

# **Executive Performance Report**

**Quarter 2 2023-24**

**Report produced by Strategy and Performance**



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## Executive summary

### Introduction

Welcome to the quarter 2 performance report for the period 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023.

#### **The report layout remains the same as in Q1:**

Executive summary of Main points

Main text covering NYC directorates

Customer feedback

### **Data Collection**

Over the quarter work has continued to combine services and improve data collection that will provide a better view of performance and activity across the authority. While much progress has been made there are some areas where data has not been unified yet, especially within new services. Work continues to collate these information sets. As more data is collected a better performance picture is emerging, detailing trend, strengths and weaknesses. This better performance landscape will enable us to better gauge how the council is performing and benchmark against its statistical neighbours.

We 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

### **Devolution**

On the 7<sup>th</sup> November 2023 the order was laid before Parliament to decide how powers and millions of pounds in funding that come with devolution will be transferred from Westminster to the new combined authority. If approved, the order will pave the way for the formal creation of the York and North Yorkshire Combined Authority. The proposed combined authority will be led by an elected Mayor, with elections proposed for May 2024.

The proposed York and North Yorkshire Combined Authority will be the first to also be responsible for Fire and Rescue services from the outset. The powers of the Police, Fire and Crime Commissioner (PFCC) to oversee the Police and Fire services in North Yorkshire will be transferred to the new Mayor once elected, along with the Commissioner's role as the Fire Authority. The new Mayor will appoint a Deputy Mayor for Policing Fire and Crime to perform the day-to-day functions of the role currently undertaken by the PFCC.

### **Cost of Living**

In the UK prices of consumer goods and services rose by 9.6% in the year to October 2022 – the fastest rate in four decades. Since then the annual inflation rate as measured by the Consumer Prices Index including owner occupier's housing costs (CPIH) has slowed. In the year to August 2023 the annual inflation rate was 6.3%, down from 7.9% in May (Q1).

### **Organisations progress to the next stage of becoming Community Anchor Organisations**

Following a competitive application and evaluation process, 23 place-based organisations from across the county advanced to the next stage of development work to progress a Community Anchor model for North Yorkshire. 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.

### **Successful Summer Holiday Activities and Food Programme**

The Holiday Activities and Food (HAF) Programme continues to develop and improve its reach in all areas of North Yorkshire with additional providers getting involved in the scheme, allowing for a more diverse programme to be delivered at a local level for children and young people. The Summer programme delivered 18,713 free HAF sessions enjoyed by 3,493 children who met the Department of Education (DfE) criteria, and an additional 3,308 children and young people who didn't qualify but also took part in the activities using paid for places.

### **Household Support Fund supporting more North Yorkshire families**

Work continued on the deployment of the fourth phase of Household Support Fund in Q2. The Department for Work and Pensions (DWP) funded programme aims to support those most in need or crisis with significantly rising living costs in 2023/24. Approximately 22,500 households across North Yorkshire received a direct award in the form of a shopping voucher to support them during quarter two.

### **North Yorkshire Local Assistance Fund receiving almost 250 applications each week**

During the quarter, 3,225 applications were received for the North Yorkshire Local Assistance Fund (NYLAF) with a 92% approval rate; 335 of these were first time applicants, further increasing the reach of the programme. A total of £370,705.71 was spent, 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 (40%), followed by Harrogate, with lowest levels of demand in Richmondshire (6%).

### **Launch of NextDoor Channel**

During the quarter the council launched its NextDoor Channel, a social media application that enables the sharing of news and information with local communities. This application has led to an increase of 60,000 social media followers and helps ensure messages are seen over one million times each month.

### **Improving functionality of the council website**

Data for the quarter shows an increase in the number of times people were using the site but a reduction in the pages viewed which alongside no obvious increase in other contact methods, suggests that users are finding what they need more easily. It will be possible to confirm this as we continue to gather data on the use of the website. During the quarter bins, council tax, planning and the central job vacancies page continued to be the most popular content on the website.

## **There have been some challenges to the directorate in Q2**

### **Translation and Interpretation Service**

The demand for translation and interpretation services is increasing, driven by increasing numbers in children's services, housing, and adult services. Over the past 12 months the number of bookings has significantly increased, this has placed a strain on the management and administration of the service. In addition, the number of paid for cancellations is currently running at 11%. There is a need to review processes and make it as efficient and cost effective as possible.

### **Continued demand under the Homes for Ukraine scheme**

During the quarter 56 additional Ukrainian guests arrived in North Yorkshire compared to 49 in the previous quarter. This brings the total to 1,400 arrivals since the start of the Homes for Ukraine scheme. During this quarter we have seen a continued rise in the number of single guests joining family members in North Yorkshire.

### **FEAST (Food, Entertainment, Activities and Sport together) programme**

While 18,713 free sessions were enjoyed, there was an additional 5,893 places that were booked but not used due to last minute cancellations or non-attendance. This is a challenge that is experienced by all HAF schemes across the country but for those delivering in predominantly non-urban areas it can be

harder for providers to find last minute replacements at short notice. Work is underway to look at ways to tackle this, including how messaging to parents and carers might be used to reduce the issue.

## Health and adult services (HAS)

### The directorate continues to face multiple challenges

#### Pressure from hospital discharges

Hospital discharge activity averaged 14.2 discharges per day during Q2, a reduction of 0.3 per day on the 14.5 per day recorded for Q1. For the same period in 2022/23, the average was 13.2 discharges per day. Activity in September averaged 15.4 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 Council has invested both on a one-off basis (such as the Winter Plan agreed in 2021/22) and by recurring funding allocated to the directorate's budget in recent years to support this area. The continuing demand from hospital discharges and continuing pressures in local care markets have maintained the position where some areas of activity are showing good signs of progress in their recovery whilst others continue to show the impact of staffing and market pressures across health and social care. Some of the headlines are:

**Occupancy levels** in the care homes that work with the authority remained high in Q2 at 96.2% compared with 96.1% at the end of Q1, up from 95.5% in Q4. Occupancy has remained above 95% over the last nine quarters.

**Un sourced care packages** at the end of the quarter reduced significantly again, down from 25 to 9 between quarters. For each month during the quarter the level remained broadly in line with pre-pandemic levels for the first time, ranging from 9-12 un sourced packages.

The proportion of the council's **reablement teams' capacity** being redirected to provide domiciliary care increased, up to 32% in Q2 from 29% in Q1. At the same time, the number of reablement packages started was up 18% year on year (122 extra packages of support); and,

The number of people supported during the quarter via **short-term bed-based placements** reduced again in Q2, down from 537 in Q1 to 533 in Q2. Despite that reduction, the number of people in short-term placements at the end of the quarter was 104% or 176 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 & Q2 2023/24, with 3406 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 6.0%, from 1946 in 2022/23 to 2066 in 2023/24. Following a deep dive exercise, no areas of concern were identified but closer monitoring will continue to track activity for emerging issues and the main body of the report identifies the key drivers for the increase in numbers.

#### Assessments up by 23% against 2019/20 levels

Assessment activity is up 5% or 217 assessments on Q2 2022/23. Assessment activity was 23%, or 941 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 £1032 per week at the end of Q2, up by £130 per week compared with 2022/23 (+14%). Admissions of people aged 65+ to permanent care home placements (674 per 100,000 of population) were lower than for Q1 (756 per 100,000) and lower than for the same period in 2022/23 (734 per 100,000). Despite the reduction, the projected local admission rates for the full year remain well above the most recently available national (539) and regional (611) comparator averages. Action plans for the 7 **adult social care improvement areas** have now been approved by the directorate and work is underway to deliver a range of interventions. In the last quarter we have seen a particular improvement in Direct Payments with increased take-up and in Home First with a reduced use of short-term beds.

## **Children and Young People Service (CYPS)**

**The pattern of high demand in Q2 2023/24 continued. Headline areas of performance that remained strong include:**

Early Help Assessments, **97.9%** completed within 6 weeks and **96.4%** of Initial Assessments completed within 20 working days

Children and Families Assessments, **99%** completed within 45 working days

Over **95%** of Care Leavers are in suitable accommodation.

In early years **70.3%** are seen to have a Good Levels of Development

Adult Education and Training Learners, **80.6%** achieved a qualification.

The Council are seeing sustained high demand across the service and it is not expected that this pressure in the system will slow in the short to medium term. The root cause of the demand is complex and layered, it cannot be assigned to a single cause. However, it is fair to say that we are seeing the national challenges around the cost-of-living crisis at a local level. As a service we continue to monitor the effects of high demand across the system and are pleased to see that despite the high demand our performance continues to remain strong, and our focus remains on improving outcomes for Children.

### **There have also been some challenges in Q2 2023/24**

#### **EHCP Plans**

The number of EHC plans have increased further in Q2 2023/24 to 4713, this is a 10% increase (+424) compared to the same point in 2021/22. This increase is markedly higher than the increases nationally and regionally in the same period.

#### **Permanent Exclusions**

A total of 95 children were permanently excluded from North Yorkshire mainstream schools, 16 from primary schools and 79 from secondary schools, during the 2022/23 academic year, an increase from 54 during 2021/22. However, comparisons with national rates of permanent exclusions, show that North Yorkshire has had fewer permanent exclusions as a percentage of the school population, since 2018/2019. The service has been working on initiatives to ensure that excluded children are supported to return to mainstream (or special) provision as soon as possible. The Inclusion Service is also improving the curriculum offer for pupils, excluded from mainstream education, receiving education in alternative

provision through implementing a mainstream school base model for IST and reviewing the offer from the pupil referral service.

### **Early Help**

The number of households supported by Early Help has increased from 1537 in Q1 to 1555 households in Q2 being supported which equates to 3,013 children and young people. This increase is the result of an increased demand at the front door.

### **Contacts Received at the Front Door**

Demand for services remains extremely high and in Q2 received 7,516 contacts about concerns for a child's safety and wellbeing. This is the second highest quarterly number of contacts received. Compared to the same period last year there were 860 more contacts (+13%).

### **Referrals to Children's Social Care (CSC)**

Linked to the very high number of contacts, we have seen an unprecedented number of referrals to CSC, with 1428 received. This is the highest quarterly number of referrals received in at least 8 years. It is 17% higher (n=209) than Q2 last year and represents an increase of 24% (n=273) compared with the quarterly average over the last 3 years.

### **Children in care**

The number of children in care, reflects the same picture as that of referrals to Children's social care with a theme of increasing numbers and high demand. At the end of Q2 2023/24 the number in care stood at, 478, overall the highest total number recorded, while the number of North Yorkshire Children in Care has marginally decreased by 5 to 422. However, the number of Unaccompanied Asylum-Seeking Children (UASC) has increased to 56 at the end of Q2 2023/24 compared to 45 at the end of Q1 2023/24, an increase of 11 (24.4%). When comparing to the same point last year Q2 2022/23, 28 UASC reported, this represents a +100% increase. Following a directive from the National Transfer Scheme the number of UASC will continue to increase Recruitment has started on a dedicated UASC team and the team is expected to start work in January 2024.

## **Environment**

### **Continued efficient waste disposal**

Despite an increase in residual waste being produced by households in the quarter, and a decrease in the proportion of waste that was recycled, reused or composted, the percentage of waste that went to landfill at 8% was lower / better than for quarter one the year before when 9.4% of waste went to landfill. The quarter one landfill figure is always higher than the other 3 quarters, due to the planned shutdown of Allerton Waste Recovery Park for maintenance. The most recent national data for waste is for 2021/22 and showed only 4.1% of the county's waste going to landfill compared to 8.1% nationally.

### **Continued Long Term Reduction in Fly-Tipping**

During quarter two, 770 fly-tipping incidents were reported; although this is slightly more than the previous quarter, it is part of a longer term downwards (improving) trend. The combined Fixed Penalty Notice rate for North Yorkshire in 2021/22 (latest national data) would rank the County approximately 79th of 308 Local Authorities and would place the County towards the top of the second quartile in terms of performance.

### **Continued High Level Highways Performance**

Quarter two saw an improvement against already good performance across all main highways performance indicators, with the percentage of customer service requests responded to in time reaching the highest it has been for at least two years.

## Local Transport Plan Engagement

During the quarter the public engagement for the new LTP, under the 'Let's Talk: Transport' brand concluded, attracting over 4,500 responses. Officers also attended 18 public events across the county engaging in an estimated 250 conversations, approximately 750 emails were sent to stakeholders and staff engagement sessions were held during the summer. The feedback from these engagement sessions is now being collated and analysed.

## There have been some challenges to the service in Q2

### Tackling Water Quality in Scarborough

The issue with water quality at the South Bay in Scarborough continues to be a significant issue.

### Kex Gill Project

The repricing new works, design and the overall programme by the main contractor, Sisk, may have significant impacts on the financial aspects of the Kex Gill project.

## Community Development

### Planning

As the council moves forward with the next stages of its transformation, Planning has taken the next steps with important work to develop and rationalise planning policies. This includes a consultation on a draft Statement of Community Involvement, starting up the initial stages of the engagement strategy, preparatory work for a 'call for sites' for the new local plan and recommendations for a new cross party Development Plan Committee. Planning performance for NYC in Q2 remains well above national planning targets (either 60% or 70%) and with most applications being towards the upper range of former district authority planning application processing percentages. For Major Applications the provisional figure for Q2 is 82.5%, compared to the 22/23 district range of 42% to 100%. For Minor Applications, the provisional figure for Q2 is 86.1%, compared to the district range 22/23 of 52% to 97%. For other applications the provisional figure for Q2 is 87.4%, compared to a district range 22/23 of 52% to 91%.

### Culture, Leisure, Libraries and Archives

The service is looking at developing a new framework for performance indicators across parts of the service. For culture, the service aims to increase the visit numbers to NYC's cultural assets, improve their accessibility and inclusivity and improve the quality of cultural opportunities. For leisure, the service is exploring the use of leisure industry specific benchmarking tools to help report future performance and provide useful comparators.

The Harrogate Wellness & Leisure Centre was re-opened following a major refurbishment, which was a major driver behind increased visitor numbers for the service. Several parts of the service have won awards, including Scarborough Open Air Theatre (Key Venues), Craven Museum and Skipton Town Hall Cultural Hub (both Culture). Post-refurbishment figures for Scarborough Library show an encouraging increase in visitor numbers compared to Q2 last year, pre-refurbishment.

### Economic Development

The service has taken a considerable step forward with the creation of a draft Economic Growth Strategy which is hoped will be adopted in Q3. The strategy provides greater analysis of the council's priorities concerning its carbon-negative aspirations, the need to innovate and using the regions natural beauty and capital to drive the economy.

In Q2 the service has continued to deliver numerous projects and initiatives alongside supporting various growth funds. It remains on target to deliver in full its second year UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) programmes; funded projects include supporting the Wesley Centre Development in Malton, capital contribution to the Carven Arts House refurbishment and enhancements to the Sherburn-in-Elmet town centre.



There have also been proposals submitted for a joint Local Visitor Economy Partnership for York and North Yorkshire with the Visit England Panel expected to decide on supporting the application in Q3. The Tourism team have also been successful with its Discover Yorkshire Coast website being recognised at the SimpleView Summit for 'Best Promotion of Accessibility in Destination' reflecting its ease of use and accessibility.

Work has also progressed on the Town Deals covering Scarborough and Whitby with consent granted for improvements to Whitby Old Town Hall and pre-planning consultation commencing on the Scarborough West Pier development. Details of progress relating to both projects will be included in the Q3 update.

## Housing

### Monitoring Performance

Greater focus has now been placed on internal key performance indicators and understanding how the service is operating alongside starting to integrate process and performance metrics. As a result this quarter's data includes the start of a wider benchmarking process working with housing landlord performance specialists Housemark.

### Arrears Management

September was the first month that the data was submitted so longer term trends are unavailable but do provide a good baseline and will help with wider target setting. Performance in relation to arrears management would be within top quartile when compared with Q1 results and although just available for the Harrogate area, satisfaction with the repairs service would also see NYC operating within the top quartile; it should also be noted that gas safety checks are slightly outside the median; however based on reporting lags due to data being received and input from contractors it would be highly likely the council would be performing much better than the stated return.

### Homeless service

Performance has remained relatively stable from Q1 into Q2, with successful preventions and reliefs increasing by 10, however the number of households in temporary accommodation has shown a very slight increase from 213 to 219. Overall this stability is positive and more work will be undertaken over Q3 to start benchmarking homelessness services with other local authorities in order to assist with future strategic planning.

### Empty Property Data

Following a significant data cleansing exercise and engagement with private landlords and homeowners regarding long term empty properties, a total of 500 homes have been identified as being back in use. This helps to identify specific locations where it remains an issue without the data being unnecessarily skewed. This work will continue through into October and therefore some additional improvement in this area is expected within Q3.

### Complaints handling

The results also identify areas of concern, most notably with the handling of complaints. What is unknown currently is if the low levels stated on the return are as a result of systems not being fully updated as opposed to being representative of a slow service. More work to ensure this is standardised and there is greater visibility of the complaints process is ongoing.



## Central Services

### Devolution

On 7<sup>th</sup> November 2023 the order was laid before Parliament to decide how powers and millions of pounds in funding that come with devolution will be transferred from Westminster to the region. If approved, the order will pave the way for the formal creation of the York and North Yorkshire Combined Authority. The proposed combined authority will be led by an elected Mayor, with elections proposed for May 2024.

The proposed York and North Yorkshire Combined Authority will be the first to also be responsible for Fire and Rescue services from the outset. The powers of the Police, Fire and Crime Commissioner (PFCC) to oversee the Police and Fire services in North Yorkshire will be transferred to the new Mayor once elected, along with the Commissioner's role as the Fire Authority. The new Mayor will appoint a Deputy Mayor for Policing Fire and Crime to perform the day-to-day functions of the role currently undertaken by the PFCC.

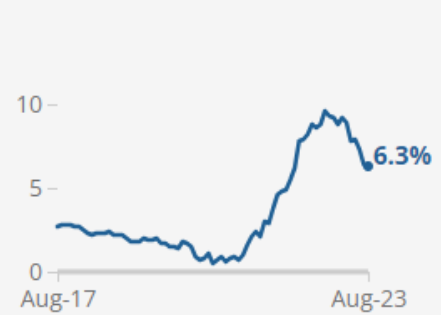
Under terms of the proposed deal, the mayor will be supported by the transfer of key powers and investment from Whitehall. Key features include:

- Control of a **£540 million investment fund** in total over 30 years to drive growth and take forward local priorities over the longer term. This equates to £18m per annum.
- New powers to improve and better **integrate local transport**, including the ability to introduce bus franchising, and an integrated transport settlement starting in 2024/25.
- Powers to better **improve local skills** to ensure these meet the needs of the local economy. This will include devolution of Adult Education functions and the core Adult Education Budget and contribute to the Local Skills Improvement Plan.
- Over £13 million for the building of new homes on brownfield land across 2023/24 and 2024/25, subject to sufficient eligible projects for funding being identified.
- £7 million investment to enable York and North Yorkshire to drive green economic growth towards their ambitions to be a carbon negative region. This investment is subject to agreement of submitted business case.
- Work is underway to support the creation of the Combined Authority as an organisation, with consultation beginning with staff who may transfer from CYC and NYC prior to the Mayoral election.

## Cost of Living

### Inflation continued to ease to 6.3% in August 2023

Consumer Prices Index including owner occupiers' housing costs (CPIH) annual inflation rates, UK



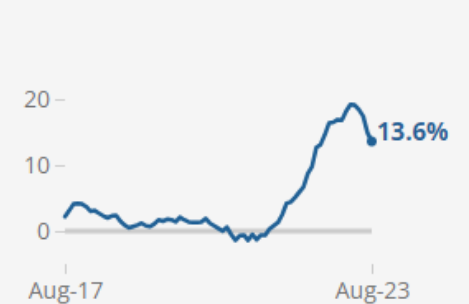
Source: Office for National Statistics

In the UK, prices of consumer goods and services rose by 9.6% in the year to October 2022 – the fastest rate in four decades. Since then, the annual inflation rate, as measured by the Consumer Prices Index including owner occupier's housing costs (CPIH), has slowed. In the year to August 2023 the annual inflation rate was 6.3%, down from 7.9% in May (Q1) .

Prices of food and non-alcoholic beverages rose by 13.6% in the year to August 2023. This was down from 18.4% in July and a recent high of 19.2% in March 2023, which was the highest rate seen for over 45 years. The latest easing was because prices rose 0.3% between July and August 2023, which was a smaller rise than the 1.5% increase between the same two months last year. Prices for milk and cheese fell between July

### Inflation rate for food and non-alcoholic beverages continued to ease to 13.6% in August 2023

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

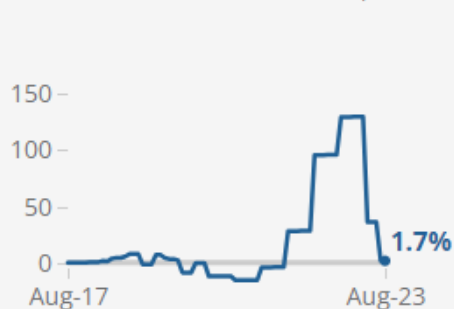


Source: Office for National Statistics

and August 2023, compared with larger price rises last year. This led to the annual rate for milk, cheese and eggs falling to 15.3% in the year to August 2023, down from 18.7% in July. Falling prices for fish and vegetables led to a similar easing of annual inflation. This was from 13.4% in July to 6.8% in August for fish, and from 16.7% in July to 14.0% in August for vegetables. Normal.

### Gas price inflation remained at 1.7% in August 2023

Gas annual CPIH inflation rates, UK



Source: Office for National Statistics

Gas and electricity prices rose at 1.7% and 6.7%, respectively, in the year to August 2023. These were both unchanged from July. Between June and July 2023, gas prices fell at record rates of 25.2%. This was largely because of the lowering of the Office of Gas and Electricity Markets (Ofgem) price cap in that month. This was the largest monthly fall in gas prices since at least 1988, when data were first collected. In the same period, electricity prices fell by 8.6%. Almost half (47%) of adults in Great Britain are using less fuel such as gas or electricity in their homes because of the rising cost of living.

## Communications

### Website

Following the launch of the council's new website in April, this quarter has seen a more county wide approach to meeting customers queries. The next major development will be the bringing together of the various legacy sites, allowing for one set of information.

During Q2, refuse collection, council tax, planning and the central job vacancies page continued to be the most popular content on the website. Although it will be difficult to identify clear trends until we have over a years' worth of data on the new website, the statistics this quarter show a clear increase in the number of times people were using the site but a reduction in the pages viewed. As there was no corresponding increase in other contact methods (such as by phone) this would suggest that people are using our site more and more easily finding the information they need.

### **Social media**

The council's social media audience has significantly risen this quarter due to the launch of the NextDoor channel which increased followers by more than 60,000.

Council messages across social media continued to be seen over a million times a month with popular subjects being the Selby and Ainsty by-election, the opening of the Harrogate Leisure and Wellness Centre, the unveiling of the Ballad of Sophia sculpture at The Treadmills in Northallerton and promotion around the Let's Talk Transport consultation. The most popular post of the quarter was the news story relating to the naming rights for Scarborough FC's stadium which reached over 300,000 people.

### **Consultation and engagement**

At the end of Q2 the authority had 101 public surveys running, 88 of these were ongoing longer-term surveys, they included surveys such as the website feedback form which is constantly open for residents through which we receive hundreds of responses a month on average, where they can feedback their experience of the website and suggest possible improvements. 13 of the ongoing surveys were time-limited running for a matter of weeks to get feedback about specific topics or issues such as statutory consultations on school closures. The biggest engagement exercise during Q2 with almost 5,000 responses was the council's Let's Talk series topic around transport to help inform the new Local Transport Plan, further details can be found in the Environment section of this report.

### **Press**

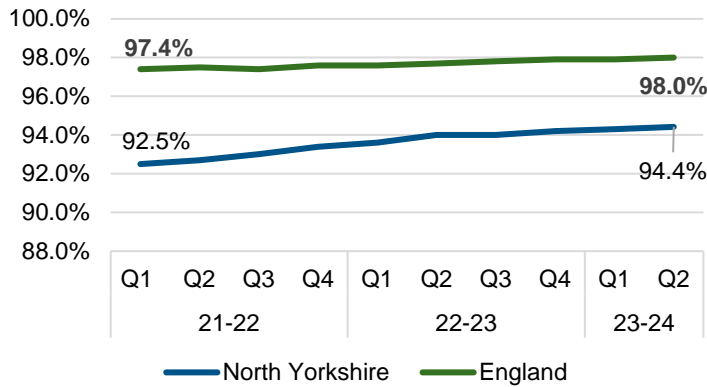
The first six months since the launch of the new council have been extremely busy, with 456 media enquiries during the second quarter of the year. A total of 202 press releases have also been issued in the first six months of the new council, with 97 releases issued during the quarter. Releases have 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**

The monthly countywide residents' e-newsletter 'Your North Yorkshire' which was established upon the launch of North Yorkshire Council continues to progress. Since April '23, the number of subscribers has grown by 3,000 to 146,000. The open rate has increased from 51% in April to more than 62% for the two most recent issues.

### Broadband and Superfast broadband

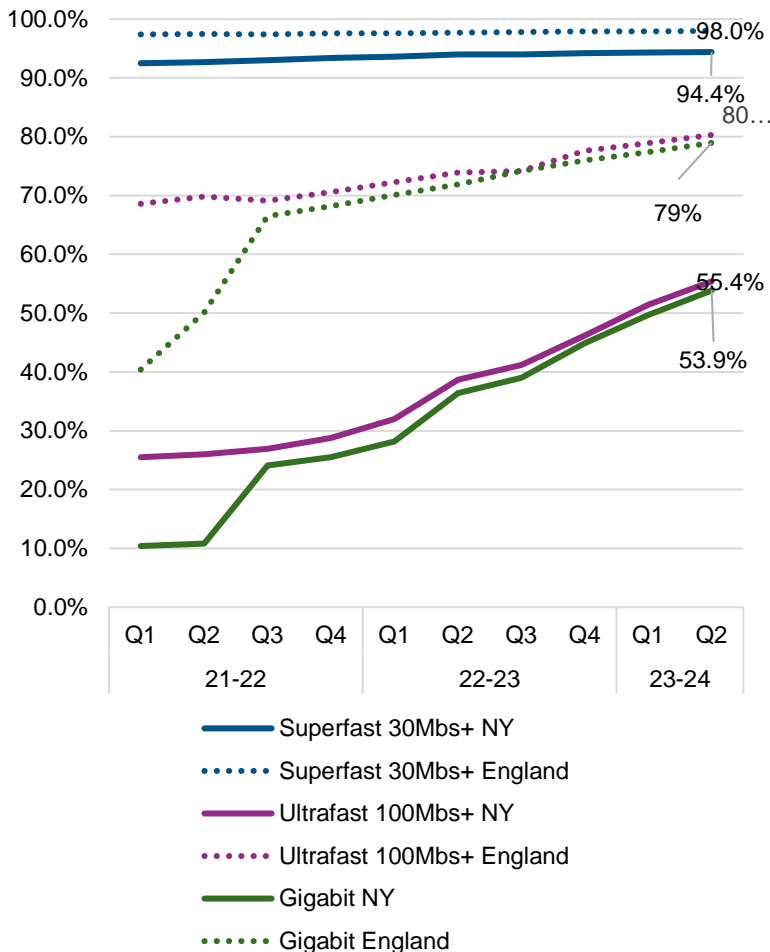
**Broadband Coverage (30Mbs+)**



The percentage of the County’s business and residential properties with Superfast broadband (30 Mbs+), continues to increase. The gap between the coverage in North Yorkshire and that in England at end of quarter one, North Yorkshire reached 94.4% compared to 98.0 across England.

This means the gap between broadband coverage in England and North Yorkshire has remained at 3.6% down from 3.7% in Q1 in 22/23.

**Broadband Coverage (Residential and Business Premises)**



For ultrafast broadband (100Mbs+), the gap is more significant but continuing to close. At the end of quarter two, 55.4% of premises in North Yorkshire were able to access ultrafast broadband, compared to 80.3% 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

## Localities

### Community Anchor Organisations (CAOs)

Following a competitive application and evaluation process, 23 place-based organisations from across the county advanced to the next stage of development work to progress a Community Anchor model for North Yorkshire. This included a collective assessment and learning workshop (July 2023) and the subsequent development of organisational actions plans, which is on-going. 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, work continued in the quarter to explore options for investing in Community Anchors in Harrogate and Scarborough, working with key local voluntary sector partners.

The small scale Inspire grants scheme has continued to run, with 21 awarded last quarter and the team also continue to work alongside various voluntary and community groups to support organisational development and capacity building activity.

### Community Partnerships

In Q2, the team have started 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 is taking a phased approach, with the team commencing work in five pilot areas: Easingwold, Leyburn and Middleham, Ripon, Sherburn and Thornton-le-Dale and rural hinterland.

### Holiday Activities and Food (HAF) Programme

The HAF programme continues to develop and improve its reach in all areas of North Yorkshire with additional providers getting involved in the scheme, allowing for a more diverse programme to be delivered at a local level for children and young people. This is particularly evident in Selby where we had 8 providers last summer to 20 this summer. The Summer programme delivered 18,713 free HAF sessions enjoyed by 3,493 children who met the Department of Education (DfE) criteria, and an additional 3,308 children and young people who didn't qualify but also took part in the activities using paid for places.

### Almost eighteen thousand free sessions taken on FEAST (Food, Entertainment, Activities and Sport together) programme

This was the first holiday period that the new online FEAST booking system was in place. Whilst there was a telephone alternative, most families and providers were comfortable using the new system and feedback was positive around ease of use and accessibility. It has made end of delivery monitoring requirements more efficient for providers, and for the Feast team, highlighted the degree to which non-attendance and cancellations impacts on booking numbers. While 18,713 free sessions were enjoyed, there was an additional 5,893 places that were booked but not used due to last minute cancellations or non-attendance. This is a challenge that is experienced by all HAF schemes across the country but for those delivering in predominantly non-urban areas it can be harder for providers to find last minute stands-ins on the day. Work is underway to look at ways to tackle this, including how messaging to parents and carers might be used to reduce the issue.

### 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. During the quarter notable progress was made in the following areas:

- Webinar for partners outlining the Community Grants and Village Halls and Community Buildings Grants schemes that will go live in Q3.
- Launch of the Physical Activity, Sport and Active Travel Programme, being delivered by North Yorkshire Sport on behalf of NYC.

### **Health and Wellbeing**

Stronger Communities continue to work in partnership with the NHS for a third year to transform mental health services for people with a serious mental illness through building capacity within communities and the voluntary sector. The approach includes financial investment, managed by Stronger Communities, working with four place based multi-agency partnerships to develop and/or pilot new community-based services and projects through grant funding to voluntary organisations and community groups with the over-arching aim of enabling people with a serious mental illness to live well in their communities. Focus in Q2 has been the development of the Hub model.

