

Executive Performance Report

Quarter 1 2023-24

Report produced by Strategy and Performance



Contents

Executive summary	3
Central Services	9
Health and Adult Services	32
Children and Young People Service (CYPS)	55
Environment	70
Community development	79
Customer Feedback	89

Executive summary

Introduction

Welcome to the quarter 1 performance report for the period 1st April 2023 to 30th June 2023. This is the first Executive performance report of the new North Yorkshire Council (NYC), the report covers all the functions of North Yorkshire Council (NYC) as well as the ambitions in the NYC Council Plan.

The report layout is:

- Executive summary
- Main text based on NYC directorates
- Customer feedback

As work continues to align services across the county, progress is ongoing to define and adopt ways of data collection to enable clear and concise county level reporting. As a result, not all data sets are available for the whole county. Work continues, to cover these gaps.

We would welcome any comments or feedback from members on the style or content of the report to aid in its future development.

Appendix of Key Performance Indicators (KPI)

The appendix is now presented as a supporting document to the report and is based on the Council Plan themes.

Central Services

Local Government Reorganisation

On the 1st April 2023, the new North Yorkshire Council came into being, replacing the eight former council covering North Yorkshire. It also ended a period of intense work with staff from all eight councils combining to ensure that on day one NYC was safe and legal and could meet all of its obligations and duties.

Devolution deal

The proposed devolution deal would deliver more local powers and decision-making and additional funding. The planned 30-year agreement includes an investment fund of more than £540 million for York and North Yorkshire. Coupled with other funding secured from the government, the proposed deal represents a total of £750 million. The deal for York and North Yorkshire would see the introduction of a mayor who would become a figurehead for the region and forge close links with the government. The new mayor, who would be elected in May 2024 if the proposed deal comes to fruition, would lead a new powerful combined authority that would oversee strategic projects ranging from major transport improvements and boosting skills and education to providing more affordable housing.

A consultation on York and North Yorkshire Devolution was open from 21 October to 16 December 2022. Following which on Friday, 24 February 2023, NYC members backed proposals at a full council meeting to send the results of the public consultation to Ministers to progress plans to create a mayoral combined authority. <https://www.ynydevolution.com>

Rising Cost of Living

The cost of living has been rising in recent months in the UK and across the world. Food and energy prices have been rising markedly over the past year, particularly gas prices, largely in response to the conflict in Ukraine. Global recovery from the coronavirus (COVID-19) pandemic is putting further pressure on prices. In the UK, the price of consumer goods and services rose at the fastest rate in four decades in the year to October 2022. The annual inflation rate rose to 7.9% in the 12 months to May 2023, up from 7.8% in April 2023

Electoral Service Team meet the requirement for voter identification at polling stations

A by-election in the Eastfield Division on 25 May was the first election in the North Yorkshire Area to see the implementation of the requirement for voter identification at polling stations. Electors in North Yorkshire were able to apply for a free voter ID document, which is known as a Voter Authority Certificate which can be used at the polling station.

Transformation plans tackling efficiency and effectiveness of services

Quarter one sees the consolidation and development of many services, with service and transformation plans being developed to identify opportunities for further change that will make services more effective and efficient. Service planning is taking place across all services, any actions that require corporate resource can be correctly prioritised and supported.

Customer Interactions

The Council's front-line services have worked hard over the past quarter to maintain service levels for customers, but there have been some challenges.

Customer Services

During the first three months of the new North Yorkshire Council, Customer Services had 244,500 customer interactions, 71% of which were via the telephone with the remainder split across electronic (20%) and face to face (9%) channels. This high level of manual intervention is labour intensive and could lead to extended call waiting times and increased call abandonment rates. It is also difficult to provide a 7 day a week, 24-hour service when so many interactions must be handled by customer services either on the phone or face to face.

Although the telephone and face to face options may be the preferred choice of some customers, on-line options, as well as being available all the time, are often more efficient, therefore the service is working to support customers to stay on-line and prevent the need to contact the Customer Service Centre. Work is on-going to further develop the online offer.

A new Council Tax Support scheme launched

A new Council Tax Support (CTS) scheme was implemented from 1 April 2023 to ensure a consistent approach across North Yorkshire. Whilst customers and officers have adapted well to the change, processing times for new claims and changes to claims were both initially impacted as staff learnt and adapted to the new scheme criteria and dealt with the increase in calls from customers. In quarter one, the average time to process new Council Tax Support claims was 21.8 days up (worse) than the same period last year when the average was 18.8 days, and the average time to process Council Tax Support changes was 6.33 days, down (better) than 7.4 days in quarter one last year.

Health and adult services (HAS)

The trend over the past year has seen continuing pressures across the service and Q1 has remained a challenge.

Pressure from hospital discharges

Hospital discharge activity averaged 14.5 discharges per day during Q1, a reduction of 1 per day on the 15.5 per day recorded for Q4. For the same period in 2022/23, the average was 13.4 discharges per day. Activity in June averaged 16.0 per day, with the daily rate having increased each month in the quarter. The critical factor continues to be localised surges in the number of discharges, which can quickly use up available domiciliary care capacity necessitating use of short-term care beds instead.

Care market pressures

The continuing demand levels highlighted above, together with on-going staff shortages for providers and provider suspensions, have maintained pressures in local care markets:

- Occupancy levels in the care homes that work with the authority increased to 96.1% at the end of Q1, up from 95.5% in Q4. Occupancy has remained above 95% over the last eight quarters, and above 96% for nursing care;
- the number of unsourced care packages reduced significantly again, down from 38 to 25 between quarters. The level remains higher than pre-pandemic levels when a surge of 20 cases in a single month was a significant event;
- the proportion of the council's reablement teams' capacity being redirected to provide domiciliary care reduced, down to 29% in Q1 from 36% in Q4. This continues to be an improving but challenging situation, particularly in the two operating localities where more than a third of their capacity continues to be diverted; and,
- the number of people supported during the quarter via short-term bed-based placements reduced in Q1, down from 547 in Q4 to 536 in Q1. Despite that small reduction, the number of people in short-term placements at the end of the quarter was 148% or 251 placements higher compared with typical pre-pandemic level at the end of 2019/20.

The main body of the report highlights how the council is working to support individual providers and the work being done to develop sustainable local care markets.

Increased safeguarding referrals

Safeguarding activity increased during Q1 2023/24, with 1704 safeguarding concerns received during the year, which represents a 38% increase in activity compared to the same period in 2022/23. Information gathering activity, the next step in the process where safeguarding concerns are indicated, was also up by 25.6%, from 703 in 2022/23 to 946 in 2023/24. These trends have been mirrored in other councils in the region. Following a deep dive exercise, no major trends were identified and it was felt that referrals were appropriate. However, further work is being undertaken to identify where multiple sources are reporting the safe concern. The only outlier issue was the volume of Ambulance referrals and a regional meeting is being held with the Ambulance Service to discuss appropriate use of safeguarding referral routes. Assessments up by 25% against 2019/20 levels

Assessment activity is up 14% or 613 assessments on Q1 2022/23. Assessment activity was 25.3%, or 1,025 assessments, higher than in 2019/20 pre-pandemic. Assessment activity continues to be a significant pressure point due to the continuing higher level of hospital discharges and reduced assessor capacity in front line teams.

Increasing cost of care home placements

The average cost of a care home placement for someone aged 65+ increased to £1012 per week at the end of Q1, up by £126 per week compared with 2022/23 (+14%). Admissions of people aged 65+ to permanent care home placements (651 per 100,000 of population) were lower than for the same period in 2022/23 (707 per 100,000).

Children and Young People Service (CYPS)

Against a backdrop of sustained high demand, performance remains strong during Quarter 1 2023/24:

- the rate of repeat referral to Children's Social Care remained low and stable at 17.1% (national average = 21.5% / Statistical Neighbour average = 18.8%)
- 95.0% of initial Early Help Assessments were completed within 20 working days
- 96.7% of review Early Help Assessments were completed within 6 weeks
- 97% of Children and Families Assessments were completed within 45 days (national average = 84.5% / Statistical Neighbour average = 86%)
- Timeliness of Health Assessments for Children in Care has improved again to 88% (national average = 89% / Statistical Neighbour average = 86%)

- First Time Entrants into the criminal Justice System

The rate of first-time entrants has decreased to 131 in the 12 months ending 31.12.22, compared with 157 in the 12 months previously (-16%). The rate of 131 is made up of 72 young people and North Yorkshire continues to be in the 2nd Quartile nationally.

Identification of SEN in North Yorkshire schools

Rates of children with an Education, Health and Care plan (EHC plan) in North Yorkshire primary and secondary schools have increased at a higher rate than has been seen nationally and as of the most recent nationally released data (DfE, 2023) a higher proportion of children in secondary schools in the county have an EHC plan. This follows rates of EHC plans in secondary schools being well below national rates in previous years.

Similarly, children recorded as receiving SEN Support in schools has been increasing in previous years. Rates in primary schools are now very similar to national rates and in secondary schools they are slightly below.

Schools' suspensions and exclusions numbers increase

Recently published national data (up to Spring Term 2021/22) highlights that significant increases are being seen in the rate of suspension nationally and regionally. This reflects a rising trend experienced in North Yorkshire and is likely reflective of the lasting impact of the pandemic.

The upward trend in children being excluded from schools has continued into the end of the academic year. This is the case for temporary suspensions and permanent exclusions and indicates a return to rates of exclusion seen before the pandemic.

Over the course of the 2022/23 academic year to date a total of 6509 suspensions have been received by pupils in North Yorkshire primary and secondary schools, an increase from 4608 seen in the same period of 2021/22.

A total of 92 pupils have been permanently excluded this academic year to date, an increase from 47 seen in the same period last year. This high number of exclusions includes 17 children permanently excluded from primary schools, the highest number seen in the past five years.

Front Door demand continues to be high

Our "front door" has seen over 28,000 contacts relating to the safeguarding and wellbeing of children and young people in the past 12 months; 21% more (5,942 additional contacts) than in the previous 12 month period. This increased demand at the front door is feeding through to high demand for help from Children's Social Care. The number of referrals in the last quarter totalled 1,285. Linked to the high number of referrals received the service has completed 1433 C&F assessments this quarter, similar to the 1382 in the previous quarter. This is only the 2nd time in the last 21 quarters that the service has completed in excess of 1400 assessments.

Early Help demand exceeds Covid Lockdown household numbers

The service continues to support a growing number of families with 1,535 households receiving support at the end of the quarter. This is the second consecutive quarter when the number of ongoing households has exceeded that recorded at the time of the initial lockdown in March 2020 (n=1,402) and is reflective of the increased demand presenting at the "front door".

Children in Care (CiC) continues to see increased numbers

At the end of Q1 2023/24 the total number of CiC was 472 and is the highest number recorded since 2013/14. The number of Unaccompanied Asylum-Seeking Children (UASC) has also increased marginally to 45 (included in 472) compared to 42 at the end of the previous quarter. Whilst there is an increase in UASC the current increase indicates demand in admissions for North Yorkshire children. The increase in

the number of CiC continues to place pressure on our fostering service to find the right placement for children and young people in our care. It is also important to note that our in-house fostering service has been operating at close near-full capacity for the last 8 months.

Increased demand during the quarter means there have been numerous challenges to the service.

Increased demand over a sustained period of time across children's services is leading to pressure on many of the key services provided by both the Council and other partner agencies. There is mounting evidence of a greater number of families coming forward or being identified as needing help and support due to a variety of issues.

Environment

Increasing the number of Electric Vehicle Charging Points

Almost £5.3m in additional funding for the rollout of electric vehicle charging points (EVCP) was received in this quarter. The strategy was approved by Executive and project management resource is now in place to oversee the project.

Kex Gill Contract Signed

The contract with Sisk, the delivery contractor for Kex Gill has been signed and sealed. Work this quarter on the site along the A59 to tackle issues around landslips and instability include the removal of dry-stone walling and the creation of a construction road along the length of the site.

Local Transport Plan Consultation

Responses to the consultation on the Local Transport Plan have exceeded expectations showing a healthy level of public interest and engagement on the document that will shape the council's long term transport strategy. The public consultation runs into quarter two, therefore analysis of the feedback isn't currently available.

There have also been some challenges during the quarter.

Scarborough South Bay Water Quality

There remain issues with the water quality at the South Bay in Scarborough. The Bathing Water Partnership is looking at a solution with the Council working alongside Yorkshire Water and local businesses.

Community Development

Planning Applications

Provisional figures around the processing of planning applications are positive and comparable to the England-wide figures. Of the three reported categories in Q1, 81.4% of major, 81.9% of minor and 90% of other planning applications were processed within permitted timescales or within agreed extensions of time. Work has also begun on a new Local Plan for North Yorkshire.

Levelling Up Fund award £5.4m

The Council continues to identify investment opportunities and has been awarded £5.4m from the Department for Levelling Up, Housing and Communities from the Rural England Prosperity Fund. This will support decarbonisation in rural communities. Work includes looking at energy audits across the farming industry and supporting research and development in rural areas.

New Economic Strategy in progress

Considerable progress continues to be made across the Economic Development service, which is engaging with a variety of stakeholders on the new economic Strategy. It is anticipated that most of the consultation exercises will be complete by the end of the summer with full adoption achieved by November.

Destination Management Plan

Work has also been underway on the creation of a new Destination Management Plan. This will draw on the existing local brands of Destination Harrogate and Visit Coast while supporting them to keep their individual identities. This also aligns with development of a wider Yorkshire Tourism Partnership that aims to bring tourism leads from councils across North, East South and West Yorkshire together with national bodies to help promote the wider region nationally and internationally.

There have also been some challenges during the quarter.

Housing

Circumstances across both the service and the sector remain challenging. Despite significant inroads to development over recent years (particularly in the case of social rented properties) demand has also accelerated. This trend is likely to be further exacerbated by the unfavourable economic environment; especially concerning mortgages, which may see some households struggle to keep up with repayments or potentially buy-to-let/private rented landlords exiting the market, increasing the tenancy uncertainty for some. Renter reforms will impact on the private rented sector leading to many more landlords looking to consolidate their portfolios and some smaller landlords exiting the market completely.

Potential rental market challenges

These challenges could lead to a variety of scenarios: there will most likely be a short-term increase in the demand for social rented or affordable housing; especially if interest rates remain high. In the long-term, should the forecast exodus of private landlords occur there may be a rebalancing of the housing market with more properties available for purchase; again, this is predicated on a more settled economy and favourable interest rates for buyers.

Housing Policy

Some additional considerations exist in terms of the housing policy across North Yorkshire. The level of empty homes is also continuing to increase (long-term empty properties are calculated as those empty for over 6 months) and currently stands at 4,212 and showing a steady annual increase. Various mitigations are possible, including working with landlords and developers to bring the homes back in to use, and these should feature in any wider housing strategy given the expected cost increases facing the housebuilding industry.

Homelessness

As expected, given the economic challenges facing many households, there has been an increase in the number of people contacting the service for support (1.99 households per 1,000 household compared to 1.18 in Q1 2022/23). Despite this, the number assessed as homeless has reduced, suggesting increasing unease across the region regarding the stability of accommodation. More work is needed to help identify specific drivers of this behaviour alongside establishing any trends based on most at risk groups or individuals.



Central Services

Devolution

The proposed devolution deal would deliver more local powers and decision-making and additional funding. The planned 30-year agreement includes an investment fund of more than £540 million for York and North Yorkshire. Coupled with other funding secured from the government, the proposed deal represents a total of £750 million.

The deal for York and North Yorkshire would see the introduction of an influential mayor who would become a figurehead for the region and forge close links with the government. The new mayor, who would be elected in May 2024 if the proposed deal comes to fruition, would lead a new powerful combined authority that would oversee strategic projects ranging from major transport improvements and boosting skills and education to providing more affordable housing.

The proposed devolution deal includes:

- £13 million for the building of new homes on brownfield land across 2023/24 and 2024/25
- up to £2.65 million to deliver affordable, low carbon homes across the area
- up to £50m investment for the York Central brownfield regeneration scheme, which would bring benefits across North Yorkshire too
- a total of £7 million to drive green economic growth towards becoming a carbon negative region
- closer relationships with key government departments to drive investment in digital broadband and mobile infrastructure
- boost regional innovation through better collaboration on projects such as the Scarborough Cyber-Cluster and the BioYorkshire programme

By replacing eight councils with just one, North Yorkshire was able to bid for a devolution deal which included a mayor. A mayor would lead a regional combined authority for both North Yorkshire and York. Together that's more than 800,000 people.

Mayoral led combined authorities have big decision-making and financial benefits. For North Yorkshire and York that would mean an additional £18 million a year of new money via a mayor's investment fund.

A consultation on York and North Yorkshire Devolution was open from 21 October to 16 December 2022. Following which in February, members backed proposals at full council meeting to send the results of the public consultation to Ministers to progress plans to create a mayoral combined authority. It is hoped that a combined authority, which would be responsible for overseeing devolved decision-making powers and millions of pounds of funding for both York and North Yorkshire, will be established later this year. Mayoral elections would follow in 2024.

[York and North Yorkshire devolution website.](#)

Rising Cost of Living

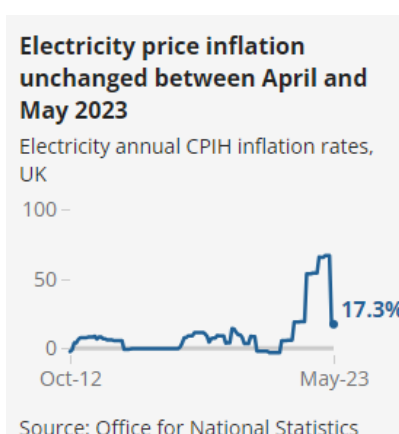
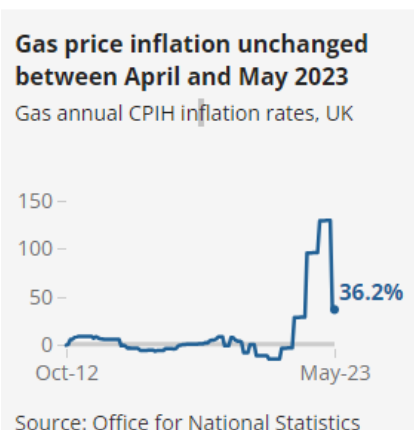


The cost of living has been rising in recent months in the UK and across the world. Food and energy prices have been rising markedly over the past year, particularly gas prices, largely in response to the conflict in Ukraine. Global recovery from the coronavirus (COVID-19) pandemic is putting further pressure on prices. In the UK, the price of consumer goods and services rose at the fastest rate in four decades in the year to October 2022. The annual inflation rate rose to 7.9% in the 12 months to May 2023, up from 7.8% in April 2023 according to the Office for National Statistics. (ONS)

Retail sales volumes (the amount bought) across Britain are estimated to have risen by 0.3% in May 2023, following a rise of 0.5% in April 2023. Non-store retail sales volumes rose by 2.7% over the month because of strong sales by online retailers selling outdoor-related goods and summer clothing. This was boosted by the warm weather in the second half of the month. However, sales volumes in food stores fell by 0.5% over the month, with retailers suggesting that the increased cost of living and food prices continue to affect sales. There was also some evidence that the drop could be partly down to higher spending on takeaways and fast food because of the extra bank holiday for the coronation of King Charles III on 8 May 2023. Spending less on non-essentials was the most common action taken in response to the rising cost of living. More than 4 in 10 (42%) of adults said that they were spending less on food shopping and essentials.

A quarter (25%) of adults in Great Britain reported borrowing more money or using more credit in the last month compared with a year ago, according to a ONS survey.

Inflation for gas and electricity remained stable between April and May, with prices rising 36.2% and 17.3% respectively, in the 12 months to May 2023. This is down from highs of 129.4% for gas, and 66.7% for electricity, in the annual inflation rates between January and March 2023.

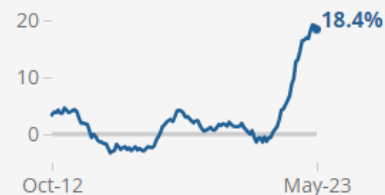


Overall, the price of energy goods rose by 8.1% in the year to May 2023, down from 10.5% in the year to April. The easing is a result of falls in motor fuel prices between April and May this year compared with rises in the same period last year.

The largest upward contributions to the inflation rate came from housing and household services (mainly electricity, gas and other fuels), as well as food and non-alcoholic beverages.

Inflation rate for food and non-alcoholic beverages eases slightly to 18.4% in May 2023

Food and non-alcoholic beverages annual CPIH inflation rates, UK



Source: Office for National Statistics

One reason for the large contributions from electricity, gas and other fuels since April 2022 has been rises for gas and electricity in April and October 2022, following increases in the Office of Gas and Electricity Markets (Ofgem) cap on energy prices, offset partly by the government’s Energy Price Guarantee (EPG).

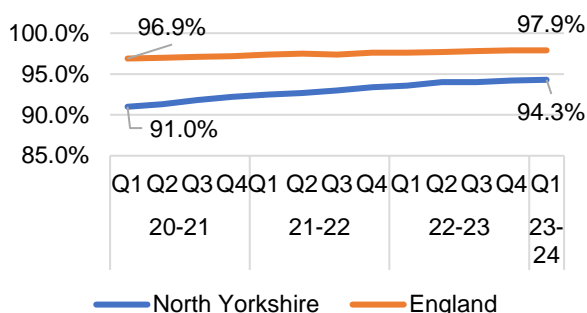
There has been an easing in the contribution from gas, electricity and other fuels between April and May 2023, mainly because prices for gas and electricity fell slightly in this time but rose sharply at the same time in 2022. The prices of food and non-alcoholic beverages continue to rise sharply but have begun to ease in the year to May 2023. Food and non-alcoholic beverage prices rose by 18.4% in this time, down from 19.1% in the year to April 2023.

The largest downward contribution between April and May was from milk, cheese, and eggs, while the price of fish rose 16.6%, up from 14.2% in the year to April 2023.

Half (49%) of adults said they were buying less when shopping for food and less than half (42%) of adults said they were spending less when shopping for food and essentials. That is according to the ONS

Broadband and Superfast broadband

Broadband Coverage (30Mbs+)



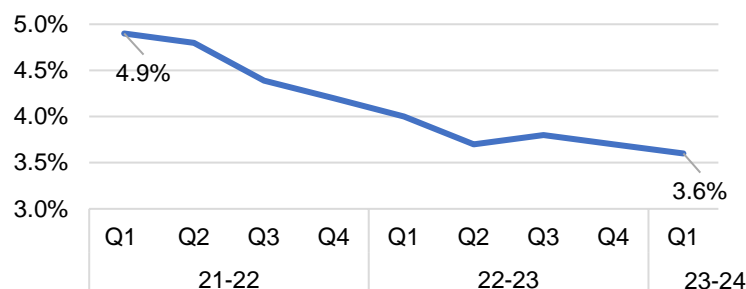
The percentage of the County’s business and residential properties with Superfast broadband (30 Mbs+), continues to increase, and the gap between the coverage in North Yorkshire and that in England end of quarter one, superfast broadband coverage in North Yorkshire reached 94.3% compared to 97.9 across England.

This means the gap between broadband coverage in England and North Yorkshire has reduced from 3.7% to 3.6% since Q4 last year and down from 4.9% in Q1 in 21/22.

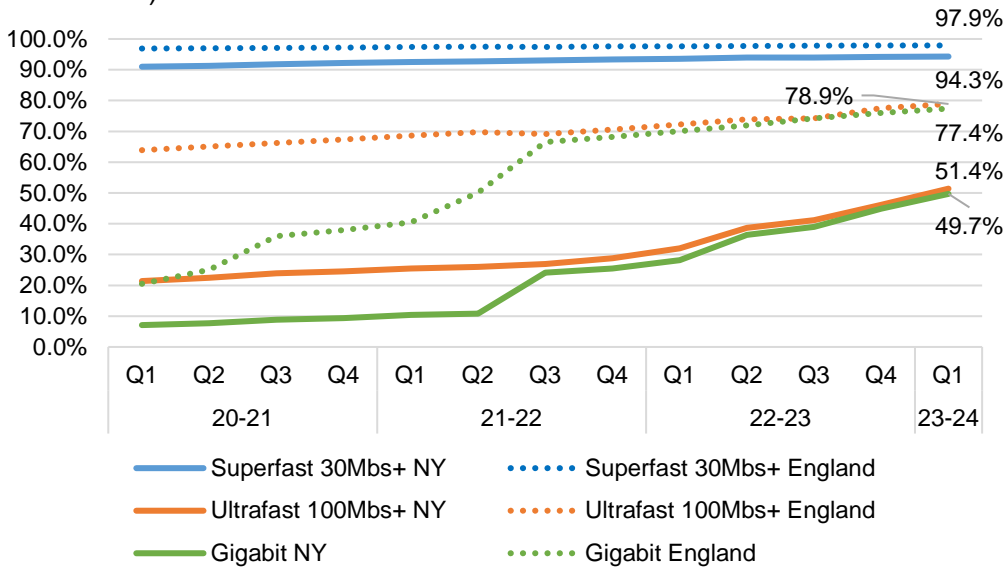
For ultrafast broadband (100Mbs+), the gap is more significant but continuing to close. At the end of quarter one, 51.4% of premises in North Yorkshire were able to access ultrafast broadband, compared to 78.9% across England.

The importance of this is that firms and individuals can download faster and larger packages of data. Thus, making locating and working in North Yorkshire for high data applications, a distinct possibility.

Broadband (30Mbs+) Gap (England / North Yorkshire)



Broadband Coverage (Residential and Business Premises)



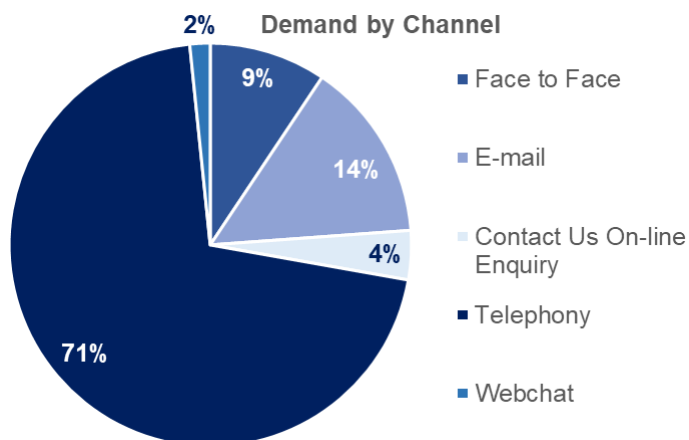
Resources

Customer Services

Customer Services have played a critical role in the launch of the new North Yorkshire Council – ensuring residents continued to receive a seamless service and reinforcing the ‘one council’ approach for the new authority. Colleagues from the preceding eight councils worked together to enable the ‘one front door’ approach from day one.

During the first three months of the new North Yorkshire Council, Customer Services had 244,560 customer interactions. The top 5 demands for the Customer Service function by service area are:

- Council Tax
- Bins, Recycling and waste
- Roads, Parking and travel
- Housing and homelessness
- Adult Social Care



Most (172,623 or 71%) of these interactions were via the telephone. The remainder were split across electronic (48,963 or 20%) and face to face (22,974 or 9%) channels. Overall, 78% of telephone calls to Customer Services were answered within 4 minutes. Performance on telephone answering improved steadily over the first quarter. In April, 72% were answered in 4 minutes; by June, as the service bedded-in, this had improved to 83%.

We are addressing staffing capacity gaps. Some vacancies have now been filled and we are progressing a county-wide recruitment programme which will continue to allow us to flex capacity in line with the organisational need.

We have also developed the ability to use available capacity as well as Business Support, across the 8 centres to support areas receiving high demand.

Ryedale customer Service Centre have been the pilot area and have been supporting all other Customer Service Teams to achieve higher performance as well as continuing to deliver for the customers in Ryedale. Whilst offering the ability to answer customer calls quicker it does pose the challenge of ensuring agents become familiar with a process or service in another location. However, developing this approach now will allow the function to deliver transformed county wide service more efficiently in the future.

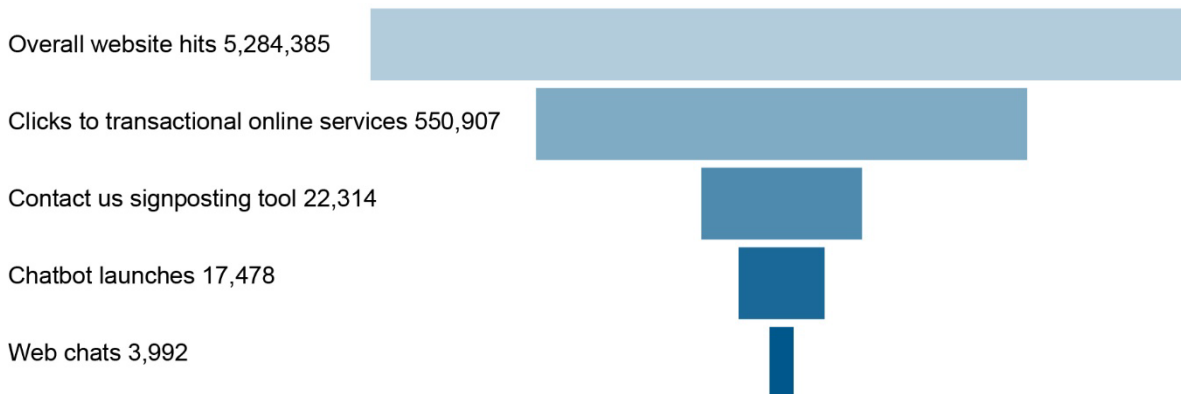
As we develop our Customer Excellence framework, we will look to provide telephone answering information for the wider organisation. In addition, we will look to provide performance data on how well we are responding to our customers across the full range of channels, including online and face to face. However, this will require technical input from Technology and Transformation as well as cultural and process change across all services.

We are also working to develop our online offer for customers. In the customer ‘one front door’ we can see the volume of customer traffic across all our on-line tools. We work to support customers to stay on-line and prevent the need to contact the Customer Service function. The top five services creating online demand are:

- Council Tax
- Bins, Recycling and waste
- Roads, Parking and travel
- Housing and homelessness
- Recruitment.

The diagram below shows the level of demand across all on-line tools.

Customer Online Demand Q1



Revenues Collection

Performance on revenue collection has been maintained in quarter one (Q1).

Proportionally, Q1 usually sees higher rates of council tax collection – with quarterly collection rates tailing off across the remaining three quarters of the year. The 2023/24 Q1 *Council Tax Collection Rate* was 31.93%. For technical reasons this includes an additional three weeks of collection data for the old Craven area of North Yorkshire so is slightly over-stated. For comparison, collection rates across North Yorkshire in Q1 last year ranged between 29.1% and 35.7%.

National Non Domestic Rates (NNDR) collection rates can be affected by 'spikes' at different times in the year as larger businesses such as Drax power station or Catterick Garrison pay their NNDR bill. However, as with council tax, the greatest proportions tend to be paid in the early quarters of the year. The 2023/24 Q1 *NNDR Collection Rate* was 34.96%. Again, this is slightly inflated due to the inclusion of Craven data up to 20 July. For comparison, NNDR collection rates in Q1 last year ranged from 29.5% to 44.8% (although 44.8% was an outlier – the next highest was 38.2%).

Benefits Processing

In Q1, **the average time to process new Housing Benefit claims** was 23.1 days. During the same period, **the average time to process Housing Benefit changes** was 6.6 days. To put this into context,

the DWP-reported figure for all England for the same period last year was 22 days and 8 days respectively. In North Yorkshire, performance in Q1 last year was slightly better at 21.9 days for new claims and 4.8 days for changes.

Service delivery has been broadly maintained. Performance levels are not uniform across North Yorkshire. However, where capacity issues have been identified, a plan of improvement has been implemented that includes the sharing of resources from strongly performing areas to those performing less well.

Q1 is always challenging from a service delivery perspective, as the service responds to changes following annual billing, yearly rent changes and the annual uprating of Universal Credit. As a result, performance is expected to improve in Q2 as backlogs reduce.

In Q1, **the average time to process new Council Tax Support claims** was 21.80 days. During the same period, **the average time to process Council Tax Support changes** was 6.33 days. To put this into context, data for all seven former district and borough councils suggests this is a little higher than the same period last year (18.8 days) for new claims and slightly lower than last year for processing changes (7.4 days).

In addition to the Q1 challenges mentioned above, a new **Council Tax Support (CTS) scheme** was implemented from 1 April 2023 to ensure a consistent approach across North Yorkshire. Whilst customers and officers have adapted well to the change, processing times were initially impacted as staff learnt and adapted to the new scheme criteria and dealt with the increase in calls from customers.

