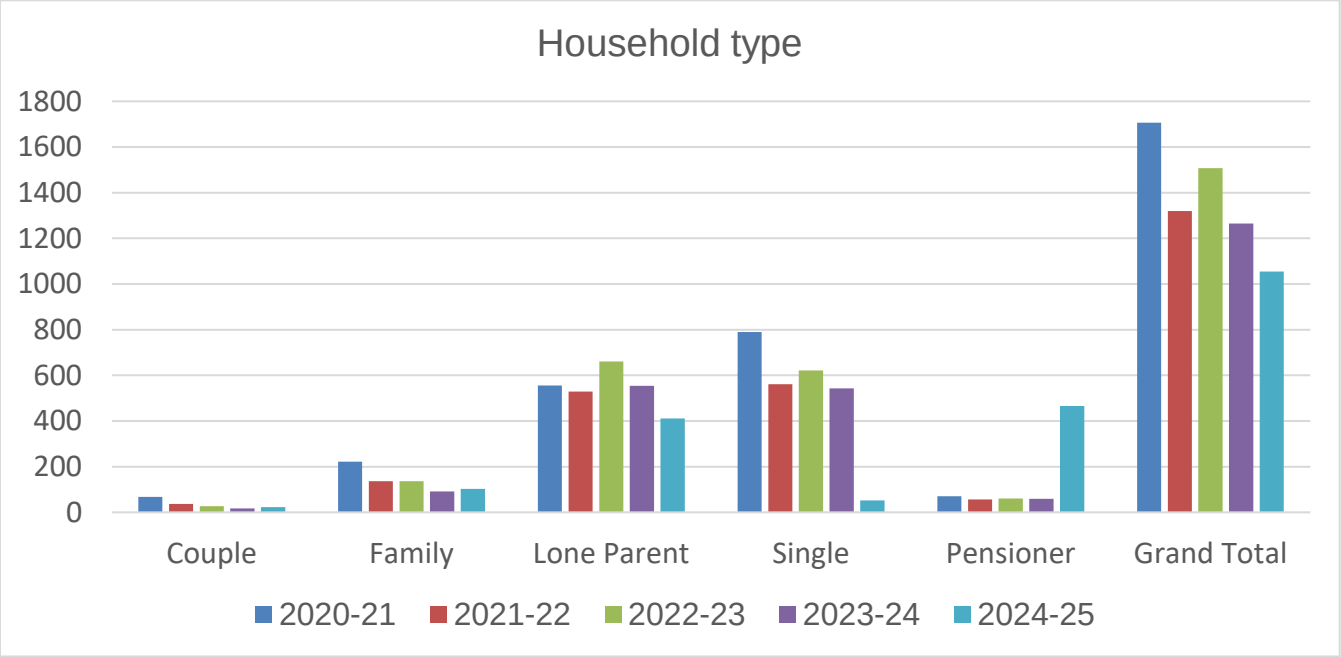
Total number of applications processed during financial year.



Requests for decisions to be reviewed

2025-26	24 reviews.	16 Decision upheld	8 Decision overturned.
2024-25	21 reviews.	10 Decision upheld	11 Decision overturned.
20223-24	26 reviews.	18 Decision upheld	8 Decision overturned. *

*7 applicants provided additional information to support application



Main reasons given for application

% Applications	2020-21	2021-22	2022-23	2023-24	2024-25
Benefit delay/Universal Credit	0.9	24.6	0.5	0.5	0.2
Debt	1.5	1	1.1	0.9	0.5
Disaster	0.8	0.6	0.1	0.2	0.4
Emergency	11	13.3	9.3	11.2	8.5
Error			0.2	0.2	0.1
Exceptional pressures	29.9	23.2	23.1	25.4	28.1
Expenses	0.9	0.9	0.4	0.9	0.9
Flood	16.9	8.9	0.1	0.0	0.0
Fuel	15.6	13.4	9.8	8.3	5.3
No food		0.2	18.4	16.2	16.7
Other		0.4	0.1	0.0	0.0
Prison	1.8	2.6	0.1	0.5	0.4
Repair	7.8	10.4	4.4	3.7	2.8
Resettlement - homeless	3.9	6	11.3	14.5	14.5
Resettlement - other	6	8.2	6.0	5.4	7.4
Stay in the community	3.9		10.3	6.9	9.5
Travel			0.3	0.3	0.4
Vouchers			4.7	5.1	4.3
Unknown	9.5	9.4	0	0.0	0.0