### **Local Food Support**

The 'Food Summit', a partnership and engagement event to launch the findings of the collaborative food insecurity insight work undertaken in conjunction with City of York Council, took place in Q2. Over 80 people attended, including food access model providers, policy makers and developers, and Elected Members from across the region. The event findings have now been collated, and work is underway to develop follow up online Communities of Practice sessions focussing on the key recommendations outlined in the report; the first of these will take place at the end of Q3. The findings are already being used to inform other related work areas both internally across the Council, and externally with partners with a number of dedicated key stakeholder conversations planned for the coming quarter.

### **Digital Inclusion**

There is continued momentum on the strategic development of digital inclusion across North Yorkshire encompassing the three key strands of access, skills, and equipment. This includes establishing a new Digital Inclusion leads steering group for North Yorkshire, new investment into digital inclusion in the region, and the continued development of existing digital inclusion assets such as Reboot North Yorkshire, North Yorkshire Libraries Service and Adult Learning.

Digital Inclusion Investment: Stronger Communities in collaboration with the UK Shared Prosperity Fund (UKSPF) have been successful in accessing funding from the Humber and North Yorkshire Integrated Case System (ICS) Digital Inclusion Steering Group. This will contribute to the preparatory co-production stage and ongoing coordination of the UKSPF digital inclusion investment programme and represents an important collaboration between the ICS and NYC in this field. The aligned UKSPF digital inclusion programme will be rolled out in 2024/25 and will include £480,000 capital infrastructure and £336,000 revenue for digital learning and skills. The ambition for the investment is to stimulate digital inclusion activity through learning, skills, resources and volunteering, in a range of existing and new settings targeting digital and health inequalities.

Reboot North Yorkshire has continued to support digital inclusion with regular referrals into the scheme from a broad range of organisations, health, and NYC services. In Q2, 57 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.

Get Online Week: In preparation for Get Online week taking place in Q3, Stronger Communities have been working with the communications team to promote opportunities and to highlight the investment

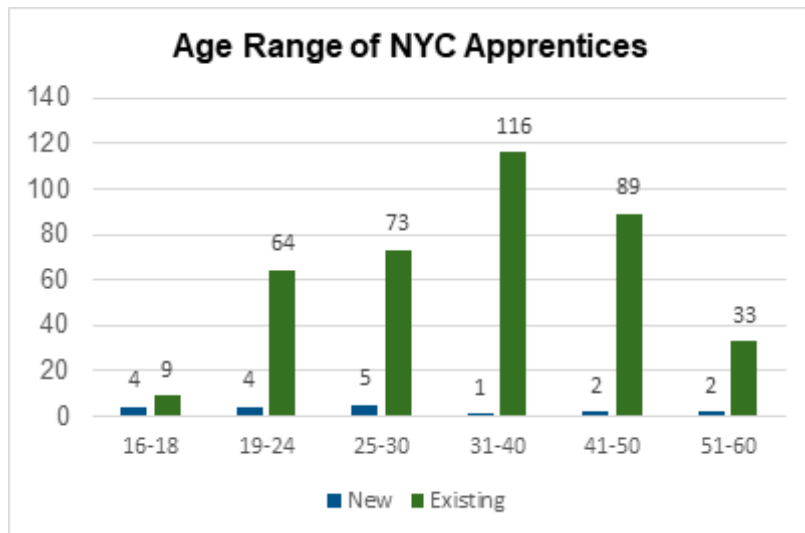
coming on stream. Furthermore, this communications driver has provided an opportunity to refresh the digital support offers detailed on the community directory North Yorkshire Connect and promote the digital unite champion training and resources available through the Stronger Communities Team.

## Human Resources and Business Support

### Apprenticeships

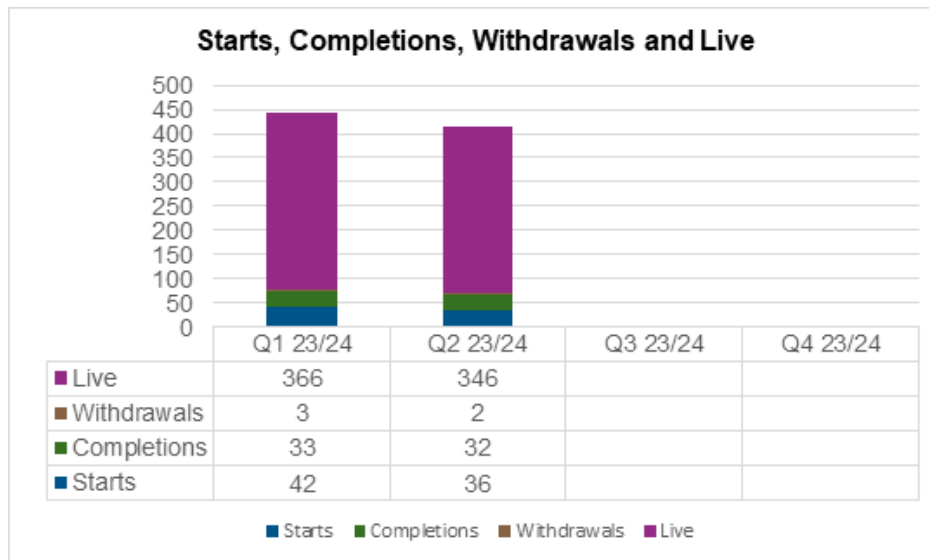
	No of apprentices on programme
<b>NYCC</b>	260
<b>Harrogate</b>	40
<b>Hambleton</b>	16
<b>Scarborough</b>	32
<b>Craven</b>	16
<b>Total</b>	<b>364</b>

The council have had 9 care leavers start apprenticeships, 6 have completed, 2 withdrawn with 1 is currently live on programme. Discussions are underway with the Leaving Care service and Resourcing Solutions to look to wider apprenticeship opportunities across the council and its companies and what pre-employment support can be provided to care leavers in readiness for opportunities.



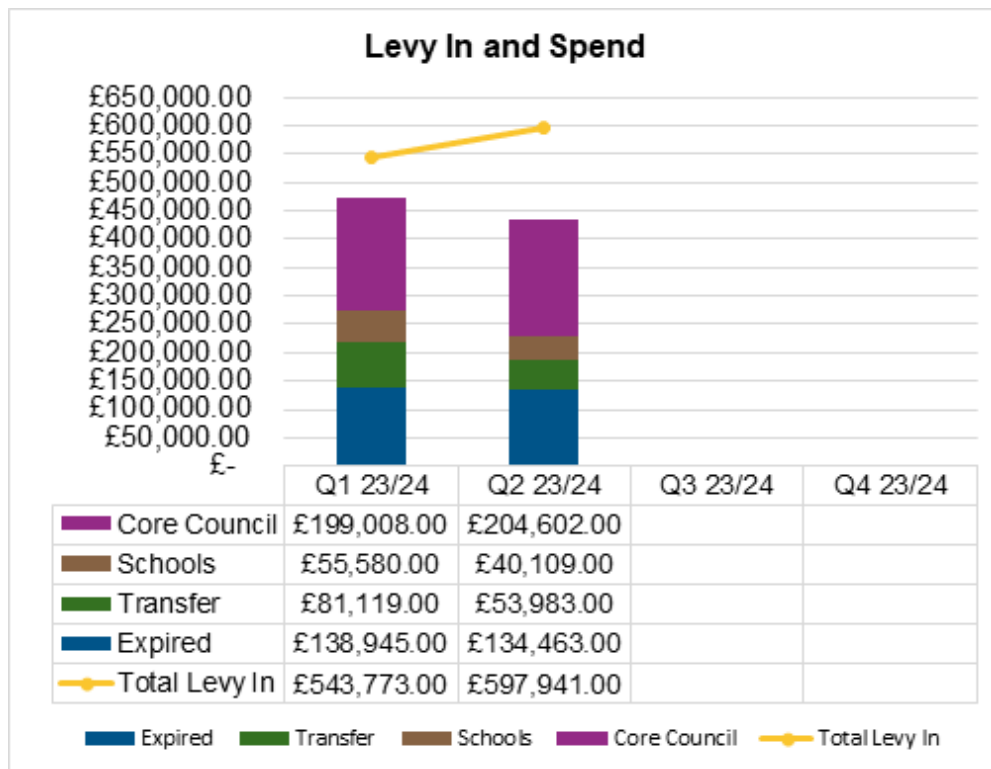


**Career pathways**



Work continues in identifying how apprenticeships can support career pathways, leadership and management and degree apprenticeships supported by an overall focus on raising the profile of apprenticeships and the apprenticeship programme. One new standard has been adopted by the council in Q2 which is that of Outdoor Activity Instructor, Level 3.

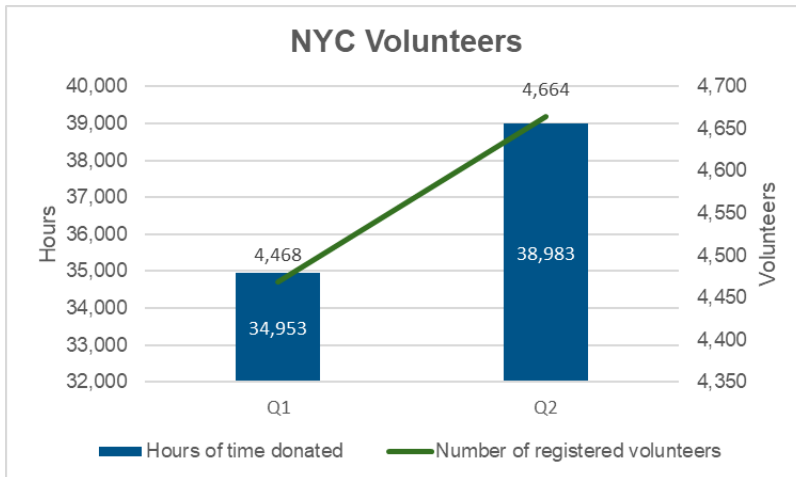
**Unspent funds** in Q2 - £134,463 (85% relating to schools). Apprenticeship Levy monies are only returned to the treasury if they are not spent after a period of 24 months. This means that any improvements made in the first two quarters to increase spend will not be recognised until the first two quarters of 25-26.



**Levy transfer** allows the council to utilise up to 25% of its levy to support apprenticeships in other organisations. There have been an additional 20 new starts since Q1, with 254 confirmed apprenticeship starts funded from transfers. A total of £2.15m has been allocated with a total spend so far of £908,432. See table below for sector areas:

Recipients	Totals
Brierley Group Companies	37
Care providers	141
Hospitality/Leisure providers	9
Digital organisations	1
Construction sector	65
Voluntary/Community sector	1

### Volunteers



Volunteers continue to donate their time to support various council services. During quarter two 4,664 volunteers gave 38,983 hours of their time to support council services. This is an increase of almost 200 volunteers and over 4,000 hours.

### Equality, Diversity, and Inclusion (EDI)

EDI continues to be an area of much activity over the course of Q2 and directorates across the council have contributed to the overall responsibilities and duties of its services.

#### Improve health and educational outcomes amongst Gypsy, Roma, Traveller communities in the county

NYC have commissioned Horton Housing to deliver a pilot DA Independent Domestic Violence Advocates / Independent Sexual Violence advocates (IDVA / ISVA) community support officer across their 4 gate managed sites. The first-year report findings have now been provided (Sept 22/Sept 23 see table below).

Horton Housing provides operational staff who are now trained to Independent Domestic Violence Advocates standards.

<b>Number of households supported e.g. Benefits, education, funding, housing</b>	52
<b>Number of adult victims and survivors of domestic abuse accessing support.</b>	16 total 15 F 1 M
<b>Number of households with children receiving domestic abuse support.</b>	11
<b>Number of Workshops delivered</b>	5
<b>Number of offsite support sessions for victims and survivors</b>	20
<b>Number of victims and survivors attending workshops</b>	6
<b>Number of referrals made to specialist services</b>	14

## **A diverse and engaged workforce and fair and inclusive employment practices**

Work continues to improve workforce diversity and inclusion within the Council. This includes activities such as:

- The Equality, Diversity and Inclusion (EDI) and Health and Wellbeing teams continued the analysis of applicant data on Engage, looking at offer ratio compared to protected characteristics. Tracking for significant increases or decreases and understanding what has impacted upon e.g. targeted LinkedIn campaigns aimed at people with particular protected characteristics
- Employee networks grew substantially in Q1 after the new council was formed however there has been little growth in Q2, although attendance to all meetings has been strong
- The Inclusion Network will bring together members of all the existing networks alongside allies and interested employees to look at inclusion in an intersectional way
- The EDI Officer continues to raise awareness of EDI and inclusion in the workplace through collaborating with different groups e.g. Anti-Racist Allyship webinar alongside HAS Antiracist practise group, introduction to EDI talk to CYPS AYSE social workers, and speaking at team meetings.

## **NYC equality objectives**

The Council have set the following high-level equality objectives. These will help ensure we meet our duty to work to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out our activities.

### **Understand the needs of our communities**

#### **Collect, analyse, and use data and information**

A data baseline exercise for people who access adult social care is underway, analysing data on customers' protected characteristics (E.g. ethnicity, gender, age) to identify any potential differences in access. The data analysis will be followed up by qualitative activity to establish underlying reasons for any data differences. This will support the Directorate's ongoing work to ensure that adult social care customers have equity in experience and outcomes.

As part of the Autism Strategy, we have collated key national and local population data, triangulated with feedback from practitioner and partner engagement and key action planning sessions to inform the equality impact assessment and draft strategy due out for consultation in Q3. Key information collated so far indicates inequalities for autistic women and girls, autistic people who identify as LGBTQIA+, autistic carers and older carers.

### **Carry out effective community engagement**

A range of inclusive community engagement work has been undertaken by Health and Adult Services during quarter 2. This includes:

- Photo Voice creative engagement project with Eastern European and Gypsy, Roma, Traveller residents to inform Joint Local Health and Wellbeing Strategy, and to develop/strengthen our relationships with these communities
- HAS Involvement Charter/ Framework coproduction workshops with experts by experience
- Engagement with autistic people, families, practitioners and partners undertaken in July with further Autism strategy action planning workshops held in September.
- Citizen Forum representatives' regular Q&A with Richard Webb
- Weight management transformation workshops community engagement
- Experts by Experience involved in Assistant Director interviews
- Health and Wellbeing Fair at Skipton
- Engagement with self-advocates and carers about future Participation Support Service
- User-testing for Adult Social Care online assessments
- North Yorkshire Learning Disability Partnership Board Employment Forum
- Locality Provider Surgeries

### **Foster good community relations**

A Photo Voice exhibition was held at POMOC Scarborough's Summer event in September, showcasing the group's work and acting as a catalyst for conversations.

### **Encourage participation in public life by all our communities**

- Craven Disability Accessibility Survey report launched. Forum is planning themed meetings to look at key priority areas identified in the survey responses.
- Accessible Transport Group meetings: topics included accessible information, disability awareness training for drivers and impact of proposed ticket office closures in communities
- Harrogate District Disability Forum focused on Disability Rights
- North Yorkshire Disability Forum work continues focusing on their identified key priorities. Meetings planned with key representatives across NYC.

### **Address local inequalities including:**

A cross-directorate workshop has been held by Public Health to inform a needs assessment deep dive into the health and wider needs of North Yorkshire's GRT communities. Work on this will continue over the next 12 months.

A supplier-led review of data fields in adult social care customer case system (Liquid Logic Adults) is underway to enhance inclusion, particularly for gender-diverse customers, which will contribute to person-centred practice and improve our ability to collect EDI data.

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

During this quarter, the Children and Young People's Public Health team has been developing this year's Director of Public Health Annual Report, focusing on the health and wellbeing of North Yorkshire's children and young people. This work has included engagement with children and young people to ensure that their voice informs the report.

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

As part of the community engagement plan for the transformation of weight management services, a number of populations recognised as being underserved by the current weight management service

provision in North Yorkshire were approached in June and July 2023 to ascertain their thoughts and experiences on accessing support for healthy lifestyle change and weight management. These included:

- Individuals with moderate to severe mental illness
- Individuals with learning disabilities and those who have Autism
- Individuals with long-term conditions and physical disabilities

Methods of engagement included surveys, focus groups and interviews. A specific survey was developed with questions aimed at those living with mental illness and an Easy Read survey for those with Learning Disabilities. Focus groups were conducted with participation groups for those living with mental illness and their carers, the KeyRing Learning Disability Self-Advocacy group and North Yorkshire Disability Forum. The findings from the surveys and focus groups were analysed in August and September 2023 and the report will inform the planning of a transformed service which will be in place from January 2025. Planning to report back to the groups who kindly gave their time to engage with us is underway.

## **Provide responsive services and effective customer care to all**

### **Embed equality into our commissioning and procuring services**

When commissioning and procuring services, HAS pays due regard throughout the process, commencing with initial data, research and engagement gathered during the needs assessment phase. Across Q2 there has been the following commissioning activity:

- Ongoing re-procurement activity of Shared Lives Provision
- Continued implementation of the APL specifications across North Yorkshire.
- Active involvement from residents and staff around changes to services.

## **A diverse and engaged workforce and fair and inclusive employment practices**

### **Work to improve workforce diversity and inclusion**

The HAS Value in Racial Diversity Recruitment and Retention Plan, co-produced by the HAS Anti-Racist Practice Group, has been considered in the development of the new council EDI workforce plan; in addition, local actions are being progressed within the Directorate.

## **Customer Services**

During Q2 we have continued to work to improve our service by focusing on the customer and utilising our improved insight on service demand. Q2 saw an increase in demand with 246,568 customer interactions. The top 5 demands for the Customer Service function by service area were:

- Council Tax
- Bins, Recycling and Waste
- Roads, Parking and Travel
- Housing and Homelessness
- Social Care

### **Demand on Service**

Demands on the service have increased over Q2:

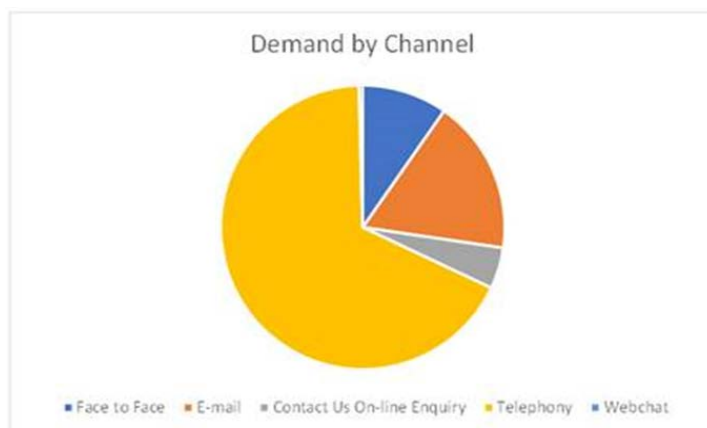
As children returned to school in September 2023 there was an increase in demand for home to school transport and children's social care. Additional demand was also created by the By Elections and Annual Canvass Communication Campaign, this co-incided with staffing pressures, resulting in a slight decrease in performance. We are looking at customer insight analysis to better understand demand trends to be able to position resources to meet seasonal demands in services.

### ‘One Front Door’

The service has continued to build on its 'one front door' approach for customers, so when new initiatives have launched we have been in a better place to improve the customer experience. In July 2023 the launch of Selby Garden waste subscriptions showed the benefits of working together as one customer service function, the customer service team over multiple sites were able support over 3000 customers via the phone to either subscribe or to provide information, advice and guidance. This resulted in 86% of customers choosing online channel to complete and pay for their annual subscription.

### Demand by Channel

In Q2 there was an overall increase in demand across the face to face, e-mail and contact us channels.



Channel	Demand by Channel	%
Telephone	166625	67.6%
E-mail	43383	17.6%
Face to Face	23796	9.7%
Contact Us On-line Enquiry	11566	4.7%
Webchat	1018	0.4%
<b>Total</b>	<b>246388</b>	<b>100%</b>

Most (166,625 or 67.6%) of customer interactions were via the telephone. Overall, 83% of telephone calls to Customer Services were answered within 4 minutes, an improvement on the previous quarter (Q1 – 78%). In July 85% were answered in 4 minutes; in August 84%, with a slight drop to 79% in September.

The remainder were split across electronic (55,967 or 22.7%) and face to face (23,976 or 9.7%) channels.

## Revenues Collection

### Council Tax

The collection of Council Tax and Business Rates for North Yorkshire Council has a major part to play in the overall financial stability of the Council. The current annual Council Tax liability to be collected for 2023/24 is **£533,128,824**. In Q1 31.81% of this liability had been collected or £169,166,006.

In Q2 the Council Tax collection rate stands at **58.56%**. This equates to a total amount collected of **£312,195,076**. Collection procedures continue to be aligned to ensure that the Q4 target of collecting **98%** of the Council Tax due is achieved and the Q2 collection rate is on target to achieve this. The collectable liability can fluctuate and whilst the majority of taxpayers pay over 10 instalments increasingly households are opting to pay over 12 instalments which results in a reduced collection rate in the first three quarters when comparing to previous years. Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q2 last year was 58.96%.

### Business Rates

The current annual Business Rate liability to be collected for 2023/24 is **£202,603,005**. In Q1 34.30% of this liability has been collected or £69,956,881. In Q2 the Business Rate collection rate stands at 59.41%. This equates to a total amount collected of £120,359,259. Unlike Council Tax where payments are more linear due to the large number of payees on direct debits re-paying similar amounts; the re-payment profile of Business Rates is not as 'smooth' and can be dependent on when organisations with large

liabilities pay their bill. In addition any amendments to rateable values on large assessments can result in substantial fluctuations to the business rates collectable.

The Q4 target is to collect 98% of the business rates due and the Q2 collection rate is on target to achieve this. Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q2 last year was 59.80%.

## **Benefits Processing**

### **Housing Benefit Processing Times**

In Q2 the average time to process Housing Benefit new claims was 19.25 days, this is an improvement of 3.87 days compared to the Q1 average of 23.12 days. Similarly, an improvement in performance has occurred from Q1 for the average time to process Housing Benefit change of circumstances. In Q2 the average processing time was 5.46 days, a 1.16 days improvement to the Q1 average of 6.62 days. The improvement in performance this quarter is due to a reduction in work backlogs. Reducing the backlog of work has subsequently allowed extended support through combining resources across the service thereby allowing performance to improve collectively.

Housing Benefit average processing times are a nationally reported performance indicator, the most recent national figures reported by the Department for Work and Pensions (DWP) are for Q4 of 2022/23. The average processing time for Housing Benefit new claims was 20 days and for Housing Benefit change of circumstances 3 days. The Q2 performance demonstrates the service is working to the latest national averages.

### **Council Tax Reduction Scheme (CTR)**

The new CTR scheme was introduced in Q1, both residents and officers have adapted well to the implementation of the new scheme. At first the scheme slowed down processing times as staff developed knowledge and adapted to the new schemes criteria, this has now been overcome and performance has subsequently improved this quarter.

### **CTR Processing Times**

In Q2, the average time to process CTR new claims was 18.52 days, an improvement of 3.28 days to the Q1 average of 21.8 days. The number of new claims for CTR has remained consistent from Q1 but the average days for processing improved, showing the service is continuing to work well to ensure claims are processed quickly with residents receiving the correct entitlement.

The average time to process CTR change of circumstances has also improved, from 6.33 days in Q1 to 4.76 days in Q2, an improvement of 1.57 days. Q2 has seen a 39% decline in the number of CTR changes of circumstances received, this is due to the annual uprating of Universal Credit claims during Q1 resulting in an improved average processing time.

### **Household Support Fund (HSF)**

Work continued on the deployment of the fourth phase of Household Support Fund in Q2. The Department for Work and Pensions (DWP) funded programme aims to support those most in need or crisis with significantly rising living costs in 2023/24.

In line with the expenditure guidelines and the agreed eligibility framework and delivery plan, c22,500 households across North Yorkshire received a direct award in the form of a shopping voucher to support them during quarter two. 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. A second phase of the direct award, focussing solely on those who are in receipt of Housing Benefit but who have not received a Cost-of-Living payment, will be delivered early in Q4.

In addition to this, funding has been awarded to:

- North Yorkshire Local Assistance Fund (NYLAF), enabling the maximum number of awards for emergency food and utilities to remain at four over a 12-month rolling period.
- The provision of Energy Support delivered by North Yorkshire Citizens Advice & Law Centre which was launched on 1 September 2023.
- Food Support: a grants scheme for providers of free or low-cost food, which saw 18 awards made in Q2.
- An HSF Exceptional Circumstances Fund has been put in place, to support those who may have missed out on support due to circumstances beyond their control throughout the time period the direct award is live.

### North Yorkshire Local Assistance Fund (NYLAF)

*Caveat: data between 1 July and 30 September 2023.*

In Q2, 3,225 applications were received with a 92% approval rate. A total of £370,705.71 was spent, 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 (40%), followed by Harrogate, with lowest levels of demand in Richmondshire (6%).

	Q2 2022/23	Q1 2023/24	Q2 2023/24
<b>Food Voucher</b>	1,826	2,041	1,826
<b>Clothing Voucher</b>	114	78	114
<b>Energy Voucher</b>	1,245	1,418	1,245
<b>White goods</b>	286	311	273
<b>Cash awards</b>	0	0	1
<b>Other household items</b>	207	174	208
<b>Furniture</b>	263	411	308

This quarter:

- On average, NYLAF received 248 applications a week.
- There have been 335 first time applicants to the Fund.
- 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 (21%), those who are homeless (14%) and families under extreme pressure (12%) continuing to be the three highest vulnerability categories in Q2.
- The number of food and energy applications decreased by 3% between August and September. This could potentially be due to the NYC HSF supermarket vouchers being issued in the September period.
- The number of standard applications decreased by 13% between August and September.
- Phone calls have seen an increase of 7% between August and September.

Other key areas of note this quarter include:

- 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. In Q2, 281 were delivered.
- NYLAF has supported the Government's Homes for Ukraine Scheme, with 40 awards going to refugees or host families this quarter to directly support those that have fled Ukraine.
- 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.



- The HSF Exceptions scheme is being delivered by FFBS with a budget of £50,000 available for the periods that the direct award scheme is live (September/October 2023 and January/February 2024).
- A meeting was held between NYC and FFBS to discuss increased demand on the scheme and a trend analysis report has been prepared and sent to NYC with ideas on how to profile budget and expenditure for the rest of the year.

## Technology

Technology in quarter two has very much been an upward continuation of quarter one, converging as a service while supporting overall convergence as a new organisation. Improvements have been made to the face to face and digital experience of asking for help, simultaneously delivering on the council's ambition to be a local and connected service whilst recognising the benefit of informed and supported self-service.

## Systems and Applications

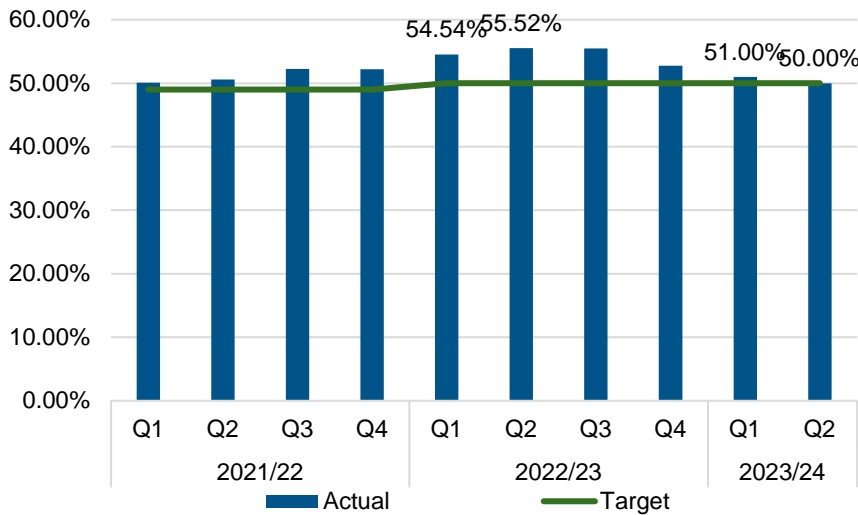
The team have been doing the diagnostics and planning stages of work required to enable Legal, Revs and Bens and Planning services to each work on the same version of the same system. Each of these contractual and system consolidations requiring services to standardise their ways of working as they converge and restructure which is work underway. The consolidation of underlying ICT networks has also begun in earnest. The infrastructure (servers, switches and storage) in each of the previous organisations was built to operate as safe, secure but isolated islands. This was essential to keep the systems and information safe but the requirement now is to rebuild everything from the ground up. There are no quick fixes for this work, but programme management is now in place to help deliver this invisible but essential foundation as quickly as possible so that systems can work effectively enabling the Council to become a single cohesive organisation.

## Procurement

Due to the ongoing migration of data from the ex-borough and districts there remains a large number of suppliers that require categorising by local, Small and Medium Enterprises (SME) and voluntary, community or social enterprise (VCSE). As a result of these two factors, the SME and Local spend percentages are lower than when compared to Q1 and Q2 last year. As suppliers are categorised it is anticipated that these figures will go up for the following quarters.

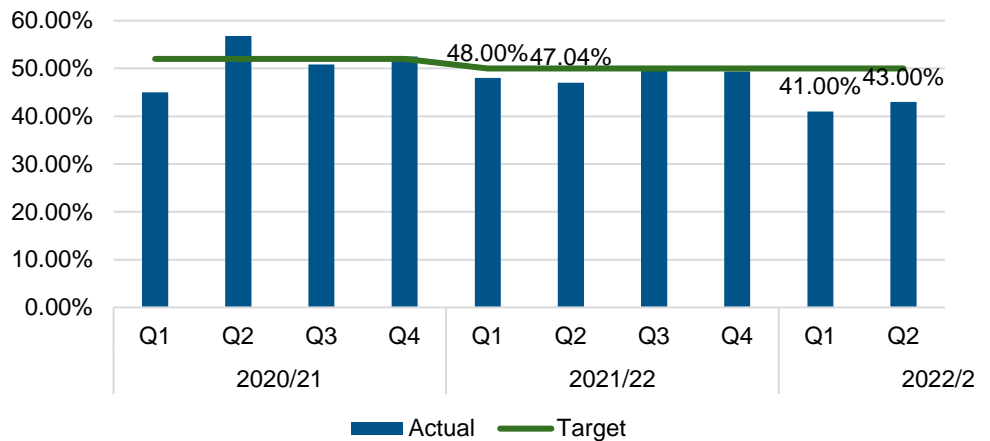
### Percentage of Total Council Spend with Local Suppliers

Spend with local suppliers down 2.7% on Q4 22/23 In Q2 the council spent £98m with local suppliers. Over the half year £203m has been spent.



Spend down 6.3% on Q4 22/23, but up 2% on Q1 this year. Over the quarter £84m has been spent with SME.

### Percentage of Total Council Spend with SME Suppliers



Over recent months there has been a higher staff turnover within the team due to career progression opportunities within other public sector organisations. 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 and a number of recruitments are currently out to the market to build capacity within the team.