Work continues in Q2 to improve consistency of approach to service delivery across seven areas, with seven teams utilising seven different systems. It is hoped that, by the end of Q2 we will have finalised the service performance framework, improved the consistency of data collection and produced baselines to support a better understanding of performance going forward.

Technology

Technology Services have been building on the successful vesting day launch weekend that saw us efficiently move into a new organisation safely and legally. Work to ensure we look and feel like one single organisation includes every member of staff having a Microsoft 365 account so that their email and Microsoft Teams work across the old organisational boundaries, and a new website launch that ensures our customers can access information and services through the customer 'one front door'.

The focus of Technology Services in Q1 has been on resolving some of the technical teething issues and finishing and refining some of the projects and improvements that was put on hold so that we could deliver 'day one' functionality.

The initial inconsistent performance of the telephony system has now been significantly improved by increasing line capacity. This ensures the systems are strong and stable during the busiest of call periods and the overall performance of the system is now very good. However, due to the complexity of having

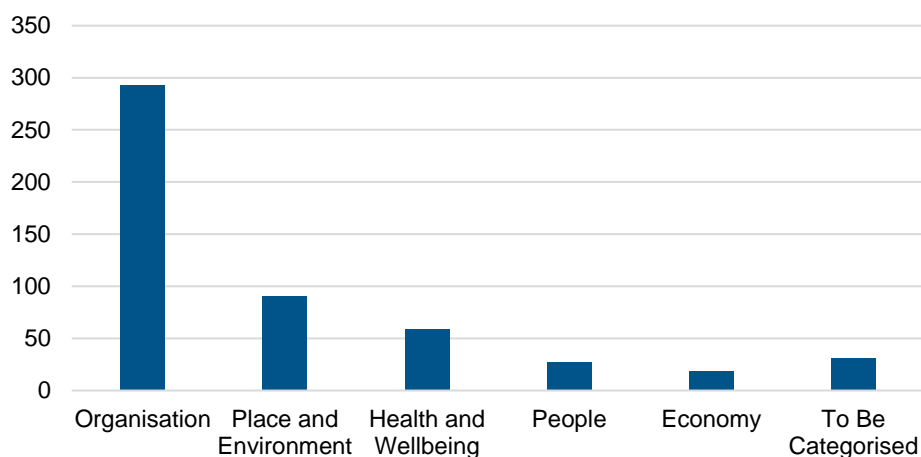
multiple versions of different systems on multiple different networks, we have not been able to ensure stability during periods of change and the delivery of upgrades, unexpected outages have been suffered and though solved quickly they have been disruptive. We know that this is unacceptable, so we successfully implemented a stability protocol to limit all change.

Ultimately, the Q1 essential upgrades have been completed, including harmonising the management of our firewalls to improve security and reduce costs, and planning for further network consolidation is underway. This work is the foundation for transformation, and it is therefore essential that this is the primary area of focus for Technology. When completed it will enable staff to effectively work as one across the region, but until then tactical workarounds and some manual intervention will remain.

Transformation

Currently the Transformation service is co-ordinating over 30 service level plans that aim to identify the opportunities to consolidate services and deliver further improvements and efficiencies. These plans identify well over 500 actions that will help further consolidate and transform services and deliver the corporate ambitions identified in the Council Plan. Currently over half of these actions are focussed on the internal workings of the organisation.

Number of Actions by Corporate Theme



These actions are now being prioritised so services, where necessary can be supported to deliver them and the actions can be co-ordinated through the Transformation Programme. This work has also identified a number of cross cutting themes that will further enable the new council to work as a single organisation and deliver additional efficiencies; these themes are:

- **The way we work**
The efficient and effective delivery of services in a way that meets customer needs and expectations.
- **Locality working**
The creation of “One Council” that listens and responds to views of residents, members, parishes and businesses, providing clear accountability to the public.
- **Customer**
The delivery of a customer focussed operating model through a single corporate approach.
- **Assess and decide**
Enabling timely, consistent and transparent decision making when assessing the need to access services

- Prevention
Anticipating and reducing demand for services by providing early help and therefore, where appropriate diverting demand from costly services.

The Transformation plan will be finalised in the autumn when the actions mentioned above have been prioritised to ensure the projects are achievable and will deliver the maximum benefits possible.

As well as the 15 projects that are currently being scoped as part of the service transformation plans, the Transformation service are currently delivering 5 programmes including the housing upgrade grant and strategic leisure review, plus 40 projects covering a wide range of services from new or replacement management information systems for the music service, integrated passenger transport, concessionary travel and youth justice, through to the digital transformation of care provider services, online care needs and financial assessments plus a review of the outdoor leisure service.

Legal and Democratic Services

Democratic Services

In Q1, the focus has been upon aligning working practices across the 8 democratic services teams that came together as one service as of 1 April 2023, particularly with regard to the operation of Provisional and licensing committees. There are also a number of projects underway to support the development of democratic services and support for members, officers and the public in the new North Yorkshire Council, including: a review of recording and broadcasting of council meetings; support for members in their Electoral Division and the training offer; and how we work with and support the Parish and Town Councils. Work is also underway to enable electronic voting in the Council Chamber at County Hall and to amend the Constitution (subject to Council approval) to enable electronic voting to be undertaken at venues across the county where there is the facility to do so.

The School Admission Appeals Service has been administering the bulk admissions appeals for primary and secondary schools ahead of the start of the September school term. The work commenced in mid-April and will continue through to the end of the summer school term in late July. Typically, 350 appeals are heard each year over this period. There is also a steady stream of 'in-year' appeals that are linked to requested school changes that occur for a number of reasons throughout the academic year. We are required to administer the appeals in accordance with the Department of Education statutory School Admissions Appeals code.

There has been an increase in public participation in decision making by the Council, with more members of the public submitting questions and statements to the meetings of the Council's committees and an increase in the number of petitions submitted through the Council's Petitions Scheme. The latter has involved an increase in the number of referrals to the Area Constituency Committees, where the number of people who live, work or study in the county who sign the petition is over 500, for consideration and a subsequent increase in the number of recommendations then made to the Executive and/or Executive members.

Finally, the team has been leading the Community Governance Review process for the consideration of the creation of town councils in Harrogate and Scarborough.

Elections

The seven legacy electoral service teams are all now operating on a single electoral management system thereby enabling access to the register and the performance of registration activities by every team member regardless of their geographical location.

The team started vesting day with the news of a by-election in the Eastfield Division which took place on 25 May and was the first election in the North Yorkshire Area to see the implementation of the requirement for voter identification at polling stations. Electors in North Yorkshire were able to apply for a

free voter ID document, which is known as a Voter Authority Certificate which can be used at the polling station.

Since then, there have been a number of unscheduled polls including Helmsley Town Council on 8 June, the Thornton Le Dale Parish Poll 21 June, and the upcoming Pateley Bridge Town Council by-election on 20 July and of course the Selby & Ainsty Parliamentary by-election on 20 July where there will be 13 candidates on the ballot paper.

In parallel to this activity the elections team have commenced the annual canvass where they are required by law to confirm whether the details we hold on the electoral register for every household in North Yorkshire are correct.

Legal Services

The focus of the legal team has been on ensuring a smooth transition of services on vesting day and thereafter on all aspects of legal work across the team including the safe and legal transfer of former district and borough companies to NYC.

Important legal steps have been completed in relation to the delivery of the new route at Kex Gill which will benefit businesses across the north of England and local towns and villages nearby, enhancing connectivity and putting an end to disruptive road closures. More specifically the Compulsory Purchase Order and SRO processes have been completed, the land for the scheme has been acquired by General Vesting Declaration and the Contract for the works has been signed enabling the £50m Scheme to proceed.

In court the legal team have:

- obtained Judgments totalling £140k in an intention deprivation of assets claim, the first such success by the Council;
- obtained a Closure Order (under the Anti- Social Behaviour Crime and Policing Act 2014) in respect of council owned premises for a 3 month period to help prevent criminal behaviour and nuisance from continuing or reoccurring;
- successfully defended a claim for constructive unfair dismissal
- defended a challenge regarding decision by health concerning a mental health section

On the project front the legal team have:

- been advising on the Catterick Garrison Town Centre Regeneration Project including the review of the DLUCH grant funding agreement for £19m and starting the preparation of a Land Lease Agreement and Collaborative Partnership Agreement in order to secure the DIO's match funding contribution.
- completed the variation to the PFI agreement for Barlby School to enable essential building works to be carried out
- completed 15 grant agreements and 2 contracts for services relating to the Multiply Project, using funding from the DfE. This was done to a very tight timescale and the team is now preparing 19 similar agreements for Round 2.
- The team are currently negotiating and advising upon a multimillion-pound grant agreement from NYC to a bus operator for the manufacture of carbon friendly bus fleets.

In relation to estate assets the legal team supported the successful auction of 50 South Parade, Northallerton achieving a receipt of £486,000 being much higher than expected.

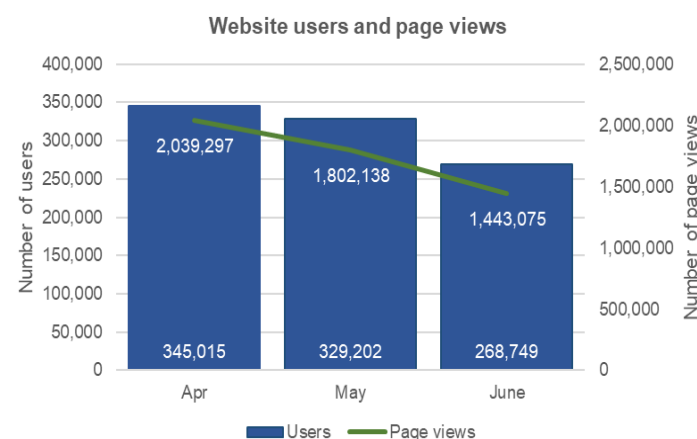
The Council’s Statutory Licensing Committee and its General Licensing & Registration Committee have both adopted hearings procedures for their sub-committees.

The team have completed delivery of key Planning Training to Members and providing legal support for 15 Planning Committees in the first quarter on the new authority. Training has also been provided to the client regarding completing robust age assessments in relation to Asylum Seekers claiming to be under 18.

Communications

Website

On 1 April the council’s new website launched bringing together the information from the eight separate county, borough and district council websites. To residents the website is designed to look like a single site but it is made up of several separate components managed by different teams. A huge amount of work went into developing the site, especially around the key customer journeys for high traffic areas such as bins and council tax.



However, as services have not yet been transformed and services are being delivered differently in different areas the customer journey is not ideal as during the transitional period residents need to input their location to be directed to the right information for their area.

We predicated a large amount of contacts and feedback from such a significant change. Since the launch, feedback has been used to make

thousands of improvements to the website and we will continue to monitor resident feedback and usage data to identify and make improvements to customer journeys across the separate components so that we can continue to make it as easy to use as possible for residents. However, the major improvements in customer journeys needed will only be possible when services transform.

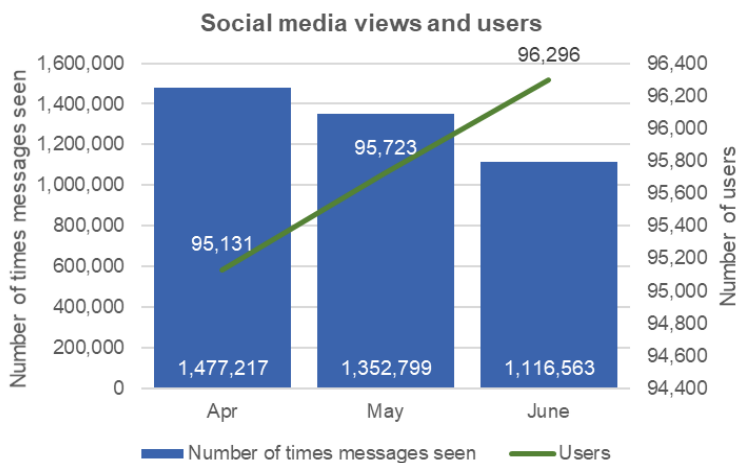
Information about bins was by far the most popular topic on the website during Q1. This is likely to be the most popular topic on an ongoing basis but even more so due to collection changes during the bank and Easter holidays. Council tax was also high due to bills being sent out. This explains why views across the site were highest in April, dropping down as we moved towards June.

Intranet

Vesting day also saw the launch of the new staff intranet, again bringing together the key information from the eight previous organisations to allow staff at the new authority to be able to carry out their role on day one. Across the quarter there were 1,922,482 views of the intranet.

Social Media

While vesting day also saw the launch of a single set of social media channels for the new council, how these channels work allowed for a much more phased approach as opposed to the sudden switch needed for the new website and intranet. The communications campaign for the launch of the new council saw the former district and borough social media channels promoting the switchover ahead of day one, when



the former county council channels relaunched as the new North Yorkshire Council channels retaining our already countywide following, encouraging those who didn't already to start following the channels ahead of time. The former district and borough channels also continued after day one to keep signposting to the new channels, including direct messages from residents, to make sure they were aware of the change.

Similarly to the website, messages were seen more in April when posts were going out about the changes to bins due to holidays, gradually coming down across the quarter to a more normal level – although

still meaning our messages were seen over a million times in June. Follower numbers across our channels have continued to grow and will jump in July as we launch our new Next Door channel.

Engagement

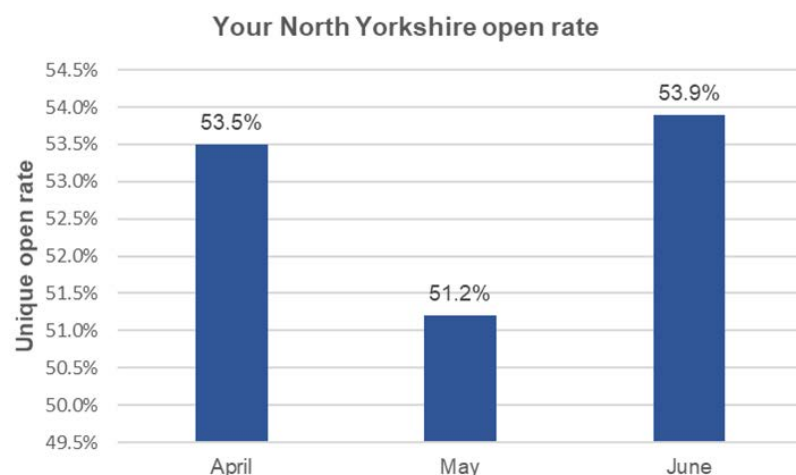
The biggest engagement exercise during Q1 was the latest in the council's Let's Talk series about transport, to help inform the new Local Transport Plan. Running on our Commonplace platform, lessons learned from all of the previous Let's Talk projects have been used to improve our communications approach to encourage residents to take part. By the end of June, this had resulted in 3,144 responses received, with the engagement not ending until mid-July.

Press

The first three months since the launch of the new council have been extremely busy with 434 media enquiries from the start of April until the end of June. 105 press releases have also been issued in the first three months of the new council. Releases have been written on major policies for the council as well as ensuring a focus remains on events and activities that are important to local communities.

Publications

A new countywide newsletter, Your North Yorkshire, has been established following the launch of the new council. The digital newsletter is published monthly and the first edition featured a main article on the launch of the new council. At the end of the quarter there were 143,901 subscribers. Each edition had over half of subscribers opening the newsletter, with unique opening rates varying from 51.2% in May to 53.9% in June.



Localities

Community Anchor Organisations (CAOs)

In February 2023, Stronger Communities opened a new opportunity to establish a Community Anchor model for North Yorkshire. In Q1 evaluation of submissions took place, with 23 place-based organisations from across the County progressing to the next stage. For the ten localities where a suitable CAO has not been initially identified, work will continue to explore options. Recognising that in our larger urban areas where there are a number of distinctive neighbourhoods, the model of a single place-based community anchor may not work, we are working with local partners in Harrogate and Scarborough to understand what the optimal options for investing in Community Anchors are in those areas. Work on this will also progress in Q2. The Inspire/Community Grants scheme has continued to run, with 30 awarded last quarter and the team continue to work alongside various voluntary and community groups to support organisational development and capacity building activity.

Community Partnerships

In Q1, Executive agreed to develop the ambition of supporting local partnership and multi-agency working through the establishment of local Community Partnerships, focussing on principal towns and surrounding areas and reflecting natural communities. This will be phased, with work starting in Q2 in five pilot areas: Easingwold, Leyburn and Middleham, Ripon, Sherburn and Thornton-le-Dale.

Holiday Activities and Food (HAF) Programme

The HAF programme continues to develop and improve its reach in all areas of North Yorkshire. The Easter programme saw 8,841 free HAF sessions enjoyed by 2,200 children who met the Department of Education criteria, and an additional 1,173 children and young people who didn't qualify also took part in the activities using paid-for places. Blended sessions help FSM children and young people to take part in the same activities as their non-FSM friends without cost being a barrier. Monitoring and feedback identified that this was the first year that providers have reported significant non-attendance and cancellations being an issue. To tackle this for the summer period, an online booking system has been put in place to proactively manage bookings.

HAF codes for summer 23 have already been distributed to children and young people with summer activities being promoted on the North Yorkshire Together FEAST website and by the providers locally. There are 66 different providers running sessions across the County providing a broad range of activities. This year, particular attention is being given to neurodiversity and understanding how activities need to be flexible in order to provide the best possible experience for all children.

Local Food Support

Work on the collaborative insight work with City of York Council to better understand the regional food insecurity landscape is now complete, with the final report made available in Q1. The work evaluates the range of food support services that were established during the pandemic and explores potential opportunities for future service provision alongside a series of recommendations. Work has now commenced to start planning a partnership event to launch the findings/carry out some further engagement work in autumn 2023, and the findings are already being used to inform other related work areas both internally across the Council, and externally with partners.

Reboot North Yorkshire

Work on Reboot North Yorkshire continues to progress with a steady flow of referrals into the scheme from a broad range of organisations and NYC services. This quarter, 58 devices have been gifted to socially isolated individuals or those in need of a device to access training or to continue their education. Our community partner Craven Reboot have similarly been active in gifting devices, supporting people with IT needs, and encouraging donations within their communities.

This quarter also saw the start of conversations with York Community Furniture Stores who have branches in Selby and Scarborough, about how they could be involved with the project. They already have a successful scheme called IT Reuse York.

UK Shared Prosperity Fund (UKSPF)

Stronger Communities continue to take the lead role in the delivery of the Communities and Place strand of the Council's UK Shared Prosperity Fund programme. An advisory group is in place made up of public and voluntary sector partners, who are overseeing the work being progressed on the year one allocations, as well as planning and development work taking place on year two and three allocations.

Household Support Fund (HSF)

In line with the expenditure guidelines and the agreed eligibility framework, developed in partnership with the seven former District and Borough Councils, c24,000 households across North Yorkshire received a direct award in the form of a shopping voucher in January 2023: Achieving a 93% redemption rate.

This encompassed eligible families, pensioners and working age adult households as well as those who missed out on other forms of national Cost of Living support. In addition to this, supplementary funding was awarded to North Yorkshire Local Assistance Fund (NYLAF), Warm and Well, and 16 food providers across the County. A HSF Exceptional Circumstances Fund was also delivered, to support those who may have missed out on support due to circumstances beyond their control. In total, 45,236 households in North Yorkshire received support through the third phase of HSF.

HSF will continue for a fourth phase in 23/24; work is now underway to develop the scheme, building on the learning from previous phases. Which will be delivered later this year, to help people pay for food and other essentials over the coming winter months. Payments will be made from mid-September to people who are eligible. Further information will be published near the time, including the eligibility criteria and payment amounts.

North Yorkshire Local Assistance Fund (NYLAF) – awaiting transition to Customer, Revenues and Benefits.

Caveat: data between April 1st – June 25th 2023.

In Q1, 2,892 applications were received with a 92% approval rate - compared to 2,648 applications received and 2,399 approved in Q1 22/23 (last year comparison). A total of £344,135 was spent (Compared to £303,816 spent Q1, 22/23), with 40% on food and energy vouchers, and 60% on standard awards. In keeping with previous years, the highest levels of demand are seen in Scarborough (39%), followed by Harrogate, with lowest levels of demand in Richmondshire (4%).

	Q4 2022/23 (previous Q1)	Q1 2022/23 (Q1 last year)	Q1 2023/24 (current)
Food voucher	2,783	1,783	2,041
Clothing voucher	84	79	78
Energy voucher	2,089	1,581	1,418
White goods	84	231	311
Cash awards	1	0	0
Other household items	251	202	174
Furniture	309	256	411

Quarterly data update

- On average, NYLAF received 257 applications a week this quarter.
- There have been 573 first time applicants to the Fund this quarter.
- The number of food and energy applications decreased by 19% between April and May.
- The number of standard applications increased by 9% between April and May.
- Phone calls have seen a decrease of 21% between April and May.
- Vulnerability category data is also monitored monthly. It shows no significant change in who we are supporting through the scheme and in which geographical areas, with those with experiencing mental health challenges (32%), those who are homeless (21%) and families under extreme pressure (15%) continuing to be the three highest vulnerability categories in Q1.

Other key areas of note this quarter include:

- An extension to the Household Support Fund was announced in the Spring Budget so the food and energy award levels are staying at the increased limit of four awards in a rolling twelve-month period until the end of March 2024.
- NYLAF has supported the Government's Homes for Ukraine Scheme, with 25 awards going to refugees or host families this quarter to directly support those that have fled Ukraine.
- As well as the reported figures above, further food parcels were delivered across the Scarborough town area through our ongoing partnership with the Rainbow Centre. The final Q1 figure is still to be confirmed. Using April data we could estimate 105 additional food parcels delivered.

Community Awards

Nominations for the community awards closed in June. There was a very positive response with 147 nominations received for 123 groups/individuals highlighting the wider range of activities being carried out by volunteers across the county. The judges are shortlisting nominees in July and will then be visiting the successful nominees to choose the winners who will be announced at the wider partnership conference in October.

Refugees

Refugee resettlement (Afghan ARAP/UKRS)

North Yorkshire permanently resettled 138 persons (31 families) under the Afghan Relocations and Assistance Policy (ARAP) between August 2021 to June 2023, and 168 persons (43 families) – mainly

Syrian refugees - under the United Kingdom Resettlement Scheme (UKRS) between February 2021 to June 2023.

In relation to the UKRS scheme, Ministerial sign-off has been awaited for some months now to allow new family cases to be provided. A range of existing cases previously sent to local authorities by the Home Office have not been able to be placed due to family size or because they require complex support needs that cannot be met in the local area. For North Yorkshire this means that the original target to resettle 200 UKRS persons by March 2024 is unlikely to be achieved, with only two further cases (7 persons) accepted for arrival in 2023.

In relation to the Afghan resettlement schemes, the first bridging hotel closures in the UK will occur towards the end of July 2023, followed by a series of closures in short succession throughout August 2023. There remain about 6600 individuals in bridging hotels in the UK. Based upon family size of the households in the bridging hotels, the highest demand is for three-and four-bedroom properties. Four-bedroom properties are particularly difficult to source.

A substantial financial support package is being provided by the Home Office/DLUHC to local authorities to provide increased support for ARAP/ACRS households to move from hotels into settled accommodation, primarily into private rented housing through the 'Find Your Own Accommodation' pathway. However, challenges remain around longer-term affordability due to the benefit cap impacting upon large households, the competition in the UK's private rental market generally. Additional funding will be made available to councils who accept homelessness duties from ARAP/ACRS households because of the bridging hotel closure plan. It is estimated that between seven to nine households, some of whom are large households, in the bridging hotel in North Yorkshire will not have received a housing offer prior to closure, although over the last six weeks the pace has increased regarding the number of households securing settled accommodation and moving out of the hotel. Contingencies will be put in place should they be required.

In recognition that the hotels will have closed before some households have been able to move into settled accommodation, the government announced on 18 July 2023 that 'interim accommodation' will be provided to households who have been pre matched to, and accepted a firm offer of suitable settled accommodation before their Notice to Quit has expired, and where that property will be ready for move-in before the end of December 2023.

A second round of the LAHF has been implemented. Its objectives are to provide sustainable housing to those on Afghan resettlement schemes at risk of homelessness and to reduce local housing pressures beyond those on Afghan resettlement schemes by providing better quality temporary accommodation to those owed homelessness duties by local authorities. North Yorkshire Council has been allocated grant funding to acquire 11 homes, with a requirement for the council to provide 60% match funding. Homes need to be acquired by the end of the financial year.

In a change to its earlier approach, the government is now requiring that the Ministry of Defence's surplus Service Family Accommodation (SFA) properties identified for ARAP households, be used in the first instance to accommodate ARAP households residing in the bridging estate in the UK instead of being used to accommodate ARAP households waiting to come to the UK. This is in order to help reduce the number of households facing homelessness when the bridging estate closes in the UK. Consequently, the 10 additional SFA properties identified in Catterick Garrison will now be provided to those families in place of ARAP households still residing in Afghanistan or third countries.

Asylum seeker dispersal and contingency hotel accommodation

There remain three contingency hotels in the county accommodating asylum seekers – two accommodating single adult males and one hotel accommodating families. Demands continue to be placed upon local services. The Home Office's recently announced 'hotel optimisation' plans, will see an increase in the number of bedspaces utilised in the two hotels accommodating single males, by moving

away from single bedroom occupancy to shared bedroom occupancy – a practice that has already been in place for some time in other parts of the UK.

On 3 April 2023, the government announced that surplus military sites will accommodate asylum seekers. The Home Office is developing proposals for use of sites in Catterick Garrison. However, to date there has been no further information provided by the Home Office to North Yorkshire Council on its plans.

Homes for Ukraine

Between the 1 April and the end of June 2023, 49 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,336 arrivals since the start of the Homes for Ukraine scheme. During this quarter we have seen a rise in the number of single guest arrivals joining family members in North Yorkshire. The number of guests still living with a sponsor is approximately 616, reduced from 733 in Q4 2022/23.

Since the start of the scheme, 720 guests who initially arrived in North Yorkshire have moved on from their sponsors' accommodation. Further detail is summarised in the table opposite (cumulative since the start of the programme). Note there may be a small time-lag between guests moving and informing NYC, so above figures could vary.

	Households	Individuals
Rematched to sponsor outside NY	24	47
Returned to Ukraine	86	172
Moved to another country	21	41
University	3	3
Private rental – in North Yorkshire	155	371
Social housing – in North Yorkshire	10	24

Equality Diversity and Inclusion (EDI)

Corporate EDI Group

Now that the Council is post LGR it has more functions and responsibilities. The group met in June to discuss new ways of working taking into consideration inward facing functions such as HR and being outward facing towards our communities and services. An action plan is being created that will review the groups' role, introduce Terms of Reference and to consider the adoption of the [Equality Framework for Local Government](#).

Selby and Tadcaster - Changing Places toilets for disabled users

£90,000 was secured to improve accessibility in the district through the installation of two of these facilities. They offer larger accessible toilets for people who cannot use standard accessible toilets, with equipment such as hoists, curtains, adult-sized changing benches, and spaces for carers. The funding is from the Department for Levelling Up, Housing and Communities (DLUHC) plus match from NYC. The locations of the Changing Places facilities are Tadcaster Bus Station and at Selby Park. Both Changing Places designs have now been approved by Muscular Dystrophy UK and both facilities will be completed in March 2024.

To understand the needs of our communities and work with them to meet those needs We will:

Collect, analyse and use data and information

Public Health weight management service: community engagement work has been undertaken that identifies target populations that have historically not engaged with the weight management service and/or are known to have increased health inequalities. Surveys and focus groups are being delivered; data is being collected and will be analysed thematically. The local insight will be triangulated with a literature review and local service evaluations.

A review of existing feedback/engagement reports to support strategy development such as autism strategy, Mental Health Development Board and Joint Local Health and Wellbeing Strategy is taking place.

Carry out effective community engagement

A range of engagement activities focused on protected characteristic groups have been carried out during quarter 1, including the following:

- Engagement about autism strategy with autistic people and carers
- Engagement with people with care and support needs about online assessments
- Engagement event to shape HAS Engagement Charter and Framework
- Engagement about Participation Support Service re-procurement with self-advocates
- NYLDPB next steps event to coproduce future steps for Partnership Board
- Dementia strategy engagement events
- Engagement about home-based support options in the Nidderdale and Washburn Valley area
- Engagement to inform weight management service

Encourage participation in public life by all our communities

- The HAS Participation and Engagement team have supported Craven Disability Forum in preparation of their disability survey report for publication
- Public consultations are shared with citizen voice forums
- Involvement of people with lived experience of care and support in Assistant Director interviews

Asylum seeking families

'Living in the UK: Support for Families' presentation and accompanying information are delivered to all families who arrive in North Yorkshire through resettlement schemes and as asylum seeker families. Regular early help (EH) visits to asylum seeker and Afghan bridging hotels are making sure families are aware of local services available including local volunteering opportunities.

CFIW's are encouraging UASC and asylum seeker families to become involved in local sports teams and to engage with their local communities. There is a tourist day planned in Scarborough for July 2023.

Address local inequalities including:

Identify and address inequality in outcomes for ethnic minority customers

Public Health teams have been working with POMOC Scarborough & Ryedale to reach Eastern European communities – including Polish, Romanian, Roma and Ukrainian – to engage on a range of health issues including immunisation, screening, maternity care and weight management.

Improve health and educational outcomes amongst Gypsy, Roma, Traveller communities (GRT) in the county

The immunisation and screening work mentioned above includes work with Gypsy, Roma, Traveller communities.

An inclusive health framework is in development and work began on this during quarter 1. A NYC workshop is planned for 27 July 2023, focused on developing GRT needs assessment.

A creative engagement project is underway (planning for this undertaken during quarter 1), working with the site manager on GRT sites to reach/involve residents. This project is also reaching out to Eastern European migrant communities, including Roma. We hope to be able to showcase participants' work via an exhibition at the end of the project.

A consultation event with all directorates is planned for July '23 to discuss a united response to identifying and addressing health and education equalities. Early Help are also working with GRT site management teams to discuss effective ways in which to engage with the community.

Ensure service delivery and commissioning, particularly social care and public health, is inclusive of Lesbian, Gay, Bisexual and Trans+ adults

'Spotlight on Trans awareness' session was delivered to nearly 150 Adult Social Care colleagues in June 2023; follow-up actions planned to further enhance the learning.

Improve wellbeing, inclusion and feeling safe for vulnerable groups of children and young people

Supported Employment: initial meetings are arranged with CYPS inclusion leads to identify and support autistic people in mainstream schools who may need support with accessing paid employment.

Improve the health and wellbeing of individuals with long-term health conditions including obesity and other life limiting conditions

As mentioned in the information about the adult weight management programme earlier in the report – the programme is reaching specific groups who experience health inequalities and who have not historically engaged with the service.

Develop work and study opportunities for young people in the county

The Minority Inclusion Support Team continue to offer support with access to education including SEN for all refugee and asylum seeker families with children aged 0-19.

Under the Homes for Ukraine (HFU) Scheme Children and Families Intervention Workers (CFIWs) are supporting parents and hosts of children and young people arriving through HFU with college, school and Early years admission processes. This information is also available in Ukrainian, Russian and English on the website www.northyorks.gov.uk/support-ukraine

Other:

Public Health are leading on the creation and implementation of a North Yorkshire Women's Health Strategy, following publication of the Government's Women's Health Strategy for England in 2022. A range of other condition-specific strategies also under development, for example autism, carers and dementia.

To provide responsive services and effective customer care to all

We will:

Embed equality into our commissioning and procuring services

Four equality impact assessment/Duty to Pay Due Regard workshops have been delivered to Adult Social Care and Public Health teams in Q1 (and ongoing during Q2).

Ensure service design and delivery pays due regard to equality

At the end of June a key decision was taken to reprocur Translation and Interpretation services for the council as the current contract expires on 31st March 2024. This is to ensure that provision is equitable, accessible and of sufficient quality across the council and enable a cost-efficient service that can meet demand. This quarter community language and BSL interpreters were used on 353 occasions and 149 translations were requested for 28 community languages and BSL.

To have a diverse and engaged workforce and fair and inclusive employment practices We will:

Work to improve workforce diversity and inclusion

HAS Value in Racial Diversity recruitment and retention plan was reviewed during Q1 and actions to progress the plan agreed with corporate colleagues (this plan was co-produced with members of HAS Anti-Racist Practice Group but paused during LGR).

Ensure our strategies and policies are inclusive

Addition to Protected Characteristics - The Armed Forces Covenant (AFC)

As we continue to work to embed awareness of The Armed Forces Covenant [policy](#) adopted by Council in February 2023, it is now integrated into the Equality Impact Assessment (EIA) process, with the EIA Form and EIA Screening forms having been updated on the intranet to include '**..are from the Armed Forces Community**' as an additional adopted protected characteristic. There is also an E-learning package available on the Learning Zone which can be found under the search term '*armed forces*'.

