
Health and Wellbeing Board
Report of the Manager, Healthwatch York

21 January 2026

Healthwatch York Reports: “Mental Health in York: A Progress Review” and “Mental Health: What good should look like”.

Summary

- This report is for the attention and action of Board members, sharing two reports from Healthwatch York. These share feedback received about mental health services, and people’s thoughts on future delivery of mental health support in the city.

Background

- Healthwatch York provides information and advice about health and care services, signposts people to support, and listens to their experiences when accessing health and care services. Through our information and signposting service we have continued to gather people’s experiences of mental health services in the city.
- We have pulled these together into a report, reflecting on the recommendations of our Breaking Point report two years ago. We have also gathered people’s views on how future service delivery could be improved. These reports do not contain recommendations but can be seen together as discussion documents alongside existing plans for community mental health transformation in the city.

Main/Key Issues to be considered

- The key findings across the two reports are:
 - a. There are still too many people in York who feel they are unable to access the mental health help and support they need.

- b. The recommendations outlined in the 2023 Breaking Point report remain relevant regarding what people want to see in terms of mental health service delivery.
- c. There are positive opportunities to continue transforming mental health services in partnership with primary care and the voluntary and community sector.

Consultation

- In producing these reports, we recorded the experiences and concerns of those who contacted our information and advice service, and we ran discussion events and surveys including a public meeting alongside Rachael Maskell MP.

Options

- There are no recommendations within these reports.

Implications

- There are no specialist implications from this report.

- **Financial**

There are no financial implications in this report.

- **Human Resources (HR)**

There are no HR implications in this report.

- **Equalities**

There are no equalities implications in this report.

- **Legal**

There are no legal implications in this report.

- **Crime and Disorder**

There are no crime and disorder implications in this report.

- **Information Technology (IT)**

There are no IT implications in this report.

- **Property**

There are no property implications in this report.

- **Other**

There are no other implications in this report.

Risk Management

- There are no risks associated with this report.

Recommendations

- The Health and Wellbeing Board are asked to:
 - i. Receive Healthwatch York's reports, Mental Health in York: A Progress Review, and Mental Health: What good should look like.

Reason: To keep up to date with the work of Healthwatch York and be aware of what members of the public are telling us.

Contact Details

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Chief Officer Responsible for the report:

**Report
Approved**

Date *Insert Date*

Wards Affected: All

All ☒

For further information please contact the author of the report
Background Papers:

Annex A – Mental Health in York: A Progress Review

<https://www.healthwatchyork.co.uk/seecmsfile/?id=118>

Annex B – Mental Health in York: What good should look like

<https://www.healthwatchyork.co.uk/seecmsfile/?id=119>