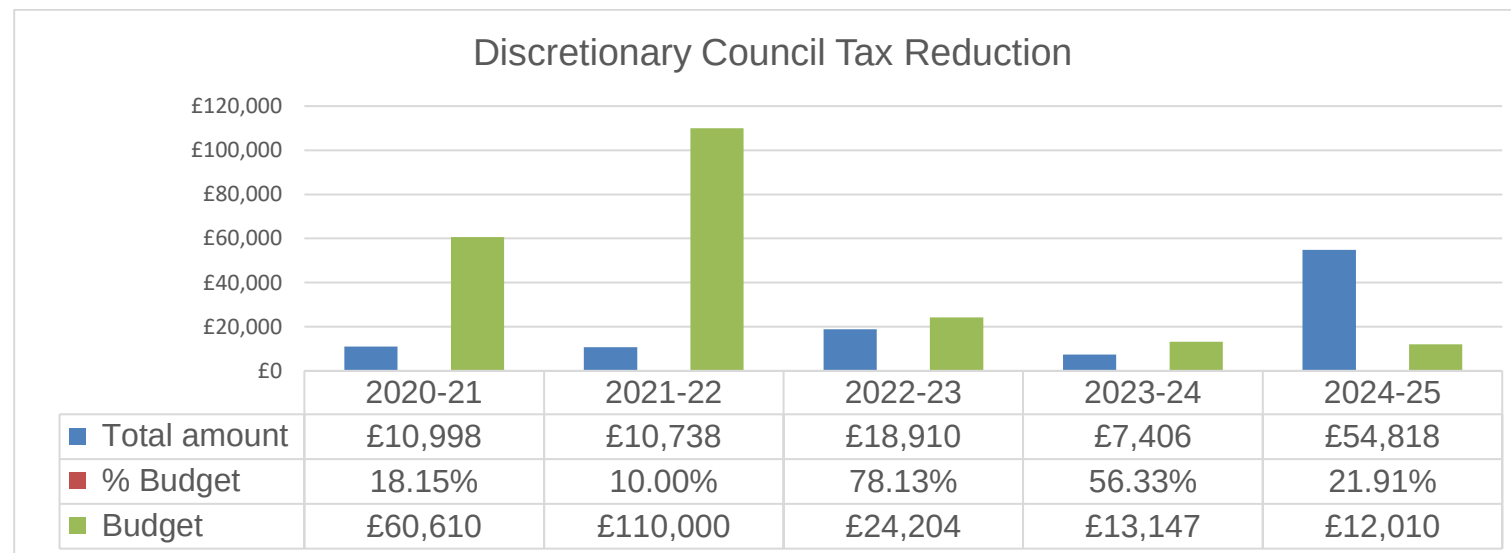
Grant amounts awarded

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Average award	£396	£352	£455	£172	£447	£499	£635	£ 566
Lowest award	£20	£23	£20	£10	£15	£20	£23	£30
Highest award	£193	£1,961	£1,961	£2,324	£2,522	£2,419	£2,310	£2,650