Support the learning, development and progression of our workforce

The easy read cohort completed training, and the task and finish group have agreed to cascade learning.

Human Resources and Business Support

Staff Absence (Sickness rate)

The two main causes of absence remain stress/depression, anxiety and related and musculo-skeletal problems. Covid absences have decreased from last quarter and now account for 3% of all sickness absence.

An increase in sickness absence rates is reflected nationally, after reduced absence during Covid, and is likely to be reflecting a range of post Covid issues. Planned surgery was paused during Covid and conditions have deteriorated as a consequence of that delayed surgery, together with new absence due to surgery resuming. During Covid restrictions there was a reduction in social mixing and infection transmission, and post Covid there has been an increased impact of viral infections (including Covid itself) always worse in the two winter quarters, together with Long Covid absence.

Staff Turnover

The labour market remains very competitive nationally and locally, with low unemployment, pay pressures, particularly at the entry level posts, and a range of recruitment inducements offered by other employers to attract.

Spend on Agency Staff

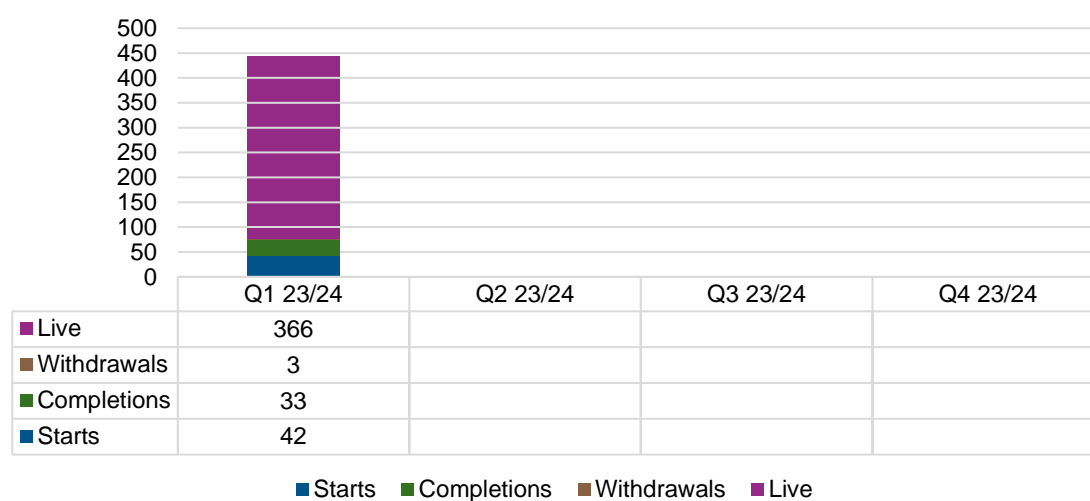
This is the first set of data produced since the formation of the new council and therefore overall spend on agency for Q1 is much higher and the finance report looks at the projection for the year. The highest areas of spend from former district/borough are; Planning (£344,030), Legal (£86,308) Waste (£92,722) and Environmental Health (£65,367). Spend from the former county continues in; Children's resource/care workers (£336,716), Children Educational Psychologists (£125,660), Adults Qualified Social care (SW/OTs)(£70,823) and Adults BIA/MHAs (£215,565).

Apprenticeships

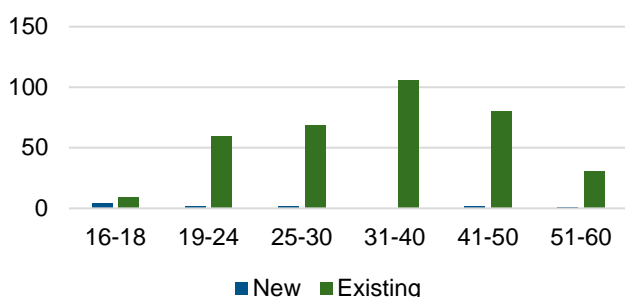
The council have had 9 care leavers start apprenticeships, 5 have completed, 1 withdrawn with 3 are currently live on programme.

	No. of apprentices on programme transferring to NYC on 1 April 2023
NYCC	260
Harrogate	40
Hambleton	16
Scarborough	32
Craven	16
TOTAL	364

Starts, Completions, Withdrawals and Live



Age Range of NYC Apprentices



North Yorkshire Apprenticeship Awards

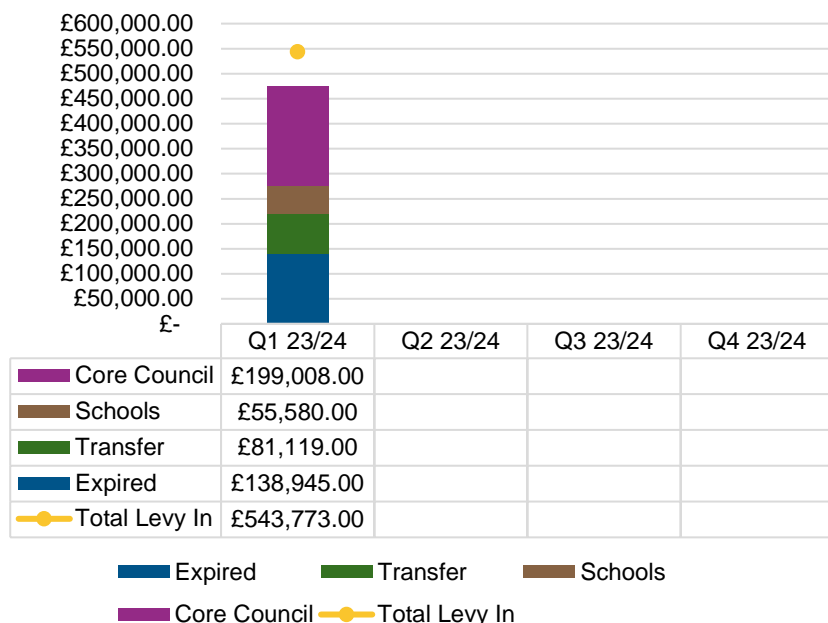
A number of staff were shortlisted in the recent North Yorkshire Apprenticeship Awards with winners in the Advanced Apprentice of the Year and Health and Public Service Apprentice of the Year categories. The North Yorkshire Council Apprentice Programme was highly commended in the Large Business Apprenticeship Employer category.

Unspent Funds

Unspent funds returned in Q1 - £138,945 (86% relating to schools). Whilst there continues to be a focus on the monitoring of the existing programme and continued use of the levy transfer, a number of other

opportunities have been identified to increase the levy spend going forward. These include career pathways, leadership and management and degree apprenticeships supported by an overall focus on raising the profile of apprenticeships and the apprenticeship programme.

Levy In and Spend



Levy transfer allows the council to utilise up to 25% of its levy to support apprenticeships in other organisations. There are currently 234 confirmed apprenticeship starts funded from transfers made by NYCC, Scarborough and Harrogate. A total of £1.72m has been allocated with a total spend so far of £835,147. See table below for sector areas:

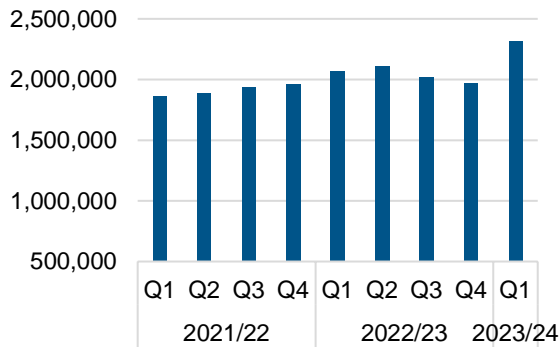
Recipients	Totals
Brierley Group companies	31
Care providers	136
Hospitality/Leisure providers	9
Digital organisations	1
Construction sector	46
Voluntary/Community sector	1

Volunteers

The authority welcomes the support of volunteers who donate their time to support various council services. During quarter one 4,468 volunteers are estimated to have given 38,134 hours of their time to support council services. A successful campaign, utilising the council’s usual recruitment processes, has led to an increase in the number of school governors registered.

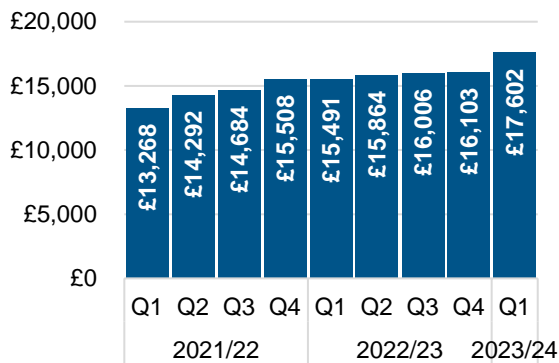
Printing costs

Volume of Printing



During quarter one, staff printed over two million sheets of paper at a cost of £17,602, this is slightly higher than the same period for 2022/23.

Printing Costs



Procurement

Due to the migration of data from the ex-borough and districts there are a large number of suppliers that require categorising by local, SME and VCSE. As a result, the SME and Local spend percentages have dropped this quarter when compared to last year’s cumulative values (i.e., Local – 55% to 51%; SME – 48% to 41%). The percentage of categorised spend has dropped from last year’s cumulative value of 99.76% to 91.41% this quarter.

As suppliers are categorised it is anticipated that these figures will go up for the following quarters.

KPI	Target	Actual
Percentage of total council spend with local suppliers	50.0%	51% (£105,105,209.43)
Percentage of total council spend with SME suppliers	50.0%	41% (£123,815,956.28)
Percentage of total council spend with voluntary and community sector	3.0%	3% (£6,154,080.38)

From the table above over £105m was spent with local suppliers across the whole of North Yorkshire and £123m was spent with SME, both these figures are evidence that North Yorkshire’s spend, benefits businesses within the county.

Contract management is key driver for achieving additional savings and / or service improvements and as such all staff within the procurement and contract management service are to complete the contract

management training available on the Learning Zone. At the end of the first quarter 88% of staff have completed the training with only 4 staff remaining as outstanding and are anticipated to be complete before the end of the second quarter.

Over recent months there has been a higher staff turnover within the team due to career progression opportunities within other public sector originations. However, as the winner of the Procurement Team of the Year 2021/22 at the UK National Go Awards, we are seen as a desirable employer for those looking for a career in procurement and contracting within the public sector. As a result, many of the roles have been successfully recruited to within this period.

Due to several successful recruitments to the team during this period and the transfer of a number of ex-borough and district staff into the team, a number of staff have not yet started their training regarding the Government Commercial Function Foundation Accreditation or CIPs accreditation. It is anticipated that most staff will have completed the Government Commercial Function Foundation Accreditation training in the next quarter and a review will be undertaken on those that wish to commence their CIPs accreditation this financial year.

We are also in the process of implemented the Government Commercial Function Practitioner training which is a 6 month training course. Due to the time investment for the course, staff are being put through the training in cohorts. At the end of this quarter, the first cohort has completed this course and the second cohort is just commencing. This training will help the authority improve our approach to contract management and our commercial capabilities.



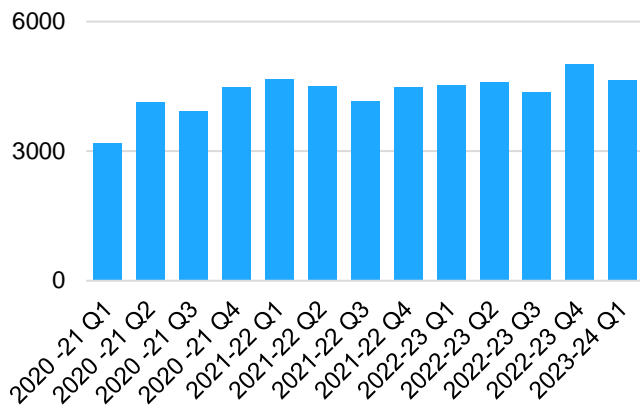
Health and Adult Services

Customer

Referrals

Referrals to adult social care teams for Q1 were 4,633 which is a 2.5% increase (115 referrals) compared with Q1 in 2022/23. This is 6.1% higher than 2019/20 activity levels.

Count of Referrals by Quarter



The overall level of activity in Q1 are in line with other pre pandemic quarters. As reported previously, the national hospital discharge pathway has changed the composition of referral activity significantly over the pandemic period.

Community referrals have fallen to 3,295 in Q1 compared to 3,614 in Q4.

Hospital discharge activity

Averaged 14.5 discharges per day during Q1, which compared with 15.5 per day recorded for Q4. The chart below highlights the rising trend through Q1 and the higher level of activity in comparison to Q1 in 2022/23, which averaged 13.4 per day with a more stable pattern from month to month. Activity for the quarter was 45% higher than the pre-pandemic average (10 discharges per day).

Local activity continues to be subject to high levels of volatility day-to-day, with local health and care systems continuing to be subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q1 there were 25 days where discharges exceeded 20 per day, compared with 26 days during Q4. Activity levels in Q1 peaked around each of the two early-May bank holidays, reaching 34 discharges on two separate days. In the week following the junior doctors’ strike in mid-June, the daily discharge rate averaged 25 per day.

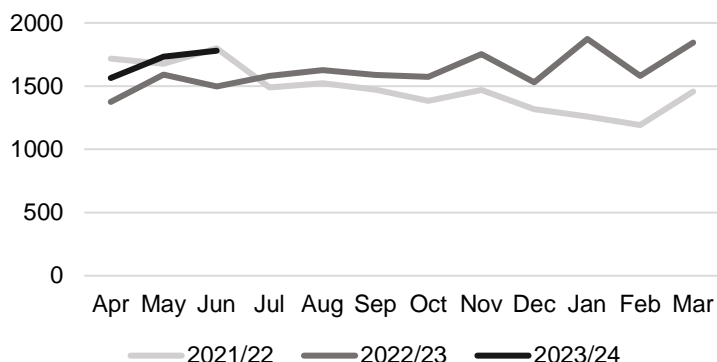
During Q1, local teams responded to 113 weekend discharges, which was lower than the 126 dealt with in Q4. In response to the long-established pattern of very low levels of discharge activity at weekends, local teams have not been on duty on Sundays since the beginning of May 2023. This does not appear to have had a detrimental effect on discharge activity as weekend discharges in Q1 of 2022/23 totalled 112 with duty cover on both Saturdays and Sundays.

Because of the reduced weekend working, the gap between weekend and weekday activity appeared to have reduced in Q1, with similar levels of discharges over fewer weekend days. However, average weekday discharge rates remained largely unchanged, averaging 20.5 per day in June compared with 20.7 per day in March.

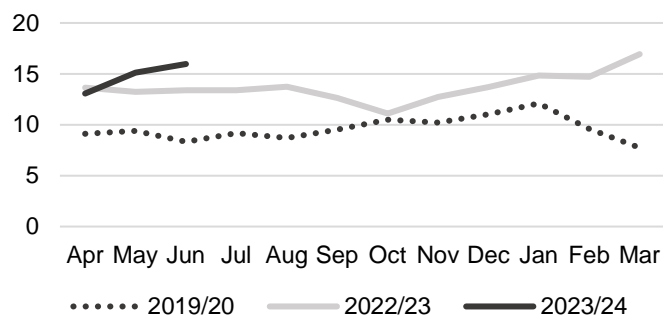
Assessments

Assessment activity continues to be a significant pressure point, driven largely by the national discharge pathway arrangements, as described above.

Initial Assessments Completed per Month



Average Discharges per Day



During Q1 2023/24, 5,076 initial assessments were completed for 4,022 people, giving an average of 1.3 assessments per person, unchanged from 1.3 in Q4. The volume of assessment activity is up 14% or 613 assessments on Q1 2022/23.

Activity levels are now higher than before the pandemic. In 2019/20 Q1, 4,051 assessments were completed, which means current activity levels are 25.3% or 1,025 assessments higher.

Care market sustainability

A wide range of development work is on-going to support care providers and to establish stable and sustainable local care markets. The key points of progress include:

- **Transforming the market in rural and coastal communities** - Co-produce collaborative, asset-based models of care that meet the specific needs of communities. Co-design and test innovative models of contracting and commissioning that empower care providers to work with people to agree how best to meet their needs. Use innovative support planning and maximising use of TEC to release market capacity
- **Dementia and Nursing Care for Older People** - Develop alternative delivery models for Nursing Care. Build capacity in care homes and extra care to enable them to care for people with more complex needs and give them a home for life
- **Specialist and Crisis Care – Working Age Adults** - Grow in-county specialist provision to reduce reliance on high cost, out of county providers. Develop a safe place for adults who are in crisis and need additional support to help them recover. Work closely with Children’s Services to analyse and forecast need, formulate commissioning intentions, and develop services to meet these needs and ensure a smooth transition.

There has been a slight decrease in financial sustainability applications from social care providers. In Q1, 2 new financial sustainability applications were logged (4 in Q4), both are still in progress.

Since 1st February all packages of care are now being commissioned via the new APLs. Work continues to support providers applying to join the APLs via the Service Development, Quality & Service Continuity and Procurement & Contract Management Teams.

We have over 340 Providers approved onto the APL. Over 100 Providers “in progress” some of these applications have not progressed due to the Provider not engaging with the process. Procurement Team are managing these applications and contacting these Providers to discuss their applications.

Currently commencing a review of the APL, which will include obtaining the views of providers, Independent Care Group and internal teams in HAS.

Reviews

The Care Act (2014) requires that people’s care plans should be reviewed annually. This is important to ensure that the plan continues to meet their needs, but it also provides an opportunity to identify and explore new options for meeting their care needs in a strength-based way that might have emerged in their community since their last assessment.

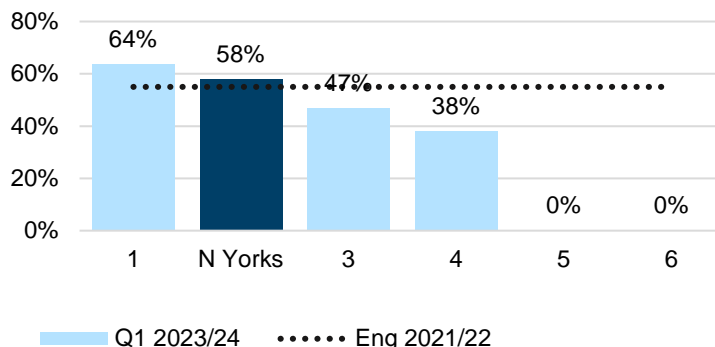
The key performance indicator for reviews relates to people who have been in receipt of long-term support for 12 months or more, and who have had a review in the last 12 months. The measure is part of the national Adult Social Care Outcomes Framework, and, pre-Covid-19, North Yorkshire achieved 67% against this measure in the nationally published data for 2019/20. During 2020/21, performance against this measure fell to 51%, compared with a national average of 58% and a regional average of 60%.

At the end of Q1, local performance was reported at 57.8%, no change since Q4 (2022/23). Performance had previously been maintained around 60-61% over the first three quarters of 2022/23. Whilst that is below the 65% achieved in the published data for the 2021/22 financial year, it remains above both the national (55%) and regional (48%) averages in that published data.

Early benchmarking data for Q1 is limited to data for 6/15 of the Yorkshire & Humber region local authorities.

The chart to the right presents anonymised data for the local authorities that shared data on this measure. North Yorkshire's performance in Q1 positioned it 2nd amongst the 6 authorities submitting data, but more returns are required to make a solid judgement on comparative performance for Q1.

Annual Reviews Completed for People Receiving Long-term Support

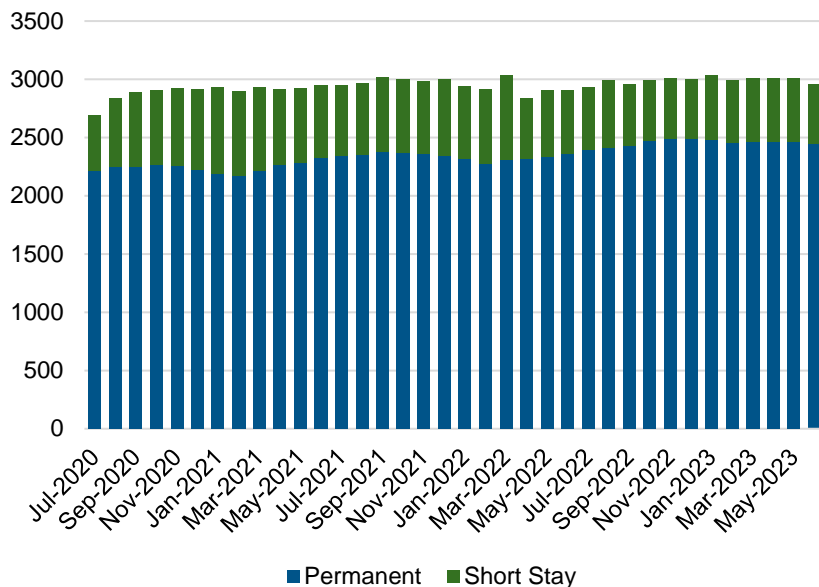


The review team established as part of the directorate's wider improvement programme is now up and running and has picked up around 1200 reviews for residential and nursing home service users from locality care teams. Whilst the team is still in its early stages, its performance against the key performance indicator has shown small improvements during Q1 with an outturn of 51.3%, an increase from 41% in Q4.

Placements

Permanent residential and nursing placements within the quarter (2,465) decreased by 9 between quarters, however it has increased from 2239 in Q1 2021-22 (+7.3%). As hospital discharges to social care remain high and care market capacity remains stretched, the use of short-term, bed-based placements remains significantly higher than pre-pandemic.

Number of Permanent and Short Stay Placements in Month



The number of people receiving short-term care during the quarter decreased slightly between quarters, down from 547 in Q4 to 536 for Q1.

Overall placement numbers within Q1 (2,957) show a 0.2% increase (58 placements) on Q1 2021/22, indicating stability over a prolonged period.

The use of short-term beds where community-based care options are not immediately available can result in a higher cost of care. More significantly, it can have a detrimental effect on people's recovery, slowing the speed at which they regain their physical strength, which is vital for them to be able to return home and care for themselves.

The directorate's Home First improvement priority is seen as an opportunity to work with the care market to co-produce targeted pilot schemes to test new ways of working, which could include:

- Bringing the voluntary, community and independent care sectors together to co-produce asset-based, preventative models of care that meet the needs of targeted communities.

- Working with care providers to co-design innovative models of contracting and commissioning that move away from 'time and task' and empower care providers to work with people to agree how best to meet their needs.
- Working with care providers to improve workforce recruitment and retention.

Care Sector Workforce Issues

Absence levels Absence levels have remained high over the last quarter, with a workforce exhausted by the protracted period of the pandemic, the impact of ongoing staff shortages, significant vacancy levels and staff experiencing Covid-19 in residential settings. Staff sickness across the council's Care & Support service was at 3.6% at the end of Q1 compared with 3.8% for Q4. The number of days lost due to sickness per FTE for the year to date was at 2.98, which is well above the target (1.78).

The Human Resources team is working closely with managers to ensure proactive absence management and to reduce absence rates. Refresher training for managers regarding management of sensitive and / or complex absence cases has also been delivered.

Vacancy levels continue to be a significant pressure in some areas, with capacity in a small number of care and support teams remaining at or below 80% of the established full-time equivalent staff numbers.

An **international recruitment programme** has been undertaken to recruit 30 social workers and 28 offers of appointment for social work posts have been made and accepted. To date, 14 international recruits have arrived and taken up their social work posts in Harrogate and Scarborough teams. The next cohorts will be placed in Scarborough and Vale of York. Comprehensive induction and pastoral support arrangements are in place. Delays are currently being experienced in the time it is taking Social Work England to register international recruits, however we expect the remaining recruits to arrive over the next 2 to 3 months.

Whilst the initial programme of international recruitment is concluding, applications for social work posts from UK applicants remain low, therefore we will continue to welcome applications from international applicants.

Adult social care services are currently recruiting to 2458.4 vacant hours (66.4 fte) across in-house care homes, reablement, extra care and day services, which represents a 2.6% reduction (64 hours) between quarters. Whilst recruitment campaigns are continuing, numbers of applicants are low and therefore reduction in the overall number of vacant hours is slow.

Weekly resilience reporting across the York and North Yorkshire health and care system continues to highlight similar pressures for the City of York, with the response to sustained levels of demand being hampered by vacancies and staff sickness absence. The use of agency staff provides some short-term mitigation, but the authority is also engaged in on-going recruitment activity to bring about a longer term, sustainable solution.

Colleagues within the NHS are also facing similar challenges with recruitment of staff, the combined impact of which is limited community-based services across health and social care.

These workforce issues, specifically the difficulty in recruiting and retaining front line care workers are significant issues for both health and social care in terms of the continuing health care services and in relation to the availability of care to enable safe and timely hospital discharges.

Waiting Lists

At the end of Q1, community social care teams recorded 276 people waiting for an initial assessment, which was equivalent to 5.3% of their caseload (5,246) compared with 4.7% in Q4. Whilst that represents

an increase of 30 people between quarters, the figure for the end of Q1 was in line with the average for all quarters in 2022/23 (279 people).

Across the wider range of social care teams, including mental health teams, occupational therapists and sensory support, the total number of people waiting for an assessment was 649 (includes the 276 above), which was 50 more people than in Q4. This continues to represent approximately two weeks' assessment activity and indicates a continuing steady throughput.

Importantly, the proportion of cases RAG-rated "red" (or most urgent) continues to show sustained improvement at 13.8% at the end of Q1 which compares with 28.6% for the same period in 2021/22. This reflects the impact of the on-going arrangements for routinely triaging cases and proactively managing those on the waiting list, maintaining an up-to-date risk assessment to ensure escalating issues are identified early and are responded to appropriately, and this applies to initial assessments as well as safeguarding concerns and other case management work.

Multi-disciplinary weekly meetings to review unsourced packages in local areas have continued to help reduce the number of people waiting for their care and support to be put in place. In Q1, the number of unsourced care packages reduced significantly again, down from 38 to 25 between quarters. Despite the sustained improvement, this remains above the typical pre-pandemic level.

Further initiatives are in development to build on the improvements achieved to date:

- Developing a proposal for an Occupational Therapy Assistant role within each locality team to solely focus on cases RAG-rated amber and green in the occupational therapy teams' waiting lists. This would free up OTs to focus more on prevention and reablement strategies and wider the application and impact of occupational therapy work.
- Implementation of the practice standards agreed for allocation timescales subject to risk RAG rating and organisational resilience levels, reflecting demand pressures and staffing capacity.
- Improving our understanding of people's experiences of waiting and delay by capturing feedback and monitoring complaints to help identify and develop further opportunities for improvement.
- Explore options for rolling out the assessment hub model to more areas, using virtual assessments to prevent the build-up of people waiting for their first assessment.
- Deep dive analyses to understand team-level variances in assessment completion timescales and the proportion of people waiting for their first assessment.

People are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse

Safeguarding

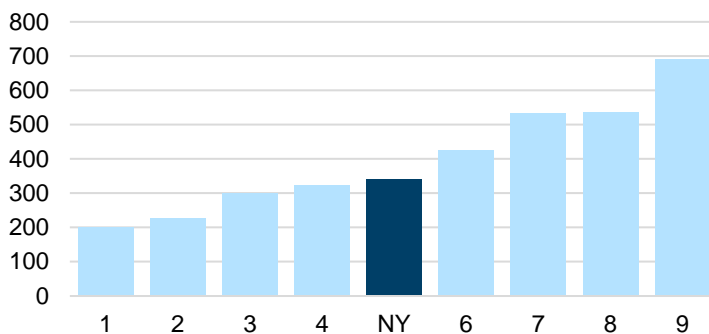
1704 safeguarding concerns were received during Q1 2023/24, increasing the average to 568 concerns per month, compared to 349 per month in 2022/23. This represents a 38% increase in activity compared to the same time last year.

Safeguarding activity increased during Q1 2023/24, with 1704 safeguarding concerns received during the year, which represents a 38% increase in activity compared to the same period in 2022/23. Information gathering activity, the next step in the process where safeguarding concerns are indicated, was also up by 25.6%, from 703 in 2022/23 to 946 in 2023/24. These trends have been mirrored in other councils in the region. Following a deep dive exercise, no major trends were identified and it was felt that referrals were appropriate. However, further work is being undertaken to identify where multiple sources are reporting the safe concern. The only outlier issue was the volume of Ambulance referrals and a regional meeting is being held with the Ambulance Service to discuss appropriate use of safeguarding referral routes.

Early benchmarking data for local authorities in the Yorkshire & Humber region for Q1 2023/24 included data for 9/ 15 local authorities. The chart to the right presents that anonymised data, which shows that North Yorkshire’s performance (339.6 concerns per 100k of population) sits mid-range despite continuing increased levels of concerns reported to the authority.

Mid- to lower range is the optimum position. A high number could indicate significant cohorts of the vulnerable population are at high risk or that reporting processes are picking up a high volume of non-safeguarding issues. A very low number could indicate that reporting processes are not picking up everything they should be.

Safeguarding Concerns Received per 100,000 of Adult Population



Information Gathering Decision	%
Formal Meetings –42	14.3%
Formal Meetings - Other	0.5%
Informal Discussion - Section 42	3.5%
Informal Discussion - Other	0.4%
Not an Enquiry - NFA	9.3%
Following Info Gathering - NFA	61.9%
Signposting	8.7%

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 80% of cases reaching an early conclusion in terms of no further action (NFA) being required, maintaining that performance throughout the pandemic. This trend has continued into 2023/24 and is detailed in the bottom three rows of the table on the left.

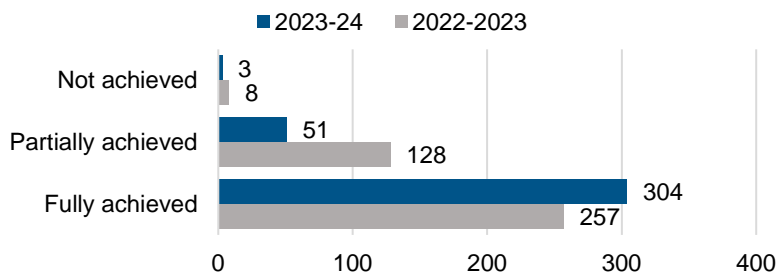
A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people

involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

753 people have been involved in a safeguarding enquiry since April 2023. Of these, 77% expressed a personal outcome that they would like the process to achieve. That compares with 76% for the same period in 2022/23, indicating that engagement levels have been maintained at a high level.

Whilst the engagement level has remained high year on year, the success rate for the safeguarding process achieving the expressed outcomes increased during Q1 2023/24. 82% of people stated that their outcomes were fully achieved, compared with 65% during Q1 in 2022/23.

Personal Outcomes Achieved - Q1 Comparison



The actual number of people with a fully achieved outcome increased from 257 in Q1 of 2022/23 to 304 in 2023/24, and the number of people whose outcomes were not achieved reduced from 8 to 3 over the same period.

People can access preventative services, technology and supported housing, which helps them to live more independent lives

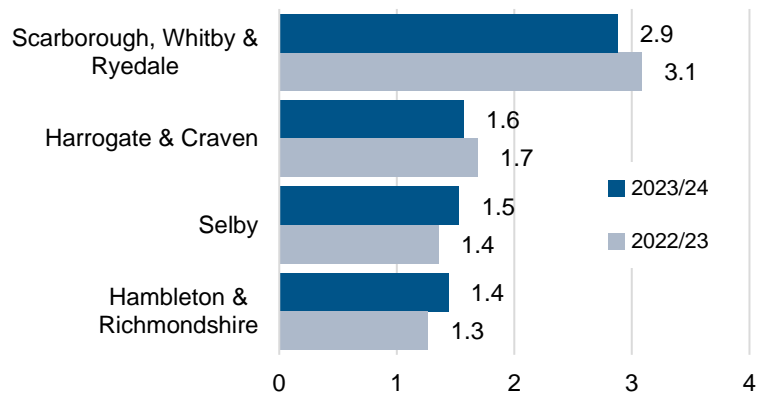
The Prevention agenda aims to support people to live longer, healthier lives, independently in their own homes by preventing, reducing or delaying the need for longer-term social care support.