Last quarter, several staff had not yet started their training regarding the Government Commercial Function Foundation Accreditation or CIPs accreditation due to a number of new recruits and transfers from ex-Borough and Districts into the team. As of this quarter, the majority of staff have now completed the Government Commercial Function Foundation Accreditation with only three staff who have not yet

started the course. A review will be undertaken on those that wish to commence their CIPs accreditation this financial year.

## Refugees, Asylum Seekers and Resettlement

### Homes for Ukraine

Between 1 July and the end of September 2023, 56 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,400 arrivals since the start of the Homes for Ukraine scheme. During this quarter we have seen a continued rise in the number of single guests joining family members in North Yorkshire.

The number of guests still living with a sponsor is 512, which has reduced from 624 in Q1 2023/24. During the past quarter an increased number of Ukrainian families have moved into, or been offered social housing with Broadacres, following investment through the Local Authority Housing Fund. Since the start of the scheme 910 guests, who initially arrived in North Yorkshire, have moved on from their sponsor's accommodation.

Further detail relating to those guests is detailed in the table below:

	Households	Individuals
Rematched to sponsor outside of North Yorkshire	26	50
Returned to Ukraine	120	213
Moved to another country	25	44
University	8	8
Private Rental – in North Yorkshire	199	434
Social Housing – in North Yorkshire	29	68
Private Rental – outside of North Yorkshire	49	93
<b>TOTAL</b>	<b>456</b>	<b>910</b>

\*Please note there may be a small amount of time between guests moving and informing NYC, so above figures could vary slightly.

### Refugee Resettlement (Afghan ARAP/UKRS)

North Yorkshire permanently resettled 195 persons (40 families) under the Afghan Relocations and Assistance Policy (ARAP) between August 2021 to 30 September 2023, and 175 persons (45 families) – mainly Syrian refugees - under the United Kingdom Resettlement Scheme (UKRS) between February 2021 to 30 September 2023.

In relation to the UKRS scheme, Ministerial sign-off has been expected 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. The government however is due to consult local authorities later this year on introducing a cap on the number of people using safe and legal routes to enter the UK.

In relation to the Afghan resettlement schemes, the bridging hotels in the UK have closed. North Yorkshire Council accepted three households for homelessness relief duties from the bridging hotel in North Yorkshire. Some of the other households from that hotel were accepted for homeless support in various parts of the UK or found private rented property in their 'preferred areas'. A minority of

households were moved into 'interim accommodation' by the Home Office if a property had been assigned to the household but had not been made ready at the time that the bridging hotel closed. A second round of the Local Authority Housing Fund has been implemented and housing officers are in the process of procuring suitable properties in the county. 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.

Afghan ARAP families continue to be resettled in North Yorkshire utilising additional Ministry of Defence (MoD) surplus Service Family Accommodation (SFA). To date 13 Afghan households have been accommodated in SFA properties as of 30 September 2023, with a further 6 households due to arrive in October. The government's focus on closing the bridging hotels in the UK meant that up until recently SFA properties were to be used in the first instance for Afghan ARAP households in bridging hotels instead of for their counterparts stranded in third countries such as Pakistan and Iran. In recognition of the deteriorating situation in those countries, which includes Afghan households being at high risk of being deported if they do not have legal documentation, the UK government is now putting in place measures to urgently move those households to the UK. This necessitates the use of additional SFA property at short notice. Consequently, the Ministry of Defence has brought forward an additional 25 SFA properties to be used in North Yorkshire. The leasing arrangements have also been changed to enable families to lease the SFA properties directly from the MoD instead of the lease being between the MoD and the local authority. The number of properties to be used could increase in the near future. In discussions with the MoD and the Home Office, North Yorkshire has advised against the use of SFA properties in parts of the county with poor access to services. North Yorkshire Council will be responsible for ensuring permanent housing for the households should they wish to remain in North Yorkshire.

### **Asylum seeker dispersal and contingency hotel accommodation**

Since April 2022 the government has required all local authorities in Great Britain to take part in asylum dispersal. The national shortage of bedspaces in dispersal accommodation (long-term temporary accommodation) has required the government to use contingency hotels as a stop-gap measure. There remain three contingency hotels in the county– two accommodating single adult males and one hotel accommodating families. Demands continue to be placed upon local services. The numbers at the two hotels accommodating single males have increased with the change from single bedroom occupancy to shared bedroom occupancy. Mears housing group – the Home Office's accommodation provider for the region - continues to manage the hotels on behalf of the Home Office.

Dispersal accommodation in the county is also being procured by Mears. The chief area of focus is Scarborough due to its relative housing affordability, but Mears is widening out its property search to other parts of the county. Mears is required to consult with North Yorkshire on all properties it intends to use and through this process the local authority can raise any concerns we have with regards to the suitability of the local postcode area to house asylum seekers. Mears can escalate the post code check to the Home Office to adjudicate if Mears does not consider the advice from the local authority provides sufficient grounds to preclude the use of the property for asylum seekers. To date, the Home Office has upheld all appeals that Mears has made and so has agreed that the purchase can proceed. There has however been a high attrition rate in terms of the number of properties put forward but not then purchased by Mears. Only two properties to date are being used in North Yorkshire as dispersal accommodation but this number will need to rise significantly if Mears is to meet the Home Office's target figure for the number of asylum dispersal bedspaces in the county.

### **Translation and Interpretation**

The council has a responsibility and commitment to ensuring that residents and customers can access council services. For those residents and customers who have difficulty communicating in English, whether due to language barriers or disability, access is enabled through the translation and interpretation service. The Equality Act 2010 requires the council to ensure that protected characteristics have access

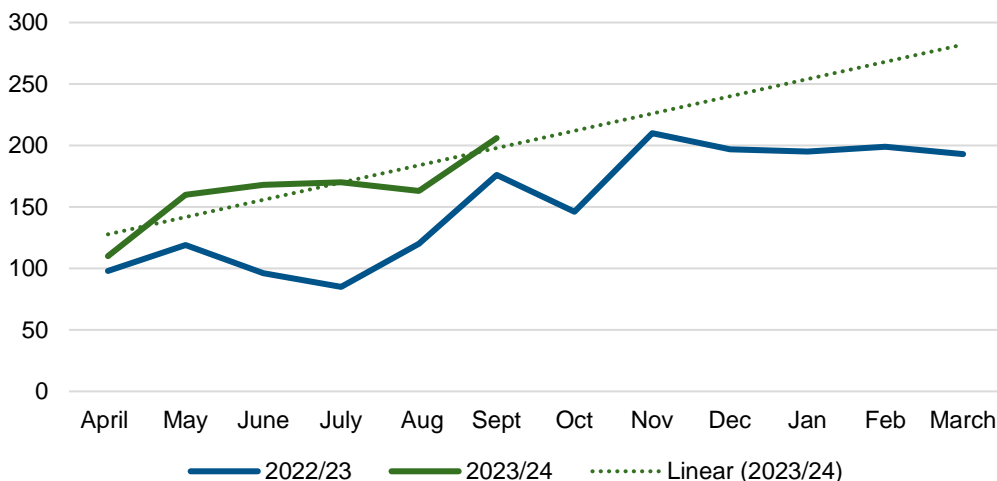
to goods, facilities and services. The provision of translation and interpretation services ensures non-English speaking racial / ethnic groups do not face disadvantage in accessing services. Additionally, the public sector Equality Duty, contained within the Act, requires public authorities to:

- eliminate discrimination
- advance equality of opportunity
- foster good relations.

These requirements enable all residents / customers to access council services encouraging participation in public life. Failing to provide a translation and interpretation service in certain essential circumstances, such as someone presenting as homeless or applying for a benefit, would put the council in breach of the legislation, it is therefore important to ensure the service has the resources it needs to enable the council's duties to be met.

The service is made up of three elements: face-to-face, telephone and video interpretation together with written translation and BSL (British Sign Language) interpretation and Braille transcription. The cost in 2022/23 for the three elements was £156k covering 2600 booking across the three services. The majority of bookings are for the interpretation service, with 1833 bookings, CYPS being the highest user. However, from August 2022 the number of bookings has increased from an average of **just over 100** per month to **over 170 per month** with the highest being **206 in September 2023**.

**Interpretation bookings 22/23 & 23/24**



The cost of the service in the first six months of 2022/23 was £24k, compared with £33k for the first six months of 2023/24. There are two issues effecting the performance of the service. Firstly, the increasing demand which is placing a strain on the overall management and administration function for the service. Secondly, the numbers of paid cancellations are running at 11% of the total cost of the service. This represents poor value for money for the service. Currently the service is out for re-procurement with up to a five-year contract estimated at just short of £1m.

## Legal and Democratic Services

For Legal Services there have been some notable successes again this quarter and achievements with debt recovery. Of particular note the service:

- completed upon a multimillion-pound grant agreement from NYC to a bus operator for the manufacture of carbon friendly bus fleets.
- successful transfer of 2 NYC schools over to independent academy trust
- completion of 8 leases and 2 deeds of surrender for the Afghan Relocations and Assistance Policy. Ministry Of Defence is the landlord and NYC the tenant.
- disposal of Manor House Farm at £1.5m
- recent completion of a purchase at auction for the Afghan resettlement programme, grant funding provided by DLUHC (Department of Levelling up and Communities). 11 homes to be purchased by 29 March 2024 using this funding. The first has completed the rest are in hand.
- completion of a complex lease for Nidderdale High School converting to Academy status.
- settlement of the part 1 Bedale Askew leaming Bar Bypass claims
- responded to a Pre-Action Protocol Letter robustly defending a planning decision of the Council which resulted in a potential judicial review against the authority's decision not being issued
- legal support on an application to DFT for the introduction of moving traffic enforcement. Advice on consultation and, decision making provided to enable the application to be submitted within a deadline of 2 months.
- SEND – we have had 2 tribunal successes. These results have therefore saved the authority in excess of £200k.
- Debt recovery – Successfully recovered £380k of debts in the quarter

## Elections

The focus of the team has been split between preparing for regularly occurring by-elections, running the annual canvass, preparing to launch a council-wide statutory review of polling districts and polling places and initiating plans for Combined Authority Mayoral Elections in May 2024. Against this is a background of changes to the legislative landscape introduced in the Elections Act 2022, with individual measures being rolled out periodically.

On the core function of running elections, in Q2 Electoral Services has:

- Successfully delivered the Selby & Ainsty by-election on 20th July while managing the introduction of the requirement for voters to show photo ID before being issued with a ballot paper. This was a high-profile event involving 13 candidates and which generated significant national media coverage.
- Run further polls including multiple parish by-elections, a Neighbourhood Planning Referendum in Craven area, a parish polls in Ryedale and a divisional by-election in Hutton Rudby & Osmotherley.
- A further poll was called in Q2 to take place in Q3, a large parish poll in Whitby on 6th October.

On the electoral registration element of the work of Electoral Services in Q2 work has progressed on:

- The annual canvass. All households in North Yorkshire have been contacted to ask them to check the information held about them on the electoral roll and to make amendments where required. As at the end of Q2, reminders have been sent to non-responding properties and a recruitment exercise was undertaken to recruit around 40 relief canvassers to undertake the door-knock stage of the annual canvass. All the activity undertaken on the annual canvass goes towards producing a revised electoral register that is as complete and accurate as possible on 1st December each year. This year we will be

delaying publication of our electoral register until 1st February due to the number of by-elections called during the annual canvass period.

- Advanced preparations were made to launch a statutory review of polling districts and polling places on 16th October. This is a 5 yearly review process that all local authorities must undertake. The current review process began on 1st October, and it is advantageous to start the review early in order to have any new polling districts or polling places implemented in time for scheduled elections in May 2024.
- Preparing for the introduction of online absent (postal and proxy) vote applications to go live on 31st October. Previously, voters had to apply for absent votes using a paper form, but from 31st October, this can now be done online and with it comes a new system for the team to learn how to use and activity in Q2 was focussed on ensuring the team was prepared for the new requirements and putting appropriate training and guidance in place in advance of the go live date.

### **Democratic services**

Since April 2023, the focus in democratic services has been upon aligning practice, particularly with regard to Planning, Licensing and the Area Constituency Committees. Once the forthcoming restructure is completed, there will be a comprehensive review of how we work to ensure that best practice from all 8 former democratic services teams is captured and applied consistently and uniformly across the service.

The recording and broadcasting of committee meetings during the pandemic enabled greater public engagement in the Council's democratic processes. Post Covid, work is underway to develop a reliable and easy to use system for the recording and broadcasting of the Council's 200 plus committee meetings each year from 8 different sites. Some investment will be required.



## Health and Adult Services Customer

### Adult Social Care Improvement Areas

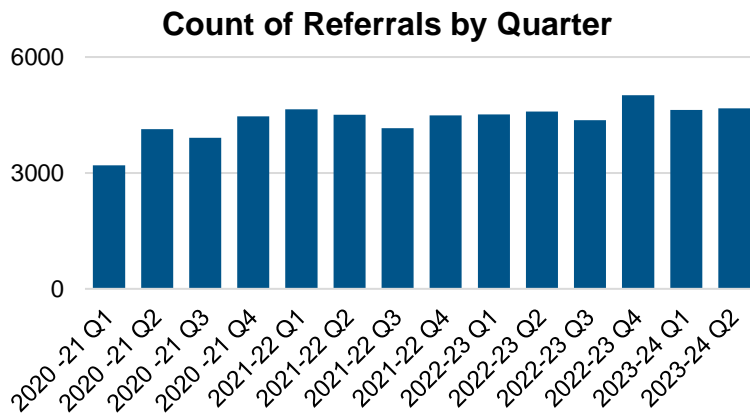
Action plans for the 7 **adult social care improvement areas** have now been approved by the directorate and work is underway to deliver a range of interventions. In the last quarter we have seen a particular improvement in Direct Payments with increased take-up and in Home First with a reduced use of short-term beds.

The improvement priorities have been developed in response to the continuing operating pressures and to bring cohesive strategic direction to the directorate's improvement work. They will also help bring focus to the directorate's preparations for the introduction of the new CQC assurance framework for local authorities and local health and care systems:

- **Waiting Well** - active management of people's waiting time throughout their care journey.
- **Reviews** - refocusing and re-embedding proportionate care plan review practice and recording.
- **Direct Payments** - consistent consideration of the option and growing the personal assistant market.
- **Carers** – a clear and consistent support offer everywhere, with proportionate involvements, to ensure unpaid care is sustainable.
- **Reablement** - maintaining the recovery of a redeveloped reablement offer post-pandemic.
- **Home First** - reduced reliance on short-term bed use and growing sustainable domiciliary care provision.
- **Complex Care** - a clear and consistent support offer with excellent services available everywhere across the county.



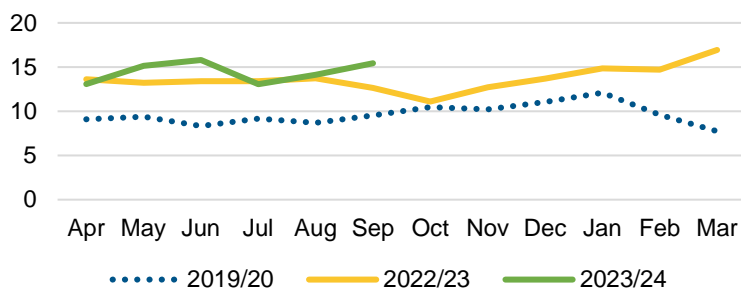
## Referrals



Referrals to adult social care teams for Q2 were 4,670 which is a 1.7% increase (77 referrals) compared with Q2 in 2022/23. This is 6.2% higher than 2019/20 activity levels.

The overall level of activity in Q2 was broadly in line with other post-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 3,364 in Q2 compared to 3,614 in Q4; however they are up slightly from 3295 in Q1.

## Average Discharges per Day



**Hospital discharge activity** averaged 14.2 discharges per day during Q2, which compared with 14.5 per day recorded for Q2. The chart below highlights that activity so far this year has been running above or at the same level as that experienced during 2022/23. During Q2 in 2022/23, discharges averaged 13.2 per day. Q2 activity was 42% higher than the pre-pandemic average (10 discharges per day).

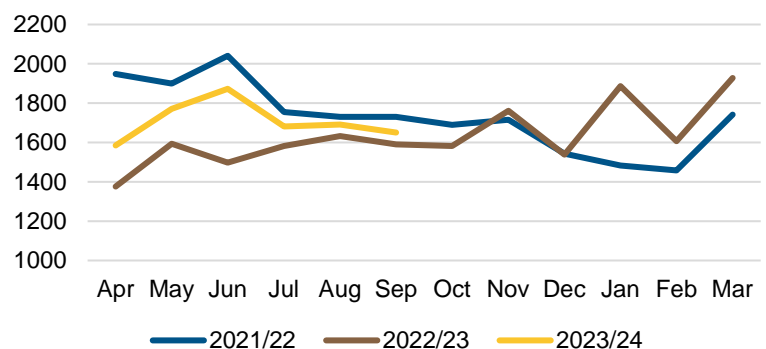
Local activity continues to see high levels of volatility day-to-day, with local health and care systems subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q2 there were 24 days when discharges exceeded 20 per day, compared with 25 days during Q1.

## Assessments

Assessment activity continues to be a significant pressure point, driven largely by the national discharge pathway arrangements, as described above. During Q2 2023/24, 5,023 initial assessments were completed for 4,054 people, giving an average of 1.2 assessments per person, down from 1.3 in Q1. The volume of assessment activity is up 5% or 217 assessments on Q2 2022/23.

Activity levels are now higher than before the pandemic. In 2019/20 Q2, 4,082 assessments were completed, which means current activity levels are 23% or 941 assessments higher.

## Initial Assessments Completed per Month



## 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 during the last quarter include:

- Winter pressures engagement events have been completed and the development of service specifications and expressions of interest for a Home First Rapid Response Service and a Live-in Care Service are due to commence in December 2023.
- Dementia and Nursing Care for Older People - Provider engagement events have been co-hosted in Scarborough and Northallerton with the Independent Care Group, The Tees, Esk & Wear Valley mental health trust and Dementia Forward. 32 partner organisations attended across the two events, including 21 provider representatives with a cross-section of providers from different localities. A working group has been set up with key partners to develop and take forward a shared programme of work.
- Home First. An engagement planning session is scheduled to help review the pricing model for home-based support, specifically regulated personal care. This is in response to some care providers requesting a review to moderate their prices and there is the potential for savings.
- Work on developing Specialist and Crisis Care for working-age adults which aims to:
  - 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; and,
  - 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 increase in **financial sustainability applications** from social care providers. In Q2 2023/24, four new financial sustainability applications were logged; all are still in progress.

## Reviews

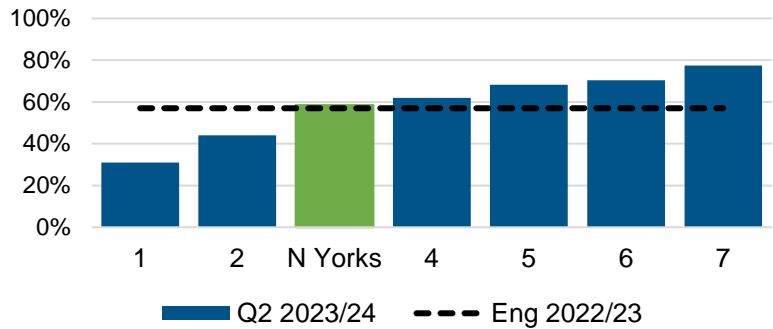
The Care Act (2014) requires that people's care plans should be reviewed annually. This is important to ensure that the plan continues to meet their needs, but it also provides an opportunity to identify and explore new options for meeting their care needs in a strength-based way that might have emerged 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 Q2, local performance was reported at 58.5%, an improvement of 0.7% on Q1. Performance had previously been maintained around 60-61% over the first three quarters of 2022/23. The lower level of review completions reflects the national picture presented in the national data sets for 2022/23 published in mid-October which indicated that local performance remained above both the national (57%) and regional (52%) averages.

Early benchmarking data for Q2 is limited to data for 7/15 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 Q2 positioned it third lowest amongst the seven authorities submitting data, an improvement of one place on its Q1 ranking. More returns are required to make a solid judgement on comparative performance for Q2.

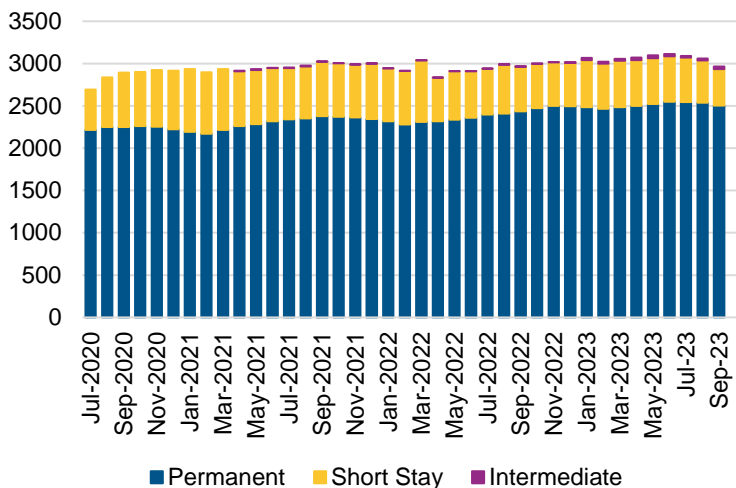
**Annual Reviews Completed for People Receiving Long-term Support**



‘Reviews’ is one of the directorate’s seven improvement priorities and a number of initiatives are underway to deliver improved outcomes for service users around this area of activity:

- A post-implementation review for the countywide Review Team to assess its impact in increasing the number of annual reviews completed overall and in improving the outcomes being achieved for individual service users in their reviews.
- Improving the guidance available for practitioners around their work on reviews and reassessments.
- Completing customer pathway mapping to ensure consistent approaches across the county and consistent experiences and outcomes for service users.
- Reviewing arrangements for recording review activity to help improve performance reporting and target setting.

**Number of Permanent and Short Stay Placements in Month**



**Placements**

Permanent residential and nursing placements within the quarter (2,530) increased by 6 between quarters, however it has increased from 2,358 in Q2 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. Overall placement numbers within Q2 (3,038) show a 3.1% increase (57 placements) on Q2 2021/22, indicating stability over a prolonged period.

The number of people receiving short-term care during the quarter decreased between quarters, down from 540 in Q1 to 486 for Q2.

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 transformation plan includes two strands of work aimed at reducing the use of short-term care home beds and the related cost to the council:

- Achieving a 50% reduction in the number of current short-term care home placements over the next 5 years. At the end of Q2 there were 331 open short-term placements, a reduction of 34 placements or 9% since the start of the financial year.
- Reducing the proportion of short-term care home placements that exceed the 6-week duration for short-stay, reducing excess weeks by 100 (16%) over the next 5 years.

### Care Sector Workforce Issues

**Absence levels** remain high across the sector, with the impact of ongoing staff shortages, stubborn vacancy levels and continuing pressure from COVID-19 outbreaks in individual care settings. Staff sickness across the council's Care & Support service was at 4.4% at the end of Q2 compared with 4.1% for Q1, which compares with 5.4% reported by care providers. The number of days lost due to sickness per FTE for the year to date was at 6.86, which is well above the target (3.54) but below the 6.62 reported for the same period in 2022/23. 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** improved slightly between quarters with capacity against the established full-time equivalent staff numbers across Care & Support rising from 81.8% in Q1 to 84.5% at the end of Q2. Staffing continues to be a significant pressure in some areas, particularly for assessment and care planning teams where capacity for most localities remains below 80%.

### International recruitment programme

The aim to recruit 30 social workers has led to 27 offers of appointment for social work posts being made and accepted. To date, 22 international recruits have arrived and taken up their social work posts in Harrogate, Scarborough and Vale of York teams. The remaining cohorts will be placed in Scarborough and Vale of York. Comprehensive induction and pastoral support arrangements are in place. Delays are continuing to be 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 2498.83 vacant hours (67.5 FTE) across in-house care homes, reablement, extra care and day services, which represents a 1.7% increase (40 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 Q2, community social care teams recorded 246 people waiting for an initial assessment (276 in Q1), which was equivalent to 3.5% of their caseload (6,970) compared with 3.9% in Q1 and 4.0% in Q4 of 2022/23.

The overall number of people “waiting” for an initial assessment (647) was unchanged between quarters as the numbers waiting for an Occupational Therapy intervention increased by 38. This continues to represent approximately two weeks’ assessment activity and indicates a continuing steady throughput.

“Waiting Well” is one of the directorate’s improvement priorities, and several initiatives are underway to help drive further improvements:

- improving the ways in which feedback from service users is captured during their waiting period and making better use of complaints information to improve our understanding of people’s experiences of waiting and delay, and to help identify and develop further opportunities for improvement;
- drawing up proposals to develop assessment/community hubs with community anchor organisations to deliver better access to assessment and community responses, with the aim of bringing services closer to people; and,
- developing proposals for social work practice around how and when initial assessments are started to improve the quality of information about how long it takes to complete assessments.

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

### Safeguarding

3,406 safeguarding concerns were received since April 2023, increasing the average to 568 concerns per month, compared to 379 per month in 2022/23. This represents a 38% increase in activity compared to the same time last year.

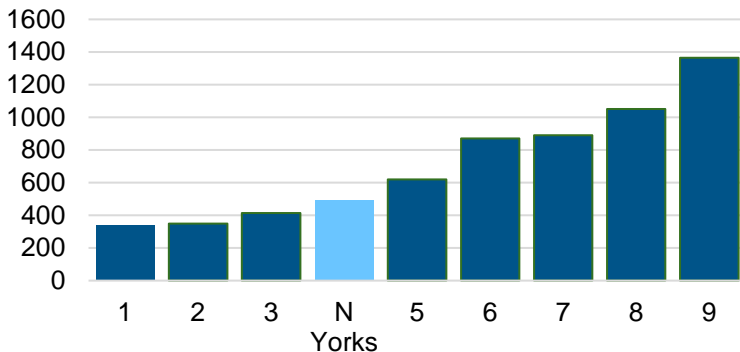
There has been a significant and sustained increase in safeguarding concerns starting in Q2 of 2022/23 and continuing through to the end of Q2, 2023/24. Analysis of activity data has highlighted two issues that have been key factors in increasing the number of concerns:

- A rise in the number of people whose safeguarding issues have been raised by more than one person or agency. The concerns raised by individual agencies, practitioners or family members will often be linked to a single referral for further action; and,
- A change in recording practice, which is more accurately capturing work that has been triaged or screened out appropriately as part of the process. This is now recorded as a safeguarding concern, but it does not require or generate any subsequent action.

Whilst these issues both increase the number of concerns being recorded, they do not indicate an increase in the number of safeguarding incidents. Case file reviews indicate that concerns are being raised appropriately and that the subsequent referrals are being progressed and investigated appropriately.

Early benchmarking data for local authorities in the Yorkshire & Humber region for Q2 2023/24 included data for 9/15 local authorities. The chart below presents that data anonymised, which shows that North Yorkshire's performance (490.1 concerns per 100k of population) places it fourth lowest, an improvement of one place between quarters.

### Safeguarding Concerns Received per 100,000k of Adult Population



North Yorkshire's performance (490.1 concerns per 100k of population) places it fourth lowest, an improvement of one place between quarters.

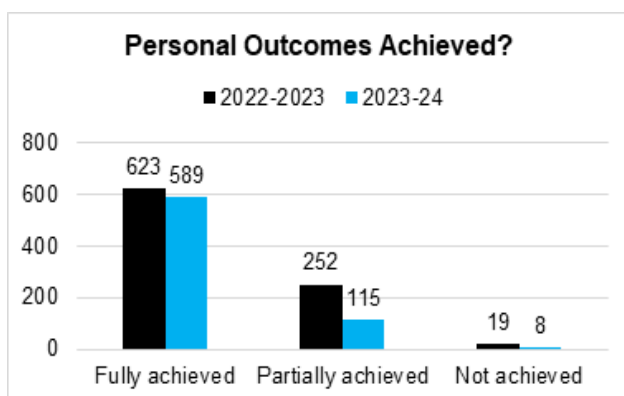
Mid- to lower range is the optimum position. A high number could indicate significant cohorts of the vulnerable population were at high risk or that reporting processes were picking up a high volume of non-safeguarding issues. Conversely, a very low number could indicate that reporting processes were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

Information Gathering Decision	%
Formal Meetings – 42	13.8%
Formal Meetings - Other	0.5%
Informal Discussion – Section 42	3.2%
Informal Discussion - Other	0.3%
Not an Enquiry - NFA	9.2%
Following Info Gathering - NFA	62.3%
Signposting	10.4%

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 above.

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.

901 people have been involved in a safeguarding enquiry since April 2023. Of these, 79% 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.



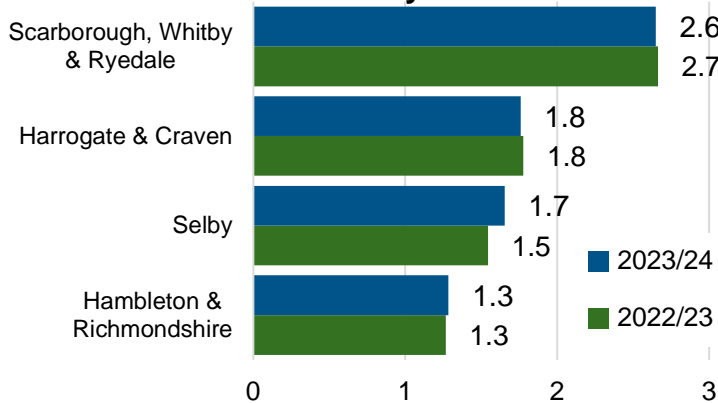
Whilst the engagement level has remained high year on year, the success rate for the safeguarding process achieving the expressed outcomes increased during Q2 2023/24. 82% of people stated that their outcomes were fully achieved, compared with 69% during Q2 in 2022/23.

Of the **79%** of people that did express an outcome since April 2023, **82%** were fully achieved. This is 2% lower compared to Q1 – 2023, however it is **13% higher** compared to the same period 2022/23. **16%** of people said their outcomes were partially achieved. This is 2% higher compared to Q1 – 2023. **2%** of people said their outcomes were not achieved.

*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.