Items awarded

	2020-21	2021-22	2022-23	2023-24	2024-25 Awarded	2023-24 Refused	2024-25 Refused
Bed	66	40	72	58	55	12	3
Bedding	0	6	0	0			
Clothing	17	1	18	15	13	11	53
Cooker	91	19	85	90	120	4	74
Curtains	21	6	13	8	3	12	7
Floor cover	37	33	0	34	22	16	33
Fridge	69	29	46	49	40	6	31
Large fridge	0	7	3	3			
Fuel	46	33	55	59	23	9	95
Fuel – gas capping					12		
Kitchen pk1	73	79	45	73	19	5	4
Kitchen pk3 & pk7	3	3	14	10	3	6	3
Microwave	1	4	0	1		12	5
Removal	2	0	0	4	9	0	
Repair	2	0	5	0	2	2	9
Resettlement packages	145	109	111	101	93	15	32
Sofa /chair	26	9	4	19	16	2	3
Supermarket vouchers	451	122	175	195	111	21	181
Table/ chair	0	0	0	0		0	
Travel cost	13	0	0	7	15	0	11
Wardrobe	25	8	3	16	21	1	
Washer	55	29	37	54	59	4	19
Grand total	1143	537	686	912	636	138	619

Discretionary Council Tax Reduction



Discretionary Housing Payment

The council received £163.9k in government funding for DHPs for 2024/25 in order to help with housing costs and has additional CYC budget of £27k in reserve. All the government allocation was spent providing 163 DHP awards.

	2020/21	2021/22	2022/23	2023/24	2024/25
Total DHP Fund available	£324,923	£231,377	£163,991	£163,991	£163,991
Amount spent	£298,252	£231,377	£175,195*	£163,991	£163,991
Amount remaining	£26,671	£0	£0	£0	£0
Number of DHPs awarded		222	196	195	163

This page is intentionally left blank

Household Support Fund

Household Support Fund 7 (HSF) was delivered until 31 March 26 by City of York Council using central government scheme funding to support our vulnerable households in most need of help & support with significantly rising living costs. The funding covered

- **Payments to residents**
- **Talk Money campaign**
- **Community benefit advisers**
- **Grant funding to VCS partners**
- **Low Income Family Tracker (LIFT)**
- **CYC Food & Fuel voucher scheme – See annex ?**

Payments to residents

Support was provided through two routes

Route 1 – Two direct payments

Two direct payments were made to residents identified by City of York Councils Revenues & Benefits Team as working age receiving Council Tax Support and those receiving

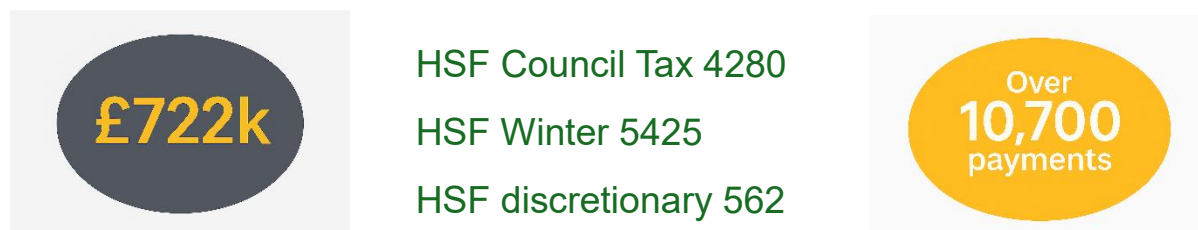
- SMI disregard,
- Carers Council Tax discount
- Disability-related Banding Reduction

The first payment of £100 was applied direct to the customers Council Tax account in June 25.

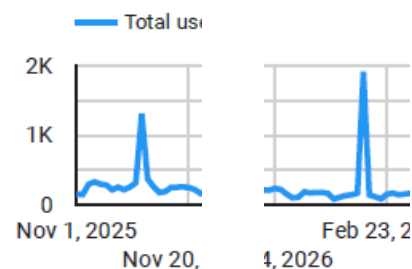
The second winter payment of £100 was paid directly into the resident's bank account from 15 September 25.

Route 2 - Discretionary applications

The discretionary scheme was open to York residents in need of financial assistance and who were not eligible for the direct payments above.