Living Well

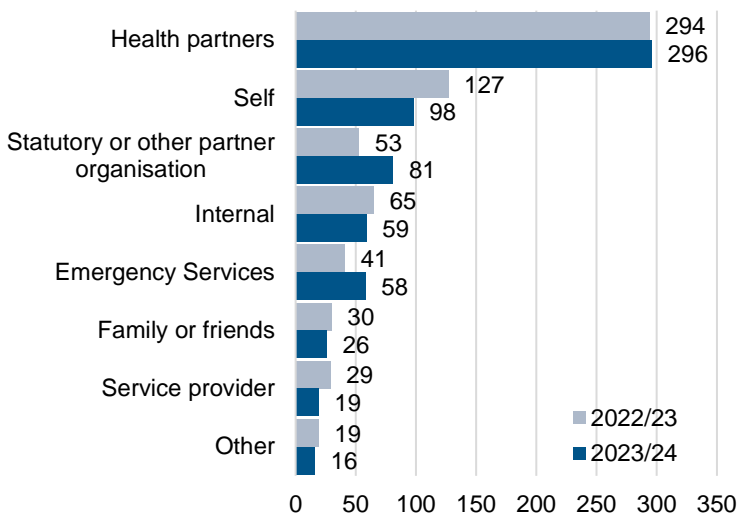
Referrals in April (276) were at their lowest since December but recovered to 367 in May and to 355 in June, above the 24-month average (325 per month). Referrals now exceed their pre-COVID levels (an average of 317 per month in Q1 2019/20).

Scarborough, Whitby & Ryedale saw the highest rate of referrals in Q1 (2.9 per 1,000 population), which was slightly down year on year (3.1 per 1,000 population in 2022/23). Hambleton & Richmondshire had the lowest rate (1.4 per 1,000 population), as it did in 2022/23.

Referrals per 1,000 aged 18+ by Locality



External Referrals - Source



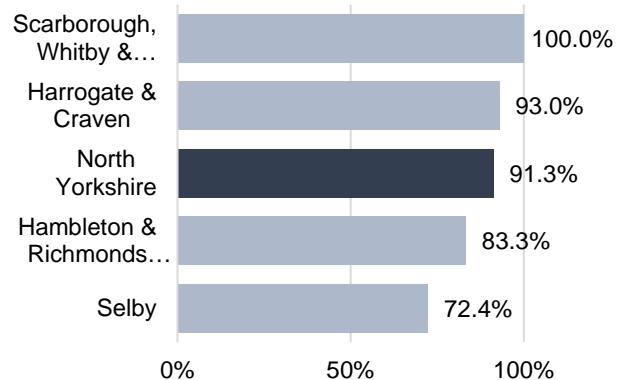
Front door referral numbers are similar to 2022/23 (a 0.8% decrease), with the greatest decrease coming from 'self referrals' (23% lower). Referrals from 'statutory or other partner organisation' have increased (up 53%). Referrals from health partners make up the largest source of activity April-June (296) as they did for the same period in 2022/23, but they remain below the level reported in 2019/20 for the same period (386).

Within the context of integrated care systems, increased engagement with our prevention services can help reduce the escalation of health care support, including admissions to hospitals.

Across North Yorkshire 91.3% of clients 'would definitely recommend the service' (90.3% in the previous quarter).

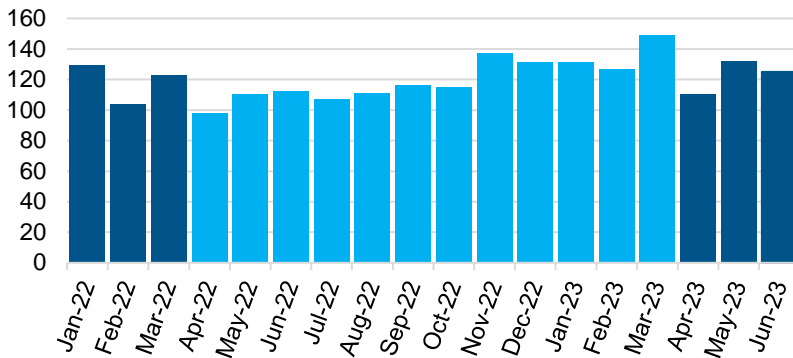
- Scarborough, Whitby & Ryedale continues to have the highest satisfaction rate (100% of clients), up from 96% in the previous quarter.
- Selby has the lowest rate (72.4%), down from 82.6%.

% of Clients Who Would Definitely Recommend the Service



Reablement

Reablement Involvements Completed per Month

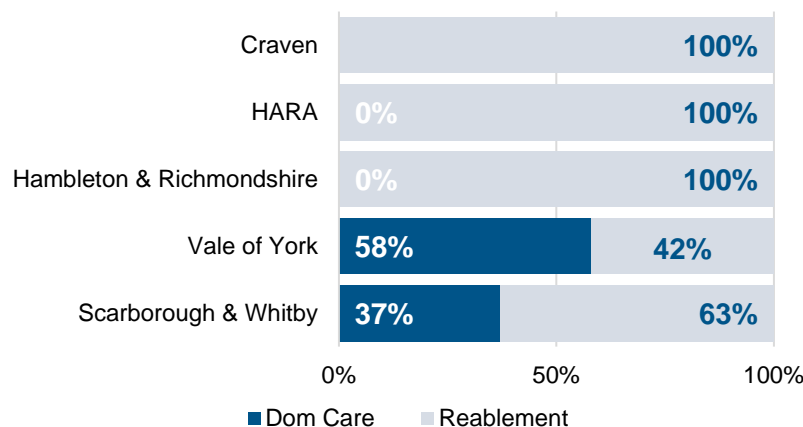


Since the start of the financial year, 367 reablement packages have been completed. This compares with 320 for the same period in 2022/23 and represents a 15% increase or 47 packages of support.

Current activity levels remain below the 465 completions recorded for the same period in 2021/22.

Providing domiciliary care cover continues to be a key pressure, as providers fail or seek to hand packages of care back to the local authority as they cannot recruit or retain sufficient staff numbers to provide the required levels of care.

Current Service Provision by Reablement Teams

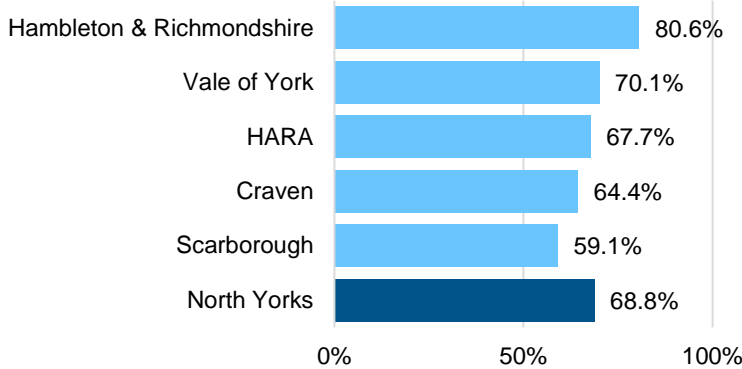


At a county level, 29% of reablement team capacity is currently engaged in delivering routine domiciliary care because of a lack of provision in the care market. A decline on Q4 when the figure was 36%. However, the draw on reablement capacity remains very large in the two most-affected localities, the Vale of York and Scarborough & Whitby.

The chart above highlights the variation of pressures around the county, and the impact of the large provider failure in the York-Selby area on the capacity situation in the Vale of York locality.

As part of the social care performance framework, the effectiveness of the council's reablement offer is measured in terms of the proportion of people supported who return for subsequent social care support within 90 days of the completion of their reablement package.

% of Reablement Clients Not Receiving Further Support Within 90 Days



1,377 interventions were completed April 2022-March 2023. The proportion of these people who had not subsequently returned for social care support by the end of Q1 was 68.8% (947) which is slightly lower than the 70.7% achieved for the same period in Q4.

Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart below shows the local variations in the return rate, which will reflect these different pressures.

As part of the directorate’s improvement priority focusing on reablement a number of initiatives are being progressed to improve reablement activity levels and outcomes. Key points of progress include:

- Establishing a reablement and rehabilitation workstream, comprised of therapy leads from the five locality areas, to support the work of intermediate care board.
- Developing an on-line survey tool for therapy leads and their teams to gather feedback on people’s current experience of reablement and to assess if they are “home first” ready.
- Holding peer intelligence sessions with four other local authorities to explore their reablement and rehabilitation offers to identify and learn from their experience and good practice.
- Launching a pilot “home first” approach in Hambleton & Richmondshire, which will be the test bed for the future roll out of a renewed intermediate care and reablement offer.

Housing

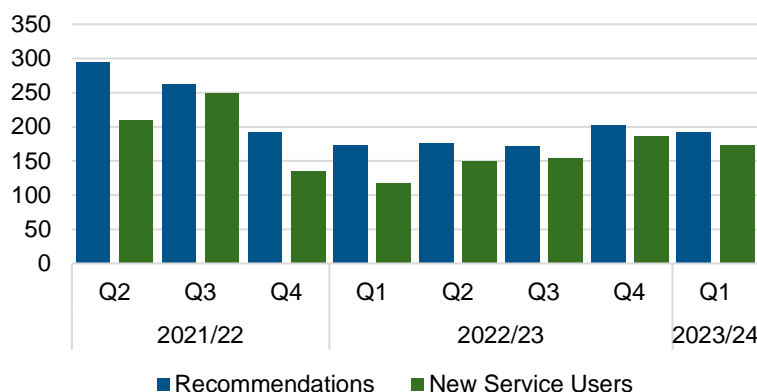
One of the key priorities in the 2025 vision for adult social care is to help people live independently in their home of choice for as long as possible, with options for self-care as far as possible. To achieve this, the council works with a range of partners to promote the use of modern designs and innovative construction techniques that create accessible, adaptable and efficient homes that can meet people’s changing needs over time.

A summary of the points of progress in Q1 across the key areas of work is provided below:

Home Adaptations:

Occupational therapists in adult social care work closely with colleagues in housing to help people access disabled facilities grants (DFG), where the care needs assessment process identifies major adaptations to their home would be appropriate in helping to meet their care needs at home.

Disabled Facilities Grants Recommendations & New Service Users



During 2021/22, as part of the Covid-19 recovery plan, additional capacity was created through the use of agency workers to address a backlog in progressing recommendations to the district councils for DFGs. The impact of that extra capacity is reflected in the increased levels of activity shown for Q2 and Q3 of 2021/22. Activity was maintained at a more normal level during 2022/23, with slightly increased levels of service recommendations and new service users evident in Q4 and maintained into Q1.

The proposal in development for the creation of an Occupational Therapy

Assistant role within each locality team envisages the role working predominantly on low to medium level DFGs, which would help enhance the throughput in the activity captured in the chart above.

Extra Care:

- Work is progressing with the procurement of an extra care housing scheme in Whitby. The provider is carrying out a financial remodelling of the proposed scheme and will present the report to their board in mid-July for approval.
- NYC is working with a developer to potentially bring forward an extra care scheme in Harrogate. The site is part of wider housing development plans and could offer approximately 70 units of accommodation.
- NYC is working on a further proposal to develop an extra care scheme on a site owned by NYC in the Harrogate locality. The site would suit a hybrid model of accommodation. Procurement documents are being prepared and a framework information event will take place in early August.
- Plans are ongoing to celebrate to 20th anniversary of extra care in North Yorkshire. The Housing, Technology and Sustainability team carried out a tour of all the schemes on 15 May, finishing at The Orchards at Brompton, which was the first scheme to open. Further events are being planned throughout the year, including a tour of all schemes by Cllr Michael Harrison and Richard Webb.

Assistive Technology

- The Technicare project (formerly ARMED) was launched several months ago. It uses data collated through a dashboard to identify people who may be at risk of falls. The collated data provides the ability to monitor, measure and share the metrics associated with frailty and fall risks. We are piloting this product with 5 people who live in Kirkwood Hall extra care scheme in Leyburn. Should a risk be identified, they will be referred to North Direct.
- Yorkshire Sport, who will provide a 4 week intervention programme. Following evaluation of the pilot project, we hope to roll the project out to a wider range of people.
- 'The robots are coming to North Yorkshire' - Following previous work undertaken with The University of Sheffield, a workshop took place in June 2023, to start to test their 'care robot'. This is an exciting opportunity for North Yorkshire Council to feed into the future of robotic care and to influence how this could support people with care and support needs in the future. 8 workers from

North Yorkshire Council took part in the event, ranging from front line workers to Senior Manager input.

- The Living Independently Training Hub (LIT Hub) (formally TEC flat) opened on 25 May 2023 at The Orchards extra care scheme in Brompton. Cllr Harrison and Richard Webb attended the formal opening along with colleagues from NRS Healthcare and HAS. The flat will be used as a training and information venue for both assistive technology products as well as OT equipment. We have worked very closely with our current provider NRS Healthcare to provide a TEC experience for our Social Workers and Occupational Therapist, which will help them to understand the vast opportunities to support people with technology, alongside traditional care service. The flat will provide workers with a ‘hands on’ opportunity to explore the wide range of equipment available to them and will hopefully be embedded as part our current training programme for Assistive Technology, to progress a ‘Technology first’ approach within the Council.

People have control and choice in relation to their health, independence and social care support

Personal Budgets

The use of personal budgets (PBs) is an important element of the strength-based approach in adult social care. The aim is to engage people in their care planning, so they exercise choice and control over the support they receive, as they draw on their strengths and assets, including what others around them are, or could be, doing to support them.

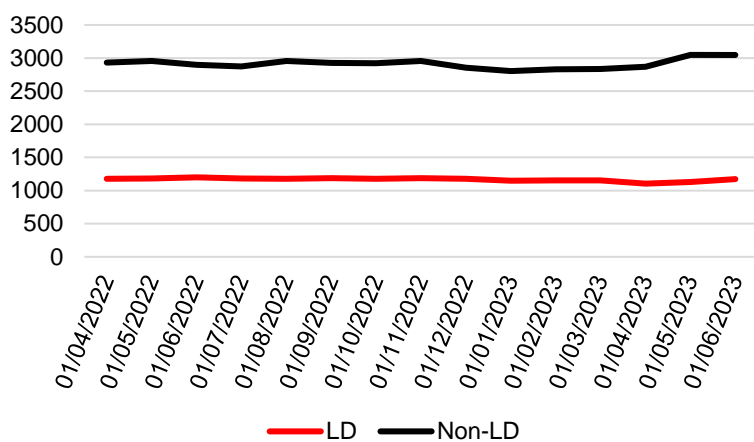
Performance reporting for adult social care tracks the trend over the past 12 months for the average PB cost for all cases, excluding those with a primary support reason (PSR) of learning disability (LD).

The average PB for non-LD cases was £21K at the end of June, an increase of £1,158 against the average PB for Q4. This represents a 12.2% increase year on year (£2,292), compared with an 8.6% increase (£1,571) reported in Q4.

The average PB for a service user with a learning disability was £42.8K at the end of June compared to £41.7K at the end of March, an increase of £1.1K. This represents an 8% increase year on year (£3,190), compared with a 5.6% increase (£2,225) in Q4

Non-LD service users in receipt of a PB (3,533) span a very wide cost profile. At the end of Q1, 70% (2,464) of these service users had a personal budget that was below the county average (£20.8K p.a.).

No. of People in Receipt of a Personal Budget



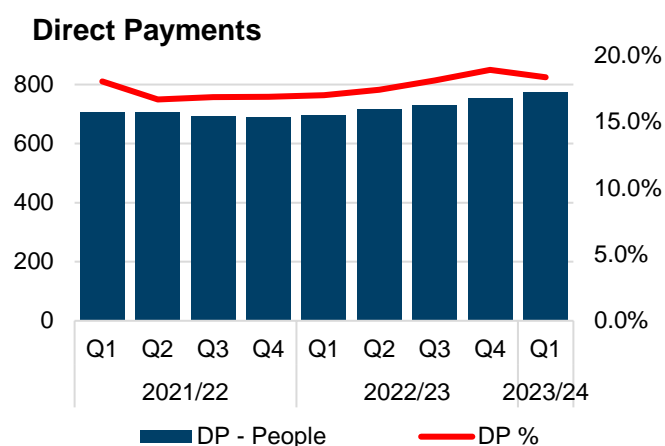
At the end of Q4, number of people supported via a personal budget was 4,222, which is 3% up year on year (122 cases) and compares with a 6% rise year on year in Q4. Numbers now exceed pre-pandemic levels, which averaged 3,760 during the second half of 2019/20. Overall LD case numbers have been steady over the last 2 years.

Local performance (91.2%) was down by 0.2% between quarters but remains up by 2.6% year on year. The England average (85.7%) was down by 0.1% between quarters and down by 1.6% year on year.

Direct Payments

Direct Payments are where service users choose to receive a cash payment so they can arrange and pay for their own care and support. They follow the same needs assessment process, but direct payments aim to give the service user greater flexibility, choice and control in determining their care and support arrangements.

The number of people receiving a direct payment (774) has shown small but steady increases in each of the last five quarters.



Year on year, the number of people receiving a direct payment increased by 48 or 6.9%, whilst the number of people with a Personal Budget (4,222) is up by 122 people or 3.0%. People receiving a direct payment represent 18.3% of the total number of people with a Personal Budget, up 1.3% year on year in Q1. Direct payment numbers remain down on pre-pandemic levels when they accounted for 22.9% of those with a Personal Budget (840/3,670).

The directorate's priorities include a focus on ensuring direct payments are considered consistently as part of the assessment and care planning processes, and on developing innovative and flexible approaches to the use of direct payments. Key points of progress in Q1 included:

- The monthly baseline in Q4 for workers offering a Direct Payment (DP) was 13%, this stayed the same for April and May, but increased to 19% in June, bringing the Q1 average to 15%.
- The average for the locality teams sits between 18%-20% each month, however since the Head of Service in the Ham/Rich area set a new target to increase Direct Payments in April, their Q1 monthly average sits at just over 33%, over 10% higher each month than the next lowest locality team without targets set.
- Three 1-to-1 feedback sessions have taken place with direct payment recipients, all of whom were very positive about the Direct Payments service, praising its flexibility. The participants said they would like people to be more aware of direct payments. However, all participants expressed concern at the payment rate for personal assistants (PAs), stating that they struggle to hire PAs as a result, commenting that the low rate makes it seem like the role is not seen as being important.
- Two further virtual, and three further face-to-face sessions are booked for the end of July, to gather feedback and to co-produce the new DP leaflet, webpage and Easy Read document.

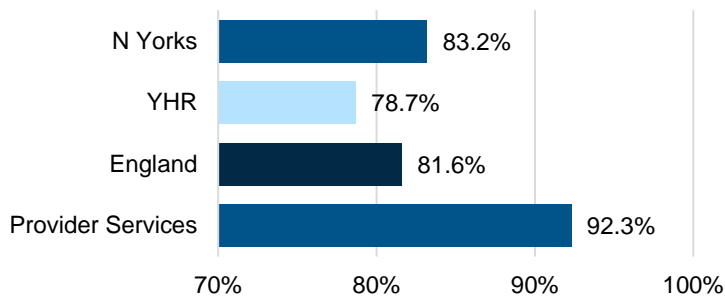
New Direct Payments recipients are now offered the choice between a managed or unmanaged account, rather than limiting the offer to only those who may not be able to proceed with a DP without a managed account.

People can access good public health services and social care across our different communities.

Care Market

Based on published Care Quality Commission (CQC) inspection ratings, 83.2% of care home provision across the county was rated as “good” or better at the end of Q1. That was up by 1.4% between quarters, and up by 5.5% (from 77.7%) year on year.

% of Care Homes Rated 'Good' or Better



Local performance remains higher than both the regional average (up by 0.4%) and the England average (up by 0.2%) and increased the gap between both between quarters.

Inspection outcomes for in-house provision (Provider Services) remained at 92.3% between quarters, well above all comparator averages.

During Q1, the council has provided improvement support to 32 care providers across the county (29 in Q4), dealing with issues such as poor leadership, medication, gaps in training and care environment concerns:

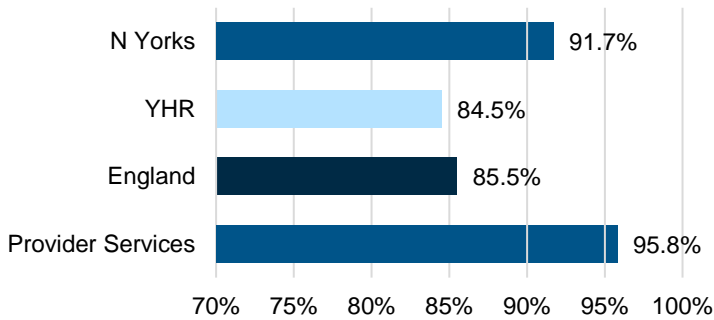
- Quality Assurance & Contract Officers made 14 visits to providers to complete baseline quality assessments of their care provision – 7 care homes and 6 home-based care providers and 1 community-based support service; and,
- The Quality Improvement Team supported 18 care providers - 12 care homes, 4 home-based care providers and 2 community-based care providers, providing a total of 177 days of support (131 days in Q4).

There was 1 care home closure in Q1 involving a care home in Harrogate. This was not due to quality concerns but because the provider deciding to close the home. As part of closure process, there were 9 residents who had to be found alternative care home provision following this decision.

There was also 1 home-based care provider that ceased operating in Q1 which was a provider based in Settle. Again, this was not due to quality concerns but that the owner deciding she wanted to close the service. There were 22 people who received a package of care from the provider who required their care and support to be sourced from a new service provider following this decision.

Ratings for domiciliary care provision continue to be better than those for care homes. Provision in North Yorkshire, including outcomes for in-house services, remain better than the comparator averages, as shown in the chart below.

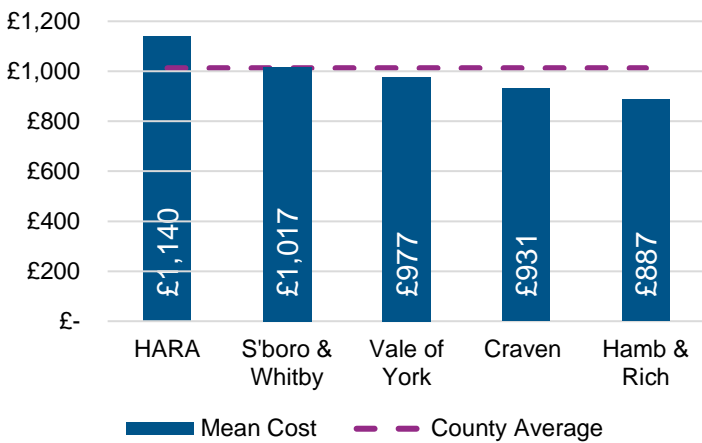
% of Community-based Care Providers Rated 'Good' or Better



Local performance (91.7%) was up by 0.5% between quarters and remains up by 2.5% year on year. The England (up by 0.2%) and regional (up by 0.8%) averages both showed small increased between quarters, leaving a significant gap.

The weekly cost of permanent residential and nursing placements continues to be a major pressure point for social care provision, with significant variations across local care markets. The greatest cost pressure continues to be evident in Harrogate.

Average weekly Cost of Placements for Over 65s



The average cost of a care home placement for someone aged 65+ increased to £1012 per week at the end of Q1, up by £55 per week compared with Q4. That represents a 14% (£126 per week) increase compared with the end of Q1 in 2020/21.

A deep dive exercise focusing on high-cost residential and nursing placements for people aged 65+ has commenced. The review will help identify and understand the key demand and supply issues.

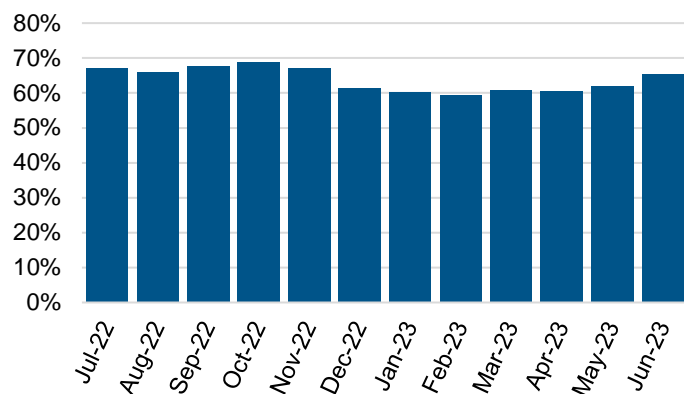
Integration

The national discharge pathway includes an underlying premise that 95% of people who leave hospital should be discharged to their home, either with no on-going support needs (Pathway 0) or with a package of support in place to meet their needs at home (Pathway 1).

North Yorkshire Council works with around 20% of all people who are discharged from hospital and who live in the county. Over the last 12 months that has averaged 415 people per month, which compares with a pre-pandemic average of 300 people per month.

Social care activity data shows consistent proportions of people being transferred from hospital to social care support on pathways 0 and 1, which relate to them returning to a pre-existing care arrangement after discharge (pathway 0) or to their own home with a support package (pathway 1).

% of Discharges on Pathways 0 and 1



Performance against this measure improved over the course of Q1, reaching 65% in June. This represents good progress in returning to the levels (66-67%) maintained in quarters 1-3 of 2022/23. Performance in Q4 was adversely affected by the rising level of discharge activity for the second half of the year.

A detailed case-level diagnostic exercise was completed in Q1 to review the customer journey of 100 individual hospital discharge cases to understand how well the key processes operated and to assess the quality and appropriateness of the outcomes achieved for people. The audit will provide valuable qualitative data to help improve outcomes for service users.

Care Quality Commission (CQC) Assurance Framework

The CQC has announced that it will be piloting its approach to assessing integrated care systems (ICSs) later this summer with two care systems:

- Birmingham and Solihull Integrated Care System
- Dorset Integrated Care System

This builds on two smaller ‘test and learn’ activities conducted last year with two ICSs in North-East London and South Yorkshire.

The announcement included an indication that the pilots will include a case tracking element looking retrospectively at the pathway of care for a small number of people to gather evidence for the assessment.

The CQC are also carrying out a separate review of data and published documentary evidence across all 42 integrated care systems in England. This will focus on the ‘equity in access’ quality statement, and aims to show whether systems are working together to support people to access the care, support, and treatment they need when they need it.

The ICS pilots follow work already started on piloting the local authority element of the assurance framework with 5 councils around the country:

- Birmingham City Council
- Lincolnshire County Council
- North Lincolnshire Council
- Nottingham City Council
- Suffolk County Council

World Suicide Prevention Day

10th September 2023

World Suicide Prevention Day was established in 2003 in Stockholm, in a collaboration between the International Association for Suicide Prevention (IASP) and the World Health Organisation (WHO). Since then, the day is now marked in over 60 countries around the world, highlighting that suicide is sadly prevalent worldwide.

For the three years 2021-2023, the event has taken the theme ‘Creating Hope Through Action’ to raise awareness of suicide and to promote action through proven means that will reduce the number of suicides and suicide attempts globally.

The IASP’s website provides links to resources to help promote and support suicide prevention action: [WSPD - IASP](#)

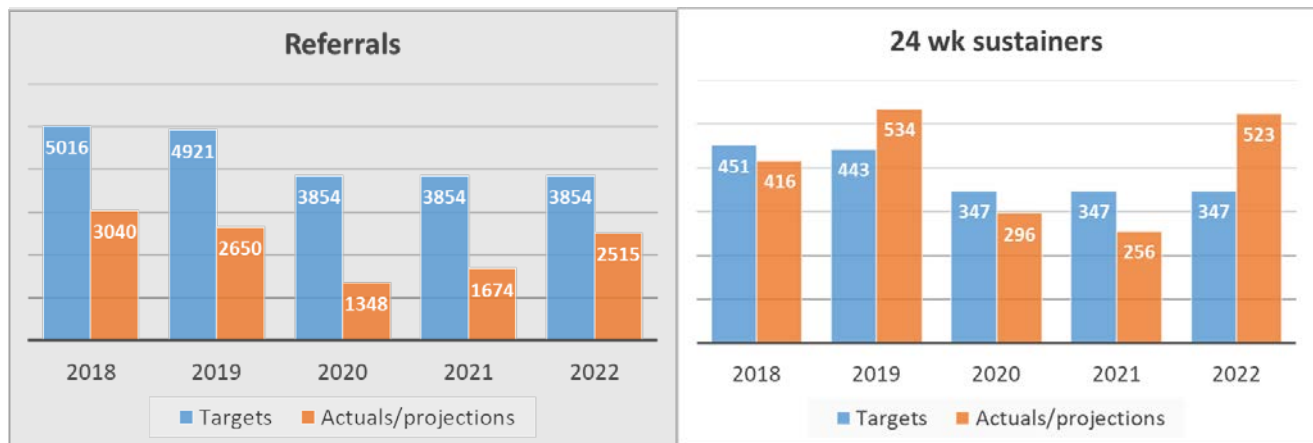
Public Health

North Yorkshire Adult Weight Management Service

For the contract year 6 period (January 2023 – December 2023) - which includes Q4 22/23 performance data - referrals into the service continue to be encouraging, with over 800 referrals in the year 6 contract period to date (Jan – March 2023 for all but Selby, which includes July 22 – March 23). This is extremely encouraging with a total of 2,515 referrals received for the full year 5 contract period. If this referral rate continues, it is predicted that there will be approximately 700 more referrals compared to the year 5 contract period. Work continues to ensure referrals into the service are appropriate and effectively managed by providers.

In year 6 to date, 431 clients have completed a 12-week programme (53% of referrals, slightly below the 60% modelled target). The service has recorded a high proportion of successful weight loss outcomes, with 266 clients who have completed a 12-week programme achieving a 5% weight loss target. This represents 62% clients completing the programme who achieve their weight loss target, well above the 30% modelled proportion. If the 5% weight loss outcomes continue at this rate, targets will be exceeded by approximately 300 clients (153% of the target for the numbers achieving 5% body weight loss).

To date for year 6, 133 clients have sustained 5% weight loss at 24 weeks (50% of 5% achievers at 12 weeks, in line with what has been modelled). If the 5% sustained weight loss outcomes continue at this rate, targets will be exceeded by around 150-200 clients (153% of target 5% sustainers).

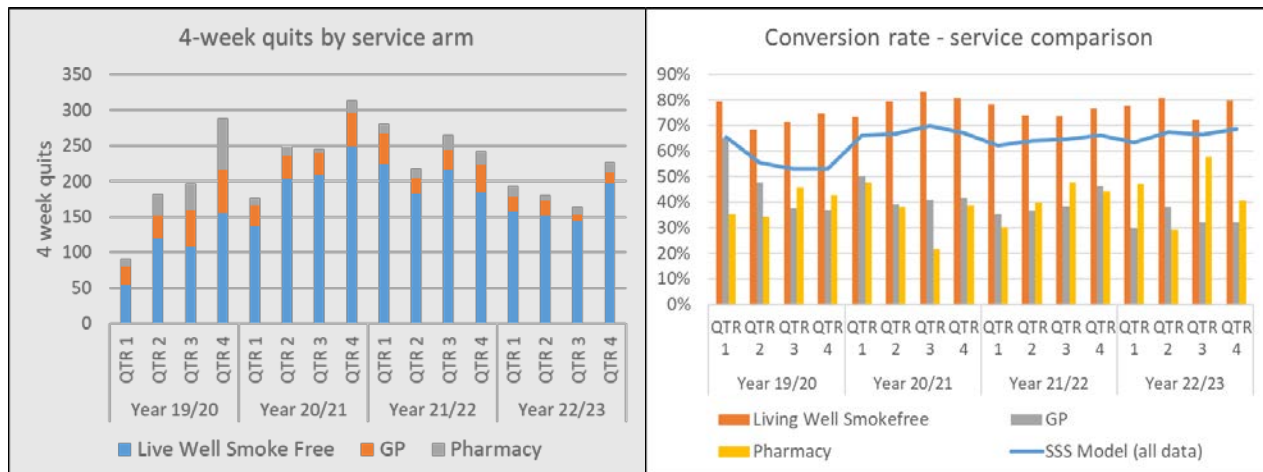


Stop Smoking Services

Stop smoking services are comprised of an in-house Living Well Smokefree (LWSF) service as well as GP and Pharmacy services, with the majority of clients seen through the in-house service. Performance data across the three services has shown that the specialist LWSF service has the highest number of people quitting at four weeks as well as the highest quit conversion rates (the proportion of people who set a quit date who then go on to quit smoking at 4 weeks). The GP and pharmacy arms have seen lower service use and also lower quit conversion rates. This has been a consistent trend over a number of years and is in part due to the pressures faced by primary care, limiting capacity for activity beyond essential services. However, whilst the number of clients seen by services are below the target of 5% of the

smoking population of North Yorkshire per year, across the service, the proportion of those who go through the service and quit smoking, is 67% across the past four quarters, well within the 50-70% target.

