

Winter 2026

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Children and young people Finding the right support in York

Signposting and providing
information is at the heart of what
we do at Healthwatch York.

It can be tricky to find the right support at the right time, and we know from the feedback we have received that this is particularly true for young people and families. So, this edition is a special signposting edition focusing on what is available specifically for children, young people and families.

Across York there are many organisations and groups offering a range of support in many forms.

The brilliant Raise York website ([page 11](#)) is a great place to start for online advice, but

there are also Family Hubs in York where you can drop in and talk to someone in person.

Support is available in a variety of ways. We hope this magazine will help you find what you might need.



Comment from Siân

“Hello, I'm Siân, the Manager of Healthwatch York. Welcome to the winter edition of our magazine. Our focus this time is on support and services available for children, young people and families in York.

There are some excellent services available in York. But sometimes finding the right support and information can be daunting. In this edition we bring together information about what is available both through the NHS as well as the community and voluntary sector.

We are very grateful to the neurodiversity team at **CAMHS** for providing a 'day in the life' piece giving us a detailed insight into their work. They tell us about the autism assessment process and provide information about additional support available before and after diagnosis.

We also hear from local groups including **York Inspirational Kids (YIKs)** and **The Land Haxby**, who provide incredible support to young people and their families locally.

Our young people's project – the **Core Connectors** – report on **page 15** about the work they have been doing seeking young people's experiences of mental health services in York. They are now in the process of analysing the responses to the survey they carried out last year prior to writing their report and identifying some interesting suggestions on making York a better and healthier place for young people to live.

As always, please keep sharing your experiences of health and social care with us, good and bad. It is your way to help shape the future of services within York.



Siân Balsom
Healthwatch York
Manager

Healthwatch York: Volunteers making a difference

Our volunteers play a vital role in helping local people influence health and social care services across the city.

Recently, a group of our volunteers came together to strengthen how volunteers connect with Healthwatch York. From this meeting two representatives, Kathryn and Peter, were selected to help bridge the gap between volunteers and the organisation.

Over the next few weeks, they'll be gathering valuable feedback from volunteers with the aim of improving the overall volunteering experience.

We'd also like to extend a warm welcome to anyone interested in getting involved. There are many ways to volunteer with Healthwatch York and help shape local health and care services.

Our volunteers contribute in a variety of ways, including:

- **Engagement:** running stalls at fairs, libraries, and hospitals to gather people's experiences and signpost them to support.
- **Care home visits:** acting as trained assessors who observe and speak to residents, staff, and families to provide a "snapshot" of care standards.
- **Readability reviews:** checking health and care leaflets and documents to ensure they are clear and accessible.
- **Research:** collecting and analysing feedback to produce reports and contribute to our ongoing work.



Volunteers also represent Healthwatch York at meetings, contribute to social media or blog content, and support outreach across York's diverse communities, making sure every voice is heard.

Through these contributions, we feed real-world experiences into service planning and improvement, raise awareness of care options, and advocate for positive change. Our work ensures that everyday users of services – patients, carers, and families – have a meaningful say in how services are shaped and improved.

If you'd like to find out more about volunteering with Healthwatch York, please contact us:

 healthwatch@yorkcvs.org.uk

 **01904 621133**

Engagement update

In 2025 we heard from more than 1,350 people who talked to us when we were out and about, phoned or emailed us or left a review on our website.

A big thank you to everyone who shared their experience. Your anonymous feedback was shared with the appropriate organisations to improve local services.

Thanks to one of our wonderful volunteers we have now made contact with York's mosque and held our first stall there in December. We are hoping that we will be able to go again in 2026.

If there are any venues you think we should go to, please let us know.

We run a number of regular stalls, so please come and find us to share your experiences, pick up a copy of one of our guides or just say hello. We would love to see you.

