

Executive Performance Report

Quarter 3 2023-24

Report produced by Strategy and Performance



Contents

Executive summary	3
Central Services	12
Health and Adult Services	34
Children and Young People Service (CYPS)	57
Environment	85
Community development	96
Customer Feedback	107

Executive summary

Introduction

Welcome to the quarter 3 performance report for the period 1st October 2023 to 31st December 2023.

The report layout is as follows:

- Executive summary of main performance issues
- Main text covering NYC directorates
- Customer feedback
- Appendix of Key Performance Indicators (KPI)

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

Data Collection

Over the year to date, work has continued to combine services and improve data collection, that will provide a better overall 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. This better performance landscape will enable us to measure 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.

Central Services

There has been some positive progress in Quarter 3 across the Directorate

Devolution

The combined authority for York and North Yorkshire was launched in late January 2024. It comes because of a devolution deal struck with the government by the City of York Council and North Yorkshire Council in 2022. The new authority will oversee a range of major projects including transport, education, and housing schemes and will be led by an elected mayor. The North Yorkshire's Police and Crime Commissioner role will also be merged with that of the new mayor.

Revenue Collection on Target

In Q3 the Council Tax collection rate stands at 89.51% compared to 87.09% for the same period last year. Collection procedures continue to be aligned to ensure that the Q4 target of collecting 98% of the Council Tax due is achieved and the Q3 collection rate is on target to achieve this. It should be noted that the slight increase is predominantly attributable to the alignment across the 7 areas of the direct debit accounting process and not the increase in performance the figures may suggest.

Apprenticeships within the Council

Further to increased impetus from the councils Workforce Development team on promoting apprenticeship opportunities council wide, Q3 has seen increased activity with 50 new starts on apprenticeships over the period. In addition, a further, 2 graduate trainees joined the councils graduate programme during Q3, and 10 graduate roles are available, including 6 for transformation and 4 for technology

Household Support Fund (HSF)

Deployment of the fourth phase of Household Support Fund during Q3. 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. Over 21,000 households across North Yorkshire will benefit from a direct award in the form of a shopping voucher to support them over the autumn and winter months.

North Yorkshire Local Assistance Fund

This quarter saw an increase in applications received with 3,568 applications received, an increase from 3,225 last quarter. Of the applications received 91% were approved, with expenditure this quarter of £434k. In keeping with previous years, the highest levels of demand are seen in Scarborough (62%), followed by Harrogate, with lowest levels of demand in Richmondshire (7%).

Holiday Activities and Food (HAF) Programme

The HAF programme ran activities again over the Christmas period. A new interactive tool was developed to show where providers for each of the holiday periods were delivering their activity so that cold spots could be quickly identified, and additional activity sought. This mapping also helps in advising parents of alternative activities available, when their first choice was fully booked. The data from the Christmas period is now being collated and will be available in the next report.

Continuing commitment to Equality, Diversity and Inclusion (EDI) in North Yorkshire

Service Children's Champion forges strong links in the community

This quarter there have been a number of initiatives to tackle inequalities in the local community, with collaborative cross directorate working to achieve positive outcomes, this has also proved beneficial to a number of the additional protected characteristics adopted by North Yorkshire Council, including families of the armed forces community and those who live in rural areas. One of the highlights has been various events arranged by the 'Service Children's Champion' that have involved just under 800 children in total. Some of the other valuable work undertaken has been:

Children and Families Intervention Workers (CFIWs)

A pattern of regular visits has been established to council run GRTS sites in Thirsk, Stokesley, Carlton, Burn and Malton, to meet with staff and residents. During the GRTS families have requested support in finding school and nursery places, finding dentists and accessing mental health care.

Translation and Interpretation Service

This quarter community language and BSL interpreters were used on 516 occasions and 114 translations were requested for 43 community languages plus BSL. The most used languages were Pashto, Arabic and Ukrainian.

All-Age Autism Strategy gains momentum

North Yorkshire Council services and partners are working together to develop new plans that will support autistic people of all ages in North Yorkshire to thrive. Public consultation on the draft strategy was launched on 27th November 2023, with ten events taking place during the consultation period (running up to 15th March 2024) and four surveys available for different audiences. Widespread participation is encouraged and further information can be found here: [Autism strategy consultation | North Yorkshire Council](#)

Website and Social Media Continue to Prove Popular

Pages on the council's website continue to prove popular with an average of 300,000 users viewing over 1.1 million items each month. However, to maintain this level of interest the pages need to be up to date and as such the web team dealt with almost 1,800 requests from services for updates, amendments or improvements during the quarter.