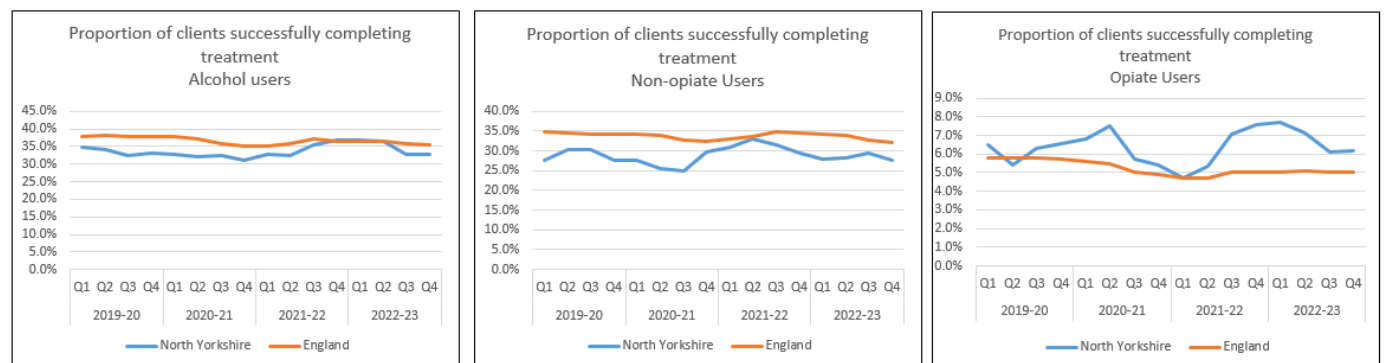
Quarter 4 of 2022/2023 was the most productive quarter of the year for the stop smoking service when considering referrals in to the service and subsequent 4-week quits. There had been reductions over previous quarters in people accessing the service, which has been largely driven by the limited access to stop smoking medications over the course of the last 18 months. As previously reported, there has been no access to Varenicline (Champix) or Bupropion (Zyban) across the UK. Locally, we've also been working through a procurement exercise to regain access to e-cigarettes as a harm reduction tool to enable people to become smoke-free.



Figures: The number of people recording as quitting smoking four weeks after setting a quit date, broken down by the different arms of the service; LWSF, GP and Pharmacy. Quit conversion rates (proportion of clients setting a quit date who go on to quit smoking at four weeks) broken down across the three arms of the service: LWSF GP and Pharmacy.

This reduction to accessing support has been noted nationally as a percentage of smokers appear to have chosen to wait for medication to become available again. However, we anticipate this situation to improve locally as we roll out the provision of e-cigarettes in July 2023. We also expect the return of medications to market that support an individual to stop smoking. One positive impact of this limitation has been an improvement in performance within the stop smoking service that has reduced the number of 'not quits' and 'lost to follow up' rates by circa 30% when compared to the previous financial year.

North Yorkshire Horizons – Drug and alcohol support service for adults

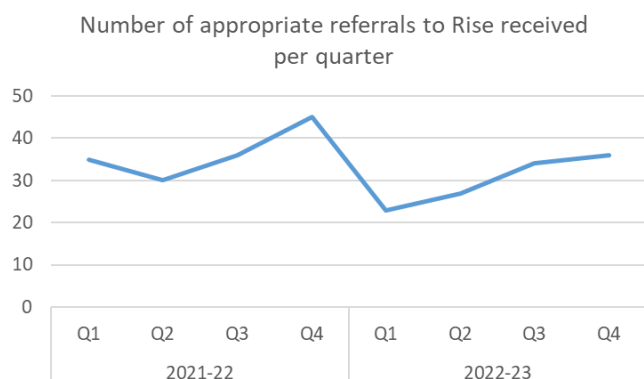


The service is balancing performance against core contractual targets, and new national Drug Strategy (Treatment Plan) targets: numbers engaging in structured treatment; continuity of care following prison release; and increased residential rehabilitation placements.

Overall, the service is consistently engaging higher numbers than when the service initially launched in 2014. Wait times remain low, with less than 1% of clients waiting more than 3 weeks to start their first intervention in Q3 2022/23. Engagement with the recovery offer (such as recovery groups) continues to improve.

The proportion of service users successfully completing treatment has remained relatively stable, with the alcohol and non-opiate arms of the service below the England average and the opiate arm above the England average.

North Yorkshire Rise – Drug and Alcohol Support Service for Young People



There have been relatively consistent referrals into the service over the past two years. However, the service continues to have workforce challenges and there has been, at times, a short wait for new referrals to access the service. As recommended in the drug and alcohol needs assessment published in January 2023, we are currently developing an outline for some research of the experiences of young people in North Yorkshire who use drugs and alcohol. We will use this rich picture of qualitative data to help shape service design and delivery, policy, practice across the system working with young people at risk of or currently using

substances. This quarter we engaged with the OPFCC Youth Council and a Youth Voice session in Scarborough to coproduce the research questions with young people.

Family Weight Management Services

The new pilot family weight management service called *Healthy Families* commenced in March 2023 and is being delivered by Brimhams Active. It provides support to children, young people and families remotely across the county via video and telephone calls, and signposts to local physical activity opportunities. It helps families with issues such as healthy eating, physical activity, sleep and mindfulness, and supports with long-term behaviour change. It will also help families with other issues such as mental health and the cost of living, by providing information and signposting to services and support.

The service is for children and young people aged 4-19 years who are above a healthy weight. It provides up to 9 months of support including up to 12 sessions with a healthy living advisor and 3 months of maintenance support. The service is progressing well and has so far supported 31 families from all across the county. Almost all families have chosen to have weekly contact with the healthy living advisor, and engagement with sessions has been very good. Most referrals to date have come from the NCMP (National Child Measurement Programme), with some from other health and social care staff, and some families have self-referred. Details of the service and how to refer have been shared with GP practices (including information for the TV screens in waiting rooms) and other healthy and social care professionals.

NHS Health Check Programme North Yorkshire

The NHS Health Check programme recovered well from the impacts of the pandemic and national pauses in 22/23 and has built on this to record a strong start to 23/24 in Q1. In Q1, 55 out of 69 practices delivered the service to some extent.

From the 55 practices:

- 42 have identified one or more individuals with a CVD risk $\geq 10\%$ (moderate-high risk)
- A total of 785 individuals were identified with a CVD risk $\geq 10\%$

- 11,592 people were invited for an NHS Health Check
- 4,712 people received an NHS Health Check

	Q1 19/20	Q2 20/21	Q1 21/22	Q1 22/23	Q1 23/24
Invites	6,764	565	5,344	8,203	11,592
Uptake	3,346	381	2,180	2,776	4,712
% uptake of those invited	49.5%	67.4%	40.8%	33.8%	40.6%
CVD risk ≥10%	744	123	242	400	785

In comparison to Q1 in previous years (see table), the percentage of people that received an NHS Health Check of those invited was 40.6%, which is far higher than 22/23, but still significantly lower than pre-pandemic. Despite this, the number of invites and CVD risk identified of ≥10% are the highest recorded in NY since Public Health moved to local authorities in 2013, whereas uptake is highest since 2013/14.

COVID-19 Vaccination Uptake

The rollout of the spring 2023 boosters has gone well across North Yorkshire, with all districts at or exceeding national uptake rate of 70%. The offer of a first or second dose of COVID-19 vaccine ended on 30 June 2023 for most people, and we are currently awaiting information about any potential autumn booster campaign. Most testing for COVID-19 was stopped in April 2023, outside of some specific testing in high-risk settings and use of PCR tests by the NHS for those needing access to COVID-19 treatments. The NHS COVID-19 app was also discontinued in April 2023, as was the ONS COVID-19 Infection Survey and as such we have very limited data on the prevalence of COVID-19 across the UK/North Yorkshire. Although WHO has moved COVID-19 from being a ‘public health emergency of international concern’ it still has pandemic status, but there is a move to focus on longer-term management.

North Yorkshire Healthy Schools and Early Years Award Programme



The Healthy Schools and Early Years Award programme continues to support schools and early years settings to develop healthier environments for their pupils and staff. Since the Healthy Schools scheme launched in October 2019, 285 North Yorkshire schools have now signed up to take part, which is 77% of the county’s 369 schools. 106 schools have so far achieved an award. Since the Early Years scheme was launched in November 2021, 95 settings have registered and 16 have so far achieved an award.

A Pupil Event and Healthy Schools Celebration was held on Tuesday 6th June at

Harlow Carr Gardens, Harrogate and was aimed at Key Stage 2 pupils. The workshops consisted of oral health messages, cooking, and Gardening for wellbeing with the Royal Horticultural Society. Certificates were presented by



Councillor Alyson Baker and Louise Wallace (Director of Public Health) with attendance from Gill Kelly, Consultant in Public Health. The next in-person pupil event will be in November 2023, for coastal area schools at East Barnby Environment Centre near Whitby.

Growing Up in North Yorkshire Survey 2022

In total 17,000 children and young people took part in the Growing up in North Yorkshire (GUNY) survey 2022. All schools who participated in the survey have received their school reports. The GUNY delivery group are currently looking at how the key findings and messages can be shared with professionals and families across the county. This will include infographics for professionals, and a poster for families with some of the key issues for each year group and details of local services, information and support. A social, emotional and mental health-themed GUNY report has been produced and is being finalised for dissemination. The report highlights key concerns around reductions in wellbeing and resilience, and high levels of self-reported self-harm. Data shows that these issues affect older girls in secondary schools in particular.

School Food and Food Insecurity

We are continuing to explore ways to improve school food and help families with food insecurity and the cost of living. In June we held a workshop for NYC staff to explore options for developing a free school meals auto-enrolment scheme. Staff from Sheffield City Council, The Food Foundation and the University of York attended to share good practice and offer support. Work is continuing to identify the level of provision of breakfast clubs in schools and to identify gaps/barriers, particularly in areas of highest need. Development of an information flyer to promote the provision of breakfast clubs is underway - this will include examples of good practice and links to funding schemes to support schools. Exploring further distribution sites. Developing vitamin training for health professionals. We are strengthening the pathway for families in financial hardship by helping families with infants under the age of 1 to access infant formula (includes out of hours provision). The pathway has been incorporated into the existing NYLAF pathway and out of hours duty team. We are also exploring opportunities to engage with foodbanks to strengthen links to the pathway, and we are establishing monitoring and governance procedures.

Healthy Child Service

0-5 KPIs	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
Antenatal	88.6%	90.7%	94.1%	91.6%
New Birth	91.9%	94.3%	95.9%	96.4%
6-8 week	94.8%	93.1%	94.9%	93.4%
9-12 month	97.6%	98.1%	98.1%	97.1%
2-2.5 year review	88.1%	93.5%	96.6%	96.5%

0-6 Pillar Update: The overall performance remains good with all mandated reviews achieving more than 85% completion rates. Across 21/22 and Q1 22/23 antenatal contacts have remained lower than other contact rates for other visits. The improving number of completed antenatal contacts has remained throughout 22/23.

The Infant Feeding, Family Diet and Nutrition Pillar has a focus on early intervention and prevention of childhood obesity and aims to increase breastfeeding initiation and continuation rates and reduce obesity rates. The National Childhood Measurement Programme for reception and year 6 age children helps to track the rate of excess weight and obesity in children across the county. The data was submitted in Q1 and participation rates for both Reception and Year 6 were above 85%. All Infant Feeding Peer Supporters are now in place and are delivering proactive calls; the aim is to prevent the 10% drop off from breastfeeding rates at new birth visit and 6–8-week review. This offer is becoming more embedded, in Q1 14% of Breastfeeding families were contacted rising to 17.9% in Q4.

The Emotional Health and Resilience Pillar provides targeted support for children referred to the service for a range of conditions such as anxiety anger and low mood. In Q4, 255 referrals were received

and 191 accepted this shows that 25% of referrals are inappropriate. Screening is completed within 5 working days and health needs assessments are being completed both face-to-face and virtually. Waiting times have decreased in the East and West teams and increased by 1 week in the Central team. Wait pressures within the service. A workshop has been held to formulate actions to look at reducing inappropriate referrals and wait times.

Stronger Communities

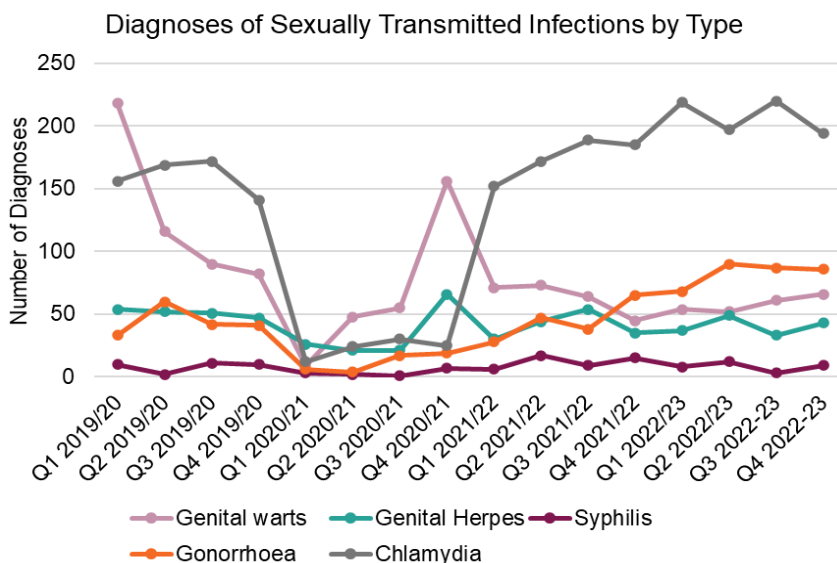
In February 2023, as part of the long established ‘Achieve Together’ Investment Programme, Stronger Communities opened a new opportunity to establish a Community Anchor model for North Yorkshire. In Q1, evaluation of submissions took place, with 23 place-based organisations from across the county progressing to the next stage of development work, which will encompass a collective assessment workshop and the development of organisational action plans. For the ten localities where a suitable CAO has not been initially identified, development work will continue to explore the potential for a local voluntary sector organisation to become a CAO, or to look at alternative models. Recognising that in our larger urban areas where there are a number of distinctive neighbourhoods, the model of a single place-based community anchor may not work, we are working with local partners in Harrogate and Scarborough to understand what the optimal options for investing in Community Anchors are in those areas.

The team continues to deliver on broader work (including on large national programmes) such the Inspire Community Grants scheme, North Yorkshire Local Assistance Fund, Homes for Ukraine, Household Support Fund, UK Shared Prosperity Fund, Cost of Living, Food Insecurity, Holiday Activities Fund, and Digital Inclusion.

Sexual Health

The latest attendance figures at YorsexualHealth (YSH) services in Q4 2022/23 were 3,468; this includes new, re-registered and follow up appointments within YSH. This is a 5% fall on the same time-period last year (3,668) and a 13% decrease (4,005) when compared to 2019-20 (pre COVID-19).

The chart below shows the trend in numbers of sexually transmitted infection (STI) diagnoses for North Yorkshire, after a sharp decline in 2020/21, tests have seen an increase back up to 2,644 carried out in Q4 2022/23, this is a small 7% decrease on last year. There has been a 198% increase in online testing via the sub-contracted provider Preventx and therefore costs since 2019/20. Overall testing positivity rates were 15% in Q4 2022-23 compared to 14% in Q4 2019-20.



Testing resulted in 398 STI diagnoses in Q4 2022/23, a 15% increase compared to Q4 in 2021/22, and the same 15% increase since 2019/20. Chlamydia was the highest diagnosed STI in Q4 followed by gonorrhoea, genital warts, genital herpes, and syphilis. There were 0 HIV diagnoses in Q4. Chlamydia and gonorrhoea diagnoses are increasing in North Yorkshire, as shown in the figure, this is also the case across the Yorkshire and Humber region and nationally.

GPs across North Yorkshire completed 1,074 long-Acting Reversible Contraception (LARC)

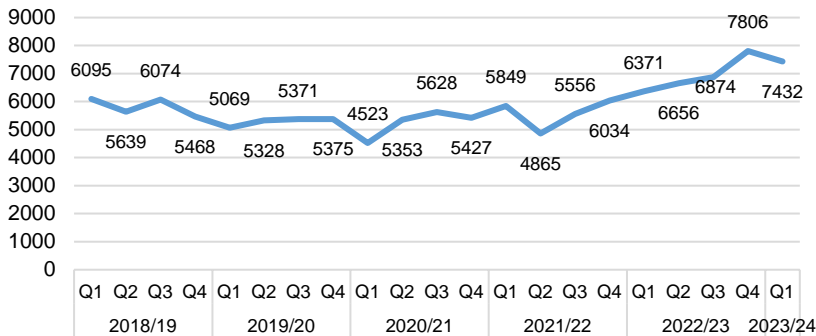
fittings in total in Q4 2022/23; this is a decrease (202) compared to 1220 Q4 last year and a decrease (90) on 1108 Q4 in 2020-21. In Q4 22/23 YSH completed 376 LARC fittings, 76 injections, 77 initiation issues of oral contraceptive pills, 226 repeat contraceptives and 37 issues of emergency contraceptive. Community Pharmacies across North Yorkshire completed 106 Emergency Hormonal Contraception (EHC) consultations in 2022/23 Q4, similar to the 107 consultations in Q4 2021-22 and an increase (22) on 84 in 2020/21 Q4.



Children and Young People Service (CYPS)

MAST (Multi Agency Screening Team)

MAST - Quarterly Contacts

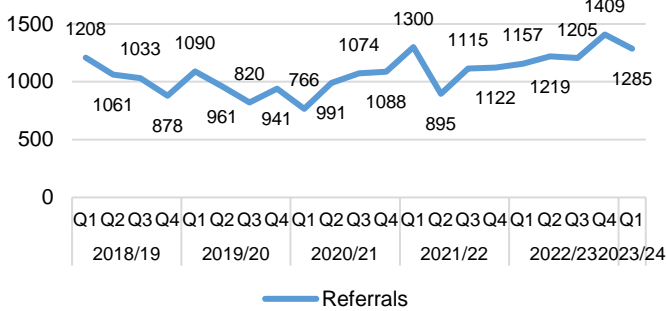


The very high demand at the front door reported across 2022/23 has continued into the first quarter of 2023/24, with 7432 contacts recorded. Although 374 fewer contacts (-4.8%) than in the previous quarter it is nevertheless the second highest quarterly number of contacts recorded and 1061 more (+16.7%) than in Q1 last year.

Referrals to Children’s Social Care (CSC)

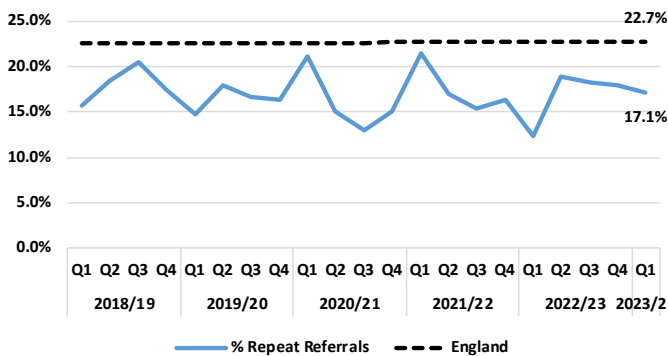
Family Assessment & Support teams have again seen a high number of referrals this quarter, with 1285 recorded. Whilst this is 8.8% fewer referrals than in the previous quarter (n=124), it should be noted that Q4 2022/23 saw an unprecedented number of referrals (1409).

Quarterly Referrals to CSC



This is the 4th successive quarter to see in excess of 1,200 referrals and the council has not seen such high levels of demand sustained for such a prolonged period for at least 6 years. In the 12 months to the end of June 2023, the service has received 5,118 referrals, 19% more referrals (n=829) than in the preceding 4 quarters. Similarly in the last 12 months we have received as many referrals as we would have previously expected to receive in 14 months.

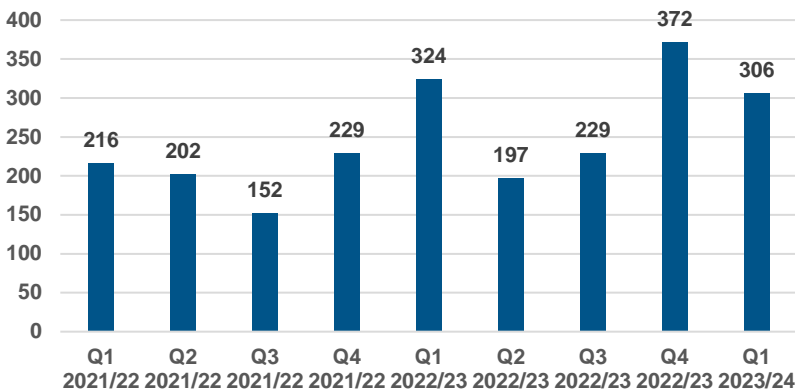
Repeat Referrals to CSC



The re-referral rate this quarter was stable at **17.1%** this quarter, and following a decreasing (improving) trend, and still among the best performing services regionally and nationally in respect of this indicator.

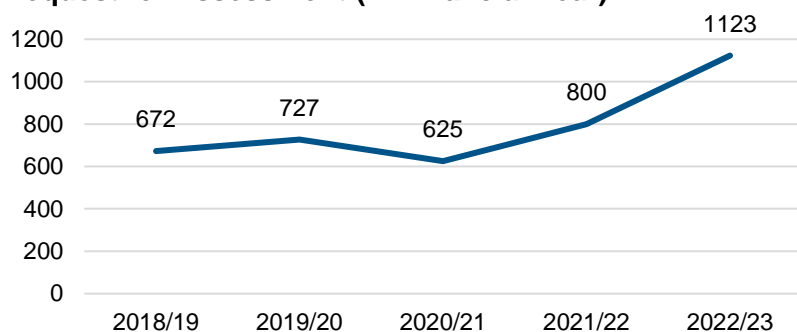
Requests for Assessment - Education, Health and Care (EHC Plans)

Requests for Assessment (EHC plan)



The rise in new EHC plans being issued by North Yorkshire Council is a consequence of an increasing demand for assessments seen during the course of the previous year and this demand appears to be continuing into the new year. There was a large spike in requests received as we approached the end of the last financial year, a total of 372 requests were received in Q4 of 2022/23, a higher total than any previous year. Totals for Q1 2023/24 (n=306) appear to be similar to the high level witnessed last year.

Request for Assessment (in Financial Year)



A total of 1123 requests for statutory EHC plan assessment were received during the 2022/23 financial year, a 40% increase (+323) on the number received in 2021/22. Based on current data, this upward trajectory is now a sustained trend.

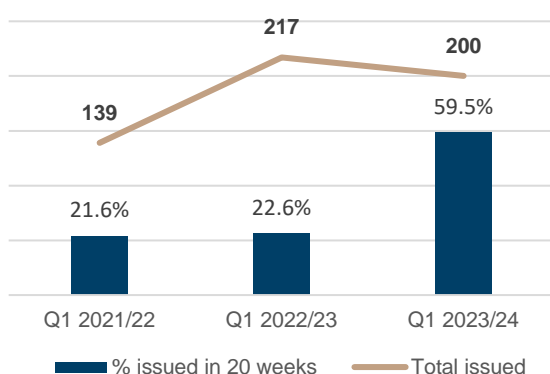
Timeliness of EHC Plans

The number of EHC plans being issued within a 20-week period has improved considerably on previous years, although levels of performance reached before the pandemic are yet to be achieved. 59.5% of new EHC plans issued in Quarter 1 of 2023/24 were issued within 20 weeks, this is a considerable improvement on 22.6% achieved in the same period last year. Timeliness was particularly high in June when 72% were issued on time.

	Q1 2022/23	Q1 2022/23	Q1 2023/24
% issued in 20 weeks	21.6%	22.6%	59.5%
Total issued	139	217	200

The improvement in timeliness has been achieved despite a sustained upturn in requests for and production of EHC plans. 200 new EHC plans were issued in Q1 2023/24 by North Yorkshire Council, this is a 44% (n=+61) increase on the same period of 2020/21 when 139 were produced.

Timeliness of EHC plans issued



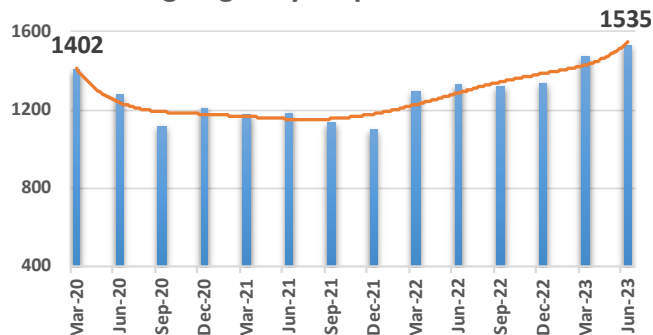
Levels of timeliness pre-pandemic in North Yorkshire were typically well above national rates, for example 90.4% issued on time during 2019, compared to 58.7% nationally. However, timeliness dropped during the pandemic which also coincided with a considerable challenge of recruitment of Educational Psychologists, whose advice is a key component in the production of an Education, Health and Care plan. North Yorkshire Council's approach to the challenge has involved the contracting of agencies in addressing a backlog in receiving advice from Educational Psychologist services.

The most recently available national data reported an average timeliness of 50% from 102 of 152 Local Authorities surveyed during the Quarter 4 period of 2022/23, the North Yorkshire rate is now well above this.

The most recently available national data reported an average timeliness of 50% from 102 of 152 Local Authorities surveyed during the Quarter 4 period of 2022/23, the North Yorkshire rate is now well above this.

A Safe and happy life: protected and free from harm.

Ongoing Early Help Households



Early Help

The number of households receiving support from the Early Help Service increased to 1,535 at the end of Quarter 1.

The increase in the last quarter is a continuation of the upward trajectory seen in the last 18 months, with the current total a 40% increase (+435) from the low number (n=1,100) seen at the end of December 2021. This is reflective of the increased demand presenting at the front door.

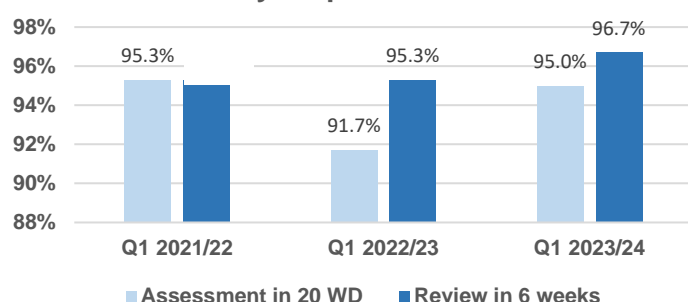
Early Help workers also support Children’s Social Care colleagues dealing with more complex cases

by delivering interventions to support families. At the end of June 2023, the Early Help Service was delivering interventions in 307 cases.

In addition, with effect from May 2021, Early Help Children & Families Workers have been allocated Education, Health and Care Plans where the child is unknown to Children & Families Services to complete the care element of the assessment.

Timeliness – Early Help Assessments

Timeliness of Early Help Assessments



The timeliness of Early Help Initial Assessments continues to be very strong with 95.0% of Initial Assessments completed within 20 working days in Quarter 1 2023/24. Whilst this is lower than the corresponding figure of 95.3% in 2021/22, the number of Initial Assessments completed increased to 778 compared to 579 in Quarter 1 2021/22 - an increase of 34% (+199).

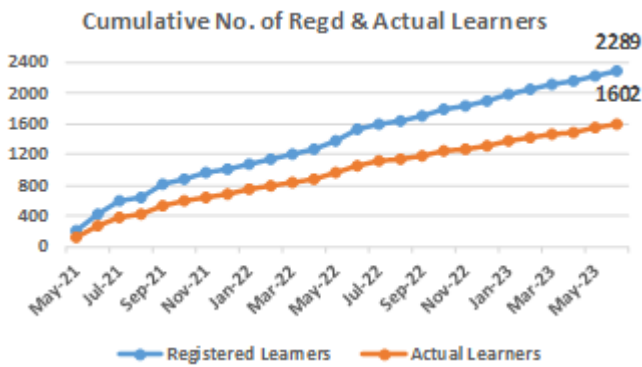
In addition, 96.7% of Assessment Reviews were completed within 6 weeks in Quarter 1 2023/24, compared to 95.3% for the same

period in both 2021/22 and 2023/23. As well as a higher percentage completed within weeks in Quarter 1 2023/24, the number of Assessment Reviews increased significantly to 2,200. This is a 22% (+397) increase on the number in the corresponding period in 2021/22 and 14% (+268) higher than seen in Quarter 1 2022/23.

Over Two Thousand users benefit from online parenting courses

In May 2021, North Yorkshire purchased a multiuser licence for the Solihull Approach that provides evidence based accredited, online courses from pre-birth to adolescence. The Solihull Approach is a team of professionals within the National Health Service who work with practitioners and parents to develop new resources to support emotional health and well-being in children, families, adults, and older adults.

The online courses were developed with practitioners and parents, tested in the field, and have an ongoing research programme. The range and breadth of courses available continues to be developed and there are now a series of 16 online courses available, with 4 of the courses also available in Urdu.

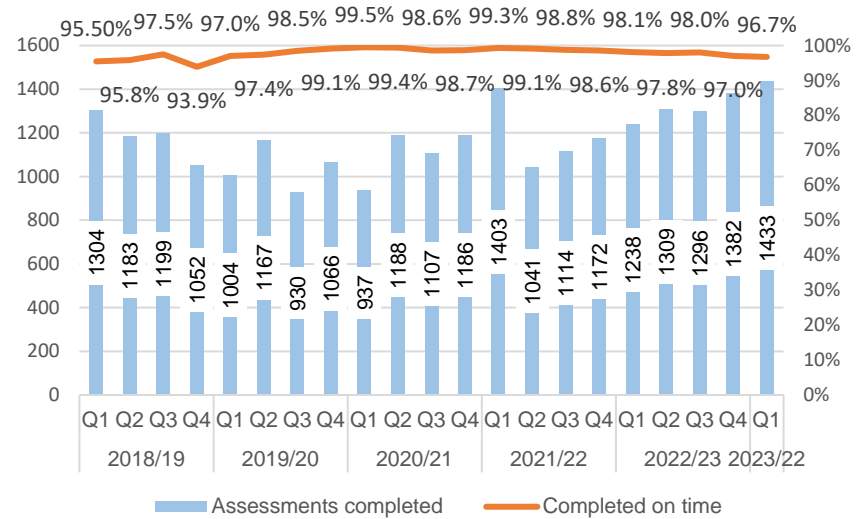


As at the end of June 2023, 2,289 individuals have registered as learners with 1,602 individual learners having registered and started at least 1 course. The feedback received from those completing the courses continues to be very positive.

Children & Families Assessments

Linked to the high number of referrals received the service has completed 1433 C&F assessments this quarter, similar to the 1382 in the previous quarter. This is only the 2nd time in the last 21 quarters that the service has completed in excess of 1400 assessments. It is therefore no small achievement to note that 97% (n=1390) were completed within the nationally proscribed 45WD target this quarter, and ensures North Yorkshire remains amongst the best performing authorities in respect of this indicator.

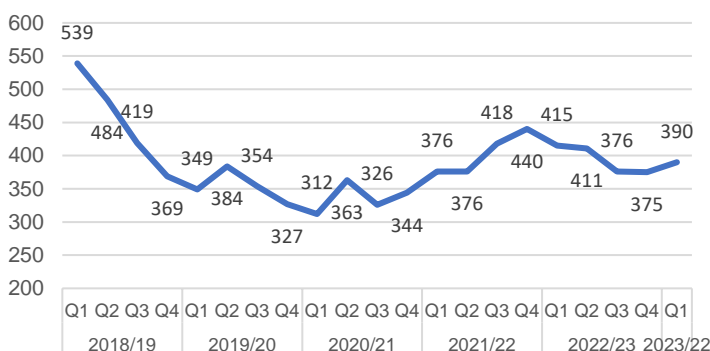
Number and Timeliness of Children & Families Assessments



Child Protection Plans

This quarter has seen the number of open CPP increased to 390 at the end of June, 15 more than at the end of December (+3%) but 25 fewer (-6%) than at the end of June last year. However, it should be noted

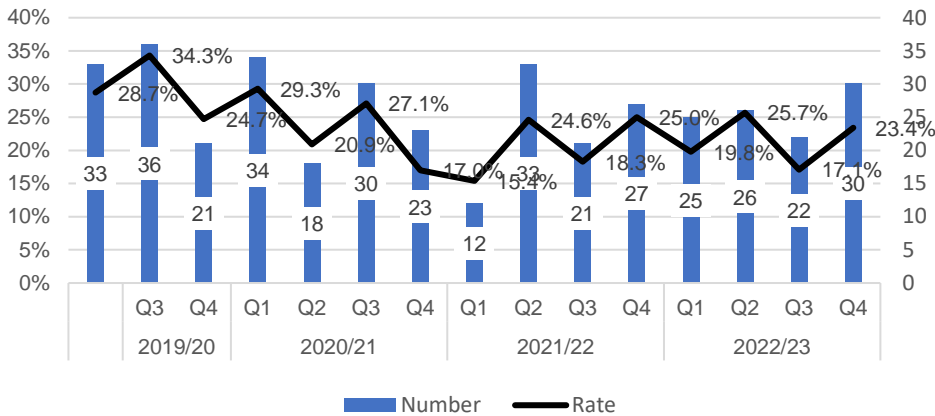
Number of open CPP



that this remains within the range observed over the last 2 years of 400 open CPP, +/-50. Looking ahead and given the very high number of referrals received this quarter, we can expect the number of open CPP to continue to increase in the coming months and this will be monitored closely.