- **Tang Hall Explore:** first Monday of the month, 10am – 12pm
- **Haxby Explore:** second Monday of the month, 10am – 12pm
- **Collective Sharehouse at Clements Hall:** first Tuesday of the month, 9.15am – 11am
- **York Explore:** second Tuesday of the month, 10.30am – 2pm
- **Spurriergate Centre:** second Wednesday of every other month incl. Feb, 10.30am-12.30pm
- **St Sampson's:** second Wednesday of every other month including March, 11am – 1pm
- **Acomb Library:** third Thursday of the month, 10am-2pm
- **Huntington Explore:** third Thursday of the month, 2pm – 3.30pm
- **St Wulstan's Church:** fourth Tuesday of the month, 12pm – 1.30pm (not January)
- **York Hospital Foyer:** fourth Thursday of the month, 10.30am – 2.30pm (note Feb is 16th)
- **Foxwood Community Centre:** last Friday of the month, 12pm – 1.30pm
- **Clifton Library:** last Friday of the month, 2pm – 3.30pm

A day in the life at: CAMHS Autism Spectrum Condition Pathway

Becky and Sarah are the Clinical Nurse Specialist and Consultant Clinical Psychologist at Children and Adolescent Mental Health Services, known as CAMHS, based at Orca House in York.

They have kindly agreed to give us some insight into the young people's neurodiversity team, answering some questions about their day-to-day work.

What are your roles?

We deliver autism screening and assessment to young people between the ages of 5 and 18. This includes reviewing the screening forms that are completed when young people enter the service and completing the assessments. We oversee the day to day organisation and planning of the service.

Can you tell us about a 'normal' day?

A typical day in our autism assessment clinic starts at 9am with a discussion about the assessments we have planned for the day.

We then start the assessments, which look for social communication difficulties within children and adolescents to determine if they display traits of an Autism Spectrum Condition. These assessments are called **Autism Diagnostic Observation Schedule** appointments, often referred to as "ADOS".

After a brief lunch break each clinician meets with the parents or carers of the young people we are completing the assessment for. We usually meet by video call to complete a diagnostic specific interview, but this can change depending on their preference, to complete a diagnostic specific interview.

We then meet again as a team. We discuss each young person individually and, based on the evidence gathered both on the day and previously during screening, we try to make a decision about diagnosis. It may not always be possible to do this on the day, as sometimes we need further information to support decision making.

Finally, we contact the parents or carers and young person where appropriate to let them know the outcome of the team's discussions. On most occasions this will be a decision about diagnosis, on others we will let the family know what the plan is to gather more information to make a decision.

Once the assessment is complete a report, including a summary of the assessment and the outcome, will be written and sent to families and their GP (although this is not always on the same day).

How are young people referred to you?

Young people can be referred to the service by their GP, school, other professional or their parent or carer. They can do this by contacting our **Single Point of Access**.

What happens once a young person has been referred?

Once a young person has been referred to the service, they will be sent screening forms to be completed by the family (parents or carers and young person where possible) and their school or education setting.

Once the forms are returned to us, they will be reviewed by clinicians in the neuro screening panel who decide if there is enough evidence for the young person to have a full assessment.

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“ [Waiting times] can fluctuate according to capacity and demand... This reflects a significant increase in demand that has been seen nationally. ☺

.....

What happens at an assessment?

It takes a full day to complete an autism assessment. There are three parts: the child-based assessment, parental discussion and feedback.

Child-based assessment for autism

It's important for us to understand and observe the child or young person – particularly how they respond to activities and tasks.

We start with an age-appropriate play-based assessment, referred to as **ADOS-2**. This uses a combination of informal questions and play tasks to determine social communication differences. This may involve questions around emotions and friendships, informal chat about interests and some play tasks such as a storybook or puzzle.

During the assessment, we try to make every child feel as comfortable as possible and do not put any pressure on them to complete the tasks in a certain timeframe.

Parental discussion

The next step is to have an informal discussion with the parent or carer – usually completed virtually. This is a good time to talk about the child's difficulties and needs relating to their social and emotional communication skills.

How long will a young person wait both for a first appointment and a full autism or ADHD assessment?

It is difficult to give an accurate idea of waiting times, as they can fluctuate according to capacity and demand in the service. Current waiting times reflect a significant increase in demand that has been seen nationally in services.



Feedback

The assessment ends with a telephone appointment where we feed back the outcome of the assessment and if the child has been given a diagnosis of autism or not.

We know this can be difficult for parents, as they take in the results of the assessment and what this means for them and their child going forward. We always give advice on how to manage some of the difficulties and talk through where they can access support moving forward. We also send a pack with this information in the post.

The child will then be discharged from the **Child and Adolescent Mental Health (CAMHS)** team unless there is a separate need which requires further input from the service.