York Talk Money Campaigns



York Talk Money Campaign aims to break down barriers and make it easier for people to find out about where to get good information, advice and support around money.

We want to make sure people are

1. Getting all the help they are entitled to
2. Reduce their outgoings as much as possible
3. Get advice if they need assistance

Providing up to date online information

- www.York.gov.uk/benefits
- www.york.gov.uk/benefitscalculator
- www.york.gov.uk/talkmoney
- www.livewellyork.co.uk/talkmoney

Providing promotional leaflets including

- '[Worrying About Money?](#)' and [Here to help](#) widely available in community venues, Explore Library's and via advice and support workers, etc.

City-wide campaign 3 times a year

- Monday 7 July to Friday 18 July 25
- Monday 3 November to Friday 14 November 25 (incl National Talk Money Week)
- Monday 2 February to Friday 13 February 26

These include online promotion, promotion of ongoing support and specific events. Supported by a partner toolkit to provide

- Copy for your newsletters / intranets
- Social media graphics
- Text for social media posts to copy and paste
- Links to further information, online tools, sources of advice.

Low Income Family Tracker

The LIFT platform is intelligent data analytics software that helps local authorities to maximise resident's income and reduce their costs.

We have used the LIFT platform to identify and contact residents who may be eligible for additional benefits or who are in debt to offer advice and support, including

- Pension Credit
- Migration to UC
- Council Tax debt
- Healthy Start
- WaterSure

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents. Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date...

2. End date...

3. Paste HB list for campaign group (Option..

2024

2026

2024

2026

Household numbers	Main changes between Apr 2025 and Apr 2026				Only include households who are in the data at both the start and end da... No - Include all households			
	CORE OUTCOME (REDUCTION IN)				INCOME AVERAGES		DEBT AVERAGES	
	11,480 total households	Arrears of £250+	4% to 4%	-	Income after costs	£788 to £802 ▲ +£15	Arrears	£64 to £61 ▼ -£3
	6,858 of which have data at selected start and end dates	Cash shortfall	5% to 5%	-	Take home income	£2,047 to£2,157 ▲ +£110	Rent arrears	£3 to £1 ▼ -£3
Unemployment (working ag..		92% to 92%	-	Earned income	£24 to £23 ▼ -£2	CT arrears	£60 to £60 -	
Temporary accommodation		2% to 1%	-	Benefits income	£1,934 to £2,050 ▲ +£116			

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ☐ Arrears greater than £250
- ☒ Cash shortfall
- ☐ Unemployment (working age)
- ☐ Temporary accommodation

358 households moved in to Cash shortfall by Apr 2026, having not been so in Apr 2025. There are 66 children in these households.

What changed for these groups of households?
Of the 358 who moved in to Cash shortfall ...
72 also moved in to cash shortfall of more than £250
31 also moved on to UC
26 also stopped claiming disability benefit
... within six months prior to moving in to Cash shortfall.

Of the 197 who remained in Cash shortfall ...
84 moved out of cash shortfall of more than £250
73 moved in to cash shortfall of more than £250
26 moved on to UC
... between the two selected dates.

Of the 304 who moved out of Cash shortfall ...
there were no other events recorded
... within six months prior to moving out of Cash shortfall.

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents. Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date...

2. End date...

3. Paste HB list for campaign group (Option..

2024

2026

2024

2026

Household numbers	Main changes between Apr 2025 and Apr 2026				Only include households who are in the data at both the start and end da...				No - Include all households										
	CORE OUTCOME (REDUCTION IN)				INCOME AVERAGES				DEBT AVERAGES										
	11,480 total households		Arrears of £250+		4% to 4%		-		Income after costs		£788 to £802		▲ +£15						
	6,858 of which have data at selected start and end dates		Cash shortfall		5% to 5%		-		Take home income		£2,047 to£2,157		▲ +£110						
		Unemployment (working ag..		92% to 92%		-		Earned income		£24 to £23		▼ -£2							
		Temporary accommodation		2% to 1%		-		Benefits income		£1,934 to £2,050		▲ +£116							
												DEBT AVERAGES							
												Arrears		£64 to £61		▼ -£3			
														Rent arrears		£3 to £1		▼ -£3	
														CT arrears		£60 to £60		-	

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ☒ Arrears greater than £250
- ☐ Cash shortfall
- ☐ Unemployment (working age)
- ☐ Temporary accommodation

130 households moved in to Arrears greater than £250 by Apr 2026, having not been so in Apr 2025. There are 130 children in these households.