Likewise, the Council's Social Media channels continue to improve their reach; during the quarter these channels attracted over 2,500 new followers, which means messages are now seen 6 times more often than they were at the beginning of the year.

In Q3 the Business Rate collection rate stands at 85.71%. The Q4 target is to collect 98% of the business rates due and the Q3 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 Q3 last year was 84.28%.

Homes for Ukraine

During quarter three 52 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,452 arrivals since the start of the Homes for Ukraine scheme. 1,008 guests, who came to North Yorkshire as part of the scheme, have since moved on from their sponsor's accommodation, with 569 moving into private or social housing in the county and 231 individuals have returned to Ukraine.

Health and adult services (HAS)

CQC Ratings 'Good' in Care market

Based on published Care Quality Commission (CQC) inspection ratings, 84.1% of care home provision across the county was rated as "good" or better at the end of Q3. That was down by 0.6% between quarters, and up by 3.3% (from 80.8%) year on year.

Local performance remains higher than both the regional average (which declined by 0.4%) and the England average (down by 0.3%).

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

Local performance remains well above both the England and regional averages, which were both down by 0.2% between quarters.

Pressure from hospital discharges

Hospital discharge activity averaged 15.8 discharges per day during Q3, an increase of 1.7 per day on the 14.1 per day recorded for Q2. For the same period in 2022/23, the average was 12.4 discharges per day. Activity in November and December exceeded 16 per day. The critical factor continues to be localised surges in the number of discharges, which increases pressure on care assessment and planning teams and can quickly use up available care capacity amongst local providers.

Increased safeguarding referrals

Safeguarding activity increased during Q1, Q2 and Q3, 2023/24, with 5125 safeguarding concerns received during the year, which represents a 33% 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 34%, from 2008 in 2022/23 to 2848 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.

Care market pressures

The continuing demand from hospital discharges and continuing trends 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:

- Occupancy levels in the care homes that work with the authority reduced to 94.5% in Q3 compared with 96.2% at the end of Q2. Despite dropping below 95% for the first time in two years, occupancy remains well above the optimum of 90%;
- the number of unsourced care packages at the end of the quarter increased, up from 9 to 15 between quarters, which remains broadly in line, with but above the upper end of the typical range achieved pre-pandemic (9-12);
- the proportion of the council's reablement teams' capacity being redirected to provide domiciliary remained at 32% in Q3. At the same time, the number of reablement packages started was up 30% year on year (310 extra packages of support), compared with 19% rise in Q2; and,
- the number of people supported during the quarter via short-term bed-based placements reduced again in Q3, down from 493 in Q2 to 408 in Q3. Despite that reduction, the number of people in short-term placements at the end of the quarter was 102% or 173 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.

Assessments up by 23% against 2019/20 levels

Assessment activity is up 4% or 208 assessments on Q3 2022/23. Assessment activity was 23%, or 944 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 £1050 per week at the end of Q3, up by £126 per week compared with 2022/23 (+14%). Admissions of people aged 65+ to permanent care home placements (701 per 100,000 of population) were lower than for Q2 (722 per 100,000) and lower than for the same period in 2022/23 (737 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.

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.

Children and Young People Service (CYPS)

Demand remains very high across all services, but performance remains excellent in many areas

- 7,623 contacts received at the front door – highest quarterly number of contacts ever recorded
- 96% were screened within 1 working day
- 1,545 households receiving support from the Early Help service
- 94% of Early Help Initial Assessments completed within 20 working days
- 98% of Early Help Assessments completed within 6 weeks
- 1,519 referrals to Children's Social Care - highest quarterly number of referrals received in 8 years
- 97% of Children & Families Assessments completed in 45 working days
- 97% of Care Leavers live in suitable accommodation
- 46% of Year 11 in North Yorkshire achieved a strong pass (grades 5 to 9) in English and Maths, higher than that reported nationally (45%).

At the end of the quarter, the Children & Families Service was providing direct support to over 6,300 children and young people. The Inclusion service was directly supporting another 6,300 children and young people through EHC plans and the SEND hubs. This means that at the end of the quarter around 1 in every 10 children in North Yorkshire was receiving direct support from the Children & Young People's Service.