If we have not reached a conclusion on diagnosis, we will talk to the parent or carer about what we need to do to move the assessment forward.

What support is available for a young person waiting for an assessment?

We are lucky in York to have some excellent services that will support people with a diagnosis of autism, and whilst waiting for an assessment.

Continued on the next page →

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You do not need a diagnosis to access any of the services below as all support for autism is based on the needs of the child. The CAMHS service will provide the assessment and the child will then be signposted to services for ongoing support.

What happens to a person who turns 18 whilst waiting for an assessment?

Young people who are due to turn 18 whilst on the waiting list will be prioritised. This means they will be seen either before their birthday, or if for some reason this can't happen, as soon after they turn 18 as possible. We do not pass young people to other services for assessment because they are turning 18 and anyone accepted onto our waiting list will be seen by our service.

What support is available after a diagnosis?

The same resources are available both when waiting for an assessment of autism and after the diagnosis. You will be signposted to these resources whilst you are waiting for an assessment and after it has been completed. We always encourage families to engage with the support as early as possible to get the right support in place.

What is the best part of your job?

Being able to help young people and families find answers to questions they may have had for some time.

What are the frustrations?

We would love more resources to be able to do more assessments and reduce waiting times. As it stands, we work hard to make sure we are using the resources we do have as efficiently as possible.

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To make a self-referral via our Single Point of Access team please contact us:

 **0300 013 4778**
 **tevw.northyorkshirecamhs**
referralsnhs.net

YIKs – Support for autistic children and young people

York Inspirational Kids (YIKs) provides support groups for autistic children and young people and their families in York.

YIKs runs **All About Autism** groups and clubs, which includes groups for autistic children age 4-18 years, a post 16 group, a **SIBS** group for siblings of disabled children and young people, **Stay & Play** sessions for disabled/autistic preschoolers, **Youth Voice** for those aged 13+ and **Saturday Club**, where any disabled young person aged from 0 - 25 years can attend with siblings.

YIKs also offers parent drop in coffee mornings to discuss all things SEND, drop ins with the specialist teaching team for autism, and training information sessions for parents.

YIKs works closely with education, social care and other professionals to ensure that the voice of young people is heard, and the services provided meet the needs and requirements of the young people, and that parents have the support they need to support their young person.

YIKs also works with the local community to ensure that activities, attractions and other local services take into consideration the needs of young people. They have successfully worked with City Cruises to provide 'friendly' Christmas cruises to meet Santa, York Railway Museum and York Museum Trust amongst many others.

Contact YIKs All About Autism:

 **autismhub@yiks.co.uk**
 **info@yiks.co.uk**
 **www.yiks.co.uk**

Support information & resources from CAMHS

York Inspirational Kids (YIKs)

YIKs is the main parent/carer support service in York. They provide a range of support and training sessions (both online and in person) to help parents understand how to support and care for children with additional needs.

You can join via their Facebook page by searching "York Inspirational Kids" and the subgroup "York Ausome Kids".

 www.yiks.co.uk

or see page 7 more information.

YIKs All About Autism Hub

The hub provides a range of social groups and childcare for children with autism.

They aim to support children in expanding their confidence and social skills whilst meeting other young people with autism. Children are cared for by trained professionals whilst parents have much needed respite.

More information can be found by joining their Facebook page "YIKs All About Autism" or by visiting:

 <https://yiksaaa.org>

York Local Offer

The **Local Offer** is York's commitment to supporting all families and children with additional needs in the city. The Offer outlines how the city will support all children across health, social care and education.

There is a wealth of information about available support on the website here:

 www.yorksene.org

You can join their Facebook page for up-to-date information.

Autism Central

Autism Central is a peer support programme offering free and accessible education to families and carers of autistic people.

 www.yorksene.org/support-need/autism/3#central

Daisy Chain Project

The **Daisy Chain Project** provides a range of support opportunities for children with additional needs including online training and webinars.

More information on the website:

 www.daisychainproject.co.uk

Let's Make Sense Together

Let's Make Sense Together is a series of videos which help parents/carers to understand sensory processing differences and how to support them in young people.

 www.hnyhealthiertogether.nhs.uk/parentscarers/your-childs-development/lets-make-sense-together

ADAPT (After Diagnosis of Autism Parent support Training) online course

ADAPT offers self-taught courses designed to give parents/carers information about autism and how to support a young person.