What changed for these groups of households?
Of the 130 who moved in to Arrears greater than £250 ...
7 also moved on to UC
4 also moved in to work
2 also stopped claiming disability benefit
... within six months prior to moving in to Arrears greater than £250.

Of the 214 who remained in Arrears greater than £250 ...
25 began claiming a disability benefit
21 had fewer dependent children
20 had more dependent children
... between the two selected dates.

Of the 135 who moved out of Arrears greater than £250 ...
there were no other events recorded
... within six months prior to moving out of Arrears greater than £250.

CYC - Community Benefit Advisers

The HSF has funded two advisers from May 25.

They have delivered 10 weekly outreach drop-in advice sessions, plus additional sessions at SEND Central, St Leonards Hospice, and Talk Money Campaign events.

Day and times	Venue
Tuesdays, 1.00pm to 3.00pm	Marjorie Waite Court, Evelyn Crescent, Clifton, YO30 6DX
Tuesdays, midday to 1.30pm	Community Café, St Wulstan Church, 48 Fossway, Heworth, YO31 8SL
Wednesdays, 10.00am to midday	CYC Community Housing Office, 217 Lindsey Avenue, Holgate, YO26 4RL
Thursdays, 10.00am to midday	St Pauls Church, Holgate Road, York, YO24 4BF
Thursdays, 10.30am to 2.00pm	Planet Food pay-as-you-feel café and food store, Southlands Cmty Ctre, Bishopthorpe Road, YO23 1NX
Fridays, 9.30am to 10.30am	Advice Hub, Tang Hall Community Centre, Fifth Ave, Tang Hall, YO31 0UG
Fridays, 11.30am to 1.30pm	Community Furniture Store, Unit 29, The Raylor Centre, James Street, YO10 3DW
Monthly - 1 st Monday 10.00am to 1.00pm	St Sampsons Centre, Church Street, York, YO1 8BE
Tuesdays, 9.15am to 11.00am	Clements Hall, Nunthorpe Road, YO23 1BQ
Fridays, 11.45am to 1.30pm	Foxwood Community Centre, Cranfield Place, YO24 3HY

They have followed up LIFT campaign letters on Council Tax Arrears, Pension Credit and Health Start.

E.g. For the Council Tax arrears mailings they followed up 591 households to offer advice and support.

No.	Outcome
52	Did not want/need help
19	Already had/having help from another organisation
63	Happy to help themselves (online/phone)
19	Noted drop in for future but not currently in need
71	Follow up appointment made (drop-in/home visit/West Offices etc)
351	No contact – Voice message or emails sent
16	No contact – answer phone or email available

They provided detailed advice and support to 250 residents.

- Assisted 243 benefit and other grant applications

PC	DLA child	PIP	AA	CTS	HB	YFAS	CT - SPD	UC	DHP	HSF	Other	Total
26	3	50	6	25	13	5	8	22	4	25	56	243

- These have resulted in yearly financial gains totalling £824,990 an average of £3299.96 per person
- 30 referrals made to other services for additional support: Citizens Advice York, Local Area Coordinators, Housing Support, National Energy Action, Gamcare and DisHAS