### Referrals per 1,000 aged 18+ by Locality

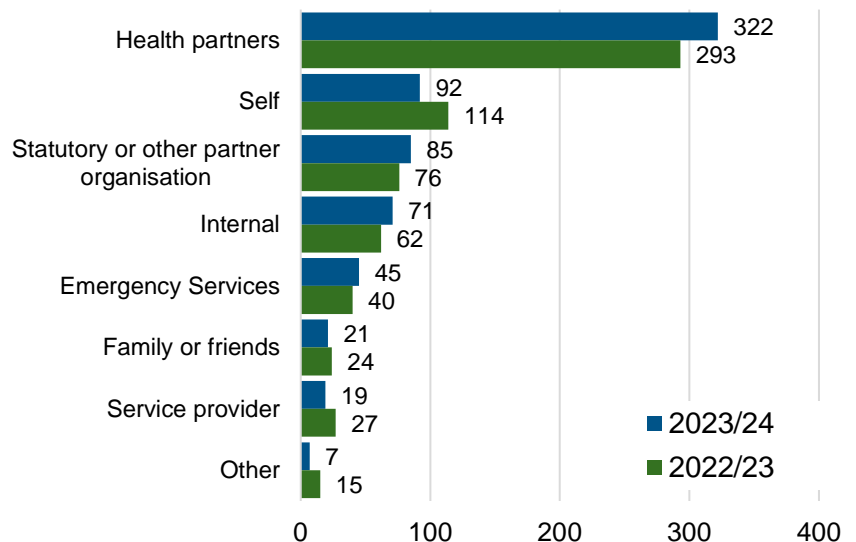


### Living Well

Referrals in September (298) were at their lowest since April, falling below the 24-month average (327 per month) but had recovered to 365 in July and to 336 in August, above the 24-month average. Referrals continue to 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 Q2 (2.6 per 1,000 population), which was slightly down year on year (2.7 per 1,000 population in 2022/23). Hambleton & Richmondshire had the lowest rate (1.3 per 1,000 population), as it did in 2022/23.

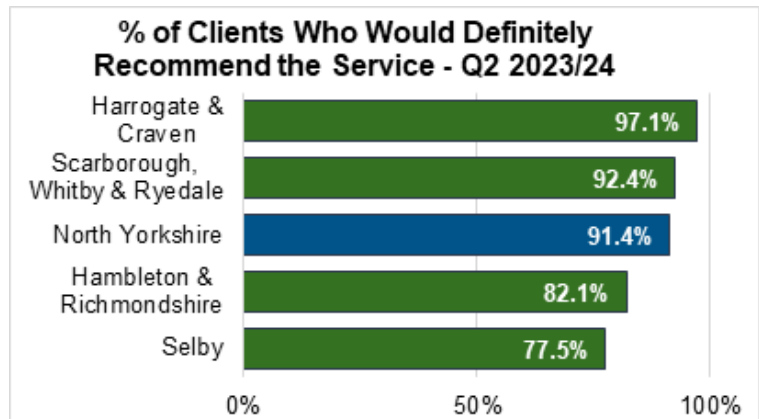
Front door referral numbers are similar to 2022/23 (a 1.7% increase), with the greatest increase coming from 'health partners' (9.9% higher). Self-referrals remain the second largest group but have decreased by 19.3%. Referrals from 'statutory or other partner organisation' have increased (up 11.8%). Referrals from health partners make up the largest source of activity July-September (322) 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.

### External Referrals - Source

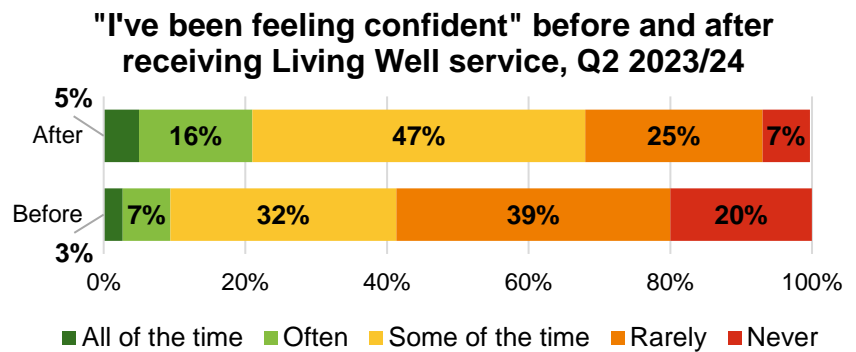


Across North Yorkshire 91.4% of clients 'would definitely recommend the service' (91.3% in the previous quarter).

- Harrogate & Craven has the highest satisfaction rate (97.1% of clients), up from 93.0% in the previous quarter.
- Selby has the lowest rate (77.5%), up from 72.4%.



Before receiving a Living Well service 20% of clients said that they never felt confident. This fell to 7% following a Living Well service in July-September. Those who rarely felt confident reduced from 39% to 25% following receipt of a Living Well service. 5% of clients felt confident all of the time after a Living Well service, an increase from 3% before the service.



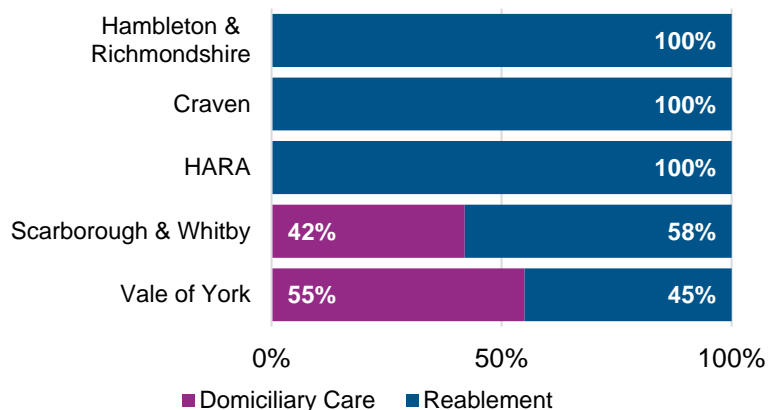
### Reablement

From April-September 2023, 793 reablement packages had been started. This compares with 664 for the same period in 2022/23 and represents a 19% increase or 129 packages of support (up from 15% and 47 packages in Q1). Current activity levels remain below the 805 completions recorded for the same period in 2021/22, but the gap has now closed significantly.

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.

At a county level, 32% of reablement team capacity at the end of Q2 was engaged in delivering routine domiciliary care because of a lack of provision in the care market. The represented an increase of 3% on Q1 when the figure was 29%, but still below the 36% reported for Q4. The chart highlights the variation of pressures around the county, and the continuing significant impact on the two affected localities, the Vale of York and Scarborough & Whitby.

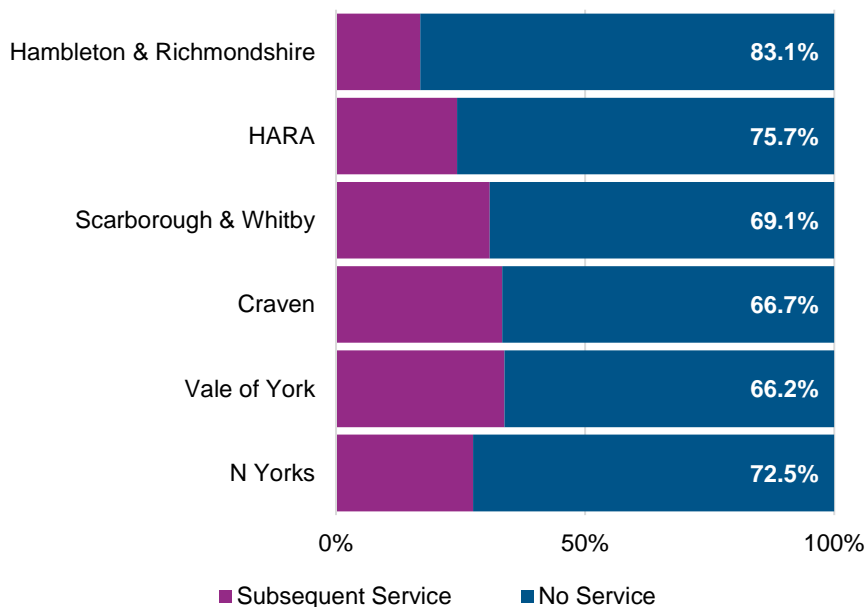
### Current Service Provision by Reablement





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. 371 interventions were completed April-June 2023. The proportion of these people who had not subsequently returned for social care support by the end of Q2 was 72.5% (269) which is better than the full-year performance achieved for 2022/23 - 68.8% (947). Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart on the right shows the local variations in the return rate, which will reflect these different pressures but also shows improvement for all localities against their 2022/23 full-year performance.

**% of People Requiring Further Care & Support 90 Days After Their Reablement Package**



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:

- Recruitment activity has increased Reablement team capacity to 77% from 74% in Q1 2023, and work is in hand to recruit a countywide Reablement Service Manager.
- The number of reablement packages exceeding six weeks has been reduced significantly following a focus on the completion of review tasks and improvements in the process between Reablement and brokerage to enable timely ending of services.
- A capacity tracker has been implemented and delivered an initial reduction in non-contact time of 118 hours, with capacity being monitored via weekly reports.
- Surveys have been completed for reablement staff and therapy leads to help shape further service development work along with workshops reviewing and improving the service's processes and pathways.

### 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 Q2 across the key areas of work is provided below.

**Extra Care:**

- A community engagement event was held on 7 September at Gargrave library to seek the views of local residents on a proposal to develop extra care housing. Alongside the face-to-face event, an online survey has been carried out and all the feedback is being reviewed to inform a future procurement proposal.
- 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 later in the year for approval.
- 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. An extra care framework event was held in August, with positive feedback from providers. Procurement documents are being prepared and we plan to launch a procurement early in the new year.
- Extra Care Housing: Past, Present, Future (Friday 10 November 2023 at The Crown Hotel in Harrogate.) As part of the 20th anniversary celebrations, NYC are facilitating a conference in partnership with the Housing Learning and Improvement Network (Housing LIN) and the LGA. We will be engaging with national figures and stakeholders to analyse learning across the sector and consider the shape of housing with care for older people over the next 20 years. We will also be joined by members of the Government's Older Persons Housing Task Force with an opportunity to influence the recommendations to be made to Government and hear key messages from important sector players including DLUHC, DHSC, Homes England, ARCO, Housing 21, Lovell Later Living and Audley Group.
- The conference will also see the launch of a network for Adult Social Care Commissioners who are looking to deliver and expand housing with care options for older people.
- Work is ongoing on procurement documents for schemes in Malton.

**Assistive Technology**

- Work is ongoing to prepare for an interim re-procurement of North Yorkshire Council's Assistive Technology contract. Procurement and Legal Services are looking into options for a further contract extension to give us more time to explore the future of the Assistive Technology service in North Yorkshire.
- A workshop will be held on 30th November to explore options for the future of Assistive Technology service in North Yorkshire. It will consider both commissioned and in house services alongside the Community Equipment Services.
- The Living Independently Training Hub (LIT Hub) (formally TEC flat) is becoming an integral solution to provide training and a hands-on opportunity for workers to understand the options for providing people with AT solutions to help them live independently for longer. Increasingly popular monthly training sessions are held at the hub, as well as some individual team sessions.
- We are working closely with our commissioned services on the Analogue to Digital switch over (A2D) to mitigate the risk of lifeline services not working due to the analogue phone lines being switched off. We are in the process of identifying people that might already have had their phone lines switched and will prioritise upgrades to their AT equipment. We plan to have all remaining analogue lifelines upgraded by the new year.

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

**Personal Budgets**

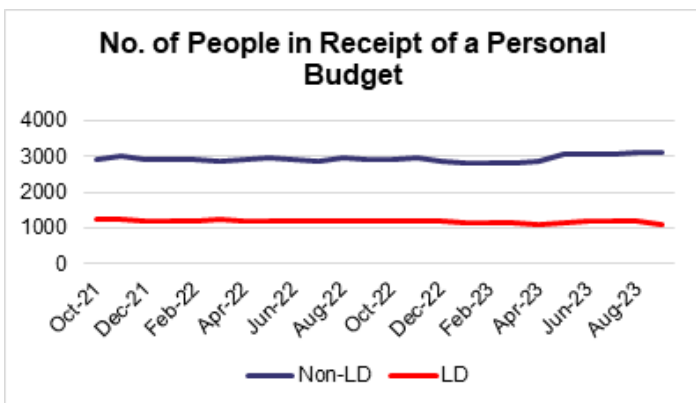
The use of personal budgets (PBs) is an important element of the strength-based approach in adult social care. The aim is to engage people in their care planning, so they exercise choice and control over the support they receive, as they draw on their strengths and assets, including what others around 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 £21.3K at the end of September, an increase of £294 against the average PB for Q1. This represents a 10.7% increase year on year (£2,060), compared with an 12.2% increase (£2,292) reported in Q1.

The average PB for a service user with a learning disability was £42.8K at the end of September, in line with £42.8K at the end of June. This represents an 6.7% increase year on year (£2,791), compared with an 8.0% increase (£3,190) in Q1.

Non-LD service users in receipt of a PB (3,538) span a very wide cost profile. At the end of Q2, 67% (2,469) of these service users had a personal budget that was below the county average (£21.3K p.a.). Key pieces of work focused on the cost of community-based care provision include:

- a financial benchmarking exercise being undertaken around community-based support and day services provision, which will help inform pricing proposals for future applications for providers wanting to join the council’s approved provider lists (APLs); and,
- a home-based support market challenges report, which is collating actions in response to the risks posed to the whole care market by employment sponsorship schemes. A working group will be established to take the actions forward.



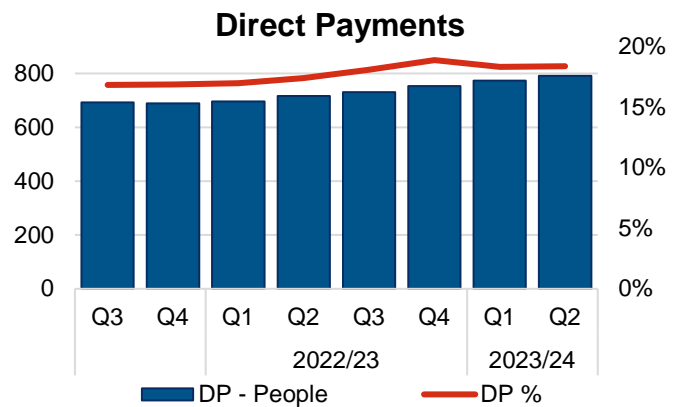
At the end of Q2, the number of people supported via a personal budget was 4,205, which was 2.2% up year on year (89 cases) and compares with a 3% rise year on year in Q1. This number now exceed pre-pandemic levels, which averaged 3,760 during the second half of 2019/20. Overall, LD case numbers have been steady declining over the last 2 years.

**Direct Payments**

Direct Payments (DP) 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 (791) has shown small but steady increases in each of the last six quarters.

Year on year, the number of people receiving a direct payment increased by 75 or 10.5%, whilst the number of people with a Personal Budget (4,302) is up by 186 people or 4.5%. People receiving a direct payment represent 18.4% of the total number of people with a Personal Budget, up 1.0% year on year in Q2. 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 Q2 included:

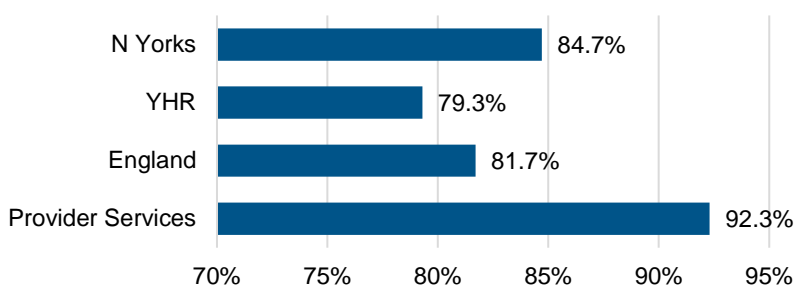
- At the start of Q1 the average proportion of assessments offered a was 15%, which has now increased in September to 23% for the locality teams, with Hambleton/Richmondshire being the first to hit the target of 40%.
- New LLA processes went live in September to remove back-and-forth steps between social workers and Direct Payment Advisors, reducing hand offs and DP set up time.
- Advanced Practitioners have begun to carry out a diagnostic on cases not offered a DP to better understand the reasons why and to improve training and culture.

*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**, 84.7% of care home provision across the county was rated as “good” or better at the end of Q2. That was up by 1.5% between quarters, and up by 6.0% (from 78.7%) year on year.

**% of Care Homes Rated 'Good' or Better**



Local performance remains higher than both the regional average (which improved by 0.6%) and the England average (up by 0.1%) 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.

Ratings for domiciliary care provision are still 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 on the right.

Local performance was down by 0.4% between quarters but remains up by 2.2% year on year.

Despite the small reduction, local performance remains well above both the England (down by 0.2%) and regional (up by 0.8%) averages.

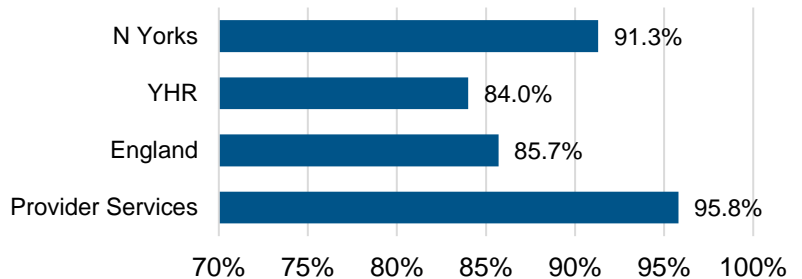
During Q2, the council provided **improvement support** to 36 care providers across the county, supporting with issues such as leadership, medication, gaps in training and care environment concerns:

- Quality Assurance Officers made 24 visits to providers to complete a Baseline Quality Assessment or a Provider Assessment and Market Management Solution (PAMMS) Assessment of their care provision – 14 Care Homes, 8 Home Based Care Providers, 1 Extra Care Setting and 1 Community Based Support Service.
- The Quality Improvement Team supported 23 care providers - 13 Care Homes, 8 Home Based Care Providers, 1 Extra Care Setting and 1 Community Based Support Service providers, providing a total of 120 days of support.
- 11 of these settings received visits and/or support from both teams.

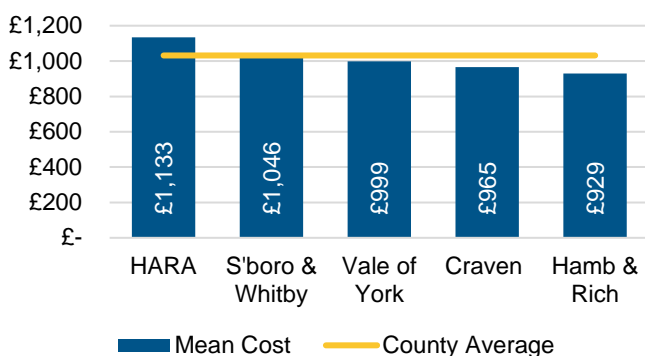
There was one Domiciliary Care provider closure in Quarter 2 - Comforting Hands Recruitment in Harrogate. This was due to their Staff Sponsorship Licence being revoked, leading to all their staff leaving as they were all being sponsored via this licence. The care provision involved totalled 571.25 hours and affected 39 people - 33 North Yorkshire Council service users, 3 people supported via Continuing Healthcare funding (CHC), and 3 people funding their own care.

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.

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



**Average weekly Cost of Placements for Over 65s**



The average cost of a care home placement for someone aged 65+ increased to £1032 per week at the end of Q2, up by £20 per week compared with Q1. That represents a 14% (£130 per week) increase compared with the end of Q2 in 2020/21. The developments described under Extra Care above aim to increase the range and spread of alternative options to care home placements across the county. Where appropriate, Extra Care can support people at a lower cost in a setting that provides them with greater independence with access to care and support in response to their changing needs.

Key points of progress in the directorate’s market development work include:

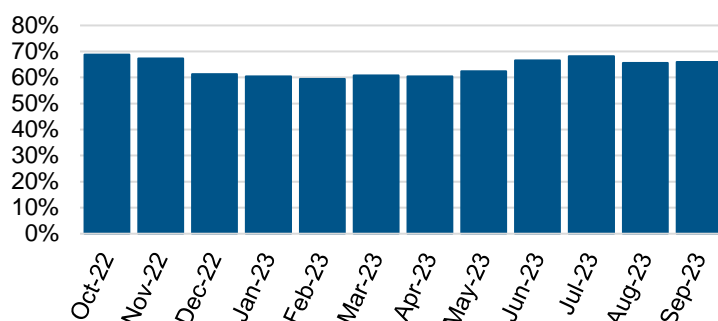
- A new **Contract Management Team** is now in post and in the process of reviewing current processes to develop standard operating procedures.
- The **review of the Approved Provider Lists (APL)** is continuing. Care providers have been surveyed, including those providers who expressed an interest in the APL, but who did not finish their application. It is anticipated that this piece of work will influence future delivery of APLs.
- Exploring the possibilities of creating a **Specialist Care approved provider list**. Discussions are at a very early stage, and extensive engagement with providers of specialist care services is required.
- **Specialist cost of care exercise**. Currently, the authority does not have a tool to provide analysis and a standard evidence base to support its negotiations when challenging the care costs being put forward by providers. The exercise includes discussions with other local authorities for their views on a regional tool to aid negotiation with regional providers, and a review of the available options, including Care Cubed, a system that brings together local demographic, economic, property and care market data to support decision-making.

### 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 430 people per month, which compares with a pre-pandemic average of 300 people per month and was up from a 12-month average in Q1 of 415 per month.

**% of Discharges on Pathways 0 and 1**



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). Performance against this measure for the full quarter improved in Q2 reaching 67%, compared with 63% in Q1. Performance in Q2 was sustained by performance in July at 68.1%, with performance dropping below the 67% target in August and September.

Hospital discharges in Q2 averaged 435 per month compared with 445 per month in Q1, providing a slight reduction in the pressure on care capacity.

A detailed winter planning process is underway with health colleagues to try and ensure the right mix of care resources and contingency arrangements are available across the county over the winter months to maintain good outcomes against this measure.

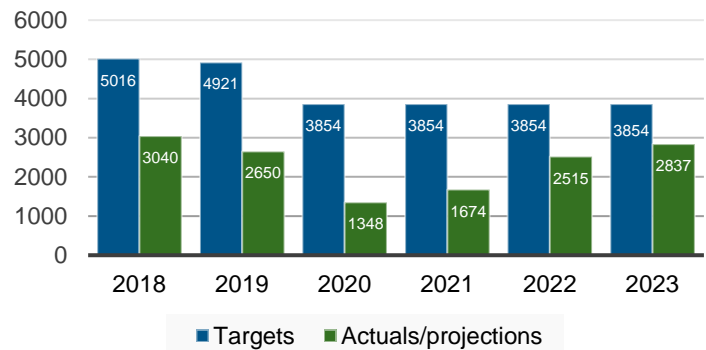
## Public Health

### North Yorkshire Adult Weight Management Service

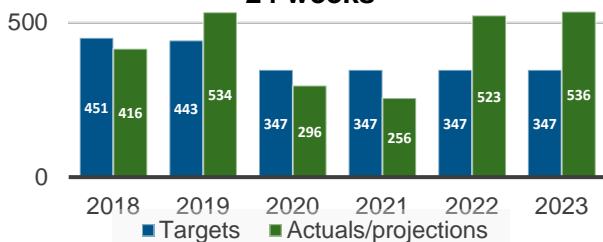
Referrals into the service continue to be encouraging, with over 1,400 referrals in the year to date, with a projection of over 2,800 in the full contract year (see figure below). Whilst this is below the target of 3,854, if this referral rate continues, it is predicted that there will be approximately 300 more referrals compared to the previous year and around 1,100 more than in 2021. Work continues to ensure referrals into the service are appropriate and effectively managed by providers.

The service has recorded a high proportion of successful weight loss outcomes, with 470 clients who have completed a 12-week programme achieving a 5% body weight loss target. This represents 64% of 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 250 clients (135% of the target for the numbers achieving 5% body weight loss).

Adult Weight Management Referrals



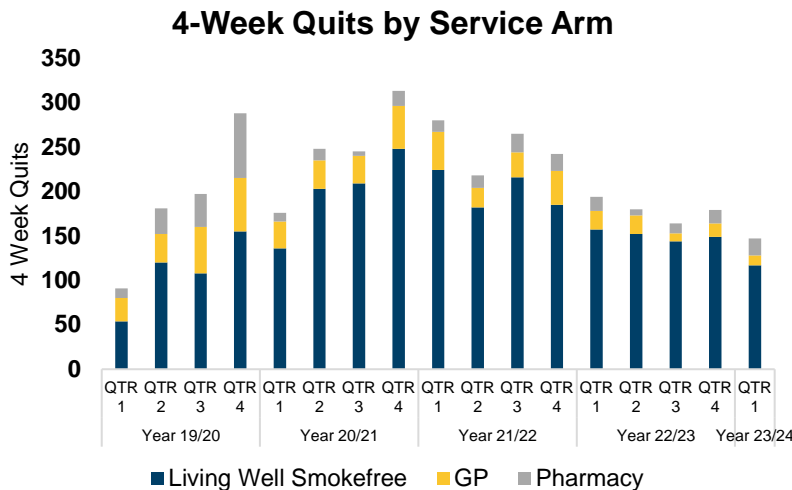
Adult Weight Management Numbers Sustaining weight loss at 24 weeks



To date in 2023, 268 clients have sustained 5% body weight loss at 24 weeks, with a projection of 536 for the full contract year (see figure below). This represents 70% of 5% achievers at 12 weeks, above the 50% that has been modelled. If the 5% sustained weight loss outcomes continue at this rate, targets will be exceeded by around 200 clients (154% of target for sustaining 5% body weight loss).

### 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 targets, across the service as a whole, 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.



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.

Quarter 1 of 2023/2024 was a productive quarter for the stop smoking service recording the second highest number of referrals seen for April and June since inception. Quit rates remain low compared to previous years. 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, since 17<sup>th</sup> July 2023 e-cigarettes has been an option as a stop smoking tool using evidence-based data to facilitate this option. Whilst it is still too early to quantify if this has influenced referral rates into the service and therefore successful quits, it will be interesting to compare to previous years and previous quarters to establish this if this is the case. E-cigarettes are only available via Living Well Smokefree and not through Primary or Secondary care as well as not being available for pregnant smokers.

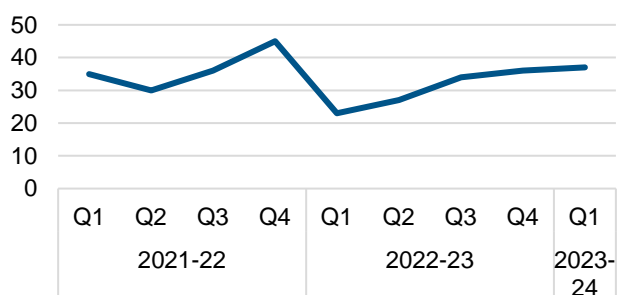
We also expect the return of medications to market that support an individual to stop smoking. One positive impact of this limitation has been an improvement in performance within the stop smoking service that has reduced the number of 'not quits' and 'lost to follow up' rates by around 30% when compared to the previous financial year.

**North Yorkshire Horizons – Drug and alcohol support service for adults**

- The number of adults in structured treatment for alcohol misuse is 1,187 as of August 2023, similar to the figures for 2022/23 (1,113) and 2021/22 (1,163).
- The number of adults in structured treatment for opiate use is 829 as of August 2023, slightly below the figure for 2022/23 (853) and 2021/22 (850).
- The number of adults in treatment for non-opiate use is 223 as of August 2023, slightly above the number for 2022/23 (211) and 2021/22 (218).
- The proportion of adults completing structured treatment for alcohol misuse and not re-presenting within 6 months is 34.1% as of August 2023, slightly above the proportion in 2022/23 (32.7%) but below the proportion in 2021/22 (36.9%).
- The proportion of adults completing structured treatment for non-opiate misuse and not re-presenting within 6 months is 31.8% as of August 2023, the same as for the 2022/23 period but slightly below the figure for 2021/22 (34.9%).
- The proportion of adults completing structured treatment for opiate misuse and not re-presenting within 6 months is 10.4% as of August 2023, above the figure for 2022/23 (7.2%) and 2021/22 (7.2%).



### Number of appropriate referrals received per quarter



### 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, Q1 2023/24 has seen a slight decrease in numbers in service. The service has managed to recruit to the vacant posts and are confident that this will lead to improved performance and service developments over the coming months.

### NHS Health Check Programme North Yorkshire

The NHS Health Check programme recovered well from the impacts of the pandemic and national pauses in 2022/23 and built on this to record a strong start to 2023/24 in Q1. This has slowed in Q2 but remains well above the equivalent quarter last year. Out of 69 GP practices, 55 delivering the service to some extent.

From the 55 practices:

- 44 have identified one or more individuals with a CVD risk  $\geq 10\%$  (moderate-high risk)
- A total of 778 individuals were identified with a CVD risk  $\geq 10\%$
- 8,898 people were invited for an NHS Health Check
- 3,618 people received an NHS Health Check

### NHS Health Checks

	Q2 19/20	Q2 20/21	Q2 21/22	Q2 22/23	Q2 23/24
<b>Invites</b>	8,400	1,514	6,063	5,144	8,898
<b>Uptake</b>	4,369	312	2,393	1,875	3,618
<b>Uptake as a % of invites</b>	52.0%	20.6%	39.5%	36.5%	40.7%
<b>CVD risk <math>\geq 10\%</math></b>	936	49	392	371	778

In comparison to Q2 in previous years, the percentage of people that received an NHS Health Check of those invited was 40.7%, similar to Q1 and higher than 22/23 Q2, but still significantly lower than pre-pandemic. National data is only available for the previous quarter but uptake up for England in Q1 was 36%. To date, 9 providers have exceeded their invitation payment cap and are now tasked with improving uptake of those they have already invited, by ensuring individuals are invited a minimum of 3 times throughout the year and utilising different methods of invitation that may be more appropriate to those individuals.

## 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 programme launched in October 2019, 294 schools (which is 81% of the county’s schools) have registered with the scheme (this is up from 69% same time last year). 117 schools have so far achieved an award.

A recent evaluation of the North Yorkshire Healthy Schools Award Programme considered feedback from schools engaging with the programme and found that:

- 98% of schools were either very satisfied or satisfied with the Healthy Schools Programme.
- 83% of schools felt that being part of the programme had led to a more whole-school approach to health and wellbeing.
- Since Healthy Early Years Programme launched in November 2021: 100 settings have signed up (up from 67 settings same time last year) and 16 settings have currently achieved an award: 8 bronze, 2 silver and 6 Gold.

*“We are so proud of our setting, we have worked hard as a team to achieve our Bronze, Silver and Gold awards for North Yorkshire Healthy Early Years. Taking part gave us the opportunity to reflect on and develop our practice by embedding day to day routines and activities that support children’s wellbeing and mental health. We also found the Staff Well-being unit very helpful as we work every day to support each other so that we are in the best place to care for children’s growth and development”.*

Nichole Banner, Managing Director at Kinder Place Ltd

## School Food and Food Insecurity

Health Inequalities funding (from the Humber and North Yorkshire ICB) is being used to pilot a food pantry in a primary school in Keighley, in conjunction with Rethink Food and the Healthy Schools team. Funding is also available to develop a resource for local families to help them with food insecurity, healthy eating, and the cost of living.



Work is progressing to support schools with ‘Poverty-Proofing’ - to help them to ensure that schools are as inclusive for children from low-income households as possible. Four schools have been identified for ten one-hour online sessions where school staff focus on Poverty-Proofing.