The course can be accessed with or without a diagnosis here:

 www.recoverycollegeonline.co.uk/courses/adapt



The Land Haxby

Supporting autistic children and young adults through time in a natural environment

The Land Haxby CIC is a community interest company created to support individuals struggling to access the world around them due to their types of autism/autistic burnout and high anxiety.

The Land is passionate about providing a space for autistic children and young adults and the opportunity to be in nature. They were founded by the Beckett family whose lived experience of raising three autistic children showed them how important and rare low arousal environments are.

Their vision was to create a natural environment in which their children could escape the confinements of home and make small steps back out into the world after years of isolation.



The Land also supports the families of autistic children and young adults with high anxiety who struggle to leave their homes. Families are connected in small groups to address the severe isolation that they can face.

The Land runs monthly parent craft groups, family fun sessions, games evenings, wellbeing sessions for parents, dad meet ups, parent and child craft sessions and wellbeing in nature time for children with their parents.



New SEND hub in York

SEND CENTRAL is York's new city hub for children and young people with Special Educational Needs and Disabilities (SEND) open to families across the city.

The hub is the city's flagship Family Hub for young people with SEND aged 0-25 years and their families. SEND CENTRAL offers a warm, welcoming, and supportive environment where families can go for information, advice, and support on all aspects of SEND and where they can find out more about the Local Offer in York.

This is a place where families can meet multiple professionals and agencies all under one roof, meet other parents and carers of children and young people with SEND and where they and their child can access a range of information about events and activities.

SEND CENTRAL is an inclusive hub with no specific threshold or level of need required for you to access. If you're looking for some advice, information and don't know where to turn, pop along between 9.30am to 5.00pm Monday to Friday and chat to one of the friendly navigators who are people with lived experience of SEND and are employed by the Parent Carer Forum.

SEND Central is based at Clifton Green Primary School. If you're unable to go to the hub you can get in touch and a navigator will call you back:

✉ sendcentral@york.gov.uk
☎ 01904 555076



To find out more:

☛ Facebook: [@the.land.haxby](https://www.facebook.com/the.land.haxby)
☛ <https://theland.org.uk/contact>
☛ [info@theland.org.uk.](mailto:info@theland.org.uk)

Free Perinatal Wellbeing Workshops

Open and inclusive to all mums and dads (to-be), partners and anyone supporting the journey of early parenthood

The Good Mental Health Project

is running free perinatal wellbeing workshops, designed to help reflect, connect and learn tools to support mental health and wellbeing during pregnancy and the first two years of parenthood.

Each session offers a safe, supportive and welcoming space to share experiences, build confidence and explore ways to care for your emotional wellbeing.

Workshops are open and inclusive to all parents and parents to be, partners and anyone supporting the journey of early parenthood, including adoptive, surrogate and blended families.

Sessions are free to attend and will be held at community venues across York on different dates and times, so you can choose the one that works best for you.

For full details and to reserve a place, visit the Eventbrite page here:

 [www.hwyork.link/perinatalWB](https://www.eventbrite.co.uk/e/perinatal-wellbeing-workshops-in-york-tickets-1848145746679)

Full link: <https://www.eventbrite.co.uk/e/perinatal-wellbeing-workshops-in-york-tickets-1848145746679>

If you have any specific accessibility needs or there's any way they can support you to take part in the workshop, please contact:

 tgmhp@yorkcvs.org.uk

For more information about The Good Mental Health Project, visit:

 [yorkcvs.org.uk/
thegoodmentalhealthproject](http://yorkcvs.org.uk/the-good-mental-health-project)



Raise York

Information and support service for children, young people and families

Raise York is a website designed to support parents, carers, children, young people and families. It contains a wealth of information and is an excellent place to start if you are looking for information and support about:

- Planning to have a baby and pregnancy
- Babies and young children
- Health and wellbeing
- Healthy eating
- Speech, language and communication
- Childcare
- Young people
- Finance and housing
- Education

 www.raiseyork.co.uk

If you would like some help to find information, contact the York Family Information Service and an Information Officer will help you:

 01904 554444

 **Text telephone:** 07786202241

 fis@york.gov.uk

Why reading with children matters – and how libraries can help

Reading with your child helps build strong bonds that are vital for healthy development.