Economic factors influencing demand

Families who are already under financial strain across North Yorkshire continue to face rising household costs, with the latest data (December 2023) highlighting food inflation at 8%, much higher than the headline rate of inflation (4.2%), and the energy price cap increasing in January 2024. This is in addition to the impact of higher interest rates, which continue to impact family budgets in terms of the costs of servicing a mortgage or renting a home.

Families in receipt of benefits will see an uplift in payments of 6.7% from April 2024, whilst those in employment will benefit from January from the cut in National Insurance announced in the Autumn Statement. Working families with younger children will also be able to take advantage of 15 hours of free childcare per week for 2-year-olds from April. These measures will help to ease the impact of the high cost of living being experienced by many families.

Challenges that are being addressed in Q3 are:

Education, Health & Care Plans (EHC Plans)

The number of EHC plans maintained by North Yorkshire rose again this quarter to 4,787. This is 74 more (+2%) compared to Q2 this year and is 413 more (+9%) compared to the end of Q3 2022/23. We continue to see a faster increase in the growth in the number of EHC plans in North Yorkshire compared to the picture nationally or regionally.

Suspensions and Permanent Exclusions

The autumn school term saw almost 3,200 suspensions from our schools, up from around 2,200 in the same period in the 2022/23 academic year and equivalent to a 44% increase (n=960). North Yorkshire is not unique in seeing increased suspensions from schools, but the rate of pupils excluded at least once in North Yorkshire (2.5% of the school population) is statistically significantly lower than the national average (3.0%).

We are also seeing a rising trend in the number of permanent exclusions from North Yorkshire schools, with 55 recorded in the autumn term. This is 25 more (+83%) than in the autumn term of the previous academic year. Despite the marked increase in permanent exclusions, expressed as a percentage of the population our rate of permanent exclusion in mainstream schools (0.06%) remains statistically significantly lower than that reported nationally (0.08%).

The Inclusion Service is improving the curriculum offer for pupils receiving education in alternative provision 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.

Contacts received at the Front Door

This quarter has seen the highest quarterly number of contacts recorded since the inception of the Multi-Agency Screening Team in 2015 with 7,623 concerns about the safety or wellbeing of a child received. This is an 11% increase (n=749) compared with Q3 last year. Over the first 9 months of 2023/24 we have received 22,571 contacts, an increase of 13% (n=2,670) compared with the same period in 2022/23.

Families Receiving Support from the Early Help Service

At the end of the quarter there were 1,545 households receiving support from the Early Help service. This is 15% higher (n=207) compared with the end of December last year. The number of households receiving support reached 1,500 for the very first time in Q1 this year and has remained at this very high level throughout 2023/24

Referrals to Children's Social Care

Linked to the very high number of safeguarding concerns received at the front door, this quarter saw 1,519 referrals to Children's Social Care. This is the highest quarterly number of referrals received since the introduction of the MAST and is the first-time referrals have exceeded 1,500 in a quarter. Data points to families who last year were "just about managing" are now struggling and presenting to services in need of help and support.

Children in Care

The last 3 months has seen the pressure on families in North Yorkshire start to feed through to rising numbers of children coming into our care. At the end of December this had risen to 441 (excluding Unaccompanied Asylum Seeking Children (UASC), 19 more (+5%) than at the end of September and 24 more than at the same point last year (+6%).

Although we have seen a slight reduction of 3 UASC in our care from a total of 53 at the end of the quarter, this are still 19 more (+56%) than at the end of Q3 2022/23. The number of UASC in our care will climb further in the coming months as a result of our obligations under the National Transfer Scheme.

Environment

Funding for Climate Change Projects

The newly formed Climate Change Team are proving successful in attracting funding to the area. During the quarter, seven Devolution Deal Net Zero Fund projects were recommended by the York and North Yorkshire Joint Committee for approval by central government, and the Home Upgrade Grant is now available for private sector households to apply to for financial support towards home energy efficiency and low carbon heating.

Highways Operational Performance

Performance remains close to or on target across major performance indicators with continued longer-term improvements in a number of areas. Despite the highest number of customer service requests in almost two years, 96.3% were responded to withing 10 days, well above the 90% target, and 97.9% of streetlighting repairs were undertaken within 7 days, again well beyond the target of 92% and continuing the long term upwards (improving) trend.

Reduction in Fly-Tipping Incidents

During quarter three there was a noticeable drop in fly-tipping incidents. During quarter three 554 fly-tipping incidents were reported across North Yorkshire; this is a decrease of almost a third (216 less incidents) than the previous quarter figure (770) and the lowest number reported in at least two years, however it should be noted the number of incidents can fluctuate from one quarter to the next so the team are monitoring the longer term trend.