We are continuing to raise awareness of the Healthy Start programme to increase uptake of the scheme. Seven new vitamin distribution sites have been developed (five in Children & Families hubs and two in libraries). We are currently exploring further distribution sites and are developing vitamin training for health professionals.

***Photo of the new food pantry at Glusburn Community Primary School in Keighley.***

## Healthy Child Service

0-5 KPIs	Visits completed Q4 22/23	Face to Face and Virtual %	Visits completed Q1 23/24	Face to Face and Virtual %
Antenatal	91.6%	All face to face	90%	All face to face
New Birth	96.4%	All face to face	94%	All face to face
6-8 week	93.4%	Face to face 56% Virtual 44%	90%	Face to face 46% Virtual 54%
9-12 month	97.1%	Face to face 74% Virtual 26%	97.7%	Face to face 60% Virtual 40%
2-2.5-year review	96.5%	All Face to face	95.7%	All Face to face

**0-6 Pillar Update:** The overall performance in Q1 remains good with all mandated reviews achieving more than 90% completion rates. This is despite small percentage reductions across most reviews, which is due to staffing pressures across all teams. There is a national shortage of Health Visitors and there are 7.74FTE Health Visitor Vacancies within the service. This has been noted at Healthy Child board and a request to review ways of working for sustainable service delivery has been made. There will be a series of audits and workshops arranged in October and November 2023 to give the opportunity for colleagues to contribute.

**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. Q1 data showed 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 Q4, 204 proactive calls were made and in Q1 this rose to 569.

**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 Q1, 255 referrals were received and 151 accepted. This shows that 41% of referrals are inappropriate. GPs have the highest decline rate at 45%. Work will take place to promote the service offer. Screening is completed within 5 working days yet waiting time from screening to assessment ranges from 15-17 weeks. Demand continues to outstrip capacity.

### Oral Health

Harrogate District Foundation Trust are commissioned to provide an oral health promotion service across North Yorkshire and York. The joint contract commenced in December 2022 and lasts for three years.

They are commissioned to provide the supervised toothbrushing programme (STB) in Early Years Settings and Special Schools and a workforce development programme.

The aim of the STB is to reduce the incidence and severity of dental decay and oral health inequalities in children and will therefore be delivered in localities most at risk of poor oral health outcomes. The purpose

of the programme is to improve children’s oral health by increasing exposure to fluoride and improving behavioural and self-care skills at home. To prioritise settings, we have used several measures to rank priority including deprivation data; level of funded 2-year-old children, and oral health data.

By the end of Q2:

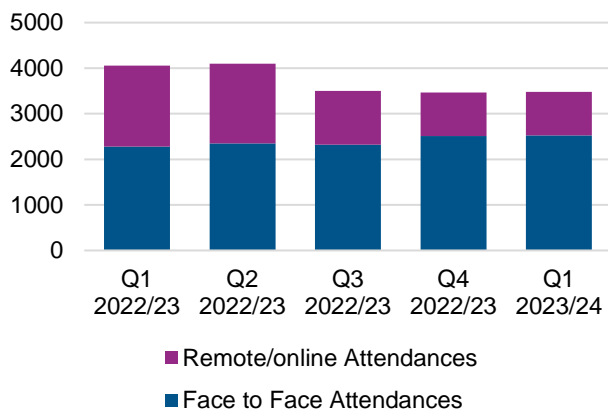
- 21 early years settings are now enrolled in programme (year 1 target =24)
- 6 Special Schools are enrolled in programme

The contract also includes a training offer to key workforce groups to deliver evidence based oral health promotion interventions relevant to their roles and responsibilities. The training focus for the first year is the children and young people’s workforce. By the end of Q2, 80 staff had been trained. Delivery methods are reviewed on an ongoing basis and as a result the provider is working with the North Yorkshire’s Children & Family Service managers to embed the training onto the Learning Zone to encourage take-up.

**Sexual Health**

The latest attendance figures at YorSexualHealth (YSH) services in Q1 2023/24 were 3,477; this includes new, re-registered and follow up appointments within YSH. This is a 14% fall on the same time-period last year (4,057). However, there has been an 11% increase in face-to-face appointments compared to Q1 last year.

**Attendances at YorSexualHealth Services by Type**



Testing resulted in 284 STI diagnoses in Q1 2023/24, a 29% decrease compared to Q4 in 2022/23 and a 4% decrease on Q1 last year, with reductions across all STI types. The main reduction is seen in Chlamydia diagnoses from online testing. This is under further review with YSH and should be interpreted with caution at this stage. However, chlamydia was still the highest diagnosed STI in Q1 followed by gonorrhoea, genital warts, genital herpes, and syphilis. There were 0 HIV diagnoses in Q1.

GPs across North Yorkshire completed 907 long-Acting Reversible Contraception (LARC) fittings in total in Q1 2023/24; this is a decrease (244) compared to 1,151 Q1 last year and a decrease (197) on 1,104 Q4 in 2022/23. In Q1 23/24 YSH completed 371 LARC fittings, similar to the previous quarter

(376) but a decrease of 13% when compared with Q1 22/23 (425). In Q1 2023/24 the service provided 100 contraceptive injections, 80 initiation issues of oral contraceptive pills, 200 repeat contraceptives and 43 issues of emergency contraceptive. Community Pharmacies across North Yorkshire completed 101 Emergency Hormonal Contraception (EHC) consultations in 2022/23 - the same number as Q1 last year and similar to Q4 2022/23 (106).



## Children and Young People Service (CYPS)

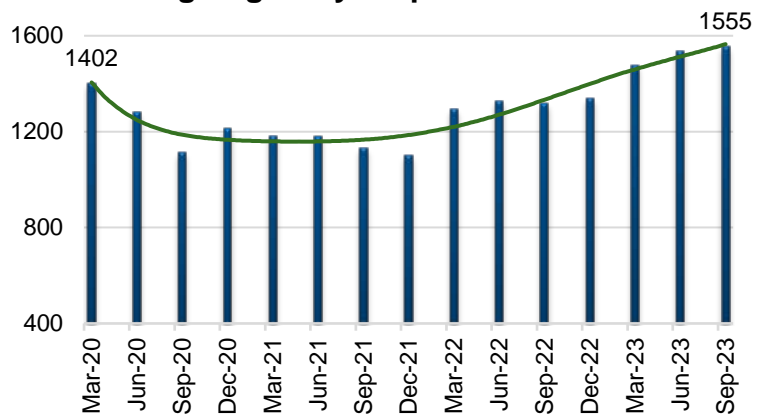
*A Safe and happy life: protected and free from harm.*

### Early Help

The number of households receiving support from the Early Help Service further increased from 1537 in Q1 to 1,555 in Q2. This (relates to 3,013 children and young people) at the end of Quarter 2.

The increase in the last quarter is a continuation of the upward trajectory seen in the last 21 months, with the current total a 41% increase (+455) 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.

Ongoing Early Help Households



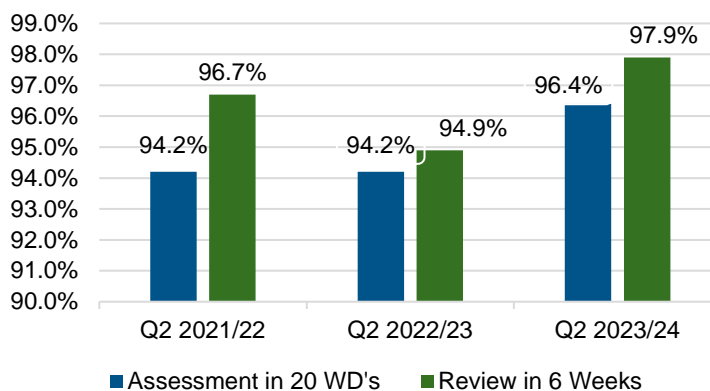
Early Help workers also support Children's Social Care colleagues dealing with more complex cases by delivering interventions to support families. At the end of September 2023, the Early Help Service was delivering interventions in 341 cases.

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

The timeliness of Early Help Initial Assessments continues to be very strong with 96.4% of Initial Assessments completed within 20 working days in Quarter 2 2023/24. This is higher than the figure of 94.2% seen in the corresponding periods in 2021/22 and 2022/23. The number of Initial Assessments completed in Quarter 2 2023/24 (n=771) was 24% higher than in Quarter 2 2021/22 (n=624).

### Timeliness of Early Help Assessments



In addition, 97.9% of Assessment Reviews were completed within 6 weeks in Quarter 2 2023/24, compared to 94.9% for the same period in 2023/23. As well as a higher percentage completed within 6 weeks in Quarter 2 2023/24, the number of Assessment Reviews increased significantly to 2,527. This is a 27% (+535) increase on the number in the corresponding period in 2021/22 and 15% (+327) higher than seen in Quarter 2 2022/23.

### Skills4Work

The Skills4Work project, embedded within the Early Help Service, continues to thrive. Some of the most vulnerable high-need young people receive training, skills, and qualifications to enter mainstream employment, and local communities receive a range of environmental and maintenance services (thanks to generous support from Anglo-American). The project appears to obtain excellent value in outcomes for the young people.

The project seeks to provide opportunities to achieve success through hands on work in local communities. Good relationships between the young people, the supervisor and the communities and parish councils greatly aid this process and personal growth is fostered through a spirit of teamwork, collaboration, and community. We have recently agreed with Anglo-American, who fund the programme, for an additional £1,000 per year to celebrate the successes of the trainees. This can include completing a Construction Skills Certification Scheme (CSCS) Card or for going above and beyond in their roles.

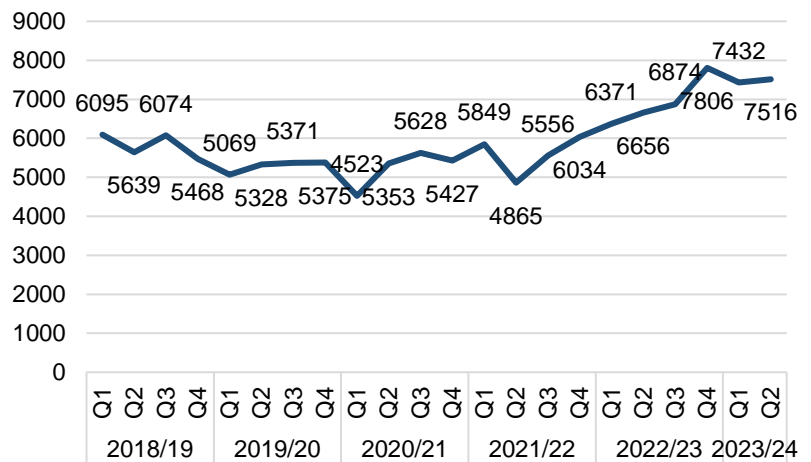
At present Skills4Work is based in the Scarborough area. The positive impact this programme has upon the outcomes for the young people who attend and the communities served by the council is valued and conversations with other private companies have begun to try and replicate this model into other areas of North Yorkshire. If successful, this will enable even more young people the opportunity to change the direction of their destiny through some positive hands-on work experience.

## MAST (Multi Agency Screening Team)

### Contacts Received at the Front Door

Demand for services remains exceptionally high and in Q2 we received 7,516 contacts about concerns for a child’s safety and wellbeing. This is the second highest quarterly number of contacts ever received and follows 2 previous quarters of exceptionally high demand. Compared with the same period last year, we received an additional 860 contacts (+13%), whilst for the year to date we have seen an increase of 15% (n=1921). Modelling and forecasting suggests that we can expect the number of contacts received to continue to grow by around 2.5% per quarter. This would result in over 8,000 contacts in Q1 2024/25. This very high demand is expected to continue until at least late 2024 and most probably to the end of 2025.

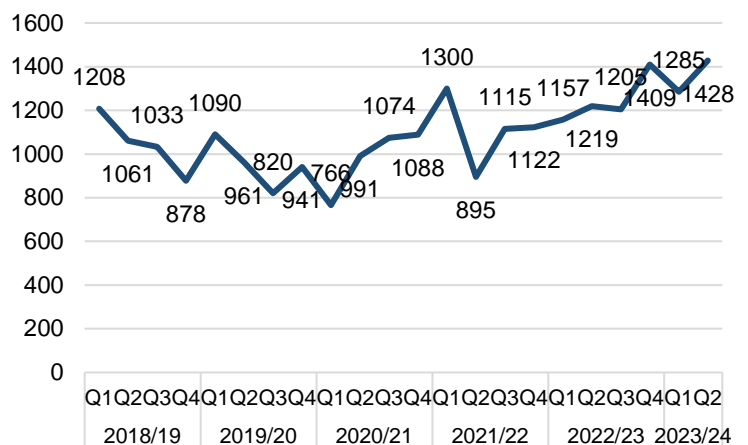
MAST Quarterly Contacts



## Referrals to Children’s Social Care (CSC)

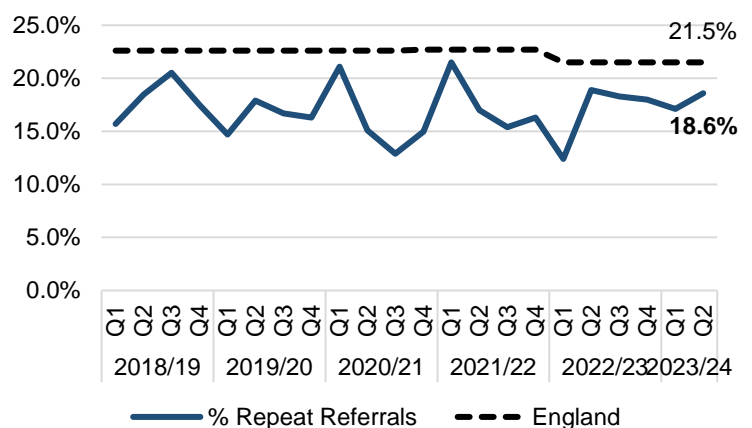
Linked to the very high number of contacts, we have seen an unprecedented number of referrals to CSC, with 1428 received. This is the highest quarterly number of referrals received in at least 8 years. It is 17% higher (n=209) than Q2 last year and represents an increase of 24% (n=273) compared with the quarterly average over the last 3 years.

Quarterly Referrals to CSC



The rate of re-referral was 18.6% this quarter. Although this is 1.5% higher than in both the previous quarter and the quarterly average rate the increase is not statistically significant. Our performance remains significantly better (lower rate) than the most recent national average (22.4%).

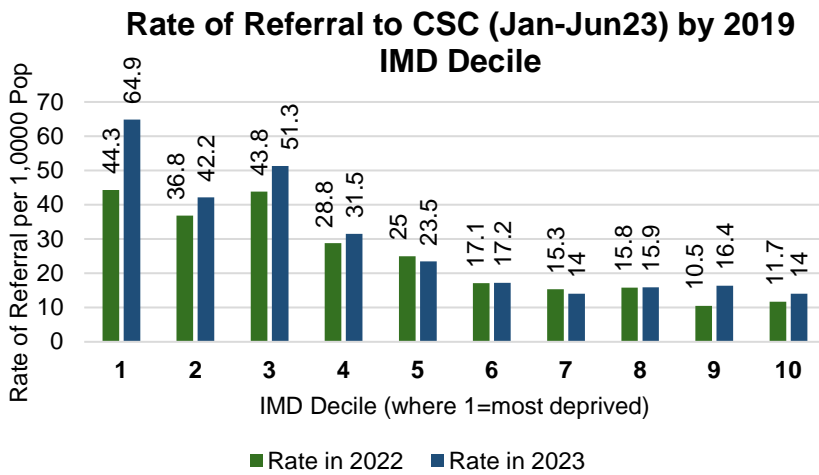
Repeat Referrals to CSC



Analysis of assessment factors highlights that child mental health, parental mental health, parental alcohol misuse and domestic abuse are all significant drivers of demand.

A review of referral data has highlighted significant increases in the rate of referral from families in our most deprived neighbourhoods (as measured by the 2019 Indices of Multiple Deprivation), and a significant uptick in the rate

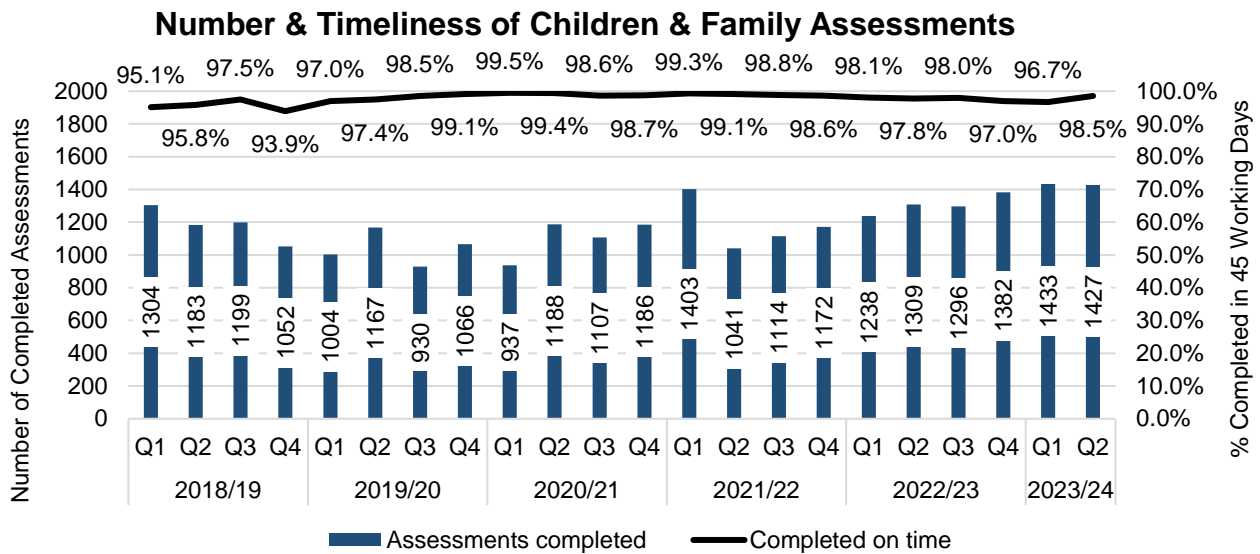
of referral from families living in our least deprived neighbourhoods. Both issues correlate with the pressures families are facing as a result of high inflation (particularly food inflation), high energy costs and higher housing costs.



However, the data does indicate that children from our most deprived neighbourhoods are seeing the biggest impact on their welfare/wellbeing and a child living in one of our most deprived communities is almost 5 times more likely to be referred to CSC than a child from one of our least deprived communities.

### Timeliness of Children & Families Assessments

Performance remains sector leading, with 99% of assessments completed within the 45 working day threshold. This is significantly better than the most recent national data (83% within 45 working days) or the statistical neighbour average (82% within 45 working days).



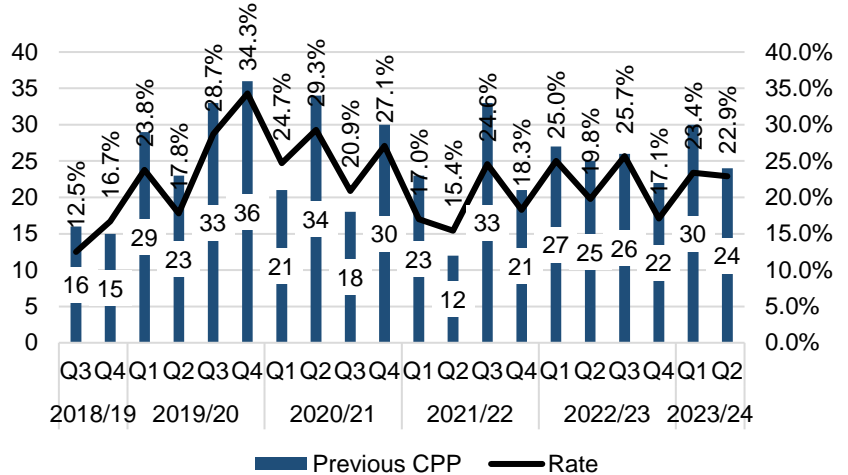


### Child Protection Plans (CPP)

There were **105** new CPP this quarter, 23 fewer (-18%) than in the previous quarter and 27 fewer (-20%) than in Q2 last year.

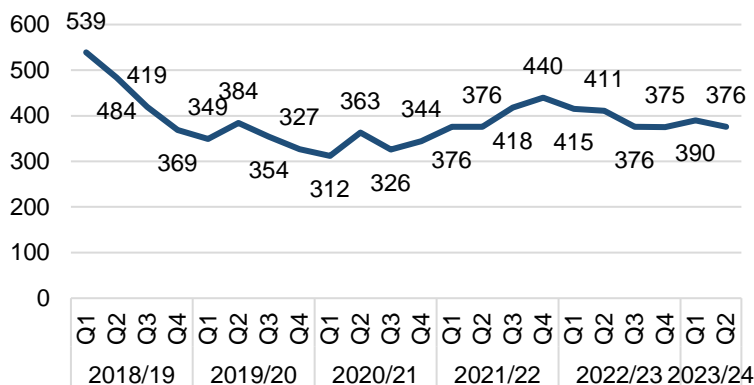
Of the 105 new CPP, of which 24 (23%) were second or subsequent plans. This is higher than the quarterly average over the last 3 years (21%), but not significantly so. Our performance is broadly in line with the most recent national data (24%) and slightly higher than the statistical neighbour average (20%). Again, this variation is not statistically significant.

**Rate & Number of Second or Subsequent CPP**



The overall number of open CPP at the end of quarter was 376, 14 fewer (-4%) than in the previous quarter and 35 less (-9%) than in Q2 last year. The relatively low number of open CPP reported in each of the last 4 quarters points to two hypotheses:

**Number of Open CPP**



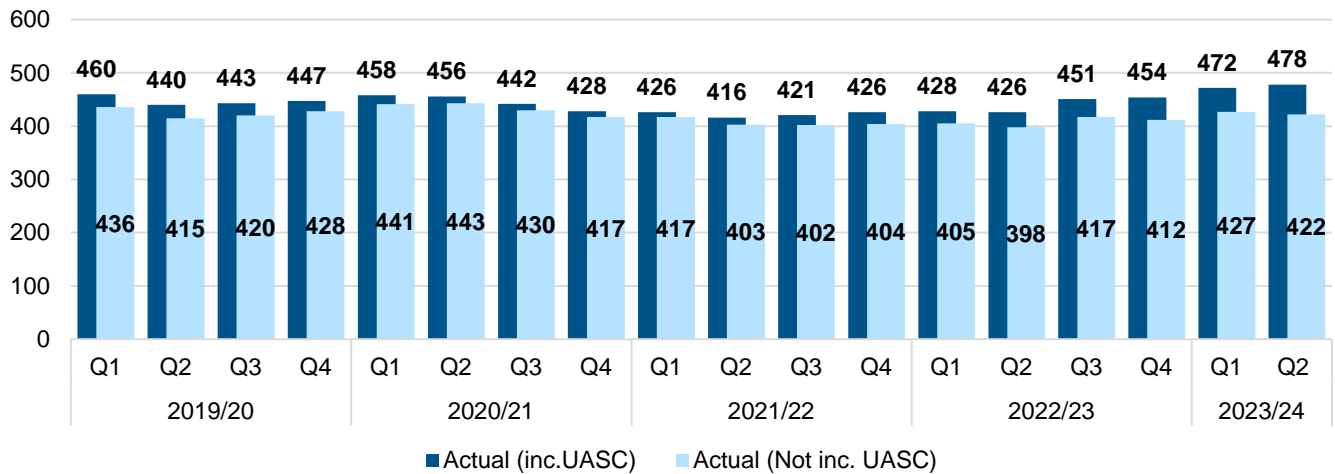
Much of the additional demand faced by the service is composed of families presenting with levels of need at the lower end of the child protection spectrum.

The Children & Families practice model is successfully preventing the risk to children escalating from child in need to statutory child protection.

### Children in Care

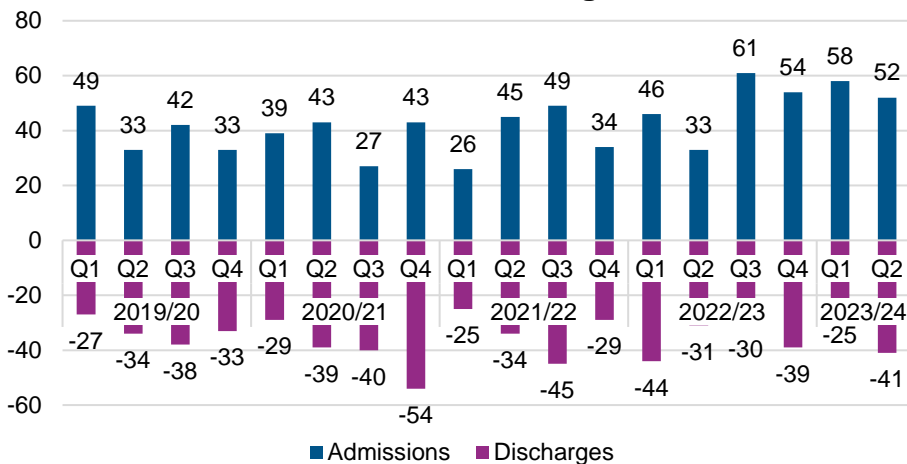
The number of children in care, reflects the same picture as that of referrals to Children’s social care with the theme of increasing numbers and high demand at the end of Q2 2023/24, 478 children in care, overall the highest number ever recorded. The number of North Yorkshire children has however decreased in Q2 2023/24 to 422 compared to Q1 2023/24, 427, a marginal reduction of 5. However, the number of Unaccompanied Asylum-Seeking Children (UASC) has increased to 56 at the end of Q2 2023/24 compared to 45 at the end of Q1 2023/24, when comparing to the same point last year Q2 2022/23, 28 UASC reported, this represents a +100% increase. The number of UASC will continue to increase further this year as North Yorkshire have been given a further directive to accommodate further children, through the National Transfer Scheme which is mandatory responsibility for all Local Authorities. This will continue to add workload pressures to the social work teams due to the complexity of the individual children and young people arriving in North Yorkshire.

### Number of Looked After Children



The number of UASC will continue to increase further this year as North Yorkshire have been given further directive to accommodate further children, through the National Transfer Scheme which is mandatory responsibility for all Local Authorities. This will continue to add workload pressures to the social work teams due to the complexity of the individual children and young people arriving in North Yorkshire.

### Admissions to Care & Discharges from Care



### Admissions and Discharges to Care

The number of admissions in Q2 2023/24 has reduced marginally to 52 compared to 58 at the end of Q1 2023/24, although there has been a marginal decrease this is one of the highest recording since 2017/18, as a year-on-year comparison there were 33 in Q2 2022/23 this represents +57.6%. Nationally, at the end of 2022/23 the number of looked after children reported at 82,170 up 2% on 2021 and the number of admissions

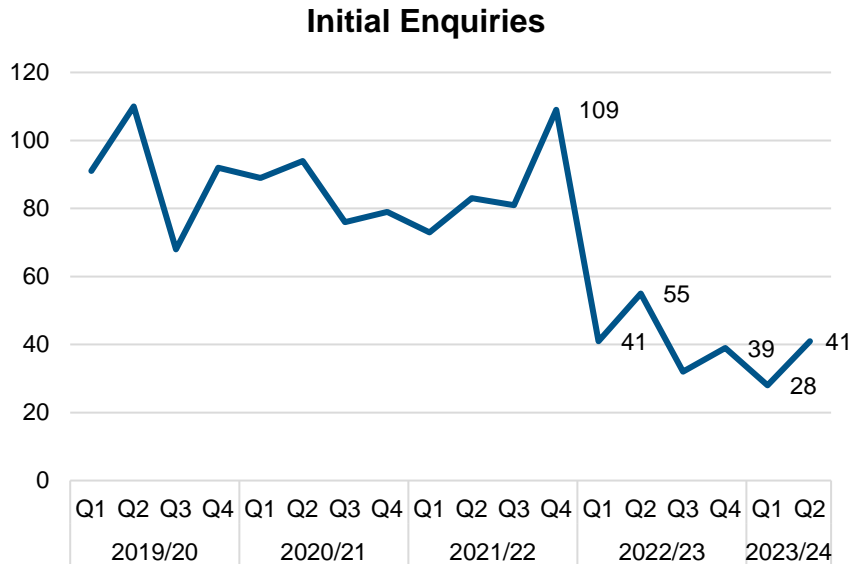
31,010 up 9% on 2021. With the increases in admissions currently in North Yorkshire this it points towards national figures will increase further alongside and individually for North Yorkshire.

In relation to discharge numbers this is more of a positive picture at the end of Q2 2022/23 with 41 discharges, compared to Q1 2023/24, 25. This is reassuring as in previous quarters the ratio of admissions to discharges had decreased which leads to the number of children in care remaining higher longer term. The service regularly interrogates the admissions and discharges data to understand these trends.

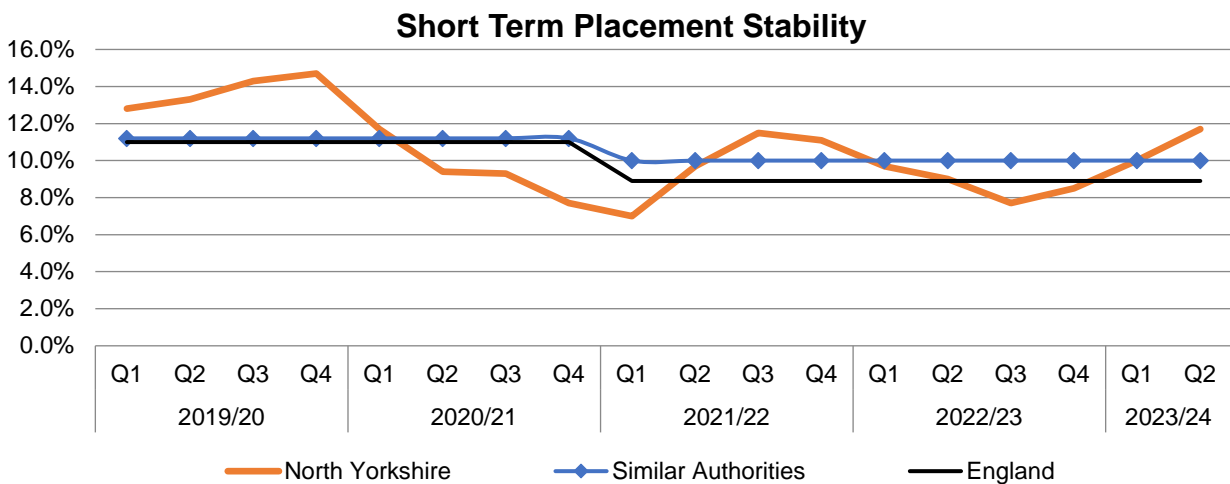
### Occupancy Rates

The impact of the increase in the number of children in care continues to face the fostering service with challenges to place children in appropriate placements. The occupancy rate continues to remain high at 100% at the end of Q2 2023/24.