Sharing a story is a simple but powerful way to create that connection, bringing closeness and comfort to both adult and child.

Studies show that children who are read to regularly are more likely to thrive – not just at school, but in their social and emotional development too. They gain stronger language and communication skills, better emotional wellbeing and greater confidence.

And stories themselves are powerful tools. When children connect with characters in books, they learn to understand different points of view. This builds empathy and imagination – key soft skills for life.

Even babies who seem too young to understand are still listening to your voice, enjoying your attention and feeling comforted by the rhythm and warmth of being read to.



How can your library help?

At Explore York Libraries and Archives, we're here to support families every step of the way.

All our libraries run free storytimes for under-fives. These fun and friendly sessions support early language and literacy development. After enjoying the stories and songs, you can take a breather and chat with other parents.

Some libraries also offer weekly **Stay and Play** sessions. These relaxed drop-in groups are great for children and carers to play, learn and socialise together in a welcoming environment.

If you're looking for advice or support, our Explore Centres at York, Acomb, Clifton and Tang Hall are brilliant places to find information or get help with parenting, wellbeing and local services.

It's not just the little ones who benefit – curling up with a good book gives adults a valuable chance to slow down, relax, and take a break from the busy, noisy world. So why not make reading part of your family's daily routine.

Pop into a branch or sign up online. It's free, simple, and everyone is welcome.

 www.exploreypk.org.uk

explore
Libraries and Archives

York Hospital introduces Martha's Rule

York and Scarborough Hospital Trust has introduced Martha's Rule.

Martha's Rule is a national patient safety initiative, which gives patients and families access to a clinical review if they are worried that a patient's condition is getting worse.

Find out more on the NHS England website:

 www.england.nhs.uk/patient-safety/marthas-rule

What does this mean in practice?

Families know their loved ones better than anyone else and may notice small changes before they show up in routine monitoring. Relatives can call for help and advice if they are worried the patient's condition is deteriorating.

How to call for help

 **York Hospital: 07345 456277**
 **Scarborough Hospital: 07345 456223**

These numbers will be answered 24 hours-a-day, seven days-a-week. Martha's Rule is available for all adult and paediatric inpatients being cared for on hospital wards.

When they receive your call, they will need to know:

- the patient's name
- the name of the ward
- a brief description of your concern
- your relationship to the patient and your contact details.

All telephone calls will be assessed and, where appropriate, a doctor or nurse will visit the patient on the ward to ensure they are receiving the suitable treatment and support.

Who is this for?

Anyone staying in York or Scarborough hospitals for treatment, tests, or surgery is known as an inpatient. You can call for help on behalf of an inpatient, or inpatients can call on their own behalf.

Adult inpatients will be assessed by a member of the Critical Care Outreach Service.

Paediatric patients will be assessed by a member of the clinical teams who specialise in caring for children.

Changes to non-urgent patient hospital transport

In April 2025 the eligibility criteria for non-urgent patient hospital transport changed.

That meant that a number of people who used to qualify no longer do. We worked with Healthwatch North Yorkshire to find out the impact of the changes on local people through a survey. More than 200 people responded, many of whom were now struggling to get to hospital appointments.

We will be producing a report in partnership with Healthwatch North Yorkshire, which will be available on our website when it is published.



I Am Reusable community food bank: Poverty does not just stop over Christmas



I Am Reusable is a community food bank that was set up during COVID by John and Julie McGall.

They wanted to combat the sheer amount of food waste at the time but also feed those in need. Their ethos has always been to feed people, be non-judgemental, listen and be kind to those who attend. Some have even become friends and volunteers wanting to give back.

They have an army of volunteers who collect food 7 days a week, 365 days a year, from independent and chain businesses. As they say, poverty does not just stop over Christmas.

As they have grown, they have extended to provide food to the food banks, to schools for breakfast clubs, homeless people and hostels, refugees and asylum seekers, and other services in York. They also work with restaurants who provide meals on a weekly basis at the end of day service.

On average they feed over 200 individuals a day which is an amazing achievement by a community group running on food waste and public donations of ambient food.

As Julie McGall says:

“We wish food banks didn’t exist and supermarkets and businesses are held responsible for creating so much food waste in the UK, but until that time comes, we carry on doing what we do best.”