Challenges that are being addressed in Q3 are:

2023 National Highways and Transportation Public Satisfaction Survey Results

Quarter 3 saw the results of the 2023 National Highways and Transportation public satisfaction survey. Overall, across the whole country there were significant drops in most of the scores, North Yorkshire also saw scores drop but by smaller amounts. Based on comparisons with similar highways authorities, we

have moved into the top quartile in some key highway measures such as condition of roads, highways maintenance and street lighting.

Increase in Street Lighting Repairs

The number of street lighting repairs undertaken is always higher in quarter three with the end of British Summer Time and the darker nights, but at 2,562 repairs, the quarter three figure is higher than for the same period in preceding years. The high number of repairs is due to the number of storms and associated water over the last couple of years causing damage to column joints, blown fuses and damage to lanterns. It should however be noted that despite the high numbers, performance was still good with 97.9% of the repairs being undertaken within 7 days, well beyond the target of 92% and continuing the long term upwards (improving) trend.

Increase in Highways Dangerous Defects in Need of Repair

There was also an increase in the number of highways dangerous defects being reported; during the quarter over 2,600 defects were reported, 36% above the annual average. Again, like with street lighting, despite the increase in demand almost 98% of the defects were made safe within the very demanding 2-hour timescale, only slightly below the target of 99% but better performance than the previous two quarters

Community Development

The Community Development directorate remains in a state of change as merger activity continues at pace. Throughout Q3 Heads of Service have been appointed and begun to establish structures, with many teams expected to be finalised for the commencement of Q1 2024/25. Despite these challenges, performance across the directorate has been largely positive and continues the trends established in Q2. Where challenges have been identified they have largely been seasonal in nature and attributable to conditions linked to the poor weather over winter months reducing attendance at venues or impacting on the ability to deliver services.

Planning

The planning service continues to overperform against statutory targets, with the processing of major applications running at 91%, which is 31% over target. The positive performance should rightly be recognised on account of ongoing staffing challenges linked to shortages in some former districts and boroughs, which has meant staff have begun operating more closely as one team to tackle workload pressures in these areas. This approach is also reflected by the success witnessed across the Building Control Partnership which has successfully undergone its Investors In People reassessment and received extremely complimentary feedback from the assessor relating to the way staff are engaged, consulted with and able to access senior managers; especially over the course of the last year whilst the business navigates the uncertainty of restructures and new working environments.

There is also some significant development in regard to major schemes coming online; notably the Maltkiln settlement which has seen members agreed in principle the necessary compulsory purchase orders to facilitate the development.

Finally, the service is continuing to support the development of various plans, such as the Selby Local Plan which will; continue to run through to March, alongside supporting various neighbourhood plans in partnership with community stakeholders.

Culture, Leisure, Libraries and Archives

The Culture, Leisure, Libraries and Archives service is one that is most likely to be affected by any seasonal downturn linked to poor weather and conditions over the winter months. Despite this expected seasonal trend, the service has achieved a number of highlights. These include continuing growth in the number of both health and fitness, and swimming memberships and the number of people attending swimming lessons. For libraries the growth of digital access has helped offset a seasonal decline in

footfall whilst the number of assisted IT sessions has continued to grow over the year; demonstrating this remains a key area of growth for the Library Service.

Other notable successes include the conclusion of the Open Air Theatre in Scarborough season, which has had the best season since reopening and welcomed 104,077 guests across 18 shows. The venue is aiming to host 20 acts in 2024 and continues to look to enhance its offering with planned improvements to the facilities.

There has also been significant development in the way the customer experience is measured across other cultural venues and a suite of survey indicators to assess the customer satisfaction, value for money and accessibility of venues has started with a more thorough review of the results likely to feature in future quarterly reports as part of the services ongoing performance measurement.

Economic Development, Regeneration, Tourism and Skills

Much like the other services in the directorate the Economic Development service continues to undergo restructure with the final stages due for completion in Q4. The service continues to deliver against key priorities including ensuring the Shared Prosperity Fund and Rural England Prosperity Fund are delivered. To date 67% of the annual spend has been realised, with a target of achieving 80% by the end of year two of the funding. Notable projects have included a significant decarbonisation fund and grant programmes opening for village halls and community buildings and sports grants amongst others.