The service looks continuously to actively seek and engage new unrelated carers. The number of enquiries from prospective foster carers, post pandemic started to pick back up in Q4 2021/22, however at Q1 2022/23 this peak, dropped and has remained so for the last 6 quarters, at Q2 2023/24, 41 enquires were received. The decreases are thought potentially related to the Russian invasion of Ukraine where potential carers have accommodated families from Ukraine, in North Yorkshire. The service is currently offering a golden hello as an incentive of to help recruit new foster carers in North Yorkshire.



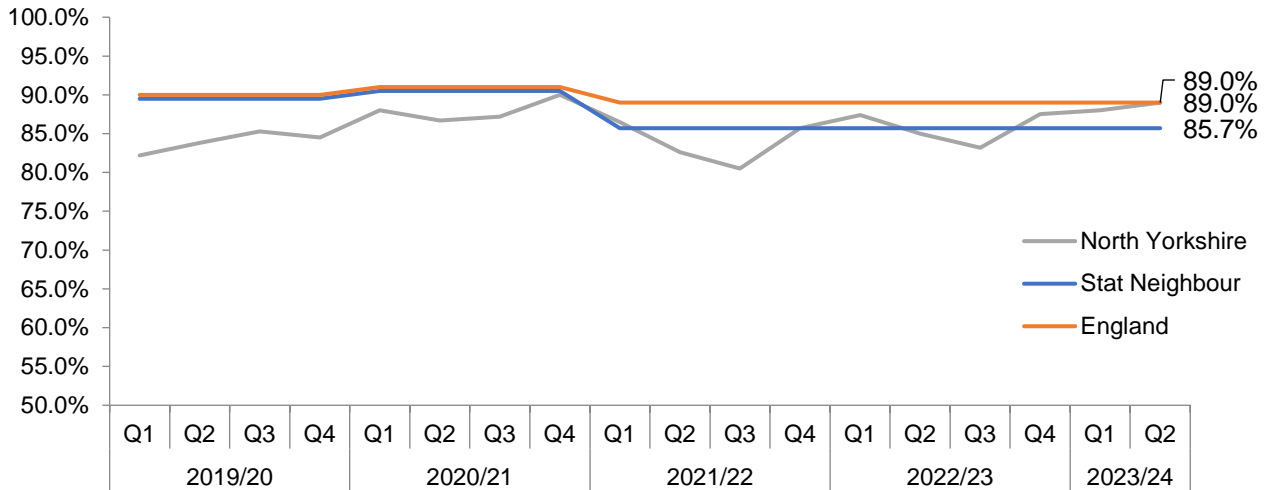
The number of children that have had 3 or more placements in the last 12 months referred to as short term stability, at the end of Q2 2023/24 has increased further to 11.7% compared to 10.0% at the end of Q1 2023/24.



### Health Assessments

The percentage of children in care with an up-to-date health assessment decreased marginally this Quarter at the end of Q2 2023/24 86% are up to date, this is just -3.0% below the national average and compared to Q1 2023/24, this indicates a marginal decrease of -2.0% (Q1 88%). The service continues to work very closely with health colleagues and ensure that children and young people attend their appointments, operating a non-cancellation policy.

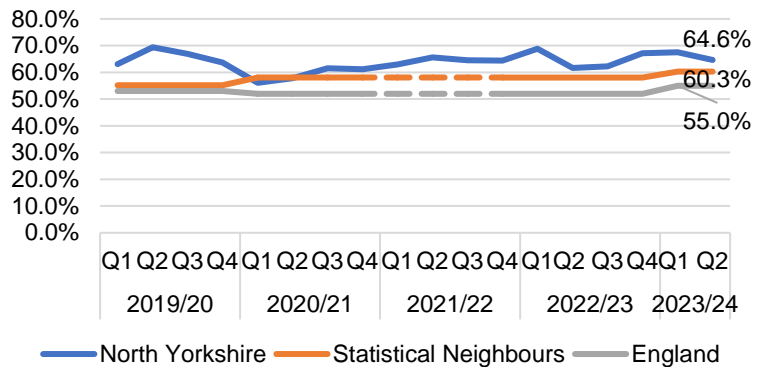
**CiC Health Assessments**



### Care Leavers

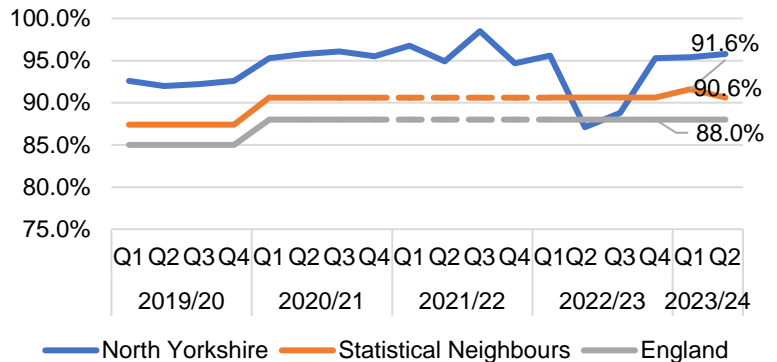
Care leavers that are in Education Training or Employment has decreased at the end of Q2 2023/24 to 64.6% (according to the DFE Definition, all 19, 20 and 21-year-olds), however it is worth noting this is still above the national average of 55%. The expectation will be that this will increase over the next quarter with October being included in Q3 2023/24 which will include any Young People moving onto higher education such as university.

**Percentage of Care Leavers in Education, Training or Employment**



Regarding young people in suitable accommodation at the end of Q2 2023/24 has improved marginally for the second subsequent quarter to 95.8% (according to the DFE Definition all 19, 20 and 21-year-olds), compared to 95.4% at the end of Q1 2023/24. This is continued strong performance from the service working hard to improve the living arrangements for care leavers and ensuring that the accommodation is suitable. The service is +7.8% above the national average and +5.2% above statistical neighbours.

**Percentage of Care Leavers in Suitable Accommodation**



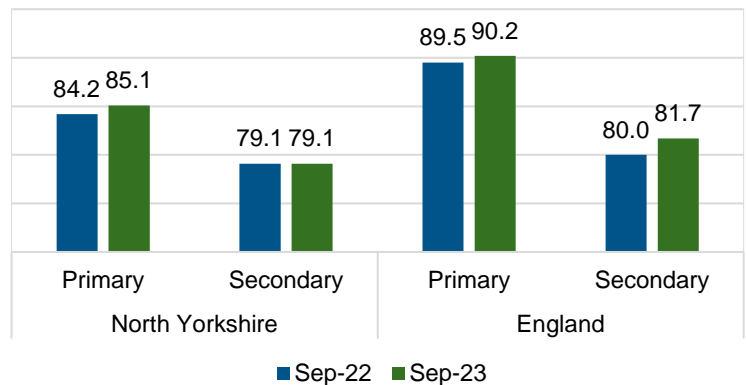
*Achieving: High Aspirations, opportunities and achievements*

**Ofsted rating of schools**

As of the end of September (most recently published) 2023, 85.1% of primary schools in North Yorkshire have a 'Good' or 'Outstanding' Ofsted inspection outcome. This represents 251 of the 295 primary schools inspected in the county. 84.8% is very similar to the 84.7% reported at the same point last year, it is however below the current national rate of 90%.

The rate of secondary schools in North Yorkshire with a 'Good' or 'Outstanding' Ofsted inspection outcome is unchanged compared to this time last year, 79.1% in September 2023 (34 of the 43 secondary schools) and is now very similar to the national rate of 81.7%.

**Percentage of schools - Good or Outstanding**

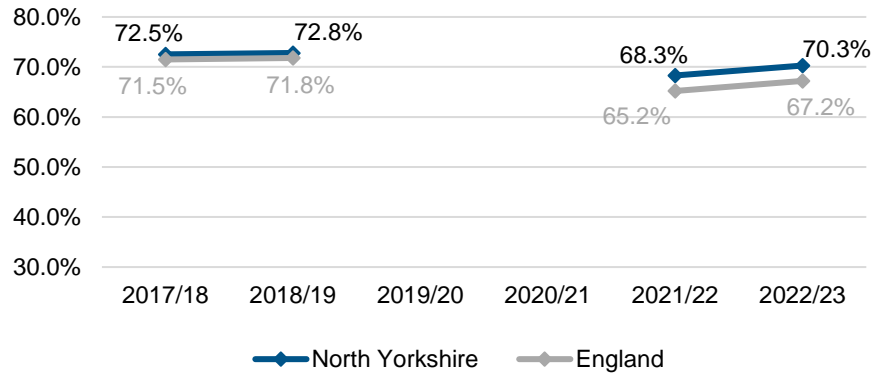


## Attainment (provisional)

### Early Years - % achieving a Good Level of Development

Provisional attainment data for primary school pupils has been released for the 2022/23 academic year. Performance across North Yorkshire at Early Years (Early Years Foundation Stage Profile) has continued to be above national benchmarks, with 70.3% of children achieving a Good Level of Development (%GLD) in 2022/23, compared to 67.2% nationally (+3.1pp). This rate is approaching pre-pandemic levels, when rates of attainment were slightly higher and is an increase from the 68.3% reported last year.

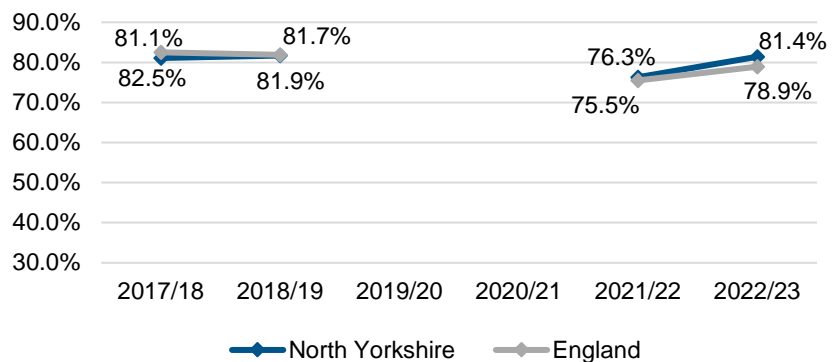
**Percentage Good Level of Development - Early Years**



### Phonics - % Achieving Expected Standard – Year 1

The trend in Year 1 phonics screening has been positive, with 81.4% of children achieving expected standards this is an improvement on the previous year (76.3%) and is above national rates of 78.9%.

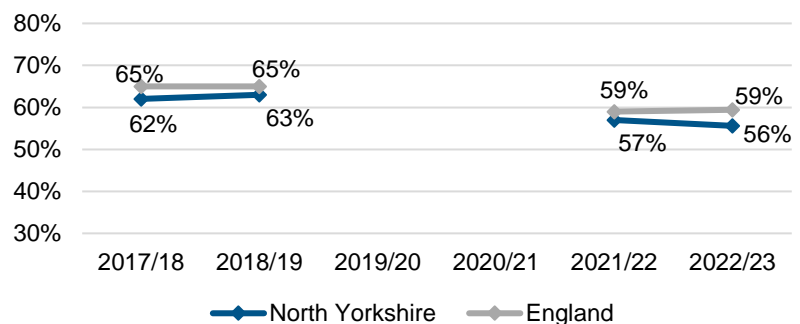
**Percentage Achieving Expected Standard - Phonics Year 1**



### Key Stage 2 – expected standard in Reading, Writing and Maths (RWM)

Attainment of children in Key Stage 2 is down slightly on the previous year, with 56% of children achieving the expected stage in Reading and Writing and Maths (%RWM), compared to 57% in 2021/22. The rate is (-3pp) below the overall National Rate of 59%. Rates of achievement nationally are yet to reach levels seen before the pandemic.

**Percentage Achieving Expected Standard in Reading and Writing and Maths - Key Stage 2**

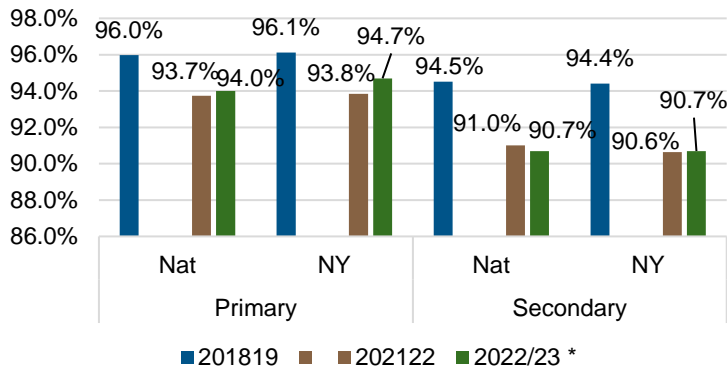


## Attendance in schools

Provisional data for the 2022/23 academic year for the current academic year suggests attendance in North Yorkshire primary and secondary schools is yet to recover from that reported pre-pandemic.

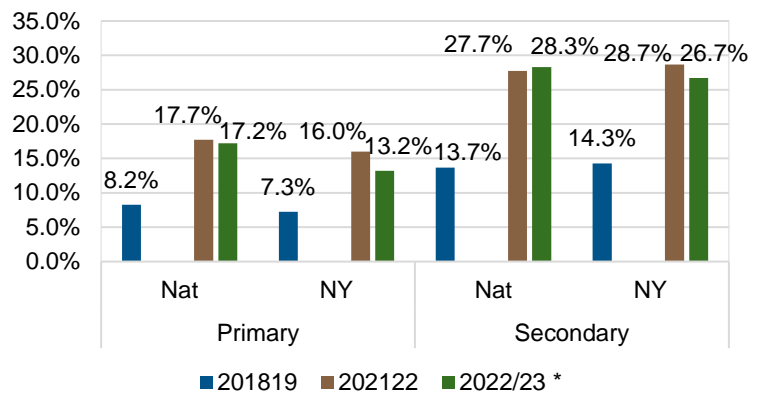
Provisional data published nationally for the 2022/23 shows that the national attendance rate at primary schools (94%) aligns with the 94.7% seen in North Yorkshire, whilst attendance rates at secondary schools (90.7% nationally) also aligns with the North Yorkshire rate. Special school attendance (86.9% nationally) is slightly lower in North Yorkshire (85.8%). Compared to previous years, primary, secondary and special schools have seen improvements in attendance in North Yorkshire.

**Percentage Overall Attendance**



Reflective of overall attendance, 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. 2022/23 rates from the DfE are provisional at the time of writing). 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.

**Percentage Persistent absence**

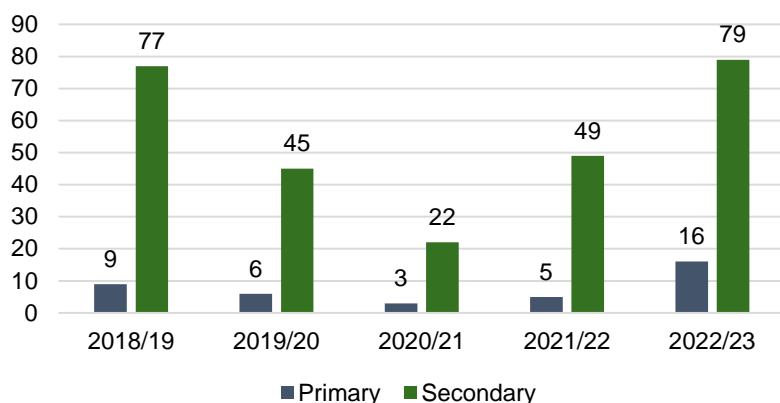


## Exclusions

There was 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, following a reduction during the course of the pandemic, which reflects reported national trends.

A total of 95 children were permanently excluded from North Yorkshire mainstream schools, 16 from primary schools and 79 from secondary schools, during the 2022/23 academic year, an increase from 54 during 2021/22.

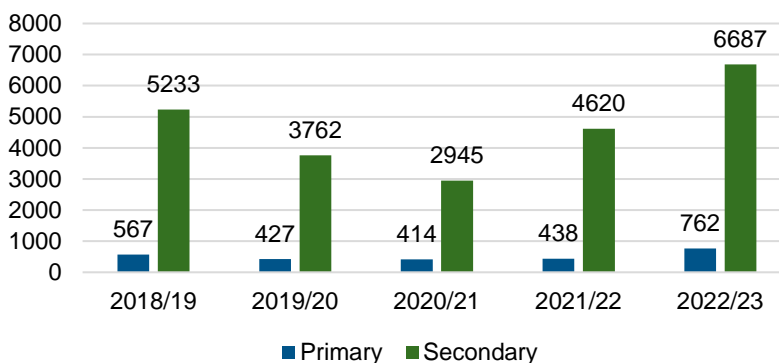
### Permanent Exclusions



Comparisons with national rates of permanent exclusions, show that North Yorkshire has had fewer permanent exclusions as a percentage of the school population, since 2018/2019. The rate for North Yorkshire mainstream schools in 2021/22 (0.06%), was well below the national rate (0.08%).

There have been a total of 7449 suspensions (i.e., exclusions from school for a fixed period of time) from mainstream schools in North Yorkshire in the 2022/23 academic year, 762 from primary schools and 6687 from secondary schools. This is a 47% increase (n= +2370) on the same period of the previous year.

### Suspensions



National comparisons for suspension in 2021/22 show that rates of children suspended at least once during the course of the academic year, have been lower in North Yorkshire than national rates. Whilst suspensions overall have been increasing, the North Yorkshire rate of 2.5% of the mainstream school population suspended at least once in 2021/22 was below the National rate of 3.0%.

Where children are excluded from mainstream education, the Inclusion 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.

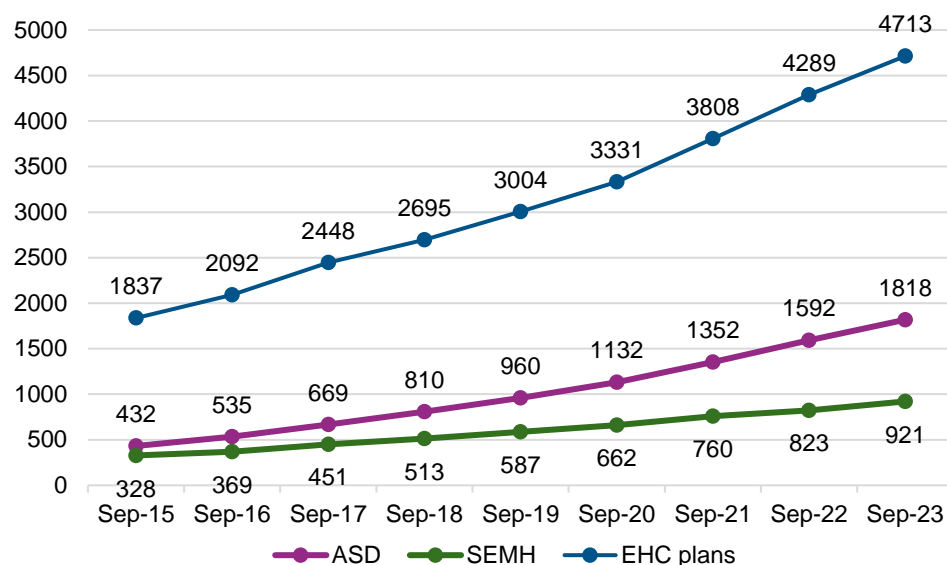
There is also a focus on ensuring permanently excluded pupils receive the support they need to return to mainstream (or special) provision as soon as possible.

Locality Boards are now well established and are provided with data for their locality across a range of inclusion indicators. In the Boards school leaders are increasingly developing plans that enable more creative alternative solutions to supporting secondary pupils at risk of exclusion. The LA continue to work with the Boards to monitor the impact of this.

Furthermore, 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.



### EHC Plans Funded by North Yorkshire Council



As of the end of Q2 of 2022/23 there were 4713 EHC plans funded by North Yorkshire. This is a 10% increase (+424) on the same point in 2021/22 (+424) and a continuation of the steady increase in EHC plans since the introduction of the new SEND code of practice in 2014.

The increase in EHC plans funded by North Yorkshire since 2014 has been markedly higher than increases nationally and regionally in the same period. However, this is a consequence of increases in identification of special educational needs, North Yorkshire having been below national comparators for identification at the introduction of Education, Health and Care plans in 2014. Total EHC plans funded by North Yorkshire increased by 156% between January 2015 and January 2023, a rate 41pp higher than the national rate.

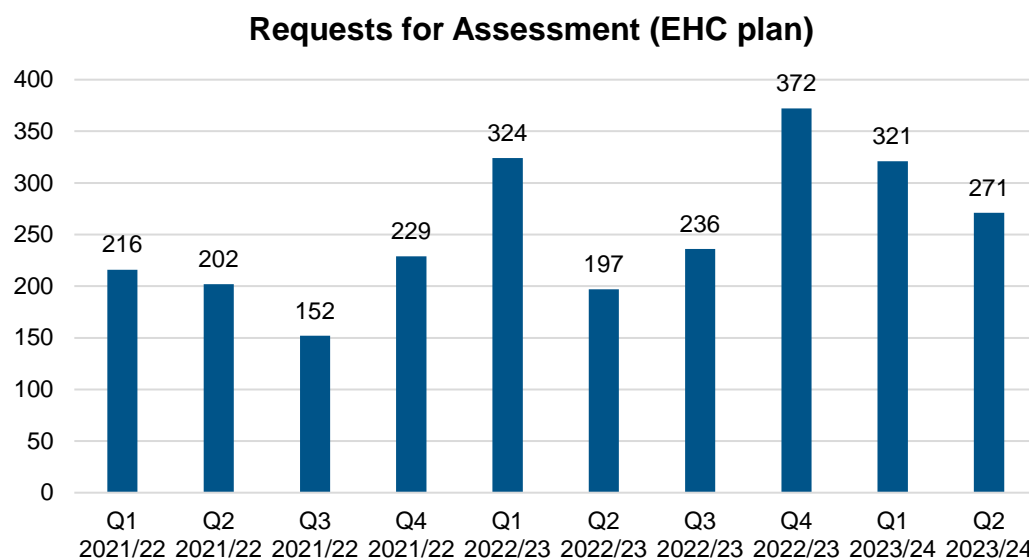
The most common primary need continues to be Autism, accounting for 39% (1818) of current EHC plans. Children identified as having a primary need of Social, Emotional, Mental Health (SEMH) are the second most prevalent at 20% (921). These patterns of need have persisted since EHC plans were introduced. Primary needs of Autism have also seen the highest increases in total EHC plans funded by North Yorkshire, increasing by 321% (+1386), since 2015, considerably more than any other need.

### SEND Capital programme

Children with an EHC plan will often be placed in specialist provision, either state funded special schools or independent specialist provision. Placement of children in specialist provision is similar to current national rates, based on the most current comparisons. 1247 or 28.2% of children with a North Yorkshire maintained EHC plan were in a state funded special school as of the beginning of 2023, this was up from the 818 (a 52% increase) reported in 2017. This rate is currently very similar to the 27.8% reported nationally. Specialist provision capacity in North Yorkshire is however limited.

As a consequence of the challenges in sufficiency of specialist provision, North Yorkshire have developed a SEND Capital programme which is focused on expanding overall specialist places. The Capital programme includes expansion of now established Targeted mainstream provision (TMP) network. TMPs are in primary and secondary schools providing specialist support, so children and young people with SEND can make progress within a mainstream environment. There are currently 80 TMP places in the county, 40 in primary schools and 40 in secondary. North Yorkshire is currently working with schools to create more targeted mainstream provisions (TMP) across the localities.

## Requests for statutory assessment



The continuing 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 previous years and this demand has continued into this 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. Q2 of this year has seen a similar trend, with 271 requests received, more than the same period in any previous year.

A total of 971 requests for statutory assessments for an EHC plan were received during the 2022 calendar year, a 33% increase (+242) on the number received in 2021. In 2023, to the end of September, we have already received 964, indicating the total received in 2023 will be well over 1000, the highest number of requests received in a year by the council and is a further indication of a continuing increase in EHC plans being issued by the council in the course of this year.

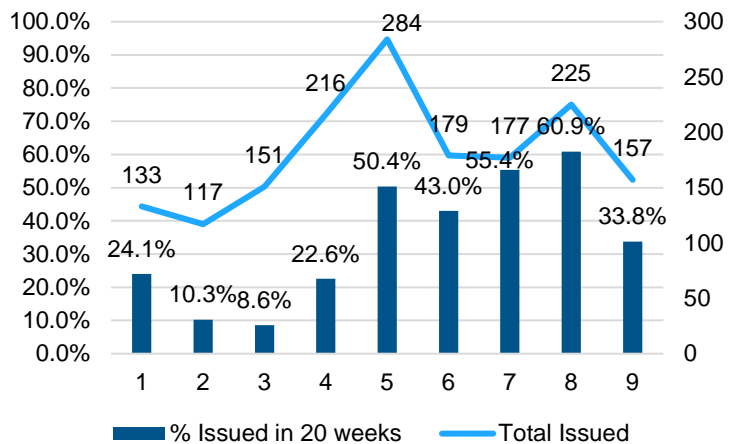
The majority (at least 90%) of requests are recorded as coming from the child's school or place of education directly and as is the case nationally, approximately 70% of all requests are received for children aged 5 to 15.

### EHC plan timeliness

Q2 2020/21	Q2 2021/22	Q2 2022/23	Q2 2023/24	Q2 2020/21
% Issued in 20 weeks	10.6%	24.1%	50.4%	33.8%
Total Issued	123	133	284	157

Overall, in the past year, the number of EHC plans being issued within a 20-week period has improved considerably on previous years, however, there has been a dip in timeliness in the past quarter, which is partly due to a considerable backlog in gathering required information for decisions on EHC plan assessments. There is also an acute shortage of Educational Psychologists available in North Yorkshire to advise on each case, an issue acknowledged throughout local authorities in the country as a leading cause of delays in decisions for or against assessment. These delays have an impact in overall timeliness of plans issued. 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.

**Timeliness of EHC plans issued**



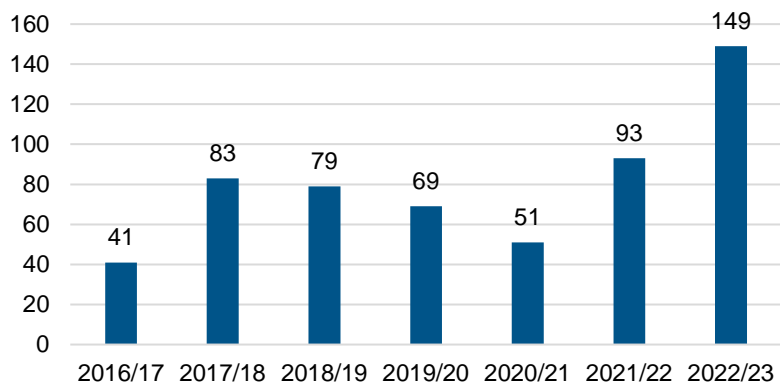
Improvements in timeliness this year have been achieved despite a sustained upturn in requests for and production of EHC plans. So far, in 2023, overall timeliness of EHC plans issued has been 52%, which is well above the 33% reported for 2022 and similar to the 50% currently being reported nationally.

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 as mentioned. An additional agency contract has been awarded recently to address the ongoing backlog in advice received, this is expected to have a knock-on effect of an upturn in overall timeliness in final plans being issued towards the end of this year.

**Appeals to first tier SEND Tribunals**

There is a right to appeal to decisions made as part of the EHC plan statutory process, through an appeal to a first tier SEND Tribunal, part of the systems of courts and tribunals which makes decisions in appeals and claims. There has been an escalation in the number of appeals to Tribunal received by North Yorkshire council since the end of the Covid pandemic.

**Total Appeals to Tribunal - academic year**



Records for the 2022/23 academic year show 149 appeals to the SEND tribunal have been received, which is a 60% increase on the 93 received in 2021/22. The previous highest number of appeals received before the pandemic was 83 in 2017/18.

Appeals can be made regarding a claim of disability by a school against a child or the following stages of the EHC plan statutory process:

- A refusal to assess/reassess for an EHC plan
- A refusal to issue an EHC plan
- The content or change to the content in the plan regarding
- The special need identified
- The support provided
- The school placement
- A decision to cease the plan

There has been a notable reduction in the proportion of appeals received for the reason of a refusal to assess for an EHC plan, 44% (n=18) of all appeals were for this reason in 2016/17, 9% (n=13) in 2022/23. The most common reason for an appeal received is due to the content of an EHC plan, 72% (108) of appeals, often due to the school placement recorded in the document.

Nationally reported outcomes (Ministry of Justice, December 2022) for appeals to SEND tribunal, where a decision has been made, shows that in 2021/22 approximately 96% of these appeals result in a 'decision in favour of appellant'. An appeal however may contain a number of possible issues and if one issue is found in favour of the appellant the entire appeal might be recorded as such.

### SEND Hubs

The implementation of more localised specialist SEND services for children living in or being educated in North Yorkshire through the introduction of SEND locality Hubs is continuing to see positive outcomes.

SEND Hubs have now been established for four years (since September 2020). The total caseload of SEND hubs as of Q2 of 2022/23 was 1484 an increase of 30% from when they were first established. The current caseload is made up of 1425 individual children supported across a range of specialist services. These figures also include Hearing and Visual Impairment services.

### Caseload in SEND Hub locality at end of Quarter shown – with % increase

Locality	Q2 23/24	% change since Q2 2020/21
Hambleton & Richmondshire	388	+32.0%
Harrogate/Knaresborough/Ripon and Craven	415	+21.7%
Scarborough/Whitby and Ryedale	360	+11.8%
Selby	290	+63.8%
<b>Total</b>	<b>1484</b>	<b>+30.9%</b>
Other Area/not yet known	31	

Each child being referred to a SEND hub will have individual clearly defined outcomes to be achieved as part of the specialist service caseload, expected outcomes which are shared with the child's school and family. The list of expected outcomes will vary considerably depending on the specialist service, but they can include improved educational attainment or outcomes relating to physical therapy. During Q2 of 2021/22, 95% of all outcomes were either fully achieved or partially achieved. In Q2 of 2022/23 this rate of achievement was also high at 97%.

### SEND Transport

As of the end of Q2 2023/24 there were a total of 1407 children on SEND home to school transport (including solo travellers), this is the highest number of children on this transport that there has been and 9% higher (n= +117 pupils) on the same period in 2022/23, when there were 1290. Since Q2 of 2022/23, there have been increases in the number of children travelling from all home districts.