Open: Everyday – 10am to 5pm
Location: 45 Aldborough Way, YO26 4UX
2 visits per week and 1 medium size bag



Young people's experiences of vaping

Healthwatch York has launched a new project looking at the experiences of young people and vaping in York.

There has been a significant rise in the number of young people vaping. With mounting evidence that vaping is a serious threat to the health and wellbeing of young people, we wanted to examine why more young people are vaping, the links to smoking cigarettes and other harmful behaviour, as well as the risk of adulterated vapes and unpredictable effects.

We are also keen to share information about where young people can get support to stop vaping – **see below for details.**

We have launched a survey which is available via the link below and on our website and invite young people up to the age of 25 to share their experiences and views about vaping. Please get in touch if you would like paper copies of this survey.

 www.smartsurvey.co.uk/s/Z7VKLP

Would you like support to stop vaping?

Free support is available to help you stop vaping. Just contact the Health Trainers using the online form and a health trainer will be in touch. You can also contact the team by telephone or WhatsApp.

 **07789 946 384**

 healthtrainers@york.gov.uk.

Details are available on their website:

 www.york.gov.uk/health-trainers/stop-smoking/3

The Gate: Drug and alcohol support for young people



The Gate, run by Change Grown Live, offers specialist drug and alcohol support services for children and young people up to age 25.

They can provide knowledge and skills to help a young person identify and appropriately respond to risks associated with substance use.

They can also offer support for children and young people impacted by somebody else's substance use (sometimes referred to as 'hidden harm').

They offer:

- A free, welcoming service
- Access to advice and information
- Person-centred support that is suited to meet individual needs
- The opportunity to gain knowledge around substances
- Support in how to deal with the impact of substances on a young person and their family.

How to get support:

Use the online form on their website:

 www.changegrowlive.org/service/york-the-gate/referrals
 **01904 464680 select option 2**
 TheGateYork@cgl.org.uk

Core Connectors project

Our Core Connectors are a team of young people who work to gather the experiences of other young people in York.

The team is led by **Karen and Sam**, two T Level students from York College, who work with us one day a week on work placement.

The team has spent the last few months seeking responses to a survey about young people's experiences of mental health services in York. The survey is now closed, and they are working hard on analysing the responses which will form the basis of a report to be published later in the year.

One of the first questions in the survey asked what would make York a better place, and some interesting common themes have already been noticed.

They include:

- The need for more places for young people to go to socialise without alcohol and not just hanging out on the street.
- Improved access to low-cost gyms and exercise.
- Advice about affordable healthy eating, and fewer fast-food outlets.
- Greater access to mental health care with drop in options.
- Safe places to go and more security in the city centre.

Although this survey has closed, we are still interested in any feedback you have. If you have experiences you would like to share, please get in touch by email or through the feedback centre on our website. Our contact details are on the back page.

York Mind – Services for young people

York Mind offers a range of services for young people aged 12 to 25 experiencing struggles with mental health. Services include:

- **Young People's Counselling**
- **YorChoice Young People's Drop-in** – no appointment needed
- **Pride in Mind – Young People's LGBTQ+ Support**
- **Expressive Minds Young People's Group Support** – art based mental health group support
- **YorMind Website and ChatChit Podcast** – a wealth of information about mental health for young people and links to support services in York.

For more information and details, see the York Mind website:

 www.yorkmind.org.uk

Papyrus – Prevention of young suicide

Papyrus runs a suicide prevention helpline called HOPELINE247.

It is a free, non-judgemental space to talk about thoughts of suicide, available 24/7.

HOPELINE247:

 **0800 068 4141**
 www.papyrus-uk.org

Contact us

How to get in touch

Pop in and see us at:

Healthwatch York
15 Priory Street
YO1 6ET

 **01904 621133**
 **healthwatch@yorkcvs.org.uk**

Send us a letter

Healthwatch York
FREEPOST RTEG-BLES-RRYJ
15 Priory Street
YO1 6ET

Go online

**Visit our new more accessible website
which includes an E-reader and can
translate information into different
languages:**

 **www.healthwatchyork.co.uk**

 **Bluesky: @healthwatchyork**
 **Facebook: @healthwatchyork**
 **Instagram: hw_york**
 **LinkedIn: HealthwatchYork**

**Healthwatch York is a
York CVS project.**

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