Grants to other VCS advice and support services

HSF 6 & 7 - 25/6	
York Energy Advice – Energy efficiency measures	£20,000
Citizens Advice York – Community Debt Advice April 25 – March 26 : extended to May 26 due to break due to staff leaving	£54,000
York Learning - Digital inclusion coordinator June 25 - May 27	£50,000
Older Peoples Advocacy York – Benefits advocacy for over 50's September 24 – September 25 and January 26 – December 27	£50,000
Age UK York - Benefits Advice for Pensioners May 25 - April 26	25,000
Peasholme Charity - Benefits Advice January 2025 - December 2025	25,000

CYC Food & Fuel Vouchers Scheme 25-26:**Food & Fuel Vouchers 25-26**

No	Cost
3,294	£203,598

Up by 70 on 24-5

Postcode area	%
YO1	5
YO10	13
YO19	2
YO23	5
YO24	21
YO26	18
YO30	11
YO31	19
YO32	6

Food Vouchers 25-26

No.	Cost	
47	£7,000	Household of six people or more
721	£71,990	Household of two to five people
478	£28,800	Single household person
56	£5,200	IDAS
376	£15,650	Care leavers
1,678	£128,640	Total

Fuel Vouchers 25-26		
No	Cost	
926	£28,519	Family
426	£14,260	Single person
77	£3,711	IDAS
25	£970	Care leavers
1,454	£47,460	Total

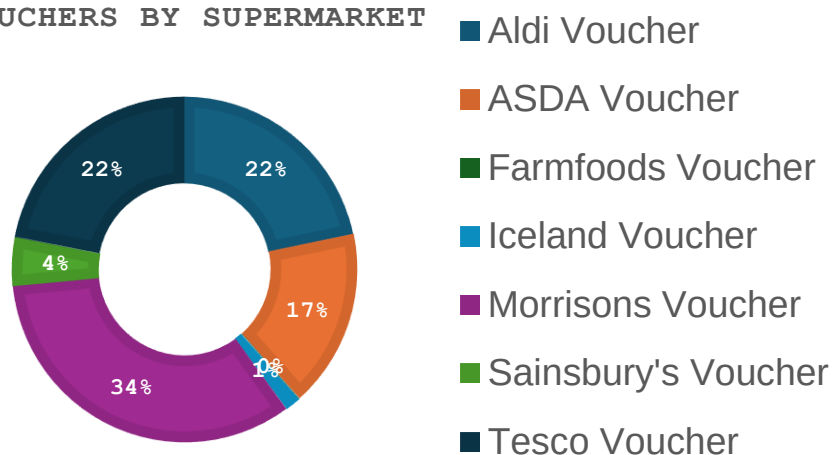
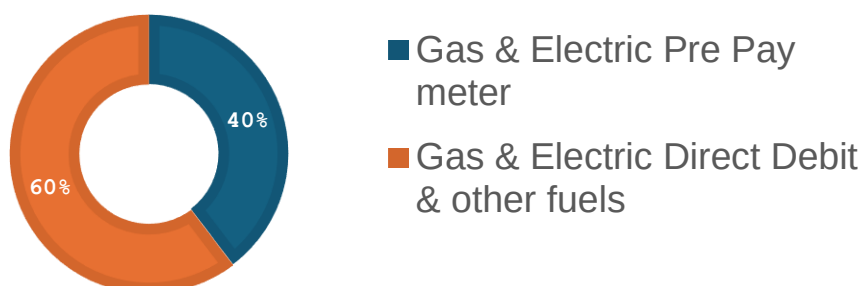
Services assessing and approving applications

	Food	Fuel
City of York Council - Income Services Benefits Advisers - Local Area Coordinators - Housing Management Officers & Support Workers	790	505
Citizens Advice York	412	276
Peasholme Charity	45	6
CAP	35	9
Age UK York	0	1
York Community Energy	2	4
IDAS	56	77

Eligibility criteria

	Food	Fuel
Affected by mental ill-health	114	57
Elderly, frail or confused older people	12	6
Seriously ill or have a severe long term health condition	110	55
Have a physical or sensory impairment or learning disability	29	15
Have difficulty in understanding, speaking or reading English	2	1
Care leavers	6	3
Fleeing domestic abuse	30	15
Pregnant or has recently given birth	26	13
Recently bereaved	4	2
Suffering severe hardship	1211	605