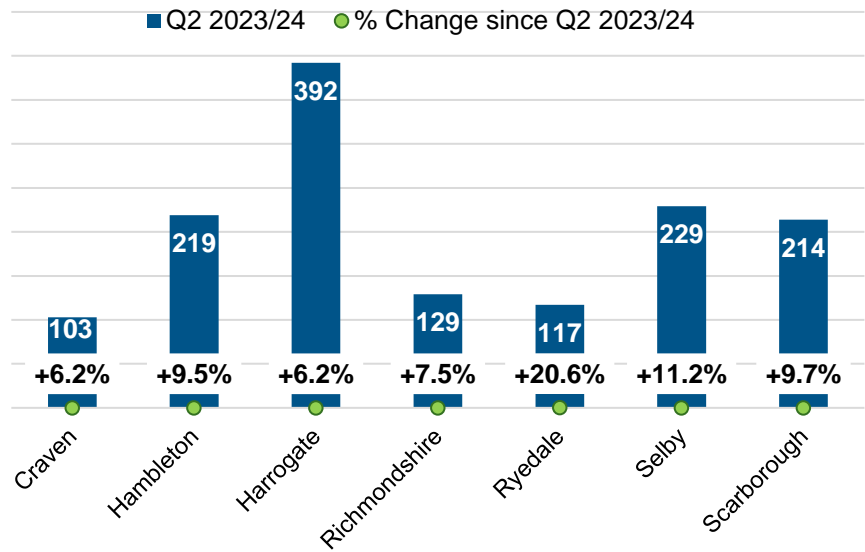
Currently the highest number of children travelling on this provision are from Harrogate, 392. The highest increase in numbers travelling during this period have been from children in the Ryedale district, currently 117, increasing from 99 (+20.6%). On average, pupils on SEN transport travel 15.9 miles each way to get to school, however, children in the Selby district travel 23.8 miles on average.

There has also been an increase in the number of children being transported alone (Solo Travellers) during this period, increasing by 5.8% (n=+14) from 243 at the end of Q4 2021/22 to 257 by 2022/23.

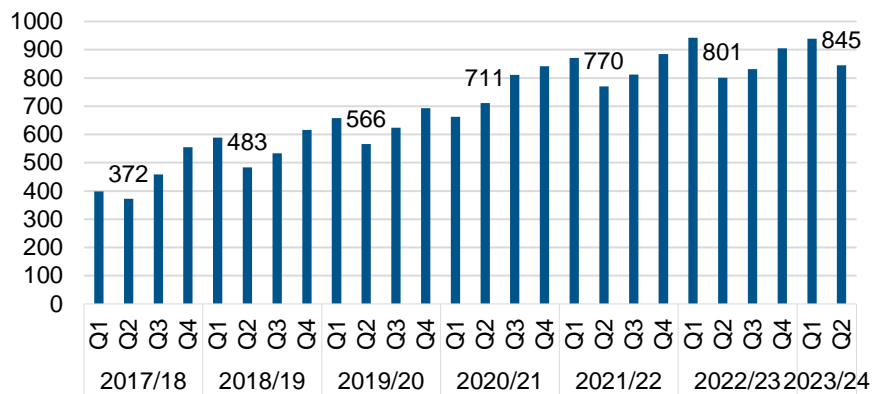
### Elective Home Education

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 and a more normal trend is returning in which EHE pupils reduces in September.

SEND transport by district

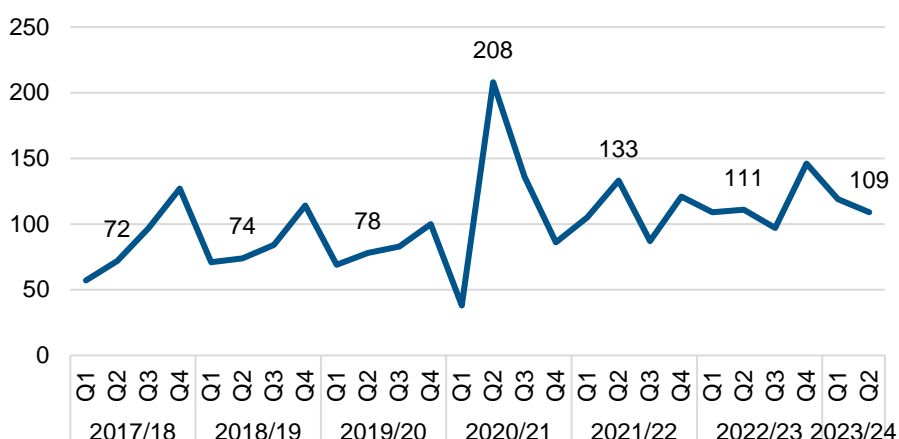


Pupils Electively Home Educated at Quarter end



By the end of Q2 of 2023/24 there were a total of 845 children recorded as being EHE in North Yorkshire, an increase of 5.5% (n= +44) on the same point of 2022/23. The highest increase was seen between Q2 of 2019/20 and Q2 of 2020/21, when we witnessed a 25.6% (n= +145) increase during that phase of the pandemic. Whilst the trend is slowing, it is not expected that numbers of EHE will reduce to pre-pandemic levels in the short-term.

**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 2 of 2023/24, 109 children became EHE, compared to 111 in Q2 of 2022/23. At the high point, 208 children became EHE, in Q2 of 2020/21.

At the end of Q2 2023/24, approximately 1% of the school age population in North Yorkshire are EHE, this is very similar to the most recent National rates available (Association of Directors of Children’s Services survey, 2021). 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 this year, with LAs currently awaiting statistics to be released.

Elective Home Education advisors contact parents/carers of children who become EHE within 5 working days of the LA being notified by the school, if the education of the child is unsuitable or there are welfare or safeguarding concerns this is acted on swiftly to ensure that the child is safe and in receipt of a full-time education.

There has also been an increase in the number of pre-decision meetings for parents/carers made with EHE advisors prior to EHE being finalised. This benefits children and their families as families go away with an informed understanding of EHE and what it entails, it reduces the number of CYP becoming EHE and it increases the number of CYP having their needs met in school.

### Adult Learning and Skills Service

At the end of Q2 2023/24, the service has been busy preparing for what is referred to as hard close for academic year 2022/23, this is when all results are submitted to the funding agency, which then determines the amount of funding drawdown and the overall qualification achievement rate for the service. At the end of Q2 2023/24 (end of academic year 2022/23) regarding Education and Training learners (19+), the overall qualification achievement rate was 80.6% as a comparison at the same point last year Q2 2022/23 this was reported as 77.3%, this demonstrates a +3.3% increase year on year. The service has been working hard to improve outcomes for the learners and introduced a new strategy over a year ago, this appears to be paying off for the service with this significant increase at the end of academic year 2022/23.

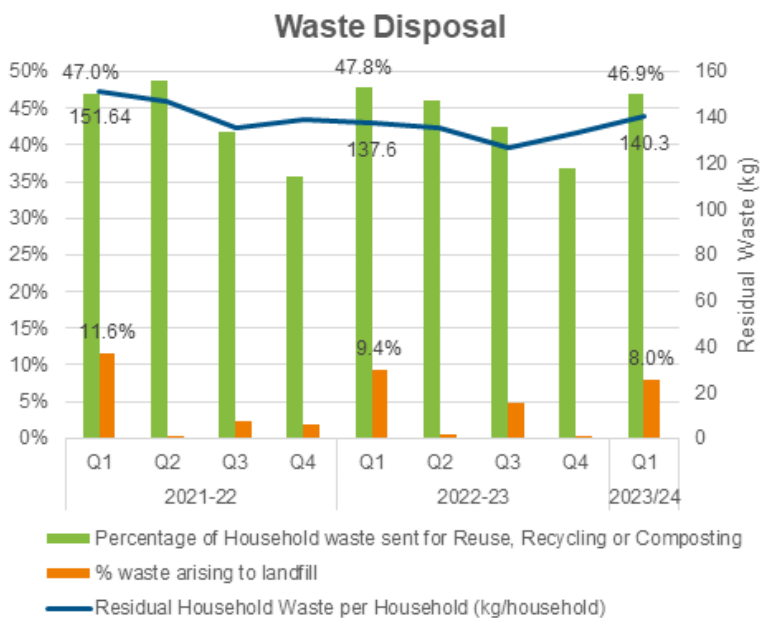


## Environment

### Environmental Services and Climate Change

#### Waste Collection and Disposal

Waste collection and disposal data is reported a quarter in arrears as the information comes from a UK-wide system managed by Defra in collaboration with Devolved Administration partners, it therefore takes slightly longer to get validated data.



During Quarter One households in North Yorkshire produced slightly more residual waste (140.3kg / household) than for the same period last year, and recycled, reused or composted slightly less however despite this, the percentage of waste that went to landfill at 8% was lower / better than for quarter one the year before when 9.4% of waste went to landfill. When looking at quarterly data it is important to compare a quarter with the same period in previous years, rather than comparing with the previous quarter due to seasonal variations linked to whether or not any green waste is collected at that time of the year. It should also be noted that the quarter one landfill figure is always higher than the other 3 quarters, due to the planned shutdown of Allerton Waste Recovery Park for maintenance.

This is the first quarter of data reported to Waste Data Flow (Defra) as North Yorkshire Council. Regarding the *percentage household waste sent for reuse, recycling or composting* (NI192), the outturn for Q1 2023/24 was 46.9%. Composting tonnages have increased compared to Q4 22/23. However,

recycling tonnages have decreased. The tonnage reduction is due to a number of factors including a slight decrease in kerbside tonnages, introducing a consistent approach to reporting, and an increase in MRF rejects in Craven locality which are being addressed.

With regard to the *percentage of municipal waste sent to landfill* (NI193), outturn for North Yorkshire in Q1 2023/24 was 8%, significantly higher than the previous quarter (0.3%). This was lower than in the same quarter the previous year (9.4%). Waste was diverted from Allerton Waste Recovery Park in May and June, with some tonnage being delivered to landfill. This was due to a planned shutdown in June for maintenance and some tonnage diverted in May due to technical issues with the plant. Due to this NYC reported a higher proportion of tonnage to landfill in Q1 compared to other local authorities. As Energy from Waste plants operate near to capacity, sourcing additional non-landfill options for waste disposal is often difficult.

In terms of the amount of *residual household waste collected per household* (NI191), the outturn in Q1 2023/24 was 140.27kg. Residual waste tonnages have increased slightly compared to Q1 22/23 (136.08kg). There have been some changes to reporting, as some household waste (street sweepings) was previously being reported as non-household waste.

Comparative data is published in January each year with the latest data release covering 2021/22, so although now relatively old, it does give an idea of how North Yorkshire is doing compared to other authorities. The data below compares North Yorkshire with the regional and national averages as well as a ranking against other County Councils at the time. As can be seen from the table below, at the time North Yorkshire produced more residual waste than the regional and national average, however the percentage recycled, reused or composted is higher, and as a result the percentage of waste that goes to landfill is significantly lower than the national average.

Indicator	North Yorkshire	Y&H	England	County Council Ranking
Percentage of waste sent for reuse, recycling or composting (2020/21)	44.4%	42.3%	42.5%	13/23
Percentage of waste sent to landfill (2020/21)	4.1%	2.9%	8.1%	8/23
Residual waste per household (2020/21)	573.4 kg	539.3 kg	546.8 kg	15/23

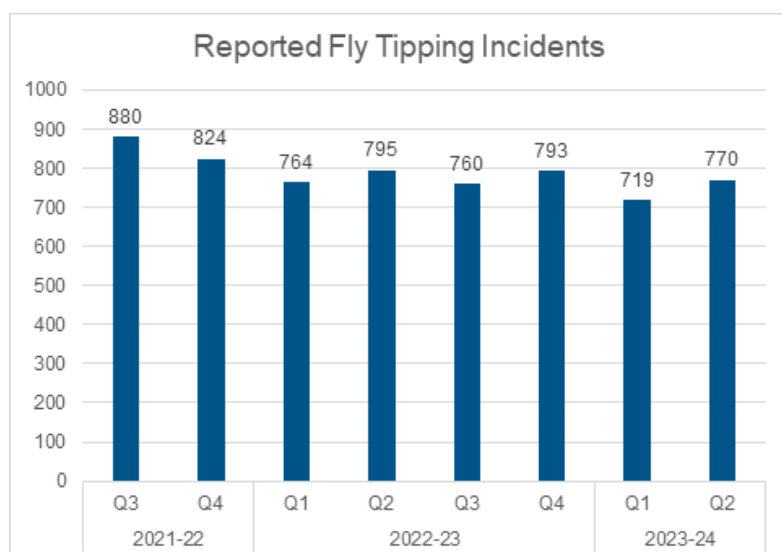
### Missed Bin Collections

This is a new countywide Key Performance Indicator (KPI). The number of missed bins is consistent across quarters one and two. In quarter two there were **3,637** missed bins (0.20%), compared to quarter one when there were 3,652 (0.17%). Overall in Q2 1.8m bins were collected across the three main types: Refuse, Recycling and Green.

The reasons for missed bins include prioritising regular collections in Craven locality, strike action in Selby by the outsourced service and technical issues with the start of green waste charging in Selby. Benchmarking NYC's performance for missed bin collections is currently not possible; there is no national definition of a 'missed bin' and each of the seven former district / borough councils recorded them differently using different criteria as to what constitutes a missed bin which means we would not be comparing like for like.



## Fly Tipping



During quarter two, 770 fly-tipping incidents were reported; although this is 51 (7%) more than the previous quarter, it is part of a longer term downwards (improving) trend as can be seen from the chart below.

Fly tipping data is also collated through the UK wide system managed by Defra, therefore the latest comparative data available is for 2021/22. The table below shows the data for the District and Borough Councils at that time.

	Total Incidents	Total Actions	Total Fixed Penalty Notice Actions	Fixed Penalty Notices per incident	Rank* of FPN** per incident
<b>Craven</b>	120	102	1	0.0083	180
<b>Hambleton</b>	460	263	3	0.0065	196
<b>Harrogate</b>	571	59	1	0.0018	247
<b>Richmondshire</b>	287	264	41	0.1429	32
<b>Ryedale</b>	58	3	3	0.0517	67
<b>Scarborough</b>	1,189	1,021	42	0.0353	86
<b>Selby</b>	663	614	42	0.0633	60

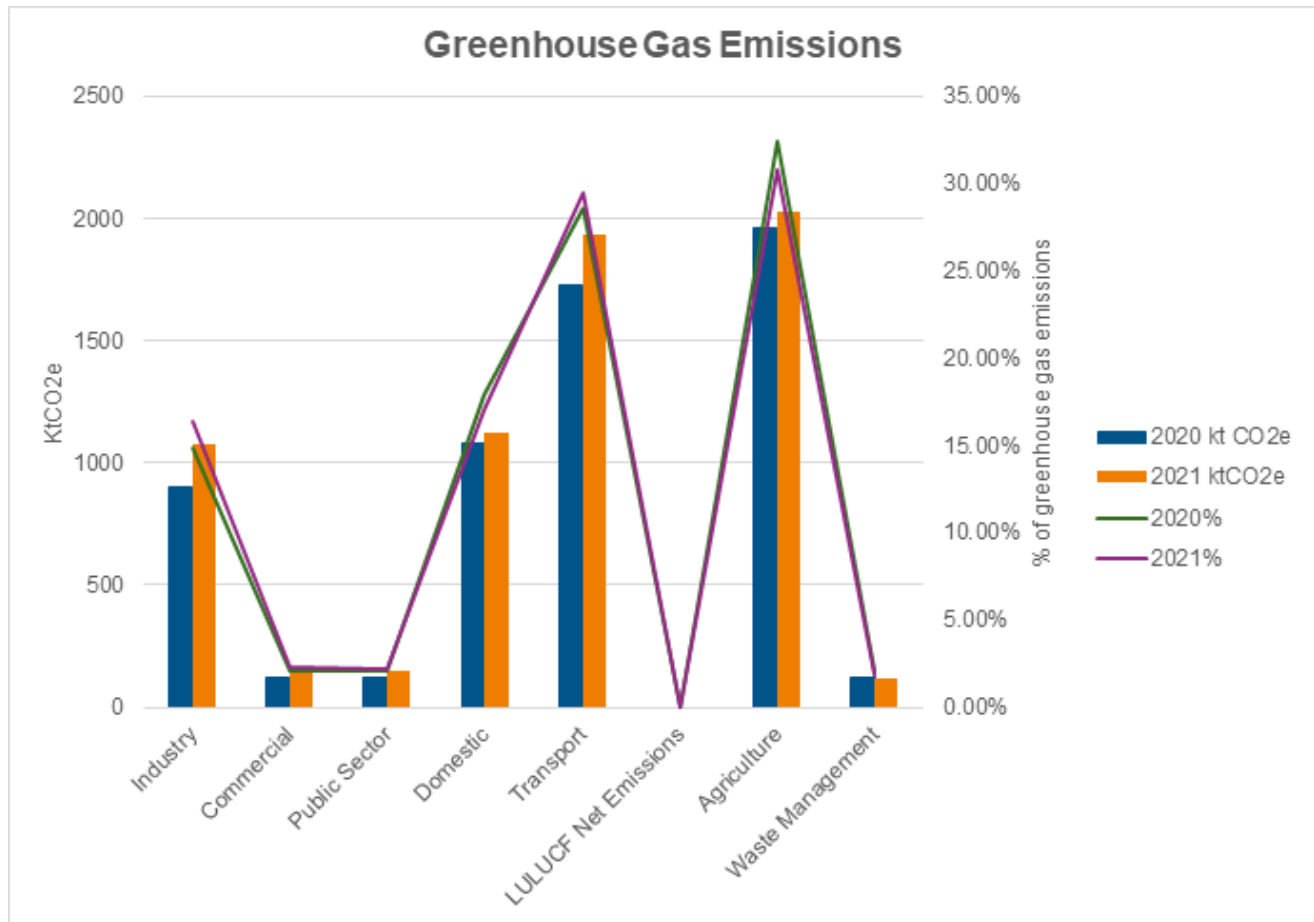
\*Rank of 308 Local Authorities

\*\*Fixed Penalty Notices

The combined data for North Yorkshire would give a Fixed Penalty Notice rate of 0.04 per incident which would rank the County approximately 79<sup>th</sup> of 308 Local Authorities and would place the County towards the top of the second quartile in terms of performance.

## Climate Change

The UK local authority and regional greenhouse gas emission statistics for 2021 (see graph below) state North Yorkshire produced 6,391.59 kilotons of CO<sub>2</sub>e. These figures are from the National Atmospheric Emissions Inventory. North Yorkshire's 2021 CO<sub>2</sub>e emissions represent a 25.3% decrease in emissions since 2005. Reported 2021 emissions for North Yorkshire are higher than 2020 by +9.1%. Due to the impact of COVID-19, this increase most likely indicates the rebound effects of reopening across the economy.



In terms of NYC carbon emission from its operators for the financial year 2022/23 (LGR year) a data collection exercise has been undertaken to baseline NYC’s potential emissions profile. Previous Districts/Boroughs/NYCC all reported emissions slightly differently. Data gaps exist in the 2022/23 data, presenting a challenge when disaggregating emissions into individual directorates/services, and therefore may not give the complete emission profile. For the financial year 2023/24 a complete breakdown will be available. Directorate breakdown for emission sources such as travel will be available.

## Highways and Transportation, Parking Services, Street Scene and Parks and grounds

### Operational Data

Quarter two saw an improvement against already good performance across all main highways performance indicators as can be seen from the table below. At 98%, the percentage of customer service requests responded to in time is the highest it has been for at least two years. Also at 98.6%, the percentage of highways inspections carried out in time is the second highest in that two year period. Making safe dangerous defects within two hours saw improvement over the previous quarter achieving the highest rate since 2022/23 Q1 although the margins are quite small. The number of successfully defended insurance claims had strong performance at almost 90% of 87 cases. This is the third quarter in a row above the 80% KPI after two quarters below 75%. A more comprehensive set of data for Parking Services will be available in Q3.

KPI operational data Table	2021-22		2022-23				2023-24	
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Customer service requests responded to within timescales. % Reports closed down or customer aware that a repair required. 10 days KPI = 90.0%	96.2% of 6933	97.7% of 8259	97.5% of 6932	97.8% of 6888	98.2% of 7128	97.8% of 7926	97.4% of 7011	98% of 8086
Highway Inspections carried out within timescales KPI = 98.0%	93.6% of 11516	96.9% of 10851	98.3% of 14072	96.5% of 12790	96.1% of 11379	98.9% of 10822	96.7% of 14546	98.6% of 13371
Highway dangerous defects made safe within 2 hours timescale KPI = 99.0%	96.2% of 1174	97.1% of 1632	98.0% of 1627	97.6% of 1403	95.8% of 1206	97.7% of 2338	97.1% of 2138	97.8% of 2020
Average length of road works on-site occupancy – lower means less disruption KPI = 7.5 days	6.1 days	6.2 days	6.7 days	7.3 days	6.9 days	8.6 days	7.6 days	6.9 days
Street lighting defects repaired within 7 days KPI = 92%	81.7% of 2168	83.6% of 1521	85.2% of 770	93.5% of 967	91.0% of 1625	98.4% of 1618	97.0% of 831	100% of 647
Successful insurance repudiation rate on closed cases (one quarter in arrears) KPI = 80.0%	82.4% of 106	86.2% of 65	73.7% of 57	74.3% of 75	84.8% of 93	80.9% of 90	89.7% of 87	Available in Q3
Parking: Penalty Charge notices (one quarter in arrears)							18,116	Available in Q3

## Major Projects

### Kex Gill

The primary contractor, Sisk, are asking for time to look at pricing new works, design and the overall programme. It is expected that this should be complete by the Mid December. Work is continuing with the building of the drystone wall, materials haul road and the full site compound. Work on how to accelerate the groundworks within the current planning constraints is underway.

### Local Transport Plan (LTP)

Public engagement for the new LTP, under the ‘Let’s Talk: Transport’ brand concluded on 17 July 2023. Analysis is underway and initial figures suggest that more than 4,500 survey responses have been received. This is far beyond our expectations and shows how important residents and visitors to North Yorkshire see the future of transport in the county.

Officers attended 18 public events across the county which varied in type, but included markets, coffee mornings, older people’s meetings, and youth groups. Around 250 conversations were held through these events

Stakeholder engagement launched over the summer, with stakeholders being contacted initially by email and invited to complete an online survey. Approximately 750 emails were sent out, including around 500

to parish, town and city councils. The YNYLEP have also issued the invitation to participate in the engagement through their own existing channels.

Staff engagement, including a staff in person event, and a staff webinar were held in August and will allow officers working in the highways and transportation directorate, alongside colleagues from other teams to input into the process.

### **Local Electric Vehicle Infrastructure (LEVI)**

Gateway 1 has been approved and board have taken decision to add NYH as the Principal Contractor so any connections work can be completed independently. The application with an additional £4.88m capital funding is underway with an initial draft receiving good comments from the Energy Savings Trust. Scoping for the further work needed to understand the landscape of the renewable market is underway. It is expected that once the tender for the charge point operator is underway that resource will become available.

Two issues will be going to area committees during quarter three, one relating to a supplier going into liquidation which will go to Richmond ACC, and the other relating to the siting of charge points in Knaresborough will go to Harrogate ACC.

### **Scarborough South Bay water quality**

The Chief Executive of NYC has sent a letter to both the Environment Agency and Yorkshire Water regarding the poor bathing water quality in Scarborough South Bay enquiring what action they propose to improve the situation. He is calling a summit in October of interested parties which includes our Portfolio holder and Leader of the Council along the Scarborough MP, Defra, Sec of State Theresa Coffey, the Environment Agency and Yorkshire Water (CEO and Head of Corporate Affairs) bringing together stakeholders to develop an action plan and way forward.



## Community development

### Planning

#### Planning Application Performance

Provisional planning application processing percentages show good performance compared to statutory targets set out by the Department for Levelling Up, Housing and Communities (DLUHC). Below these thresholds, the Planning Inspectorate intervenes in order to speed up the decision-making process. Performance is similar to the previous quarter. It varies across the county as the service works towards standardising systems and processes within the planning application process using best practice to guide strategic decisions. Please note, data is missing for one locality for Q2.

Type of Planning Application	Former District Range Full Year 22/23	Percentage complete within permitted timescales/extension – North Yorkshire Q1 23/24	Percentage complete within permitted timescales/extension – North Yorkshire Q2 23/24 (provisional)	Statutory Target set by DLUHC
Major	42% to 100%	81.4%	82.5%	60%
Minor	52% to 87%	81.9%	86.1%	70%
Other	52% to 91%	90%	87.4%	70%

For Minerals & Waste applications, performance over a two-year rolling period improved from the previous quarter from 78% to 83.7%.

#### Planning Policy

Consultation of the council's draft Statement of Community Involvement (SCI) will commence from mid-November and run for six weeks. This document sets out the process for consulting on planning policy documents and throughout the planning application process.

Officers are firming up the initial stages of the engagement strategy. This strategy is key to ensure early and regular input from Councillors throughout the preparation of the new local plan. This will include how we will consult with our key stakeholders, communities, and the development industry. Launch events with the development industry and infrastructure providers will take place before the end of the year.

A 'call for sites' for the new local plan will take place in early 2024. Officers will work towards the first stage of public consultation on Issues and Options before the end of 2024. The formal timetable (the Local Development Scheme) for the preparation of the new local plan and other development plan documents will be finalised soon.

Changes to the constitution have been recommended to include a new cross party Development Plan Committee. This committee will act as the main sounding board for the preparation of the Local Plan and other Development Plan Documents (both formally and informally), supporting officers in the evolution of the plan and ultimately providing recommendations and comments for consideration at formal stages of plan making.

## Culture, Leisure, Libraries and Archives

### Culture

#### Museum & Cultural Hub Attendances (Council-managed cultural assets)

The service is currently developing a new framework for cultural indicators to report on from Q3 onwards. These will include:

- Increasing annual visitor/engagement numbers to NYC's cultural assets. This will use engagement numbers from Museums/Galleries/Cultural Hubs and Archives. It will also measure outreach from livestream and community engagement numbers.
- Improving the accessibility of cultural opportunities offered by NYC hubs & projects. Evidence of accessibility and inclusivity will be its core. The service will measure how & where opportunities are advertised, what support mechanisms are in place to enable/facilitate engagement, and improvements to access.
- Improving the quality of cultural opportunities offered by NYC Hubs & projects. The service will be looking to gather qualitative ratings of NYC cultural offerings. The service would like to see 80% of visitors rating our cultural experiences on a 5-point scale (Poor, Average, Good, Very Good, Excellent) as "Very Good" overall and as "Very Good" value for money. The service is also interested in ensuring that visitors feedback on the accessibility of cultural engagement opportunities and the responsiveness of the teams involved.

#### Awards for Culture

Craven museum has won the 'National Kids in Museums Family Friendly Museum Award for 2023'. The museum came first in their category of "Best Accessible Museum 2023" as well as going on to receive the overall award to be named the best heritage site in the country for families.

Skipton Town Hall Cultural Hub has been named a winner of Visit England Visitor Attraction Accolades under the category of "Best Told Story". The site was also recently awarded "Best Tourism Business" at the recent Skipton Business Awards.

## Sport and Leisure

### Harrogate Leisure and Wellness Centre

The Harrogate Leisure and Wellness Centre (formerly the Hydro) reopened in September following an extensive refurbishment. Among the facilities refurbished were:

- A new 400sq metre fitness suite
- Two new studios for group exercise classes
- A new changing facility with sauna and steam room
- A café with a comfortable spectator seating area
- A spacious lifting area with free weights, plate-loaded machines and cable resistance machines
- A 25 metre eight-lane pool and a diving pool with a movable floor to become an activity pool.

The refurbishment, whilst also improving the facilities, was about making the site more energy efficient. Gas boilers were replaced with air-source heat-pumps and solar panels. These energy efficiency measures were made possible by a £1.8 million grant from the Government public sector decarbonisation scheme. These green measures will reduce the carbon footprint of Harrogate Leisure and Wellness Centre.

### Attendance at Leisure Centres

Due to the range of providers both in-house and external utilising different systems and procedures, the collection of comparable attendance data has been challenging. Work is ongoing to rectify the situation, with the service currently exploring the use of DataHub as a collection and benchmarking tool, which will move away from pure attendance towards social value, financial performance and health outcomes. It will also give the ability for individual sites to benchmark against similar sites and operating models.

Some key attendance stats are:

Number of memberships at combined leisure centres Q1 - 20,634 rising to Q2 – 22,732; an increase of 10%. The increase in the number of memberships from Q1 to Q2 was primarily driven by the re-opening of the new Harrogate Wellness & Leisure Centre.

The number of people attending swimming lessons increased slightly from 8,793 in Q1 to 8,870 in Q2.

Overall, the number of people participating in public/casual swimming sessions was 159k in Q2 up from 139k in Q1; again, this was mainly driven by driven by the re-opening of the new Harrogate Wellness & Leisure Centre.

Finally, some 480k visits were made to leisure centres in the first six months of the year. However, please note that this is an incomplete figure, for in both Q1 and Q2, not all leisure providers have submitted data. This is an area the team is working on.

## Libraries and Archives

### Scarborough Library (Post Refurbishment Update)

Over the first full months since opening (June-September) there have been 53,803 visits, a 29% increase on the same period last year. Those visits have generated 46,263 issues; a 34% uplift. People are keen to use our new IT spaces, clocking up 5,556 hours on our library PCs and we have been delighted to see so

many people bringing in their own devices and plugging in. The reopening has attracted 1,492 brand new library members including 530 children and teenagers. 170 separate events and activities have taken place, for all ages and all sectors of the Scarborough community, supporting health and wellbeing, promoting reading and literacy, encouraging digital engagement, inspiring people to participate in cultural and creative activities and bringing our diverse communities together. So far this year 3,445 people have participated in a library event.

### **Summer Reading Challenge**

The school holidays are always dominated by the annual Summer Reading Challenge. This year was sport and games themed and titled 'Ready, Set, Read!'

The challenge kicked off in Scarborough Library with a visit from Dan Freedman, best known for his hugely popular series of Jamie Johnson football novels, which have sold more than 800,000 copies, and have been adapted for TV by the BBC and broadcast around the world. Another 238 events were delivered across the county including Boccia and New Age Curling, and we were thrilled to welcome 2-time Paralympian gold medallist Danielle Brown to Skipton Library.

7,038 children finished the challenge, collecting their medal and frisbee. 935 children joined the library for the first time to take part in the challenge.

During the quarter there were 488,622 physical visits. This equates to 789.6 physical visits per 1000-people, which is significantly higher than the previous quarter or the same quarter in 2022/23. This resulted in 917.4 library issues per 1000 population, which is an improvement on the previous quarter and the same quarter in 2022/23.

### **Scarborough Open Air Theatre**

Scarborough Open-Air Theatre has been awarded the "Attitude is Everything" Silver Award. The award recognises commitment to providing the best possible experience for disabled and neurodivergent people and those with long-term physical and mental health conditions. The site received praise for having British Sign Language interpreters at every performance and companion tickets for guests at no additional costs for those with accessibility requirements.

This year the Open-Air Theatre achieved over 104,000 attendances from 18 shows. This is the highest attendance since the venue reopened in 2010 and the first-time attendances have been in excess of 100,000 people.

## **Economic Development, Regeneration, Tourism & Skills Service**

*Economically sustainable growth that enables people and places to prosper*

### **Economic Growth Strategy**

An ambitious new Economic Growth Strategy for North Yorkshire has been produced, based around the key themes of Enterprise, Infrastructure and People, with a clear set of priorities for investment. Achieving economically sustainable growth that enables people and places to prosper is one of four key pillars of the Council Plan. The Executive agreed in October 2023 to recommend to Council that the Strategy be adopted. This will be considered in November 2023.