There were 128 new CPP issued this quarter, almost identical to the 129 issued in the previous quarter but 20 more than the 108 issued in Q1 last year.

Rate & Number of Second or Subsequent CPP

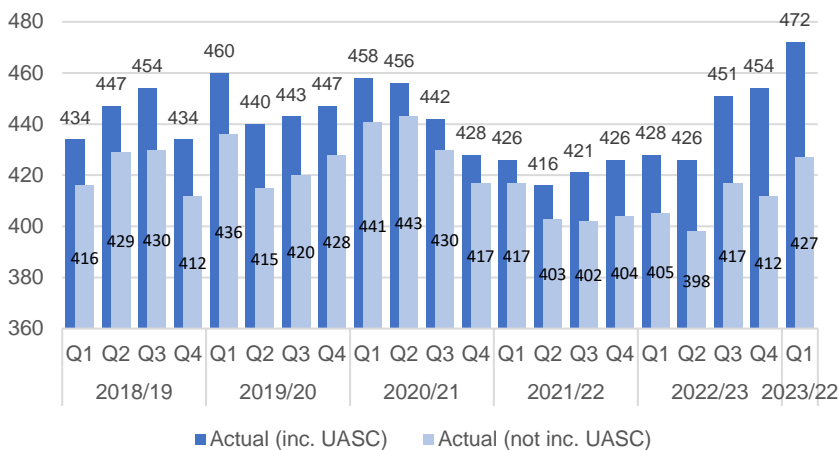


23% (n=30) of the new plans issued this quarter were second or subsequent plans. Statistical analysis highlights that there is no significant difference between current performance and performance across 2022/23 (21%, n=101). In the most recent quarter only 10 second or subsequent CPP were within 2 years of a previous CPP (8% of new CPP).

Children in Care

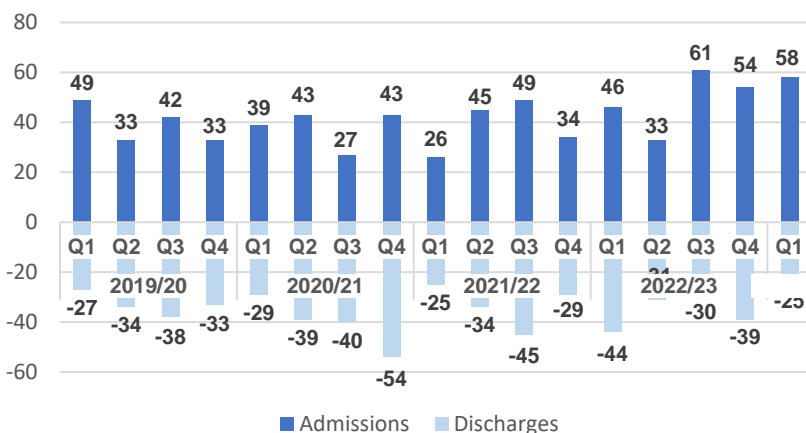
The number of children in care, has increased further at the end of Q1 2023/24 reaching 472 this is the highest number recorded since Q1 2013/14. The number of Unaccompanied Asylum-Seeking Children (UASC) has increased marginally at the end of Q1 2023/24 to 45 from 42,

Number of Looked After Children



this is however still higher than the normal expected range in North Yorkshire. The current increase in numbers is pointing towards the number of admissions coming from North Yorkshire Children and young people rather than UASC children and young people, however the number of UASC children and young people has almost doubled compared to Q1 2022/23 (n=23).

Admissions to Care & Discharges from Care



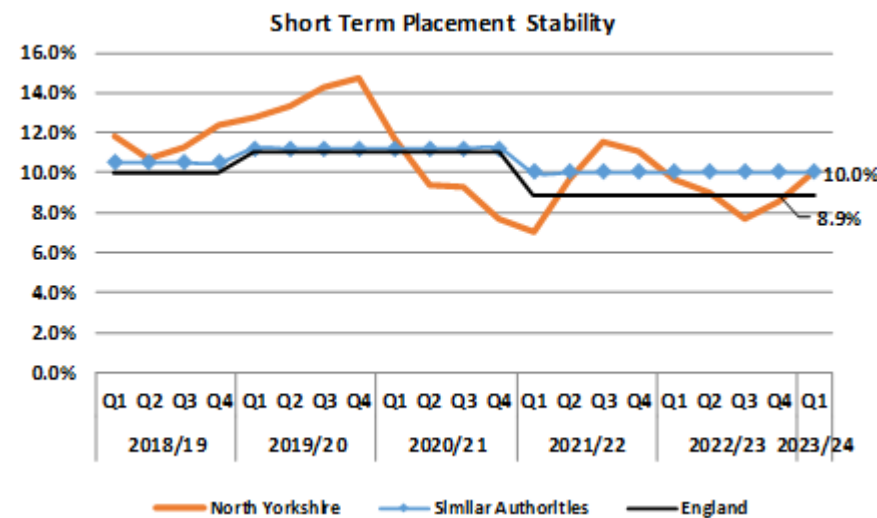
Admissions and Discharges to Care

In reflection of the increase in the number of children in care the number of admissions at the end of Q1 2023/24 have also increased to 58 admissions (+9.4%) to care compared to 53 at the end of Q4 2022/23, although the number of admissions is not the highest recording it is the 2nd highest recording since Q3 2017/18. As a comparison at the same point last year Q1 2022/23 there were 45 admissions, this represents an increase of +28.9%. At the end of

2021/22, nationally according to the DFE 903 data analysis reports, there was an increase in admissions

to care of 9%, this potentially will be higher when the data is released for 2023/24 based on North Yorkshire's current picture.

Regarding discharges at the end of Q1 2023/24 there were 25 discharges in the period, which is a decrease when comparing to the same point last year, 34 discharges were recorded at the end of Q1 2022/23. The data is re-enforcing that the trend currently in North Yorkshire is that there are less children being discharged from care and more children being admitted to care which is leading to the overall increase in numbers of children in care.



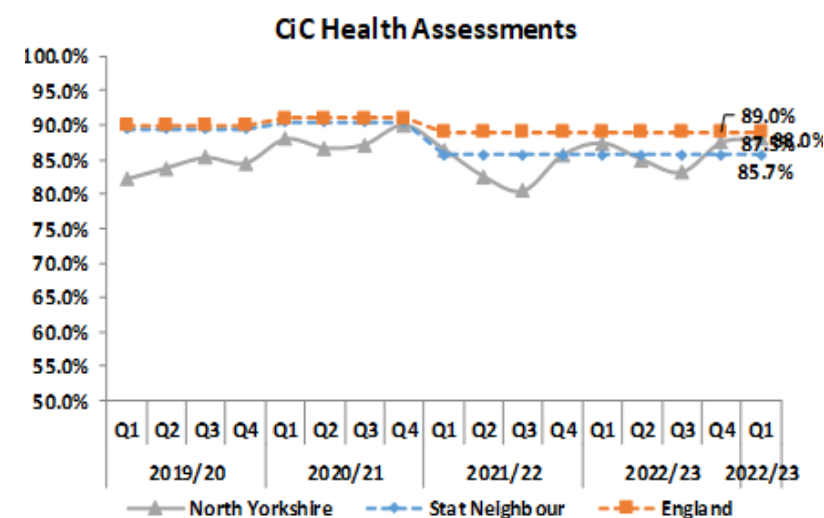
Occupancy Rates

Further challenges of the increase in the number of children in care, the occupancy rate for placements continues to be high with little room for manoeuvre, the rate at the end of Q1 2023/24, reported at 99%, with just 1 placement vacancy with an unrelated carer.

The service received 22 enquiries to become a foster carer in Q1 2023/24 compared to 31 at the end of Q4 2022/23. The number of enquiries still remains low compared to previous periods, this is potentially down to post-pandemic changes in people

reflecting and making changes to their home and work balance. Furthermore, in the current cost of living crisis, carers are increasingly concerned about the financial impacts. Therefore, creating a challenge for the service to place children and young people.

Short term stability the number of children that have had 3 or more placements in the last 12 months has increased at the end of Q1 2023/24 to 10.0% compared to 8.9% at the end of Q4 2022/24. It is worth noting although there is an increase it is not as high as 14.7% that was recorded in Q4 2019/20.



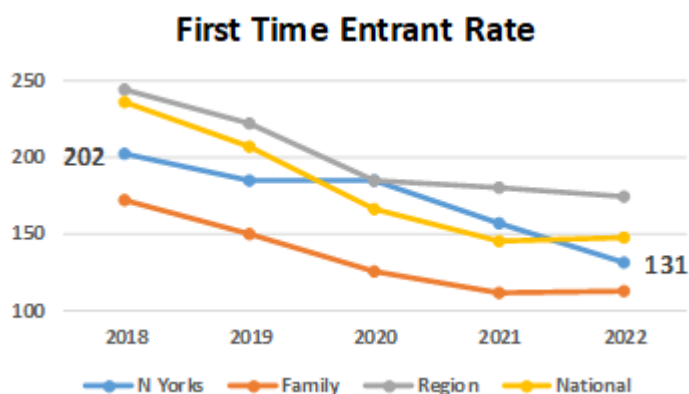
Health Assessments

The percentage of Children in Care with an up-to-date health assessment has seen an improvement again at the end of Q1 2023/24 to 88.0% from 87.5% at the end of Q4 2022/23. The service has worked hard on improving health outcomes for North Yorkshire children and young people in care, the rate is now sitting just below the national average of 89.0% and above that of statistical neighbours at 85.7%. Work within the service has involved a non-cancellation of initial health assessment appointments and improving timeliness of requests sent health partners.

There continues to be a shortage of paediatric appointments, however health partners have appointed some specialist providers to work with UASC children and young people initially and there has been some further discussion that there may be alternative providers for all children in care, which will hopefully drive a big improvement all round to the number of children and young people with an initial health assessment, review health assessments that are up to date.

Youth Justice Service

The Early Help Service continues to lead on the delivery of a 2-year Test & Learn Pilot Programme of work as part of the Regional Health & Youth Justice Vanguard. The primary focus is to build on existing work delivering action that brings about a reduction in the number of First Time Entrants (FTEs) into the criminal justice system as well as positively influencing the trajectory of those young people at risk of re-entering the system. Recent data suggests that this approach is having a positive impact. Our Test & Learn site has now received confirmation of an additional one year of full funding, which means the offer in place has now been extended through to March 2025. We also remain hopeful of a further extension beyond this period.



The latest official data for the 12 months ending December 2022 showed a further decrease in the rate of FTEs (r=131) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=157). The rate of 131 relates to 72 young people and places North Yorkshire in the 2nd Quartile nationally.

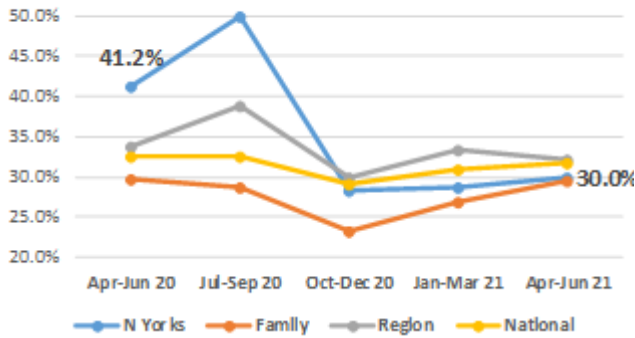
16 fewer young people entered the criminal justice system for the first time in the 12 months ending December 2022 when compared to the same period 12 months earlier.

The current rate in North Yorkshire is lower than the national (r=148) and regional (r=175) rates but higher than the family group average (r=113). The rate in North Yorkshire has decreased at a faster rate than any of the 3 comparators since 2020.

For the 3rd consecutive cohort, the Binary reoffending rate has remained at 30% or lower. This is the 1st time this has occurred in North Yorkshire and highlights the significant progress that has been seen since the very high rate of 50% was seen in the July-September 2020 cohort. Although the Covid-19 pandemic is likely to have impacted on offending, that will obviously have been the case nationally and, as the chart below highlights, the binary rate in North Yorkshire has moved and remained below the regional and national rates in each of the last 3 cohorts.

The current rate rate of 30.0% is lower than that seen regionally (32.2%) and nationally (31.7%) but remains higher than the family group average (29.6%).

Binary Reoffending Rate



The percentage of females in North Yorkshire cohorts remains a concern, with the 17 females in the April to June 2021 cohort being 28.3% of the overall cohort. This compares with the national average of approximately 14%. We have contacted other Youth Offending Teams with a view to carrying out a review of our practice in relation to supporting young females and to try and identify the best practice that is occurring elsewhere.

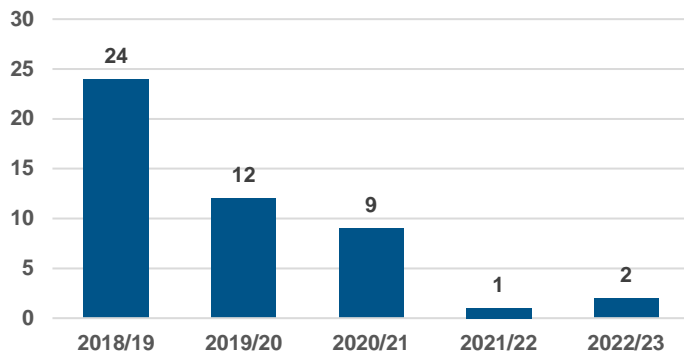
The Frequency reoffending rate (average number of reoffences per reoffender) decreased significantly from a rate of 5.00 seen in each of the 2 previous cohorts to 2.61 in the April to June 2021 cohort.

This is below the regional rate (4.59), national rate (3.86) and the family group average (3.40). The Frequency rate was heavily influenced by a very small number of individuals, with 3 of the 18 reoffenders responsible for 36% (n=17) of all reoffences.

The recent significant improvement in the rate of custodial sentences in North Yorkshire has continued. The number of custodial sentences received by young people in the 12 months ending March 2023 remained low, at 2. The 2 custodial sentences related to 1 incident in which both young people were found guilty of Aggravated Burglary with Intent.

The chart below shows the significant decrease in the actual number of custodial sentences in North Yorkshire in the last 5 years. The 24 custodial sentences received in the 12 months ending March 2019 equated to a rate per 1,000 of the 10-17 population in North Yorkshire of 0.45, compared with the then national rate of 0.30 and the regional rate of 0.39

No. of Custodial Sentences



Whilst the rate of custodial sentences has also decreased nationally in recent years, the current national rate (r=0.11) and regional rate (r=0.12) are both higher than the 0.04 in North Yorkshire.

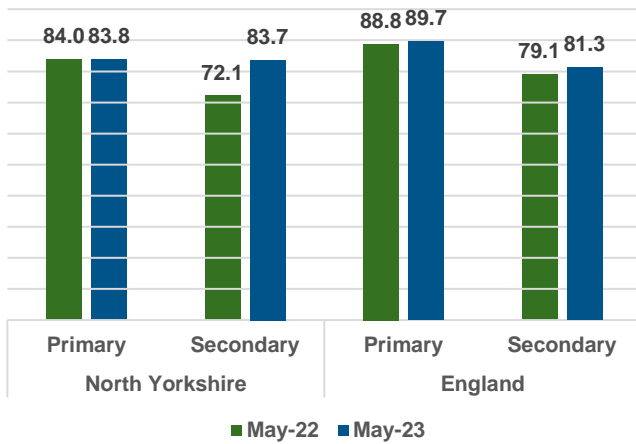
Young NY person wins award for ‘A day in the life’

The Koestler Awards for arts in criminal justice has been running for over 60 years and each year over 3,500 people in custody and in the community share their creative work by taking part. The Koestler vision is to ensure the arts are used within the criminal justice system as a springboard for positive change. The awards provide feedback and encouragement to entrants of all abilities in visual art, design, writing and music.

This year’s themed category was ‘A Day in the Life’ and a young person from North Yorkshire has recently received an award following support from their Youth Justice Officer.

Achieving: High aspirations, opportunities and achievements

% of schools - Good or Outstanding



Ofsted rating of Schools

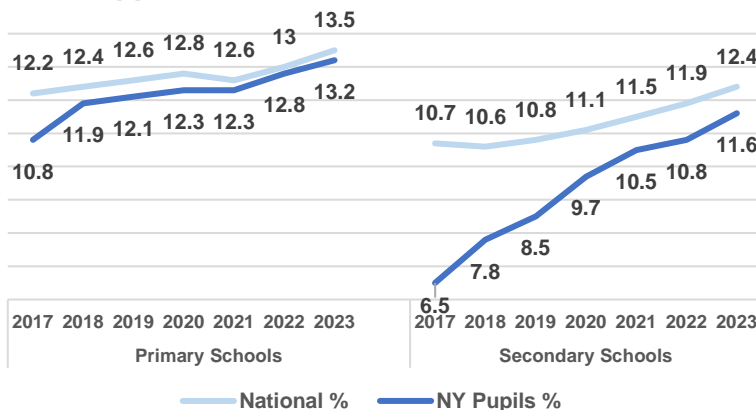
At the time of writing (most recently published, May 2023, DfE), 83.8% of primary schools in North Yorkshire have a ‘Good’ or ‘Outstanding’ Ofsted inspection outcome, this represents 248 of the 298 primary schools in the county. 83.8% is very similar to the 84% reported at the same point last year, it is however below the current national rate of 89.7%.

The rate of secondary schools in North Yorkshire with a ‘Good’ or ‘Outstanding’ Ofsted inspection outcome has increased considerably in the past year, 83.7% in May 2023 (36 of the 43 secondary schools) compared to 72.1% in May of 2022. The North Yorkshire rate of ‘Good’ or ‘Outstanding’ secondary schools is currently above the national rate of 81.3%.

Special Needs in schools

The rate of children recorded as receiving SEN Support in schools in North Yorkshire has been below that of national rates, we have however seen increases over the past few years and as of the January 2023 school census, rates in primary schools and secondary schools are similar to national rates.

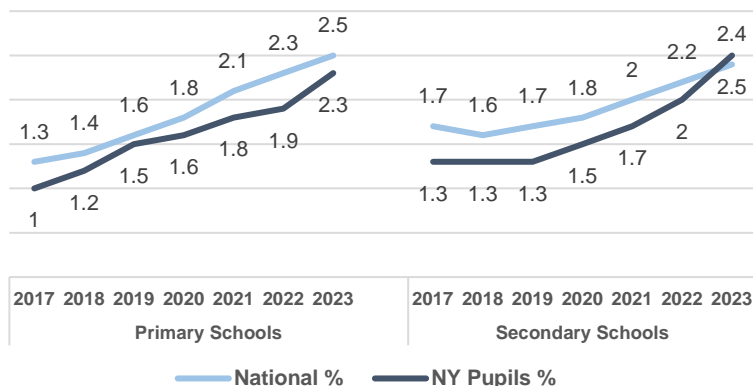
% SEN Support



The rate of children having SEN Support in North Yorkshire primary schools of 13.2% in January 2023 was very similar to the national rate of 13.5%, increasing from the 12.8% in 2022. The percentage of SEN Support in secondary schools has increased at a much greater rate in North Yorkshire than is the case nationally. The rate in January 2022 was 10.8% in North Yorkshire and 11.9% in England, the North Yorkshire rate has risen to 11.6% in 2023, just below the 12.4% reported nationally.

Similar to SEN Support rates, rates of EHC plans in North Yorkshire mainstream schools have been below national rates, however, increases seen in the past few years have now placed North Yorkshire on a par with the national picture.

EHC Plan

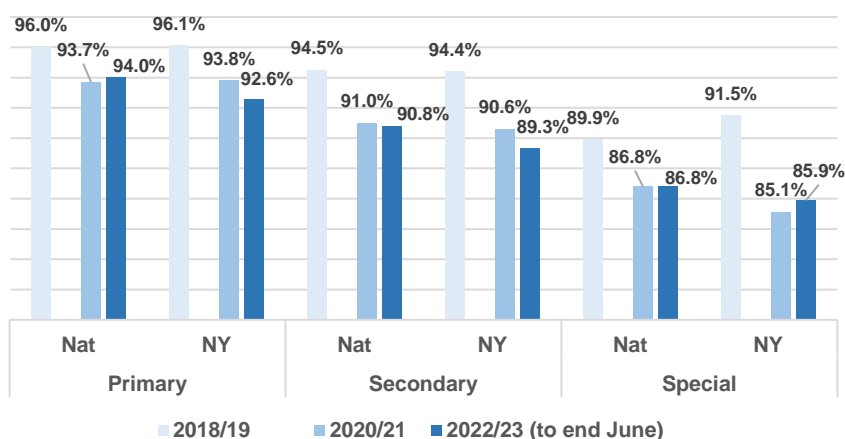


2.3% of children in North Yorkshire primary schools are now (January 2023 school census) recorded with an EHC plan, just below the 2.5% reported nationally in January 2023. 2.5% of children in North Yorkshire secondary schools are now (January 2023 school census) recorded with an EHC plan, now higher than the 2.4% reported nationally.

Attendance

Whilst the academic year is yet to finish, it is clear that attendance of children and young people in school has yet to recover from the Covid pandemic. Provisional (NB. Current DfE published data up to June is not based on all schools in the country and so is indicative and provisional) nationally available data is showing that attendance towards the end of the 2022/23 academic year is lower than attendance levels seen in 2018/19. In North Yorkshire, so far in 2022/23, the overall attendance rate in primary schools was 92.6% (national: 94.0%), compared to 96.1% (national: 96.0%) in the full 2018/19 academic year. In North Yorkshire secondary schools the 2022/23 rate has been 89.3% (national: 90.8%) compared to 94.4% (national: 94.5%) in the full 2018/19 academic year.

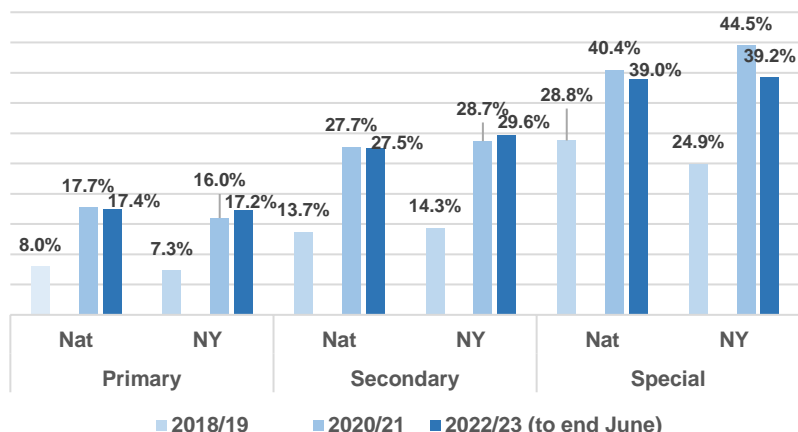
% Overall Attendance in Schools



Attendance in special schools in North Yorkshire has also dropped significantly since pre-pandemic rates, dropping to 85.9% compared to 91.5% in 2018/19, similar to the drop witnessed nationally.

Compared to pre-pandemic levels of attendance in 2018/19, there is some way to go before attendance is similar across all phases of education

% Persistent Absence

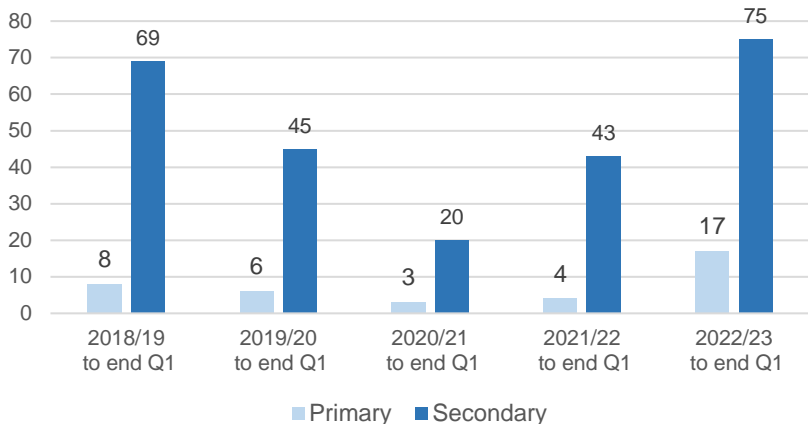


Children persistently absent have levels of attendance equal to or less than 90%. Rates of persistent absence into 2022/23 appear to be in line with rates witnessed in 2021/22 but again there is a significant difference to pre-pandemic rates (NB. Current DfE published data up to June is not based on all schools in the country and so is indicative and provisional). In 2018/19, 7.3% of children in North Yorkshire primary schools were persistently absent, rising to 16.0% by 2021/22, in North Yorkshire secondary schools the rise in this period was 14.3% to 28.7%. These increases have been very similar to what has been witnessed nationally.

Persistent absence in special schools has increased significantly compared to pre-pandemic rates. In North Yorkshire, the rise has been from 24.9% in 2018/19 to 44.5% in 2021/22, although this appears to have dropped marginally to just below 40% in 2022/23 to date. Current rates of persistent absence in special schools (39.2%) appear to be very similar to nationally reported rates (39.0%).

Exclusions and Suspensions

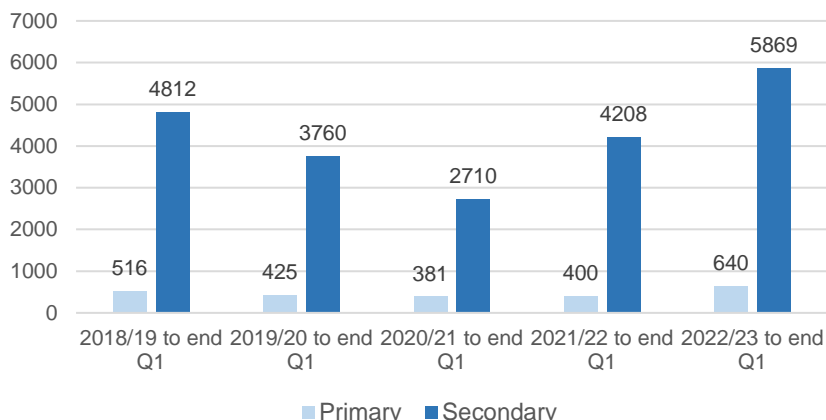
Permanent Exclusions



In keeping with a notable upward national trend, there has been a marked increase in the number of children being excluded for either a temporary period or permanently from North Yorkshire schools during the 2022/23 academic year to date, following a reduction during the pandemic. A total of 92 children were permanently excluded from North Yorkshire mainstream schools in the 2022/23 academic year to date (end June), considerably more than 47 (n=+45) than the same period of 2021/22. 17 of these permanent exclusions occurred in primary schools, a much higher number than in any previous year and 13 more than the same point in 2021/22 (n=4).

Comparisons with national rates of permanent exclusions, show that North Yorkshire has previously had fewer permanent exclusions as a percentage of the school population, since 2018/2019. The rate for North Yorkshire secondary schools in 2020/21 (0.05%), was approximately half that of the national rate (0.10%), during the height of the Covid pandemic. The rate did however increase in 2021/22 to 0.13%. 2021/22 national rates are yet to be published.

Suspensions



To the end of Q1, there have been a total of 6509 suspensions (i.e. exclusions from school for a fixed period of time) from mainstream schools in North Yorkshire in the 2022/23 academic year, 640 from primary schools and 5869 from secondary schools. This is a 41% increase (n= +1901) on the same period of the previous year.

Comparisons with national rates of suspensions show that having been higher than national rates in previous years North Yorkshire rates were very similar to national rates during

2020/21. The rate of suspensions in secondary schools did however increase during 2021/22 to 12.41%, similar to rates last seen in 2018/19. Rates of suspensions in primary schools have historically been very similar to national rates at approximately 1%.

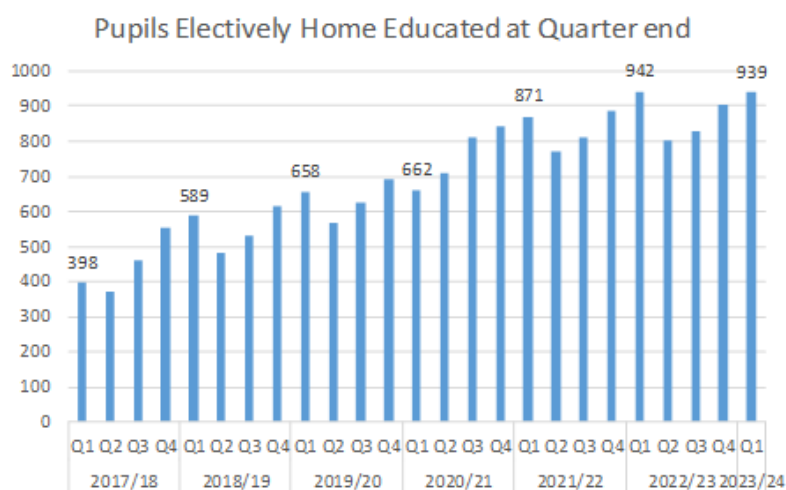
A decentralised Intensive Support Team (IST) has been operating to provide enhanced support for Social, Emotional and Mental Health (SEMH) needs support for pupils most vulnerable to exclusion. The inclusion service is increasing the number of SEMH support practitioners in each area in order to improve access to the intensive support offer, particularly in the primary phase; to more quickly identify SEND, upskilling school staff and providing individual pupils with regulation and self-help strategies.

Where children are excluded from mainstream education, the service is improving the curriculum offer for pupils receiving education in alternative provision through implementing a mainstream school base model for IST and reviewing the offer from the pupil referral service.

There is also a focus on ensuring permanently excluded pupils receive the support they need to return to mainstream (or special) provision as soon as possible.

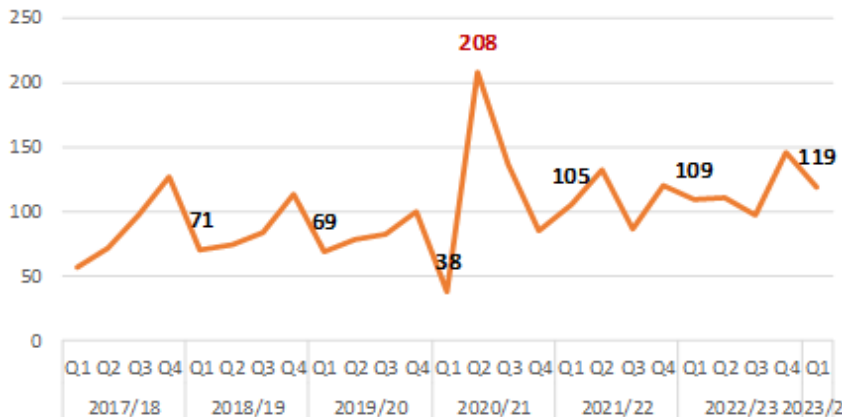
The Inclusion Service has introduced a new Locality-based approach to supporting secondary phase pupils to access alternative provision and managed moves via Inclusion Locality Panels. This has been welcomed by Headteachers as a more responsive approach to supporting very vulnerable young people.

Elective Home Education



The number of children recorded as being Electively Home Educated in North Yorkshire (EHE) is gradually increasing following a sharp increase during the Covid pandemic. By the end of Q1 of 2023/24 there were a total of 939 children recorded as being EHE in North Yorkshire an increase of 7.8% (n= +68) on the same point of 2021/22 and very similar to the same point last year (942). The highest increase was seen between Q1 of 2020/21 and Q1 of 2021/22, when we witnessed a 31.6% (n= +209) increase during that phase of the pandemic. The increased levels of children being home educated appear to be continuing.

Pupils becoming EHE each Quarter



Whilst the number of pupils Electively Home Educated remains high compared to the pre-pandemic figures, the total number of children becoming EHE has seen little variation in the past two years. During Quarter 1 of 2023/24, 119 children became EHE, compared to 109 in Q1 of 2022/23. At the high point, 208 children became EHE, in Q2 of 2020/21.