	Food	Fuel
Households have earned income	302	209

FOOD VOUCHERS BY SUPERMARKET**TYPE OF FUEL VOUCHER**

The Financial Inclusion Fund Grants scheme 2025/26

The Financial Inclusion Fund Grants scheme 2025/26 provided £100k to support the delivery of Financial Inclusion projects. This included £50k additional one off growth as part of the Council budget.

Seven bids were successful. Five of those were awarded the full amount sought and two were partially met. All the grants awarded contribute towards and build on continuing areas of work supported by funding from other sources.

Table: Financial Inclusion projects funded for 2025/26

Organisation	Project Title	Award £	No. of beneficiaries
North Yorkshire Citizens Advice & Law Centre	Housing Matters York	£24,909	74
Community Furniture Stores /IT Reuse	Bridging the Digital Divide: Expanding IT ReUse to Support More People	£15,500	345
Citizens Advice York	Financial Inclusion for the Traveller Community	£10,837	35
Community First Community Bank	CFCB Supporting Communities pilot	£5,000	20
Refugee Action York	Mitigating Financial Hardship for Refugees, Asylum Seekers and Migrants	£7,788	95
York Community Energy CBS Limited	Energy advice & support for “hard to reach” groups	£18,488	204
Welfare Benefits Unit	AdviceExtra: Enhanced Support, UC Migration Focus and Frontline Upskilling	£17,452	84
Total		£99,974	857

Example case studies

York Energy Advice

DL is a council tenant with a history of complex mental health difficulties, who has also recently experienced a devastating family loss. She was too overwhelmed to deal with her energy supply issues ranging from a reported £2,000 debt (which turned out to have been written off), broken meter, gas having been capped for 4 years and having no reliable heating. We liaised with all the relevant parties and supported DL in gradually resolving all these issues. DL now has a gas supply to her flat so she can keep warm.

DL said: *"I was very impressed [with YEA support]... I couldn't believe it, you were the first person that managed to sort it out. I had been trying for four years."*

North Yorkshire Citizens Advice & Law Centre - Housing Matters York

The client attended the drop in with her social prescriber. The client owned their property, but there was a building management agent in charge of repairs. She was severely suffering from damp and cold in the property due to roofing issues. This matter involved a homeowner, and complicated matters relating to negligence and company law (relating to the ownership structure). We were able to go through potential avenues she could explore to resolve this issue, and direct her to additional specialist advice on negligence and company law and whether this would be likely to be fruitful to achieve what she needed. The client was reassured in their situation and empowered to resolve their matter themselves. They were given an opportunity to talk through their problems and receive legal expertise to direct them as to their options.

Welfare Benefits Unit

A very vulnerable customer made an incomplete managed migration application to Universal Credit which was "closed" followed by a further successful claim. This supported the adviser and client to successfully challenge termination of the claim with Universal Credit awarded from the date of original claim and access to full transitional protection.

A disabled client lost their award of Personal Independence Payment on review and took the challenge to tribunal. The client had had a telephone review which she had been unprepared for and the mandatory reconsideration had been unsuccessful. WBU reviewed the papers and made

detailed suggestions to amendments to a submission in support of the appeal. The adviser subsequently informed us that the appeal was successful resulting in an award including the daily living component increased to the enhanced rate plus a new mobility component.

Refugee Action York

RAY have worked with a number of families and couples during two critical phases on their integration journeys. Most families have limited English and negligible knowledge of the UK benefits system. A recent family with four children and limited knowledge as stated were assisted to claim Child Benefit that will total over £4000 in the first 12 months.