The Strategy's vision is to be an innovative, carbon-negative economy driven by our productive and entrepreneurial business base and the places and communities that make North Yorkshire distinctive. The Strategy is based on extensive economic intelligence and has been developed in concert with a wide



range of internal and external partners and stakeholders. The strategy is intentionally high-level, setting a framework for detailed actions and investment plans to follow, with delivery both through the Council key delivery partners. This work will commence as soon as the Strategy is adopted.

### **Agriculture and Tech**

In the third in the Future Farming series of events organised by C4DI (Centre for Digital Innovation) and North Yorkshire Council, more than 50 farmers, land agents, and agri-tech businesses came together at Willow Tree Farm. The Dairy Farming for the Future event saw the Pattisons show off their 280-strong dairy herd, 162-hectare business and the steps they have taken towards a reduced carbon footprint. The event at Willow Tree Farm focused on changes within agriculture and how digital technology can support them.

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

At the halfway point of the three-year UKSPF/REPF programme, NYC is on target to deliver its second-year programme in full. Year Two is profiled to spend c£5.8million (including the £500k underspend from Year One). Credible plans are in place to ensure all funding is spent according to this profile with c£3.5million spent or irreversibly committed after Q1/Q2 of this year.

There is now a small central UKSPF team, with two Delivery Officers and a Partnership Officer joining the Senior Programme Manager in August. This newly formed team has expedited the progress of the programme, with the result that all themes can now open new projects and grant offers. Information about open calls and imminent project plans can be found on the NYC webpage [UK shared prosperity fund | North Yorkshire Council](#).

Significant challenges around the implementation of Subsidy Control measures have been worked through by the UKSPF team with the support of NYC Legal Services and external partners DWF. As a result, North Yorkshire Council is the first in the UK to have developed a Subsidy Scheme that covers the entirety of the UKSPF programme and supports a pragmatic approach to mitigating the potential impact of Subsidy measures.

At present the team are preparing content for a new website that will promote and celebrate the impact of the UKSPF programme. This will include a rollcall of all funded projects and works, including:

- Wesley Centre Development, Malton: SPF has contributed to a multi-million-pound development, directly enabling the sensitive restoration and transformation of the interior to create a performance and viewing space, a community café, and glass entrance lobby.
- Growth Hub capacity extension - NY wide impact: appointment of three Specialist Business Relationship Managers focusing on start-ups and pre-startups, workforce and skills development, energy, and cost reduction decarbonisation measures.
- Craven Arts House: capital contribution to the refurbishment of Craven Arts House in Skipton – providing community space, studio facilities and music rooms to support the local creative industries and attract young people.
- Town Centre enhancements at Sherburn-in-Elmet and a package of arts and culture activities across Selby, Tadcaster and Sherburn, in partnership with Arts Council England.

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

### **Development of Destination Management Plan**

Work continues on 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 the summer with a view to having the final draft plan to bring to Council in late 2023 or early 2024. The Council collaborated with partners on a North Yorkshire tourism stand at the Great Yorkshire Show in July which was a success with lots of visits and excellent feedback. Plans are underway for an even better offer next year.

### **Joint application for a Local Visitor Economy Partnership for York & North Yorkshire.**

A joint application was submitted with City of York at the end of September. The Visit England Panel is expected to decide whether to support the application at its meeting at the end of October. Feedback to date has been positive: the bid was backed by many letters of support from the sector and key stakeholders. If successful, it will unlock further support and access to funding from Visit England.

North Yorkshire Council's tourism team have been recognised at a national awards ceremony for their commitment to accessibility. They have been praised for their commitment to ensuring destinations are accessible to as many visitors as possible. At the SimpleView Summit in Liverpool, the Discover Yorkshire Coast website saw off national competition to win the award for "Best Promotion of Accessibility in Destination." The award recognises organisations that are putting accessibility at the forefront of their activity to enable all visitors to enjoy destinations.

### **Treadmills Development, Northallerton**

Work continues on the site with the most notable new addition 'The ballad of Sophia'; an eight-foot steel fabricated sculpture of a 10-year-old girl who was imprisoned but went on to have a successful life was unveiled in October and has been well received. There is continued interest in the remaining commercial outlets within the development and work continues to secure terms for their occupation.

### **Northallerton - Heritage Trail**

The augmented reality trail continues to develop and now includes a new film about the story of Sophia Constable, the circumstances of her imprisonment and her life story. A second trail based on the folklore of the North Yorkshire Hobs is currently in development.

### **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 many different artists and are attracting around 1,100 visitors every Friday. The event has generated an increase of 10% footfall to the Inside Market.

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

### **Scarborough and Whitby Town Deals**

Progress of the Scarborough and Whitby Town Deals continues. Pre-planning consultation on the Scarborough West Pier development project took place during September and October. The results of the consultation will be included in the planning application and, where appropriate, suggestions for improvement incorporated in the final designs. It is hoped the planning submission will be made in November. A similar process is being developed to undertake consultation for development of the proposed Whitby Maritime Training Hub on Endeavour Wharf.

Planning and listed building consent for the proposed improvements to Whitby Old Town Hall were granted in July and contractors are currently being procured to undertake the works next year.

In September, Government announced that it would be making a further £20m available to Scarborough Town. Entitled the Long-Term Plan for Towns, Scarborough will receive: “an endowment-style fund and support worth £20 million to give long term certainty to deliver projects over ten years and the flexibility to invest in interventions based on local needs and priorities”.

Further information and guidance on the fund will be released over the coming weeks and it is anticipated that funds will be released in the summer of 2024.

### **Catterick Garrison Town Centre Levelling Up Fund project**

The project is progressing well with stage three design now complete and signed off. Planning applications for all elements of the scheme have now been submitted and validated, with the planning application now live for Public Consultation. The land transfer with the Defence Infrastructure Organisation is progressing and a collaboration agreement is scheduled for presentation to the Executive during November. An Expression of Interest for construction has now been issued and tenders are currently out to the market. The project remains on track in all respects.

## **Housing**

The service has now registered with Housemark, a leading housing management benchmarking group, to help evaluate and understand performance and its first submissions will be in October. This will enable NYC to compare its performance against other large, rural, unitary authorities using a number of key performance indicators, including:

- % of homes with a valid gas safety certificate
- % of domestic properties with EICR (Electrical Installation Condition Report) certificates up to five years old
- % of responsive repairs completed within target timescale
- % of dwellings vacant
- % of tenants satisfied with the overall service their landlord provides (perception) – in month (LCRA Low-Cost Rental Accommodation)

Regular reporting against these indicators will not only help assess on going performance but also help with future strategic planning. As many of the KPIs identified within the council plan reflect market factors outside of the authorities control the performance summary will also draw on this data to help showcase performance across the service.

One important caveat to highlight is that performance across the service is still highly fractured on account of the ongoing separation of the landlord functions. Heads of Service have now been appointed and work is underway to standardise KPIs and support effective and transparent reporting; consequently, the results may show some variance from their true position.

It is also suggested that these KPIs replace some of the market measures currently used to assess housing performance as not only will this mean that the authority is reporting on how the service is operating but it will also ensure that members are fully sighted and aware of the information being reported to the regulator.

### New homes

Whilst total new additional homes developed across the county will be reported on annually (CD10), a running total is tracked in terms of affordable homes developed. Over recent years this figure has hovered between 840 and 940 following a significant upturn since 2017/18 when 524 were built. So far in 2022/23 a total of 514 have been delivered, which indicates that that completions will be on par with previous years. This figure includes homes built through Section 106 agreements with developers, meaning it is subject to variation with housing market conditions. It is worth noting that a typical downturn is evidenced over the winter months so both Q3 and Q4 would be expected to be slightly behind the Q1 and Q2 returns.

Notable completions include the first phase properties through the S106 Broomfield Farm scheme in Whitby and the completion of the final cottage for the Church Cottages Trust in Goathland (part of a community-led housing scheme). In Harrogate there have been 153 affordable housing completions, of which 108 are for rent and 45 shared ownership.

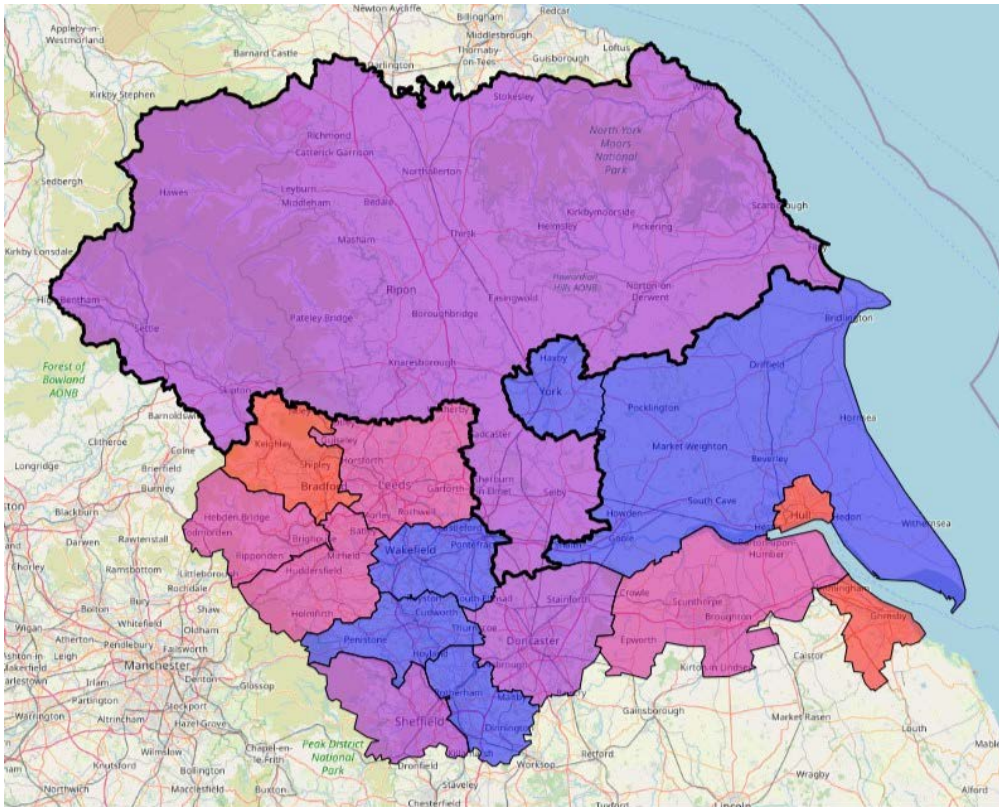
### Empty Homes

Long-term empty properties are defined as those that are unfurnished and empty for a period of 6 months or more. Properties can remain empty for any number of reasons, ranging from those that require significant improvement work to issues concerning the owners' leaving the property for care purposes or even as part of a deceased person's estate.

In Q1 3,757 properties were identified as being long-term empty and whilst the overall trend since 2011 has shown increases in this area the results for Q2 highlight a significant reduction, reflecting performance that is much more aligned to that of the 2022 year. During Q2 there has been a significant effort from across the Local Taxation Service to update records and contact owners across the county; this has led to a significant reduction in the number flagged as empty. The campaign stressed the additional costs incurred by owners if their properties remain empty and the ease of updating records online rather than speaking directly to the service. This was an efficient and effective campaign that has helped establish a more accurate picture across the county.

### Long-term empty properties 2021-Q2

	2021	2022	Q1	Q2
Long term empty properties	2,832	3,144	3,757	3,257 (1.08% vacant)



Based on 2021/22 figures the county had 302,527 long term empty properties; of this total, 1.08% would be classed as long-term empty.

**% vacant dwellings (2021/22)**

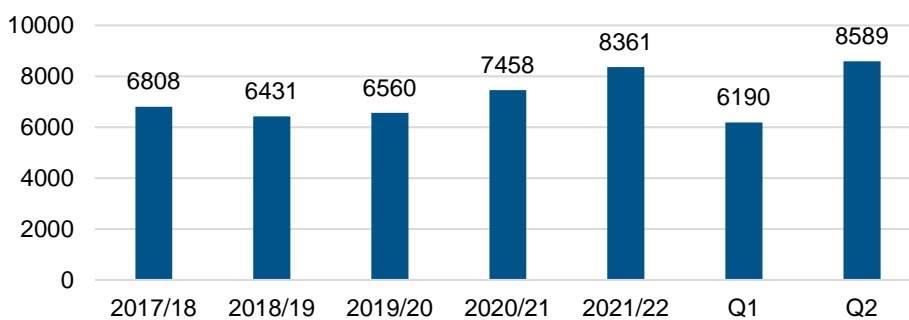
- ≥ 2.3 ≤ 2.6
- ≥ 2.6 ≤ 2.8
- ≥ 2.8 ≤ 3.3
- ≥ 3.3 ≤ 3.8

Looking at all empty properties (not just long term) the most recent comparative data (2021/22, shown in the map) placed North Yorkshire squarely at the median for vacant dwellings in the Yorkshire and Humber region, with 2.8%. Across England the average was 2.6%.

Note that the measure used in geographical comparisons includes properties empty for any length of time based on Council Tax data, whereas the KPI internally tracked counts only those homes that have been empty for at least six months. This allows a focus on cases where dwellings risk being uninhabited in the long term.

### Homelessness

**CD13: Number of households on the waiting list (Q1 excl. Harrogate)**



Note: 2022/23 not shown due to missing internal records for several areas. Quarter 1 figure excludes Harrogate.

Whilst the number of people on the waiting list is largely outside of the control of the authority it does help to contextualise the pressures facing the social rented sector and the increasing demand for affordable accommodation. So far this year the number on the waiting list is slightly up on the 2021/22 figures

suggesting that the rate of increase witnessed over previous years may be slowing; considering the wider economic and environmental factors concerning the cost of living this should be seen as a positive and suggests that wider issues are not driving more households to register on the waiting lists.

Over the next few months steps will be taken to merge the waiting lists and use just one platform for the allocation of social housing (North Yorkshire Home Choice); at this point more work will be undertaken to understand what demand looks like and what this means for future housing need and development.

#### Homelessness Performance Q4 2022/23 – Q2 2023/24

	Q4 Jan-Mar 2022/23 (verified)	Q1 (verified)	Q2 (draft)
Homeless assessments completed	704	668	662
Households accepted as statutory homeless (Main Duty)	121	119	118
Number of successful homelessness preventions and reliefs (CD19)	330	309	319
Total number of households in temporary accommodation at the end of the quarter (CD20)	213	213	219

The general trend across the homeless service is one of stability, with performance showing very little variance or fluctuation compared to Q1. The verified data has been updated for Q1 following the external verification process which highlighted that of the 668 households assessed just 4 were not owed a prevention or relief duty. This not only highlights the high demand for the service but also the pressures that this then exerts across the wider homelessness service; especially if homelessness cannot be prevented and the household requires temporary accommodation.

Reviewing the data at local levels showcases the differences across the region, which are brought into sharp relief through use of temporary accommodation as detailed in the table below.

#### Breakdown of homelessness across the county

Indicator	Craven	Hambleton	Harrogate	Richmondshire	Ryedale	Scarborough	Selby
Homeless Assessments Completed	40	52	209	39	57	193	72
Households Accepted as Statutory Homeless	2	8	33	1	12	54	8
No. of Successful Homeless Preventions and Reliefs	25	45	81	5	31	95	37
Total No. in Temporary Accommodation	10	12	54	11	10	102	20

Both Scarborough and Harrogate have substantial demand for homeless support; with a greater proportion accepted as statutory homeless in Scarborough (27.98% vs 15%) as well as a much larger number currently residing in temporary accommodation. This poses an ongoing concern that demand continues to outstrip supply concerning suitable accommodation and solutions available for those who are in the most severe housing need.

### **Prevention and Relief of Homelessness**

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 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 it also looks for suitable alternatives should this prove impossible.

In the case of homelessness relief, the support is more focussed on providing secure accommodation for the household; although in some cases this would be through temporary accommodation, the use of night stop facilities or bed and breakfasts. Regardless of 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.

In addition, following engagement with Housemark provisional steps have been undertaken to develop some benchmarking measures around homelessness and in particular the use and cost of temporary accommodation. This will help the authority to understand how it is performing in relation to similar Councils, but also help with any future commissioning work and service planning, especially through the identification of good practice in operation elsewhere in the country.

### **Landlord Services**

Landlord services incorporates two distinct operations; that of housing management, which incorporates lettings, management of antisocial behaviour and income management, alongside a dedicated repairs and maintenance service which delivers routine, planned and cyclical maintenance while ensuring compliance with health and safety requirements.

A significant portion of these services is addressed in Housemark benchmarking and greater detail regarding their ongoing performance will be included in the Q3 report as the benchmarking data becomes available.

One vital area of performance relates to the management of income and the need to reduce arrears. Sector performance has been tracking a median arrears of 3.05% of the debit. Across the first half of the year North Yorkshire Council has been operating at 1.91% which would fall within the top quartile of performance provided Q2 returns mirrored that of Q1.

**Data submitted to Housemark for Benchmarking.**

	NYC Performance	Q1 Median	Q1 Top Quartile Benchmark
Percentage of homes with a valid gas safety certificate	99.80%	99.98%	100%
Responsive repairs completed in month per 1,000 properties	195.9	243.4	289.5
% of responsive repairs completed within target timescale	78.67%	85.9%	94.4%
Satisfaction with repairs in month (transactional – Harrogate only)	92.75%	88.2%	92.7%
Current arrears at the end of month (%)	1.91%	3.05%	2.23%
Average re-let time in days	39.25 (highly caveated due to different recording methods)	45.0	27.2
New ASB cases reported in month per 1,000 properties	6.5	3.60	1.76
Formal Stage 1 and Stage 2 complaints received in per 1,000 properties	1.35	3.90	2.08
Formal Stage 1 and Stage 2 complaints resolved within timescale in month	36.36%	88.0%	100%

It is expected that this regular performance reporting via Housemark will become the standard way of reporting performance for the landlord service and will inform future quarterly reports. Of the results above it is worth highlighting that arrears performance is extremely positive and looks to be within the top quartile; likewise, satisfaction with the repairs service is extremely positive albeit with the authority only currently able to report on the Harrogate area. Processes for this are being extended to other areas and a more complete assessment will be available for Q3.

**Improving Performance Data**

Within the data there are some possible anomalies that require further investigation. Certainly, the number of new Anti-Social Behaviour cases per 1,000 households appears high in comparison to the benchmark; however, this is likely to be driven by the use of different definitions; therefore, as an agreed definition and updated policy is created there should be greater consistency. There is also some standardisation required in the re-let and void data which again will be investigated throughout Q3 to help provide greater assurance on performance. Repairs data is also flagged as an area that falls outside of the benchmark; again, this is likely to be driven by numerous factors, not least the different timescales used across the three areas. Again, as processes and targets become standardised it would be expected that a more accurate picture would emerge regarding if the timescales are too challenging or if the level of service is not at the required standard.

**Complaints**

It should also be acknowledged that complaints data is inconsistent across the county at present and therefore is not likely to give a true representation of performance. The results as they have been calculated do suggest some data is missing and case numbers appear low. In addition, it is felt that



processes to close complaints down are inconsistent, which is leading to a negative skewing of the data. Ongoing work in this area is being prioritised to help provide greater transparency and visibility.

### Key Performance Indicators

Currently, some data cannot be accurately reported and has therefore been omitted from this first return, notably the following:

- Percentage of domestic properties with EICR certificates up to five years old
- Satisfaction with the service their landlord provides.

In respect of these two KPIs steps are being taken to gather this information. In the case of electrical testing, it is acknowledged that data collation is proving challenging: records for historic work are not accessible, available digitally or recorded accurately, and this will require some reconciliation to accurately answer. Customer satisfaction, meanwhile, will be measured as part of the Tenant Satisfaction Measures (TSM) survey to be completed by the end of the year in line with the incoming regulatory standard. Work is already underway with a contractor approved to deliver the survey using a combination of telephone, postal and digital methods, allowing for customers to engage in the process in a way that is suitable for them. In addition to reporting tenant satisfaction with the full range of landlord services to the regulator annually, we will be able to benchmark overall satisfaction with similar social landlords. Aside from tenant satisfaction information the TSM standard will also require landlords to report management information in relation to compliance, resident involvement and engagement and handling of complaints. As the Housemark Pulse survey aligns to these standards it would be hoped that NYC will be well informed as to its performance in these areas at the point they are collected in April.

### Housing Waiting List

The service is also responsible for the maintenance of the housing waiting list, working with key housing partners to provide affordable housing. Currently the registers are divided into two due to the different schemes used across the county. A total of 6,373 households are registered on the North Yorkshire Home Choice site which covers the Craven, Hambleton, Ryedale, Richmondshire, Scarborough and Selby localities with a different scheme running in Harrogate that has a total of 2,216 registered applicants. Across both schemes demand is highest in Scarborough which accounts for 29% of the total registrations; followed by Harrogate which accounts for 25%. Demand is lowest within Richmondshire which accounts for just 6.5% of applicants.

### Social Lettings

The Council also measures the number of social lettings to help understand the supply angle of affordable housing provision. This quarter a total of 151 lettings have been made from the North Yorkshire Home Choice register. This is down slightly from Q1 when 167 lettings were made through the system. Most lettings are again made across Scarborough and Harrogate given the greater supply of social housing and demand from applicants for housing in these principal towns. Whilst turnover of housing is inevitable, a high degree of turnover could be indicative of poor service, lack of tenancy support and a perception of poor value. Therefore, tenancy turnover should be carefully regarded as increased turnover increases costs for the business. It is hoped that through the ongoing benchmarking a clearer picture of what effective tenancy turnover looks like will emerge.

## Customer Feedback

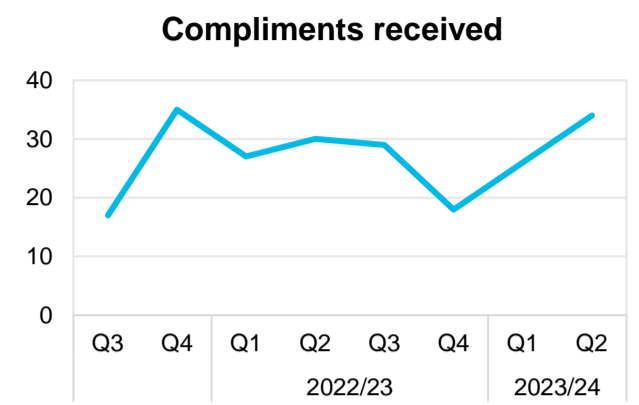
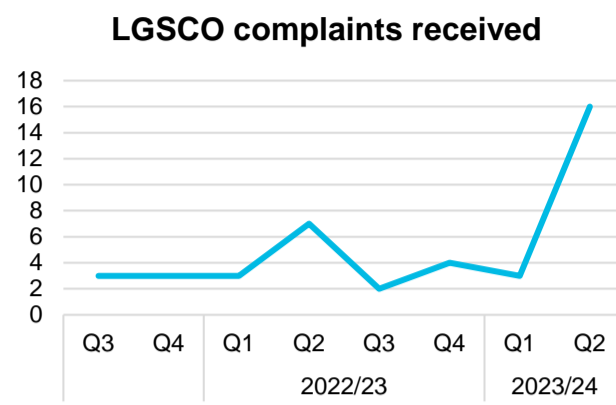
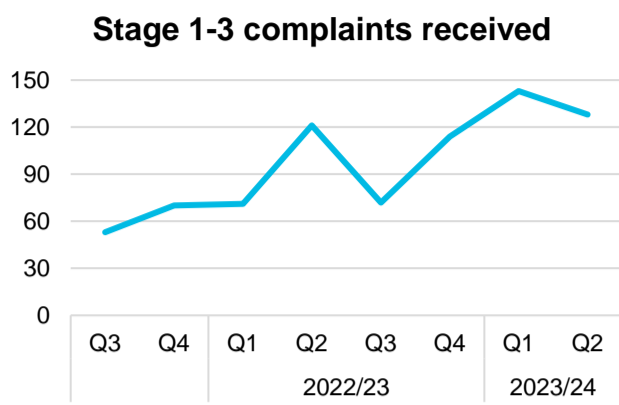
### Complaints

It has not been possible to fully recreate the Customer Feedback section for the entirety of the new North Yorkshire Council, covering Complaints, LGO, and Compliments. Consolidated reporting of complaints remains a challenge, as a number of separate systems are used across different services.

A business analysis to review existing processes has been undertaken to consider how best to bring together processes and systems. Currently, the Housing Ombudsman and Local Government and Social Care Ombudsman are jointly consulting on a revised joint Code of Practice for complaints, which will require changes to the Authorities Complaints policy.

Any system changes will therefore have to support compliance with this code.

## 1. Children and Young People’s Services - Customer feedback



Statutory	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2
Stg1	6	15	11	13	10	9	10	8
Stg2	0	0	2	2	1	1	2	1
Stg3	0	1	0	0	0	1	1	0
<b>Corporate</b>								
Stg1	42	50	53	95	54	95	108	99
Stg2	5	4	5	11	7	8	22	20

All complaints are assessed on receipt to determine if they need to be investigated under the corporate or statutory children’s complaints processes. The charts above show the total number of complaints received by CYPS under both processes.

107 Stage 1 complaints were received in Quarter 1, an slight decrease of 9 from Q4. Most (92%) fell under the Corporate procedure with most of these continuing to relate to delays in special needs assessment processes and placements/provision. 20 Corporate complaints and 1 statutory complaint were escalated to Stage 2.

At Stage 1, 61 (71%) Corporate complaints were fully or partially upheld and one (71%) Statutory Stage 1 complaint was partially upheld. Five (33%) Corporate Stage 2 complaints were fully or partially upheld. Under the statutory process the complainant has a right for their complaint to progress though all three stages if they choose.

The number of compliments rose in this quarter with 34 compliments recorded.

### Timeliness

In relation to Corporate Stage 1 investigations, 21% (n=16/78) were completed within timescale in Quarter 2 and 57% (n=6/6) of Stage 2 investigations completed within time this quarter.

All Statutory Stage 1 investigations (n=3/3)(100%) were completed within timescale (10-20 working days). No Statutory Stage 2 investigations were concluded within timescale in this period.

Workload pressures are continuing to result in delays in corporate complaint responses.

### Root cause

	Q3 22/23	Q4	Q1 23/24	Q2
<b>Corporate Complaints</b>				
Communication (quality or delay)	49%	52%	46%	38%
Service and care	40%	35%	40%	51%
Disagrees with decision or action	11%	12%	11%	11%
<b>Statutory Complaints</b>				
Service and care	77%	40%	71%	40%
Communication	15%	40%	-	20%
Disagrees with decision or action	8%	20%	14%	40%
Safety			14%	

\* note some complaints have more than one root cause

### Learning

In this quarter the following wider learning (service or whole service) has been identified from cases investigated:

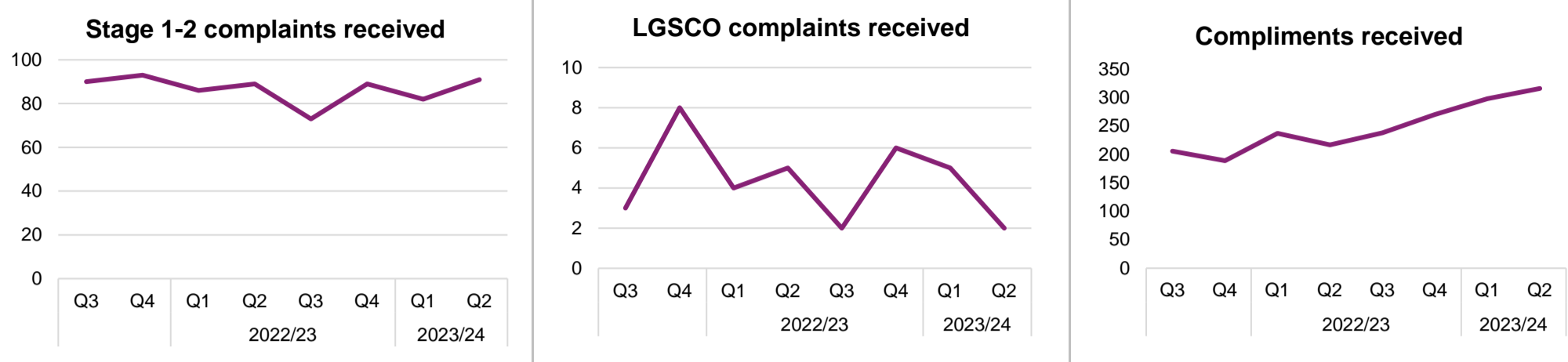
- Team managers must ensure that there are cover arrangements in place for planned absences, that staff ensure that the alternative contact details are included in out of office messages and that cover staff understand their requirements to fulfil the timeframe promised in their policy for absent colleagues.
- Training for the SEN Casework Managers and wider team to make sure they’re aware of LA responsibility to work with schools to make sure appropriate educational provision is in place for pupils who are not attending school.
- There is a need to remind staff that complaints should be responded to within timescales or, where this will not be possible, that complainants are kept updated with progress with the complaint and timescales for completion.

### Ombudsman

During Q2 16 Ombudsman enquiries/investigations were received:

- 7 related to the EHCP provision
- 2 related to social care support
- 2 related to alleged data breaches
- 1 to a LA Designated Officer investigation (LADO)
- 3 to historic cases
- Twelve decisions were received:
- 4 were declared premature as they had not completed the Council’s complaints process
- 5 were deemed out of jurisdiction
- 2 were closed after initial enquiries
- Complaint that about how the Council dealt with the placement of her nephew – a looked-after child – into her care. The complainant said that the Council failed to provide her with proper financial support and refused to assess her as a local authority foster carer. Complaint was upheld and the Council has agreed to reconsider its decision not to backdate Miss X’s supported lodgings allowance further than January 2023.

## 2. Health and Adult Services - Customer feedback



	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2
Stg 1	90	93	86	89	73	89	82	91
Stg 2								

We received 91 Stage 1 complaints in Q2, of those 97% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause	
Pricing and charges	22 (24%)
Disagrees with action/decision	28 (31%)
Service and care	27 (30%)
Communication	13 (14%)
Safety	1 (1%)

### Timeliness

In quarter 2, we closed 92 complaints; out of these 82 (89%) 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 was a complex case.

15 Complaint reviews were responded to; 12 were within time (63%). Four of the out of time responses were received late from the service area and the other three were complex.

HARA have received 40% of the complaints in Q2, the highest amount, with VoY receiving 27%. S/W received 16%, Ham/Rich 13% and Craven receiving least with 4%. 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 50 (54%), Partly Upheld 22 (24%), Upheld 9 (10%), Not Pursued/Investigated 11 (12%).

### Learning

As part of the review of the structure of the Engagement and Governance Team, the Customer Response Team has been brought together with the Continuous Learning and Improvement Officer and the Review and Improvement Officer, with the intention of improving opportunities for continuous learning in complaints and more widely across the Directorate.

### Ombudsman

HAS received 2 new Ombudsman enquiries in Q2. There are currently 5 open cases and 2 are with the LGSCO. The remaining 3 cases are with the service area gathering the requested information and within time.