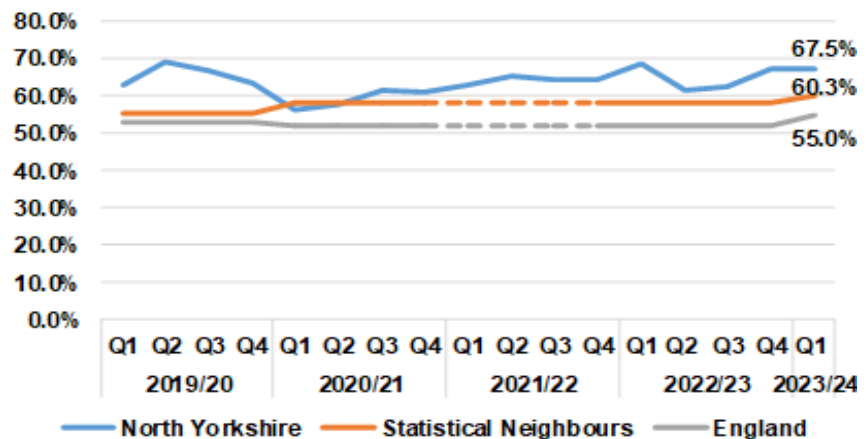
At the end of Q1 2023/24, approximately 1% of the mainstream school population in North Yorkshire are EHE, this is National rates available (DFE, Spring 2023).

National statistics have not previously been collected and released by the Department for Education, however, the first such survey of local authorities began in October of last year.

Care Leavers

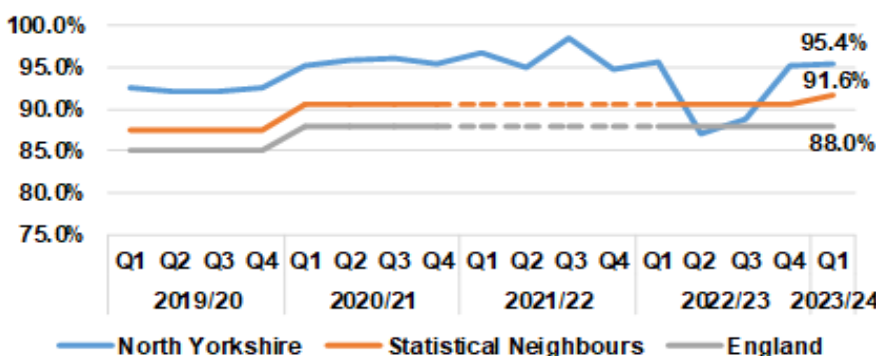
Education Training or Employment (according to the DFE Definition, all 19, 20 and 21-year-olds) has increased marginally at the end of Q1 2023/24, to 67.5% from 67.2% at the end of Q4 2022/23, this continues to improve each quarter, this is above the expected range for North Yorkshire and above national average data of 55%.

Percentage of Care Leavers in Education, Training or Employment



The number of care leavers in suitable accommodation (according to the DFE Definition all 19, 20 and 21-year-olds) has also improved marginally from 95.3% at the end of Q3 2022/23 to 95.4% at the end of Q1 2023/24. The service has worked hard to improve the accommodation outcomes for care leavers which is reflected in the currently living in suitable accommodation returning to the normal high performing range at the end of Q1 2023/24. When comparing this to the national average North Yorkshire are +7.4% above.

Percentage of Care Leavers in Suitable Accommodation



Adult Learning and Skills Service

At the end of Q1 2023/24 the overall qualification rate 68.8%, 1 month away from the end of the Adult Learning and Skills academic year, compared to the same time last year this is a decrease based on the same period last year Q1 2022/23, 75.8%. It is worth however noting that at this point in the academic year this rate is very changeable due to the number of learners completing their qualifications and awaiting results, so therefore there will be many learners with their achievements and completions not yet coming through on this current data set.

The Adult Learning and Skills Service also offer community learning which is for learners to develop their skills and confidence, with the hope of the learners moving onto accredited qualifications. At the end of Q1 2023/24 93% (2021/22 end of academic year 95.5%) of the learners have achieved the outcomes of the course, this is encouraging that learner's achievements maybe more at the end of academic year 2022/23 than 2021/22. Additionally, there are currently 2446 enrolments as a comparison there were 2223 enrolments at the end of 2021/22 +9.1% increase.



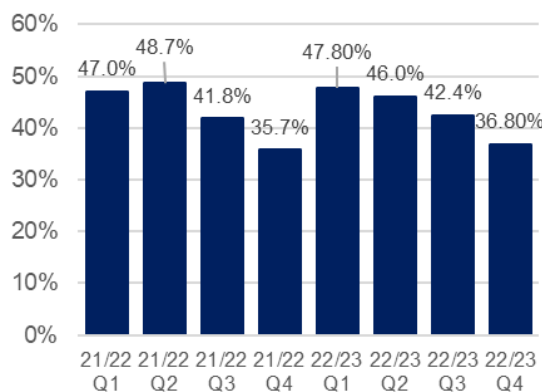
Environment

Environmental Services and Climate Change

Waste Collection and Disposal

Waste collection and disposal information is reported a quarter in arrears due to national reporting arrangements. The data reported here relates to Q4 2022/23.

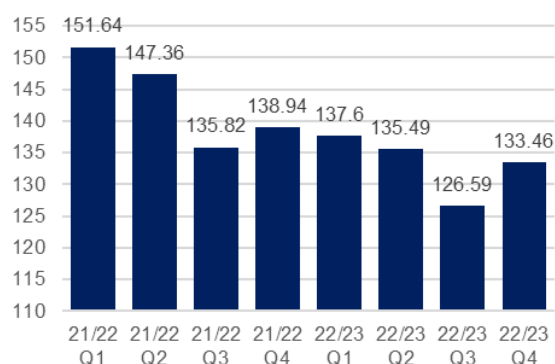
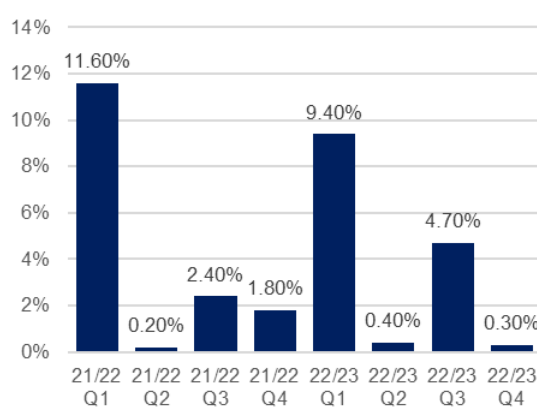
Regarding the **percentage household waste sent for reuse, recycling or composting (NI192)**, the outturn for Q4 2022/23 was 36.8%. Performance in Q4 is always lower than other months due to kerbside green waste collections not being carried out by some of the former districts in January and February. Whilst Q4 showed a slight improvement compared to the same period last year (35.7%), the *overall* performance for the 2022/23 year is lower than the previous year. This may be due to the reduction in green waste collected in Q2 due to the hot, dry weather experienced in July 2022 and resulting overall tonnage decline. The table below shows the material difference (over 6,000 tonnes) between the amounts of household waste sent for composting between Q2 2021/22 and Q2 2022/23 - and the resulting fall in the percentage of household waste that was composted - whilst other amounts are broadly comparable.



Household Composting (tonnes)	19,437		10,866	7,144	19,112		10,685	6,208
Total Household Waste Collected (tonnes)	83,484		68,747	66,826	77,692		65,483	62,884
Composting rate (%)	23.3%		15.8%	10.7%	24.6%		16.3%	9.9%

With regard to the *percentage of municipal waste sent to landfill* (NI193), outturn for North Yorkshire in Q4 2022/23 was 0.3%. This was significantly lower than in the same quarter the previous year (1.8%). There was no planned shutdown or waste diverted to contingency sites required for Allerton Waste Recovery Park in Q4 2022/23, hence the very low percentage.

% Waste arising to Landfill



In terms of the amount of *residual household waste collected per household* (NI191), the outturn in Q4 2022/23 was 133.5kg. This was lower than in the same period the previous year (138.9kg). Residual waste tonnages continue to be lower than in 2021/22.

This may be due to the cost-of-living crisis currently affecting the country.

Missed bin collections

It is planned to report performance on 'missed bins' once a consistent, standardised approach to measuring and monitoring performance has been implemented. Throughout Q1, regular oversight of missed bin performance continues to be monitored at an operational level on a regular basis.

Number of Reported Fly Tipping Incidents per Quarter



Fly-tipping

A total of 719 fly-tipping incidents were reported across North Yorkshire in Q1. Over half of these were reported in the Scarborough (265) and Selby (150) areas. A number of factors could influence this, such as size of geographic area, population, actual number of incidents of fly tipped waste or ease of reporting. Data for the last two years shows a reducing trend in the number of reported fly tipping incidents.

Climate Change

The Climate Change Strategy consultation ended in April with the Young People's survey continuing into May. A team of officers took the strategy out to local community spaces such as libraries, markets and community events and we received over 1700 responses, including over 250 responses to the Young People's climate change survey that was co designed by Harrogate Youth Club. The themes of the Climate Change Strategy were well supported and are also evident in the emerging Economic Development Strategy and the Food Strategy, evidencing our commitment to embed climate change into and across all our services.

We continued to deliver climate actions in Q1, including bidding for Government and other funding to deliver programmes of work, such as:

- The Devolution Deal Net Zero Fund. Several NYC bids have been asked to progress to full business case stage. Whilst, this isn't a guarantee of funding, it does mean the bids have been shortlisted.
- The North Yorkshire Shared Prosperity Fund and Rural Development Programme for England, ensuring climate responsible actions are built into all the grant funding as the programme develops.
- Our bid for Home Upgrade Grant under the phase 2 scheme was approved by Government. The bid for £14m will enable us to improve energy efficiency and low carbon heating in 700 homes that are not on the gas grid throughout North Yorkshire over the next two years. We are currently procuring a delivery partner and will open this scheme in late spring. This follows on from our successful Sustainable Warmth programme which has been supporting home energy efficiency over the last year.
- Year 1 of the programme delivered:
 - 50 Community Building Decarbonisation Plans
 - Decarbonisation plan for elderly people's flats in Richmondshire
 - Housing Stock survey to support HUG2 implementation
 - Farm based decarbonisation / energy programme at contracting stage.
- For year 2 activity, workshops were held with communities and businesses in May and June to design the decarbonisation grant schemes and spend for year 2 of the programme which we hope to launch in the Autumn.
- Local Energy Advice Demonstrator – a bid for funding to this programme was made to provide locally based domestic energy efficiency advice, working with the LEP, and with community-based partners, to deliver in rural communities across North Yorkshire.
- Our support for Electric Vehicle Charging Point infrastructure continues with Scarborough EV Charge point rollout. 18 EV charging sockets are now available across 5 sites in the centre of Scarborough as part of the 96-socket rollout project, with the rest expected by the end of July.

Charging points have also been installed at County Hall ready for the EV Pool Car fleet which is on order.

- We continue to share information and best practice with communities through the climate change newsletter and at events such as Great Big Green Week. The Council supported Coast and Vale Community Action to hold the Climate Change Roundtable event as part of Great Big Green Week in Scarborough, bringing together key local stakeholders to discuss how to best build on the Council's Climate Change Strategy with a particular focus on community energy.
- The schools carbon reduction officer continues to be active delivering Environmental education to school customers. Feedback continues to be extremely positive, e.g.

"It enriches our learning having a visitor such as Pete. Thank you for such engaging sessions and for your enthusiasm." (Bishop Monkton School)

The Property Services Traded Team has delivered three heating boiler upgrade projects, resulting in reduction in gas consumption of up to 53.5%, an annual saving of £32k a year at May 2023 gas prices. The works will pay for themselves through savings in eight years. Additionally, six heating control upgrade projects have resulted in reduction in gas consumption of nearly 10%. With an annual saving of £40k a year, the works pay for themselves in five months.

The Display Energy Certificate (DEC) officers have completed 81 DEC's - part of a planned annual programme of delivery which ensures compliance with statutory regulations.

Progress to net zero and carbon pricing

We are developing a pathway tool which will help us to identify progress made against the target for ensuring the council is operationally net zero by 2030. We hope to be able to report on the Council's operational footprint later in the year. In addition, we are working with Finance to look at the best way to calculate 'carbon pricing' and report this in simple terms of the £ equivalent cost of our carbon emissions.

Scarborough South Bay water quality

Issues remain with poor bathing water quality in Scarborough's South Bay and the RNLI are advising beach users against bathing. Work is being done through the Bathing Water Partnership to resolve this; investment by McCains is taking place this year and Yorkshire Water are awaiting Ofwat approval to bring forward investment in Wheatcroft Storm Overflow from 2035 to 2025.

Environmental Services and Climate Change Operational Data

KPI operational data Table	2021-22			2022-23				2023-24
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Percentage of municipal waste sent to landfill KPI = 0.3%	0.1%	2.4%	1.8%	9.4%	0.4%	4.7%	0.3%	N/A Reported a quarter in arrears
Residual household waste per household (kgs) KPI = 133.46kg	147.36	135.82	138.94	136.08	134.00	126.59	133.46	N/A Reported a quarter in arrears
Percentage household waste sent for reuse, recycling or composting KPI = 36.8%	48.6%	41.8%	38.5%	47.8%	46.0%	42.4%	36.8%	N/A Reported a quarter in arrears
Number of reported fly tipping incidents KPI = 719	743	880	824	764	795	760	793	719

Highways and Transportation, Parking Services, Street Scene and Parks and Grounds operational data

KPI operational data Table	2021-22				2022-23				2023-24
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Highways customer service requests responded to within timescales. % Reports closed down or customer aware that a repair required. 10 days Response KPI = 90.0%	94.7% of 9,277	96.2% of 6,933	97.7% of 8,259	97.5% of 6,932	97.8% of 6,888	98.2% of 7,128	97.8% of 7,926	97.4% of 7,011	
Highway Inspections carried out within timescales KPI = 98.0%	97.7% of 13,010	93.6% of 11,516	96.9% of 10,851	98.3% of 14,072	96.5% of 12,790	96.1% of 11,379	98.9% of 10,822	96.7% of 14,546	
Highway dangerous defects made safe within 2 hours timescale KPI = 99.0%	94.5% of 1,364	96.2% of 1,174	97.1% of 1,632	98.0% of 1,627	97.6% of 1,403	95.8% of 1,206	97.7% of 2,338	97.1% of 2,138	
Average length of road works on-site occupancy – lower means less disruption KPI = 7.5 days	7.4 days	6.1 days	6.2 days	6.7 days	7.3 days	6.9 days	8.6 days	7.6 days	
Street lighting defects repaired within 7 days target KPI = 92%	86.9% or 1,058	81.7% of 2,168	83.6% of 1,521	85.2% of 770	93.5% of 967	91.0% of 1,625	98.4% of 1,618	97.0% of 831	
Successful insurance repudiation rate on closed cases KPI = 80.0%	91.9% of 74	82.4% of 106	86.2% of 65	73.7% of 57	74.3% of 75	84.8% of 93	80.9% of 90	N/A Reported a quarter in arrears	
Parking: On street pay and display income							£613,495	N/A Reported a quarter in arrears	
Parking: off-street pay and display income							£1,778,862	N/A Reported a quarter in arrears	
Parking: on-street and off-street permit income							£137,467	N/A Reported a quarter in arrears	

Note that the parking figures are not complete for all three measures. On-street pay and display contains only the data from the former districts of Scarborough, Ryedale and Hambleton. Data on off-street parking is missing three former districts.

During quarter one Highways received 7,011 customer service requests, which is slightly lower than the quarterly average for the preceding year (7,219), but more than the same period last year (6,932). Of these 7,011 requests, 97.4% were responded to within the target timescale, which although down slightly on last quarter (97.8%), it is well above the 90% target.

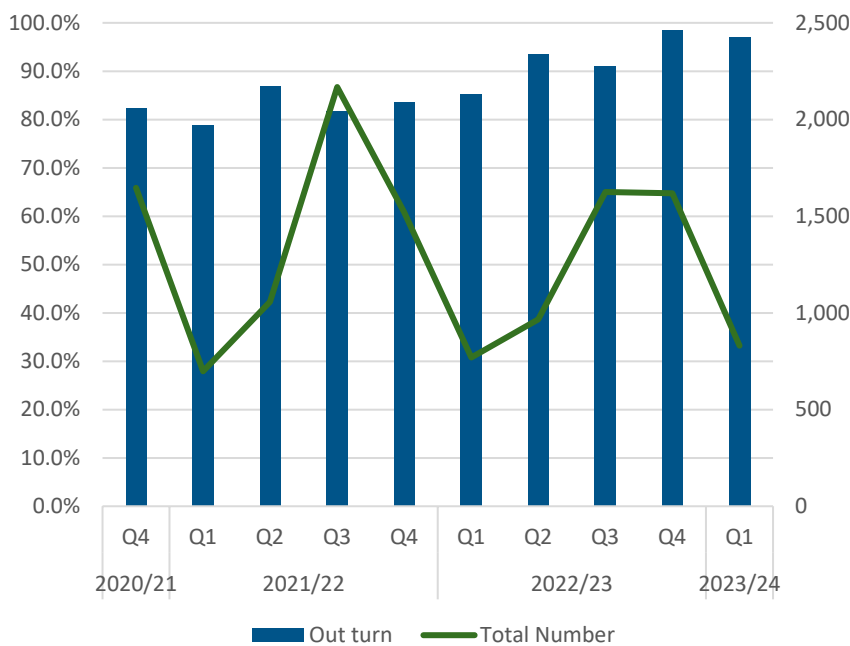
During the quarter there were also 14,456 highways inspections carried out, and although the number of inspections carried out in quarter one is usually higher than for other quarters, this is the highest quarterly figure in over 2 years. With the increase in volume of inspections, the number carried out in time fell from 98.9% in quarter four to 96.7% in quarter one. This is slightly below the demanding 98% target.

2,138 dangerous defects were reported during the quarter, which although down on the previous quarter (2,338), is still significantly above the quarterly average for the preceding year (1,641). Of these 2,138 defects, 97.1% of them were repaired within the two-hour target, which again is slightly below the demanding 99% target.

Street Lighting

The number of street lighting defects reported is always lower during quarters one and two when the days are longer as can be seen from the chart below. During quarter one 831 defects were reported of which 97% were repaired within the seven-day timescale, exceeding the 92% target.

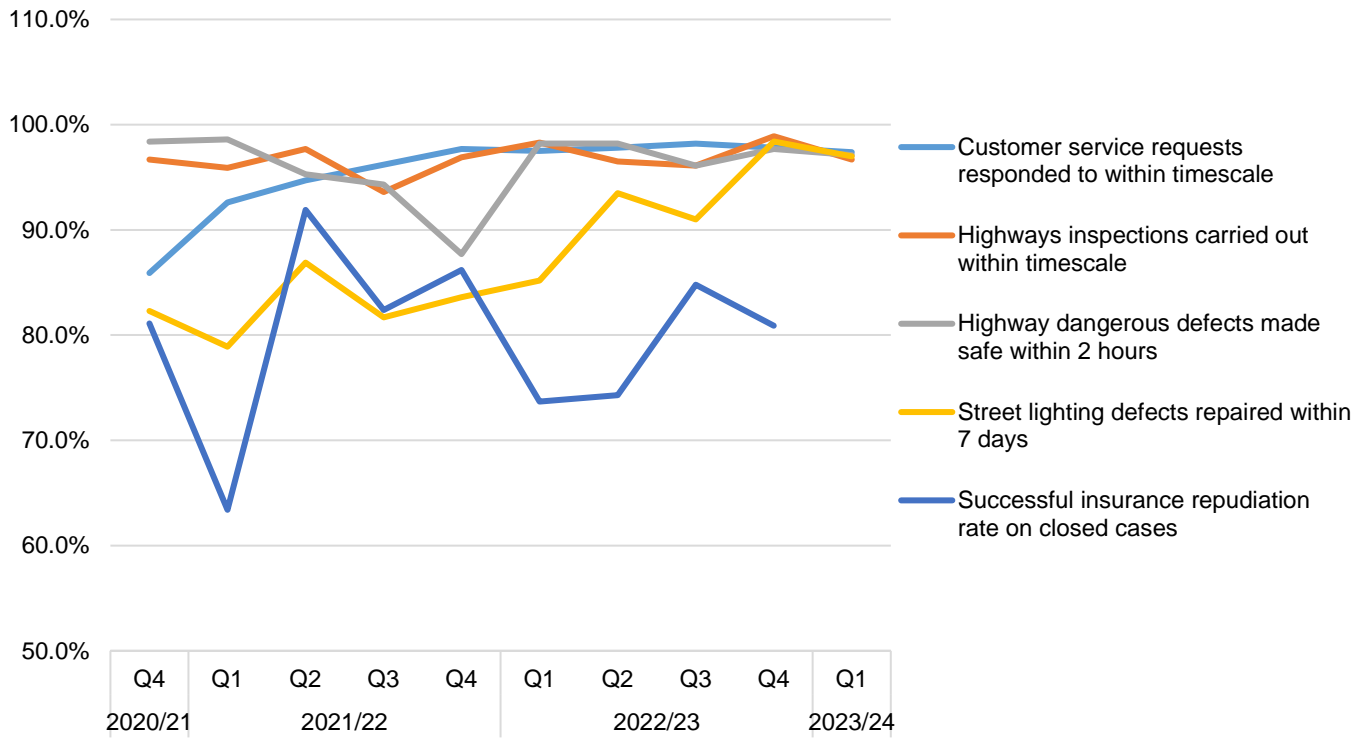
Street Lighting Defects Repaired Within 7 Days



The target for the average length of on-site occupancy for road works is seven and a half days and can tend to fluctuate by more than a day either way from one quarter to the next. During quarter two the average length of on-site occupancy for road works was 7.6 days, only slightly above the target and down a full day from the previous quarter.

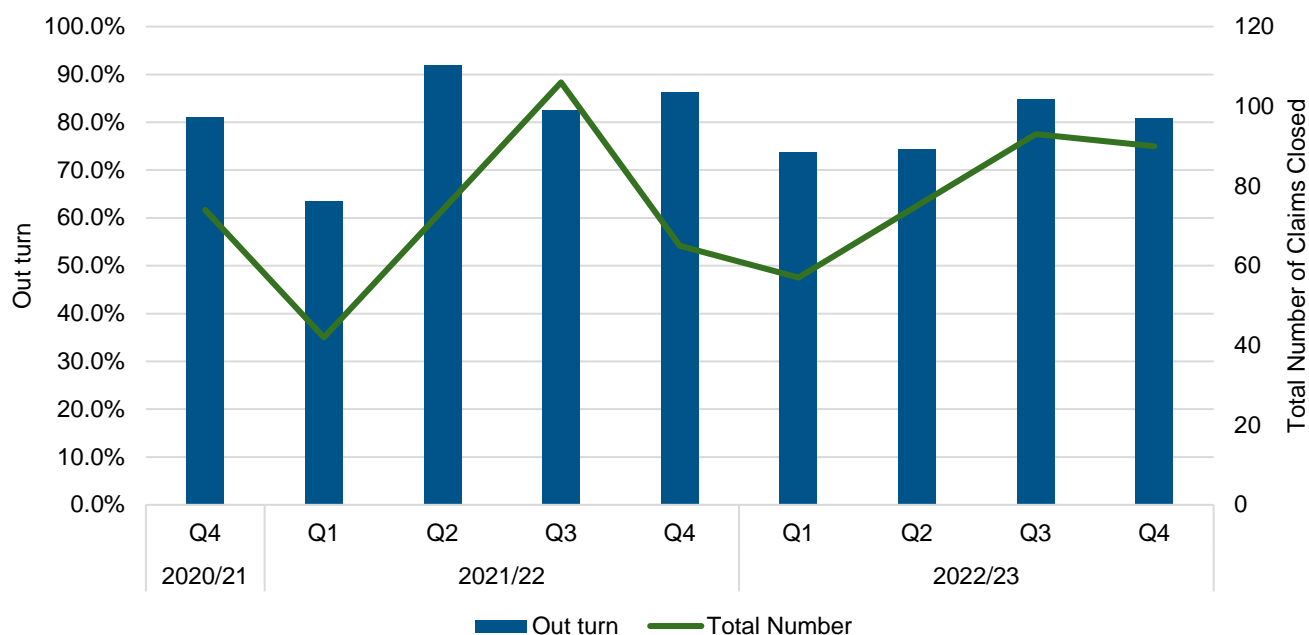
The highways operational data above shows continuing high levels of performance against demanding targets, however five out of the six main Highways performance indicators have dropped slightly in this quarter, with only customer responses and streetlighting above their respective targets. Despite these slight drops in quarter, the overall longer-term improvement and high levels of performance can be seen in the chart below.

Highways Performance



The insurance repudiation rate is the indicator that fluctuates most from one quarter to the next. During quarter four (data reported a quarter in arrears), 90 claims were closed, which is higher than the quarterly average (79). Of these 90 closed cases, 80.9% were successfully repudiated which although down on quarter three (84.8%) is above the 80% target.

Successful Insurance Repudiation Rate on Closed Cases



The availability of the 2022-23 Q4 data now enables us to provide an overview of the year’s performance (below).

Annual Insurance claim review

During the last financial year, 282 new claims were received which is lower than 2021-22 (323) and the second lowest since 2021-13. Of the 315 calls closed during the year, 78.9% were successfully repudiated which is lower than 2021-22 (83.0%) and slightly down on the 80% target.

During the year £385k was paid out which is far lower than in 2021-22 (£1.03m) and the lowest annual amount since 2018/19 (£375k)

Major Projects

Kex Gill

The contract for delivery of the main works has now been formally signed and sealed with Sisk. Early site activity includes the removal of dry-stone walling which has now been completed, the preparation for construction of the temporary haul road along the full length of the site, initial earthworks as part of three underpass structures and full site compound mobilisation.

The value engineering solutions are ongoing, with the full package expected in August, following which contractual implications of the solutions will be collaborated. The planning conditions partially discharged to allow current activity, remainder outstanding, expected Aug.

Local Transport Plan (LTP)

Public engagement on the future LTP has begun and a large number of responses have been received. It was expected that we would attract around 1,500 responses for the eight-week consultation however this was exceeded within two weeks of it starting in early June.

Meetings with all members via their Area Constituency Committees are underway and further meetings will be planned as the LTP develops. Over the summer the responses from all the public and stakeholder engagement will be collated and analysed. There will also be a series of stakeholder engagement sessions as well as an opportunity for stakeholder groups to complete a separate survey.

Local Electric Vehicle Infrastructure (LEVI)

An indicative allocation of £405k from the Capability Funding 2 pot has been received. This is intended to fund resource specifically allocated to the Electric Vehicle Charging Points (EVCP) rollout. The Capital Funding, for the actual EVCP rollout, indicative allocation of £4,880,000 has been received and must be spent by the end of March 2025.

Two project managers have been onboarded to support delivery of the programme and the strategy was formally adopted by Members at a meeting of the Executive on 2nd May 2023 and will now act as our network guide and aide to bidding for capital funds.

A capital bid was made to Deep Decarbonisation (DD) Net Zero Fund for delivery of EVCP's in priority locations identified in EV Strategy work (£502,000) and a full business case was provided to the funders on 31/05/2023. DD is described as the installation of technology to reduce/capture emissions without improving energy efficiency; or a switch to a less carbon-intensive fuel.



Community development

Planning

North Yorkshire's new Planning service combines the functions that were formerly carried out by the district and boroughs and by the county. There are a variety of processes, practices, and systems in use. Currently, local planning policies comprise local plans set out by former districts and boroughs, based on previous boundaries. The service has started working on a single local plan for North Yorkshire which will need to be in place within five years. Officers are bringing together a detailed work programme and engagement strategy to support plan preparation as well as undertaking scoping events with key partners to start to bring together key issues that the plan will need to address and to identify the evidence that will be needed to shape the new local plan.

The Statement of Community Involvement (a statutory document that must be prepared by all local planning authorities to show how the Council will involve those persons and organisations who have an interest in the preparation of planning policy documents and the consideration of planning applications) has been prepared and agreed by Executive (18th July meeting) for public consultation in autumn 2023.

The Local Development Scheme (LDS) sets out the key stages and milestones for preparing the new local plan and completing other plans that are in progress. The drafting of the LDS is well underway and will be recommended to Executive for publication once the timescales for work on the Maltkiln Development Plan Document and Selby Local Plan have been finalised.

At its July meeting, Council supported the recommendation to halt work on the Ryedale Local Plan and for that work to be progressed through the preparation of the new Local Plan for North Yorkshire.

Provisional performance figures (in the table below) for planning application processing in Q1 23/24 are encouraging and show the planning service has successfully focused on achieving a smooth transition through local government reorganisation. Compared to the national figure for Q4, North Yorkshire's planning application indicators are better than the England figure for "Other" types of development, on a par with "minor" types of development and only slightly behind the England figure for "major" developments. This puts the NY Planning service in a good position for further integration. Throughout Q1, the planning service has processed 43 major applications, 447 minor applications and 877 other applications.

Type of Planning Application	Percentage complete within permitted timescales/extension of time – North Yorkshire Q1 23/24 (provisional)	Percentage complete within permitted timescales/extension of time – England Q4 22/23 (last published data)
Major	81.4%	89%
Minor	81.9%	83%
Other	90%	88%

Culture, Leisure, Libraries and Archives

Culture and Venues

North Yorkshire has a broad, varied, and unique cultural offer that spans museums, galleries, performance venues, visitor attractions, built and landscape heritage, alongside active engagement opportunities through public festivals, events, workshops, studios, and community outreach projects. The market towns across North Yorkshire with their rural and coastal hinterlands provide a key focus for the local delivery of cultural services, whilst also offering opportunity to increase impact with larger interventions connecting these communities across the whole county.

North Yorkshire Council's cultural assets portfolio

The Council manages four directly-run cultural assets. Skipton Town Hall Cultural Hub (a museum, performance space, gallery, education and outreach venue), Harrogate Royal Pump Room Museum and Mercer Art Gallery, and Knaresborough Castle (with its museum), and one museum and gallery service outsourced for delivery through a service-level agreement with Scarborough Museums Trust. The Council cultural team also works with seven North Yorkshire-based Arts Council England (ACE) National Portfolio Organisations and supports a number of volunteer-run museums and heritage sites across the county, in conjunction with Museums Development Yorkshire (an Arts Council England-funded service). The service also runs three major venues along the coast - Scarborough Spa, Whitby Pavilion and Scarborough Open Air Theatre - in addition to Harrogate Convention Centre.

A priority for the service is the development of a new cultural strategy for North Yorkshire and a partnership structure to support its collaborative development and implementation. This will be developed jointly with City of York Council and supported by the Arts Council. Future performance indicators will be developed in line with the emerging priorities for the strategy.

The service is strengthening relationships with funders and maximising external funding. The opportunities arising from devolution are a priority. This quarter has seen the submission of the Selby Priority Place (Place Partnership) bid to the Arts Council worth £350,000, also supported by the Shared Prosperity Fund: if successful, this will be the first large-scale cultural project delivered as the new North Yorkshire Council. If successful, it will deliver a variety of cultural and creative schemes focussing on Selby, Tadcaster and Sherburn in Elmet.

Q1 saw the delivery of Armed Forces Day event in Scarborough, attended by over 20,000 people and bringing increases of 10-15% in footfall compared to the previous weekends to the town. The event was delivered in conjunction with a wide range of partners including the Ministry of Defence, community groups and local businesses. The major venues in Scarborough and Harrogate have delivered a full programme of events during the period, bringing significant economic benefits into the area.

Sport & Leisure

Sport & leisure services play a vital role in local communities. Being active is essential for improving population health and improving physical and mental well-being.

North Yorkshire has 25 indoor leisure facilities, including 16 pools and a wide range of outdoor pitches and facilities. In 2021/22 only three other unitary authorities invested more in sport and recreation facilities. The current provision includes a mix of providers alongside a strong partnership approach to sports development, which recognises the significant role of grass-roots community sports clubs and volunteers.

The Council is currently undertaking a comprehensive review that will develop a new vision and operating model for the service – one that builds on the current strengths and refocuses the service on delivering better health and well-being for communities across North Yorkshire. A comprehensive performance framework will be developed as part of the review, which includes a strong emphasis on impact, value for money and social value.

During Q1 immediate priorities for the service have been a focus on energy costs and the potential for further decarbonisation and energy efficiency works. Unfortunately, a bid to the Low Carbon Skills Fund was unsuccessful, but further work continues to support the development of comprehensive carbon reduction plans for all facilities. A bid is also being prepared for the recently announced Swimming Pool Support Fund, which recognises the financial challenges faced by operators of local authority and community swimming pool facilities.

Libraries & Archives

North Yorkshire's libraries provide vital support to our communities. There are 42 static libraries across the county, 31 of which are run in partnership with communities. Five operate under hybrid arrangement between the County and volunteer committees, and six core libraries are operated by the council. The archives service operates out of the County Records Office in Northallerton.

Scarborough Library reopened in May after a three-month closure to allow for a significant refurbishment. The £500k project was part-funded by the Department for Culture, Media and Sport's Library Improvement Fund. Scarborough Library had its first full month of use in June, having just under 13k visitors and issuing 10.4k books. Users were able to take advantage of the brand-new IT area, with public access computers being used for over 2k sessions.