The second critical phase is support around moves from temporary or home office accommodation to permanent accommodation. We assist service users to communicate with Housing Options or Housing Workers in temporary accommodation. A recent family was assisted to access funding for their removal costs and a grant for use with the community furniture store together with partnership work to access Acts 435 funding for flooring. The total accessed being over £900 as a direct result of RAY's intervention.

City of York Council Crisis and Resilience Community Grant Programme 2026 – Awards May 26

The Crisis and Resilience Fund (CRF) has been made available to local authorities (LAs) in England to support low-income households who encounter a financial shock and to support activity that builds individual and community financial resilience to enable individuals and communities to better deal with crises in the long-term, reducing crisis need.

City of York Council Crisis and Resilience Community Grant Programme 2026/7 will support 'Resilience Services' that contribute towards improving the financial resilience of individuals. Bids were invited from Community & Voluntary Sector (VCS) organisations to provide resilience services for York residents from April 2026. £200,000 funding was allocated for the initial grant programme for 26/7. The criteria and application process we set out in the eligibility and guidance document, Annex 1. This set out a maximum grant award of £50,000. The closing date for applications was 20 April 26.

12 applications were received from 10 organisations. The total amount requested was £311,728.29.

All the applications had merit and met some of the aims and objectives of the grant programme.

The 4-person panel, two CYC officers and two community partner representatives, assessed the applications against the criteria and guidance set out.

The panel recommended seven grant awards totalling £199, 967. Three awards were for the full amount requested. The other four awards were lower amounts for elements specific elements of the grant proposals, agreed with the delivery organisations. This is to make best use of the funding available to support the needs of the city, provide a range of services and support the provides across the city.

The awards have been approved by the delegated CYC officer.

Annex 1.



City of York Council
Crisis and Resilience C

Awards agreed.

Organisation	Service	Amount requested	Agreed awards	Overview of provision
Coterminous	Thrive and Survive – (a relationship-led financial resilience pathway)	£29,235	£29,235	Thrive and Survive is an innovative, relationship-led Financial Resilience Pathway designed to provide practical financial support, emotional resilience and personalised guidance to some of York's most marginalised residents experiencing financial crisis. Full grant amount
Age UK York	Information & Advice Service (Money & Benefits)	£26,995	£26,995	Specialist money and benefits support for older people, including older people with disabilities. Provide dedicated resources to maximise residents income, providing an additional senior role enhancing resilience and responsiveness to local provision. Full grant amount
Community Furniture Store	IT ReUse: Digital Access and Skills for Financial Resilience	£50,000	£34,750	IT ReUse Project, a city-wide digital inclusion and financial resilience programme that addresses both immediate crisis need and longer-term financial stability for low-income residents in York. Contribution to overall project costs
York Carers Centre	Financial Resilience Advice Worker	£30,207	£26,607	Financial Resilience Advice Worker to support unpaid carers experiencing financial hardship; delivering a combination of early intervention, crisis prevention and financial resilience support, directly aligned to the aims of the Crisis and Resilience Fund.

Citizens Advice York	Community Based Debt Advice	£57,870	£50,000	Specialist Debt Advice Service designed to improve the financial resilience of residents across the city. The service will combine high-quality, specialist advice with proactive outreach and strong partnership working to ensure that support reaches those most at risk of financial hardship. Max grant amount
Welfare Benefits Unit	Underpinning Quality Local Advice: Building Sector Resilience	£43,649	£17,380	AdviceExtra: In-depth support and proactive follow-up to advice and guidance provided via the adviser helpline. WBU will provide detailed, casework-level guidance to frontline advisors supporting York residents, examining complex cases in depth from start to finish. Grant for Advice Extra element.
Refugee Action York	Improving Financial Resilience for Refugees, Asylum Seekers and Migrants	£15,000	£15,000	Improving Financial Resilience for Refugees, Asylum Seekers and Migrants Provide flexible, tailored support • to better manage personal and family finances • towards employment and training • maximise income to ensure people understand are able to claim everything they are entitled. Grant for RAY project worker costs.
Total grants awarded			£199,967	