In June, North Yorkshire Libraries were awarded Library of Sanctuary status. The Library of Sanctuary accreditation is a network of library staff and volunteers who raise awareness of issues facing people in the asylum system whilst also offering support and participation opportunities. NY Libraries have been working towards accreditation over the last year and assessors were impressed with the service, particularly noting the mobile library service visiting asylum seekers in hotel accommodation. 443 people have joined a library under one of our refugee categories in total; 45 of them through Q1.

Both Libraries and Archives celebrated Local and Community History Month. This annual promotion celebrates local history in all its forms including books, collections, maps, and archives. 63 events were delivered across the county, with nearly 1400 attendees, compared with 43 events and 644 attendees the previous year.

May saw the return of the Archives at Dusk open evening for the first time since 2019, with over 230 people attending an evening of archive entertainment on the theme of maps, travel and navigation, and very positive feedback received.

Economic Development, Regeneration, Tourism & Skills Service

Service Integration

The transfer of eight different services into the new Council on 1st April 2023 was successfully completed with generally positive feedback on how smoothly the transfer went. This was a result of the diligence of many people across the service, working with colleagues across the eight councils, which enabled NYC to deliver 'business as usual' for customers and maintain momentum on service, programme, and project delivery. Staff engagement continues and good progress made towards launching the Heads of Service restructure in July 2023.

The rest of the Service updates are ordered against the key priorities for the Economy set out in the Council Plan. The service also delivers against the other ambitions in the plan through delivery of these priorities.

Economically sustainable growth that enables people and places to prosper

Economic Growth Strategy

The first draft of the new Economic Growth Strategy for North Yorkshire has been produced and a variety of sessions are taking place with Members, internal directorates and key partners over June and July to test, challenge and shape the final strategy over the summer. Following revisions to reflect the comments received, the Strategy will be submitted to the Executive and then to Council for adoption in November 2023.

UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF)

In Year 1 of UKSPF (ending March 2023) NYC achieved £1.5m against a £2m budget allocation despite not receiving final notification of funding until late 2022. A new Senior Programme Manager has been appointed to oversee the delivery of the UKSPF and REPF investment plans. The focus now is on year 2 and 3 delivery with a detailed call for projects launched, expressions of interest being considered. Applications are currently being received through the Building Pride in our Places theme; Communities, Decarbonisation, Sport & Active Travel, People & Skills, and Small Business grants are due to be launched in September 2023.

The Department for Levelling Up, Housing and Communities has approved the Council's Rural England Prosperity Fund Investment Plan, providing a further £5.4m of investment for rural communities in North Yorkshire. This is the largest allocation in the country.

Funding has been provided for a wide range of projects and initiatives to date, including:

- Decarbonisation plans and pilot initiatives including housing stock data analysis, farm energy audit pilot schemes and decarbonisation plans for community buildings. In addition, a series of workshops have been held to enable stakeholders to design future programmes in years 2 and 3 of the programme.
- Supporting local business, through inward investment promotion, including attendance at the UK Real Estates and Inward Investment Forum, and promoting innovation, research, and design.

Culture, heritage, arts and sustainable tourism all play their part in the economic growth of the county

Tourism Review – Development of Destination Management Plan

Work advancing on the approach to delivering tourism and the development of a new Destination Management Plan for North Yorkshire. The approach focuses both on the benefits of working at scale across North Yorkshire and on retaining important local brands e.g., Destination Harrogate or Visit Coast. Wide-ranging consultations with council members, stakeholders, business groups and internal senior

officers have taken place during April and May. The first draft of the plan will be circulated for consultation during July with a view to having the final draft plan to bring to Council in August/September. Work has been progressed with partners on a North Yorkshire tourism stand for the Great Yorkshire Show in July.

Yorkshire Tourism Project/Partnership

In addition to the North Yorkshire tourism review, officers and members have been working on the development of a new Yorkshire-wide Partnership with tourism leads from Councils across East, North, South and West Yorkshire and Visit England coming together to develop a new Marketing Strategy to promote the brand of Yorkshire nationally and internationally.

Promotion of North Yorkshire – Early Summer Digital Campaign

While the new North Yorkshire Destination Management Plan is being developed officers have secured Shared Prosperity Fund funding to carry out a digital marketing campaign that will take place throughout early summer. New photography and film footage is being taken to highlight the diversity of the tourism offered to key target markets in London and the South. The digital campaigns are running across Chronicle Live, Yorkshire Live and My London digital channels. The campaign has already exceeded expectations with over 3,000 click-throughs to the No Place Like North Yorkshire website in the first three weeks.

Whitby - Fish and Ships Festival

The Whitby Fish and Ships Festival was held over the weekend of 20-21st May. The event was attended by approximately 15,000 visitors over the two days. Of those who attended 30% were local, and 26% were visitors from within a 40-mile radius. 13% were from Yorkshire and 31% were from other English regions. 36% of respondents, who were predominantly 31-45, were staying in Whitby overnight with 33% staying for a week or more. The event was positively received with 80% confirming they would return to Whitby again after experiencing the event.



Treadmills Development, Northallerton

The new Everyman Cinema is now open (June 2023), and the main public square completed. At the end of July, a major piece of public art will be installed at the Treadmills Development, one of the finishing touches to this eight-year redevelopment project. 'The ballad of Sophia' is an eight-foot steel fabricated sculpture of a 10-year-old girl who was imprisoned but went on to have a successful life. Funding for delivery was secured through Historic England's Cultural Programme as part of the Northallerton High Street Heritage Action Zone. The project aims to create a visible legacy of the town's heritage.

Northallerton - Heritage Trail

This brand-new augmented reality app was launched at Easter. The free app is part of the Northallerton High Street Heritage Action Zone and takes you on a journey to discover more about the heritage of the town. As you step into portals to the past you will uncover hidden stories, fascinating people, places, and events that have shaped the historic town of Northallerton through the centuries. The launch has been very well received and shows real innovation in attracting visitors into the town.

Pop Up Friday Markets in Scarborough

This Shared Prosperity Fund project has been running fortnightly since April. The outdoor markets are bringing together new creatives and makers as well as providing a platform for local musicians and offering family-friendly arts activities. To date the pop ups have hosted over 44 different artists and are attracting around 1100 visitors every Friday. The event has generated an increase of 10% footfall to the Inside Market.

Northallerton - Food Festival

June saw the much-anticipated return of the award-winning and hugely successful Northallerton Homegrown Food Festival. Now in its ninth year the fun, free and family-friendly event attracted a huge

crowd and provided a showcase for artisan food and drink manufacturers from across the region. It is estimated that over 5000 people attended the event throughout the day with over 40 market stalls selling locally produced food and drinks, ranging from Syrian street food to gourmet scotch eggs from firm festival favourite The Clucking Pig.

North Yorkshire has a high profile, is influential nationally and receives its fair share of resources

Scarborough and Whitby Town Deals

In 2021, Government announced that Scarborough had been successful in securing £20.2m of Town Deal funding, and Whitby £17.1m. Through Town Investment Plans, the funds will enable projects boosting skills and enterprise, cultural activities, the environment, connectivity, well-being, and sustainability. Progress continues to be made across these comprehensive multi-year, multi-project deals with a strong drive for delivery through the Town Deal Boards. Although there are some technical challenges, these are being handled through adaptive project management. The Scarborough Cricket Club improvement project is on schedule for completion in June, allowing the club to continue to host first class cricket at the ground. The West Pier project in Scarborough is due to be submitted for planning in July. In Whitby, proposals for the renovation and improvements to the Old Town Hall and Market Place have now been submitted to the planning authority for determination in the summer. Plans to deliver the Whitby Maritime Training Hub are progressing, with a planning application due to be submitted in the summer.

Catterick Garrison Town Centre Levelling Up Fund project

The project is progressing well. Stage 2 designs and costings have been signed off. Stage 3 design work is near completion, focusing on the Community Engagement Centre, Public Realm and Accessibility/Connectivity. Pre-application designs have been review by Planning with the planning application expected to follow at the end of August 2023. Requests for Information for building contractors have been completed through two frameworks. The heads of terms agreement for the Land Transfer between North Yorkshire Council (NYC) and the Ministry of Defence/Defence Infrastructure Organisation is proceeding as expected and should be complete in October 2023. Through the lease and development agreements, this will enable the Council to develop the site in accordance with the successful bid, as well as formalising the partnership with the MOD/DIO through governance arrangements. A series of further public engagement events have taken place in the week commencing 3rd July across the Catterick Garrison area. The overall project is expected to complete in June 2025.

New and existing businesses can thrive and grow

UK Real Estate Inward Investment Forum (UKREiiF)

Under the banner of Invest in York & North Yorkshire (Y&NY), NYC has teamed up with inward investment colleagues from City of York Council and York & North Yorkshire Local Enterprise Partnership (YNYLEP) to represent Y&NY at the UK Real Estate Investment & Infrastructure Forum (UKREiiF) in May 2023. The annual event aims to link private sector investors with opportunities throughout the UK's regional authorities. While only in its second year, the Royal Armouries in Leeds saw around 7,500 visitors attend UKREiiF 2023, up from 4,000 last year. The Invest in York & North Yorkshire stand enjoyed a good flow of visitors interested to hear about our region's inward investment opportunities.

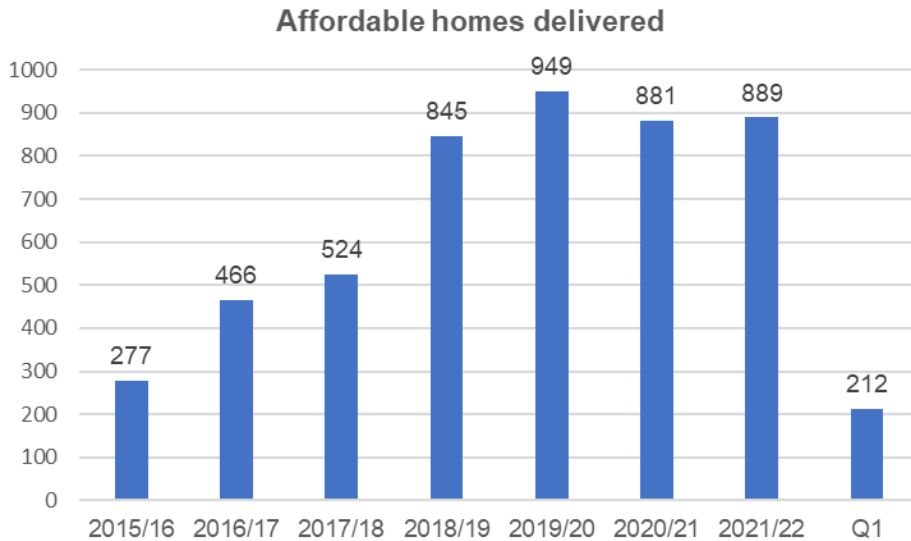
Church Fenton - Creative Industries Hub

Church Fenton Aerodrome near Sherburn in Elmet was recently granted planning permission for a Film & Creative Industries hub involving three new film studios plus 160,000 sq. ft. of new floor space for film-related ancillary businesses. The site expects to employ 1800 people and add £0.94bn to the GVA of the region over 10 years. The site is already being dubbed "the Hollywood of the North." This involved close joint working across Planning, Economic Development and Regeneration staff

Housing

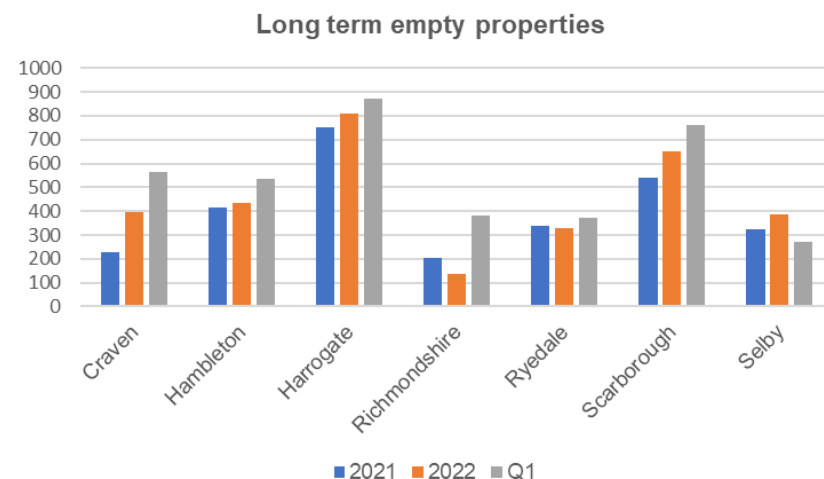
Number of affordable homes delivered

Q1 has seen a sizeable delivery of 212 new affordable units across the region. If this rate were to be sustained throughout the year, a total of 848 new affordable homes would be completed. A major proportion of these units have been built in the Harrogate area; accounting for 57% of the developments (121 units).



Sector Forecasting Downturn

Despite a positive start in Q1, a downturn in completions is forecast, driven by changes to planning policy, rising material costs and wider economic pressures linked to the cost of living. For affordable housing this is a unique problem as demand is expected to increase as residents struggle with mortgage payments and rental costs. Maintaining a robust affordable homes programme is essential to meet this future demand.



Number of long-term empty properties

Properties that are empty for over six months are classed as being ‘long term empty’ and can bring with them a range of challenges. In some cases, empty properties are created because of the need for additional care or when people pass away, meaning families must handle what happens with the property: this can take some time to resolve. In other cases, landowners may wish to keep a property empty to support wider redevelopment of an area.

Sadly, empty properties also contribute to wider issues: most notably they can become targets for anti-social behaviour but also can be an inhibitor in preventing people from accessing housing. A comprehensive approach to tackling empty homes is therefore essential to maintaining community cohesion but also supporting growth.

Across the county it is evident that empty homes are more prevalent in the urban areas of Harrogate and Scarborough than the rural communities. It is also clear that the number of empty homes is increasing; however, this is not unique to the county and is in line with national trends. Estimates from Action on Empty Homes suggests that there are 248,633 empty homes across England and therefore the 3,757 properties across North Yorkshire accounts for just 1.51% of these properties.

More work is needed to understand the context around these homes across the county; including work to establish the properties that have been vacant for the longest time and the measures undertaken to bring them back in to use.

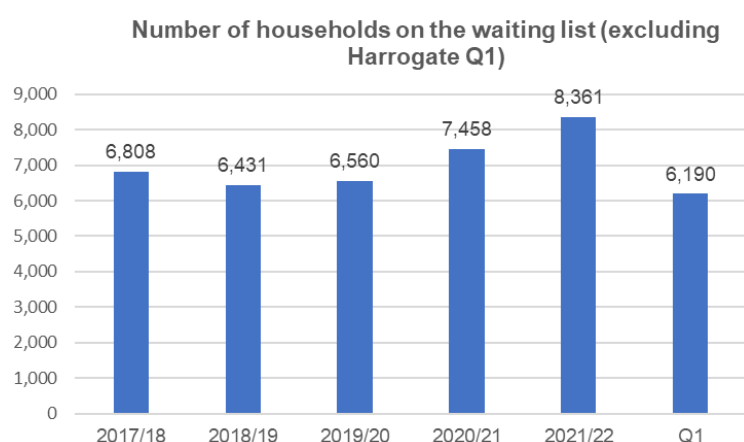
Additional issues exist around long term empty homes linked to wider council priorities: for example, such homes are often poorly maintained if left empty for a considerable time, with poor insulation and energy efficiency measures; therefore understanding the issues linked to empty homes and the climate change agenda will also be a valuable approach to take in order to establish future incentives and schemes for landlords to bring these properties back in to use.

Number of households on the housing waiting list

Housing across the county remains a key priority for many, especially the need to access secure and affordable housing. Allocations to social housing are achieved through two systems:

- North Yorkshire Home Choice; a partnership created between the former councils of Craven, Hambleton, Richmondshire, Ryedale, Scarborough, and Selby alongside a number of Registered Social Landlords (RSLs).
- Homes Online; a bespoke platform servicing the Harrogate area.

Demand for social housing has increased over recent years; and whilst final validated figures for 2022/23 are yet to be released it is likely they will be comparable to the 2021/22 figures.



The data for Q1 is based purely on the live applicants on the choice-based lettings platform and therefore excludes the Harrogate waiting list. Since 2018/19 the number of households on the waiting list has not only increased but since the pandemic has shown a degree of acceleration. This demand is exacerbated by a shortage of affordable housing meaning some applicants can be on the waiting list for a considerable time and some may never access social housing despite a need for it.

This presents several challenges for the authority. There is a need to consolidate the lettings system to allow for much better insight and intelligence into the demand across the county. The first step of this will be to migrate Harrogate to the North Yorkshire Home Choice system. Additional work to assess the volume of households in each band would also be beneficial to establish potential pinch points in terms of people needing to access specific property types or specialist accommodation. This mapping of the waiting list would also help inform future planning and development plans.

A wider concern relates to the increasing number of applicants on the waiting list. Due to the ongoing cost of living crisis and increases to mortgages there could be implications linked to more people looking for social rented housing or even increased homelessness. This could see some households linger on the waiting list for much longer whilst emergency cases are allocated housing; consequently, it is possible that even with a comprehensive development programme there will continue to be increases to the waiting list.

Total Social Lettings

To help contextualise the challenges facing the social housing sector it is worth considering the number of new lettings made over the quarter. In Q1 just 246 social lets were made across the county (including both council and RSL allocations); whilst the majority will be households from the waiting lists, a number will be allocated from the emergency or homeless bandings. This demonstrates that the issues facing the county regarding housing will not be solved by a single approach: rather, they will require considered work around the areas of development of new housing, bringing new homes back in to use, and effective use of the social housing stock to ensure the right people can access the right accommodation at the right time.

Households facing homelessness

Compared with the same quarter last year, Q1 saw more households threatened with homelessness (1.99 per 1000 households were owed a prevention duty, up from 1.18), but fewer approaching the Council after losing their accommodation (0.30 per 1000 households were owed a relief duty, down from 1.05). In absolute terms, 762 households were owed a prevention duty, and 133 found themselves in need of homelessness relief. Data recording around homelessness is challenging because of the volume of casework and the variety of household circumstances.

Substantial work is undertaken across both the prevention and relief duties by the Council. From a practical perspective the earlier the household engages with the authority the better as it often means more time can be spent assessing options usually under the 56-day prevention duty. Action may involve supporting households with income maximisation, engagement with third sector organisations or charities (such as Citizens Advice). In some instances (especially concerning young people) the service may engage with family mediation to prevent young people from becoming homeless or in some cases where substance misuse is contributing to unsettled housing liaise with specialist counselling services. Where possible the service will aim to maintain the existing housing however would also look for suitable alternatives if this was not possible.

In the case of homelessness relief, the support is more focussed on providing more secure accommodation for the household; although in some cases this would be through temporary accommodation, the use of night stop accommodation or bed and breakfast accommodation. Whether a household is presenting under the relief or prevention duty they would all be assessed and receive a tailored housing support plan and package relevant to their needs.

Private Rental Marketing Evaluation

Meanwhile, in the year to April 2023, average private rental prices increased more in Yorkshire & The Humber than in England's other regions. An increase of 5% year-on-year means the region is tied with London for rent increases. Although this figure responds slowly to changing rent levels because it includes all ongoing rentals, agents expect it to rise almost 6% per annum for the next five years. Across the region letting agents report increasing numbers of would-be tenants, while more landlords are looking to sell. As a result, the annual increase in cost for a new rental had exceeded 10% by the end of 2022. The median private rent is currently unaffordable for people with median earnings in Craven, Harrogate, and Ryedale.

The cost of servicing mortgages has also risen rapidly, such that the average monthly payment for a detached home in North Yorkshire –the most common type of accommodation –stands at £2,345 (calculated by the Office for National Statistics based on a 5-year fixed mortgage for 25 years, with a £30,000 deposit.) Household income would need to exceed £84,000 for this to be affordable.

Some landlords are exiting the private rental market in anticipation of the renters' reform bill, tabled in May, which promises an end to no-fault 'Section 21' evictions. Citizens Advice reported helping a record number of households affected by no-fault evictions in May before the new regulation comes into force. This might explain why the number of households assessed and found to be threatened with homelessness was so much higher in quarter one than during the same period last year.

The rate of landlord and mortgage issuer possession claims per person did increase between 2021 and 2023 but remained at roughly half the level seen in other unitary authorities. Coupled with the decrease observed in the rate of households owed a prevention duty, this could indicate that households are successfully seeking help at an earlier stage, while their current accommodation is under threat, rather than acting only when they are required to leave. It is also an indication of the Council's success in intervening to prevent threatened households from becoming homeless.

Housing performance management framework for the Council

Over the next few months the Council will prioritise a new performance management framework across the housing service aligned to its restructure. This will allow for greater insight and analysis of key metrics attached to the following areas:

- Analysis of homelessness vs numbers of preventions and reliefs
- Use of temporary accommodation
- Levels of rough sleeping
- Number of affordable homes developed including those within the Housing Revenue Account (HRA)
- Retrofit/decarbonisation of the housing stock
- Management of the LA stock including re-let times
- Rent collection

Whilst some of these indicators already exist, work is needed to standardise definitions and means of measuring performance which will help with the ongoing evaluation of the service.

Looking Ahead

Moving into Q2 the priority will remain to align services and make data more accessible and transparent, allowing for better insight and intelligence. Issues around standardising how performance is measured will feature heavily in the transformation plan and allow for much more effective reporting on issues such as the performance of the retained stock.

Customer Feedback

It has not been possible to recreate the Customer Feedback section for the entirety of the new North Yorkshire Council, covering Complaints, LGO, and Compliments. This is down to various complexities including the data collection system platforms used, differing methods of data collection and recording.

Efforts are ongoing to ensure complaints are collected and recorded in a uniformed manner.

Limited data is available for Health and Adult Services and Children and Young People Services.

Data will be updated over the coming week for the Executive version of the report

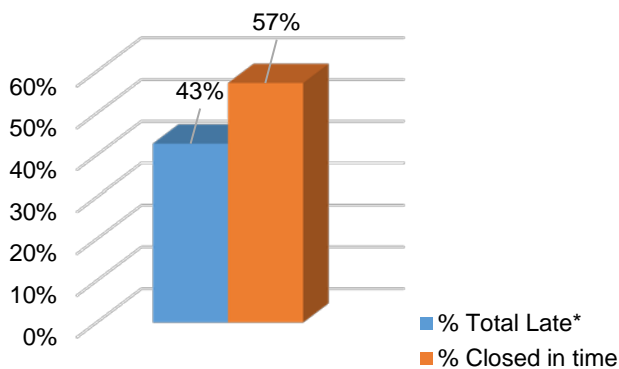
In addition, there is a new section on FOIs received by the council. This is a new section for the Q report and will be expanded on in future quarters.

Freedom of Information Requests

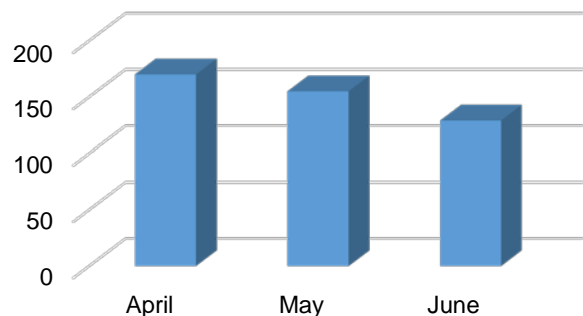
County wide, some 454 requests were received in the first quarter, an average of 150 per month. The top three areas for requests were Environment 145, Resources 114, and Community Development 62. Topics covered Parking, Council tax / Business rates, Planning and Housing issues.

Over the period 57% were closed within the 20 days' time limit, however in June 81% were closed on time.

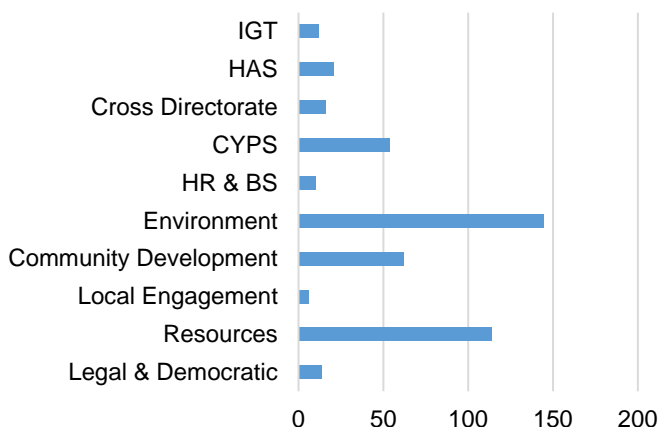
FOI Q1 Closed in Time



FOI Received per Month NYC

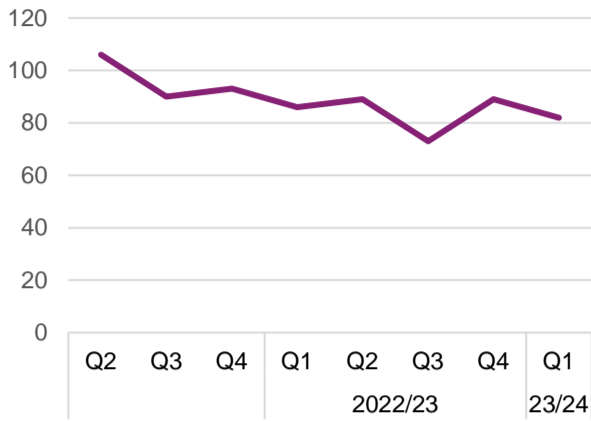


FOI Q1 by Recipient

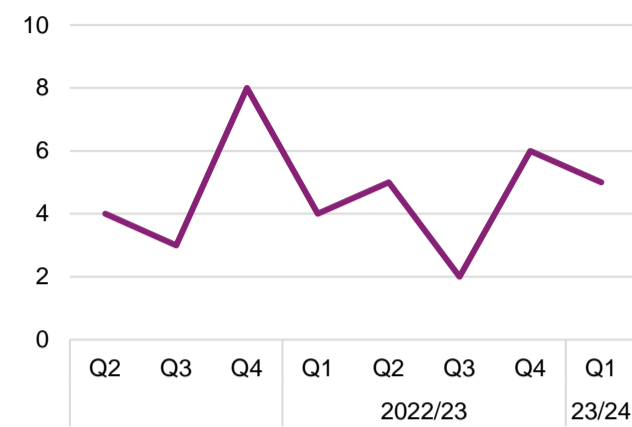


Health and Adult Services – Customer Feedback

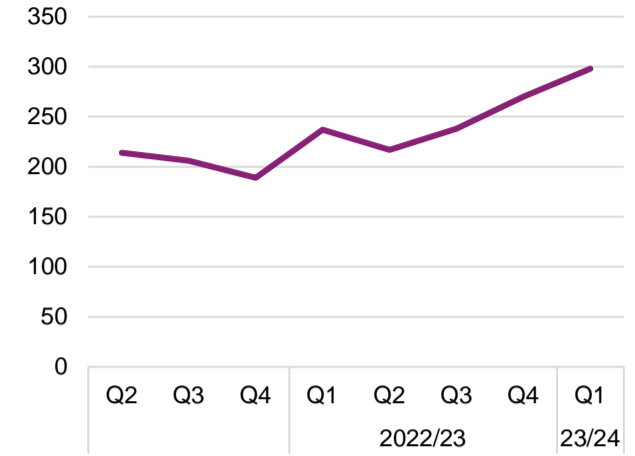
Stage 1-2 complaints received



LGSO complaints Received



Compliments received



	21/22 Q2	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1
Stg1	106	90	93	86	89	73	89	82
Stg2								

We received 82 Stage 1 complaints in Q1, of those 93% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause

Pricing and charges	27 (33%)
Disagrees with action/decision	22 (27%)
Service and care	22 (27%)
Communication	10 (12%)
Staffing	1 (1%)

Timeliness

In quarter 1, we closed 79 complaints; out of these 67 (85%) were closed within time. We have unfortunately, fallen short of our 90% target. Of the complaints that were out of time, 9 were due to being received late from the Teams, the other three were complex cases.

15 Complaint reviews were responded to; 9 were within time (60%). Three of the out of time responses were received late from the service area and the other three were complex.

VoY have received 34% of the complaints in Q4, the highest amount, with S/W receiving 28%. HRA received 23%, Ham / Rich 14% and Craven receiving least with 1%. The Continuous Learning and Improvement Officer (CLIO) monitors these figures and the Head of Service is in regular contact with teams to find out what is happening in their respective areas.

Outcomes

Not Upheld 32 (41%), Partly Upheld 19 (24%), Upheld 23 (29%), Not Pursued/Investigated 5 (6%).

Learning

Over the next year, we intend to undertake further work to identify trends and lessons learnt that can influence improved working practices as a direct result of the customer feedback that we receive. We need to ensure that we are utilizing customer feedback to its full potential and work with both the CLIO and RIO so that we have a clear demonstrable audit trail of “You said – We did”.

We will look for new ways to develop the “Shout Out Wall” to promote and celebrate the fantastic work being carried out by HAS staff across the board. We need to celebrate and promote the great work of staff. Given the current situation, it is more important than ever that we promote examples of positive feedback.

In 2023/24, the Governance Team will continue to report on data breaches quarterly at ASC Leadership Governance meetings, as well as raise any governance matters which need to be communicated to teams at ASC Leadership Governance meetings as required. As a matter of course we attend the ASC Leadership Governance meeting each quarter and monthly updates are held with the relevant Assistant Director to raise any concerns / issues around complaints.

The Governance team will request further information from Veritau in relation to data breaches to further develop its data breach reporting and ensure clear recommendations can be made to the ASC Leadership Governance meetings. The Governance Team will also be working with the Practice Team with a view to include our key processes to the Adult Social Care Practice and Performance Framework Sharepoint space under its Governance section (Chapter 6), as well as provide updates for inclusion in the weekly Practice Bulletin.

Ombudsman

HAS received 5 new Ombudsman enquiries in Q1. There are currently 5 open cases and 3 are with the LGSCO. The remaining 2 cases are with the service area gathering the requested information and within time.

Children and Young People's Service – Customer Feedback



	21/22 Q2	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1
Stg1	106	90	93	86	89	73	89	82
Stg2								

We received 82 Stage 1 complaints in Q1, of those 93% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause	
Pricing and charges	27 (33%)
Disagrees with action/decision	22 (27%)
Service and care	22 (27%)
Communication	10 (12%)
Staffing	1 (1%)

Timeliness
In quarter 1, we closed 79 complaints; out of these 67 (85%) were closed within time. We have unfortunately, fallen short of our 90% target. Of the complaints that were out of time, 9 were due to being received late from the Teams, the other three were complex cases.

15 Complaint reviews were responded to; 9 were within time (60%). Three of the out of time responses were received late from the service area and the other three were complex.

VoY have received 34% of the complaints in Q4, the highest amount, with S/W receiving 28%. HRA received 23%, Ham / Rich 14% and Craven receiving least with 1%. The Continuous Learning and Improvement Officer (CLIO) monitors these figures and the Head of Service is in regular contact with teams to find out what is happening in their respective areas.

Outcomes
Not Upheld 32 (41%), Partly Upheld 19 (24%), Upheld 23 (29%), Not Pursued/Investigated 5 (6%).

Learning
Over the next year, we intend to undertake further work to identify trends and lessons learnt that can influence improved working practices as a direct result of the customer feedback that we receive. We need to ensure that we are utilizing customer feedback to its full potential and work with both the CLIO and RIO so that we have a clear demonstrable audit trail of "You said – We did".

We will look for new ways to develop the "Shout Out Wall" to promote and celebrate the fantastic work being carried out by HAS staff across the board. We need to celebrate and promote the great work of staff. Given the current situation, it is more important than ever that we promote examples of positive feedback.

In 2023/24, the Governance Team will continue to report on data breaches quarterly at ASC Leadership Governance meetings, as well as raise any governance matters which need to be communicated to teams at ASC Leadership Governance meetings as required. As a matter of course we attend the ASC Leadership Governance meeting each quarter and monthly updates are held with the relevant Assistant Director to raise any concerns / issues around complaints.

The Governance team will request further information from Veritau in relation to data breaches to further develop its data breach reporting and ensure clear recommendations can be made to the ASC Leadership Governance meetings.

The Governance Team will also be working with the Practice Team with a view to include our key processes to the Adult Social Care Practice and Performance Framework Sharepoint space under its Governance section (Chapter 6), as well as provide updates for inclusion in the weekly Practice Bulletin.

Ombudsman
HAS received 5 new Ombudsman enquiries in Q1. There are currently 5 open cases and 3 are with the LGSCO. The remaining 2 cases are with the service area gathering the requested information and within time.