In December the Economic Growth Strategy was presented to members and subject to some amendments will be launched early in 2024 via a comprehensive communications campaign with a focus on the personal impact of the strategy.

Housing

The Housing Service is continuing to make headway in its integration of services and in understanding its data and performance, specifically in relation to the Housemark monthly return, in particular performance is improving in relation to arrears management with December's performance of 1.74% arrears as % of debit being well ahead of the November benchmark (3.10%).

Repairs Services

Satisfaction with the repairs service remains positive despite an apparent fall in the number of repairs completed in target. This result should however be regarded with some scepticism as the December closure will inevitably lead to many repairs being pushed back to outside their allotted completion date and therefore this is not representative of the services actual performance and it is expected that January's return will be much more aligned with that of November. Any future closure impact will be closely monitored and prepared for.

Waiting Lists

The number of households on the waiting list continues to grow; again, this is expected given the ongoing economic challenges facing many households; this is further supported by the increase in households in temporary accommodation which is up by 19 when compared to Q2. These results do suggest a worrying trend in regard to the instability of housing facing many. Against this backdrop the Council has successfully prevented or relieved homelessness in 46.15% of cases, down .04% compared to Q2.

Affordable Housing

The development of new affordable housing remains positive and although Q3 returns from developers suggest a slight reduction with 179 reported in the quarter; the Council remains on target to deliver a similar volume of affordable homes as recorded in the 2023/24 financial year. Of note during Q3 is the development of 152 units in Harrogate of which 10 were within the LA Housing Fund providing accommodation to 10 refugee households from both Ukraine and Afghanistan.

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Central Services

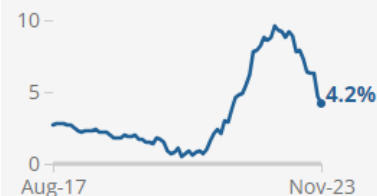
Devolution

The combined authority for York and North Yorkshire was launched in late January 2024. It comes because of a devolution deal struck with the government by the City of York Council and North Yorkshire Council in 2022. The new authority will oversee a range of major projects including transport, education, and housing schemes and will be led by a mayor who is due to be elected in May. The North Yorkshire's Police and Crime Commissioner role will also be merged with that of the new mayor. The deal will see more than £750m in funding devolved to the combined authority from central government over 30 years.

Cost of living crisis

Inflation falls to 4.2% in November 2023

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



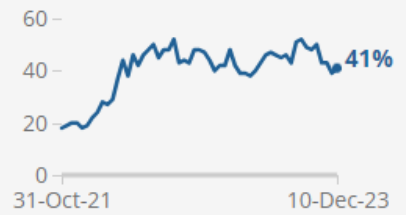
Source: Office for National Statistics

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 November 2023 the annual inflation rate was 4.2%, down from 4.7% in October. However, the cost of living crisis is still having an impact on the majority of lives.

Despite easing inflation, more than 4 in 10 (41%) adults in Great Britain say they have spent more than usual to get what they normally buy when food shopping within the past two weeks. Nationally that around half (46%) of adults said they were buying less food when shopping in the last two weeks. Rising food costs was the most reported reason among the 52% of adults who said their cost of living had risen compared with a month ago. Of those, 91% said one of the reasons for their rising costs was higher food shopping prices.

Over 4 in 10 adults are spending more than usual to get their food shopping

Adults in Great Britain



Source: Office for National Statistics

Around half of adults are using less fuel in their homes because of cost of living increases

Adults in Great Britain



Source: Office for National Statistics

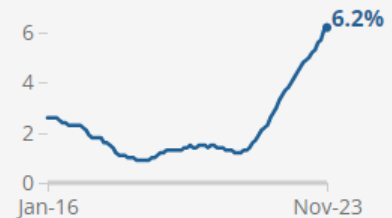
Energy is a further area where people are making hard decisions to use less fuel in their homes, with 48% using less. In a recent survey one in five (20%) adults reported being unable to keep warm in their home in the past two weeks (13% occasionally, 5% hardly ever, and 2% never). This is in a period where in the year to October 2023 gas prices fell by 31.0% and electricity prices fell by 15.6%. Despite these recent reductions in costs, the price of gas in October 2023 was around 60% higher than two years previously, while the price of electricity was 40% higher.

Private rental prices continued to grow at a record high rate in the UK, rising by 6.2% (provisional estimate) to the year Nov23 . This is the largest annual percentage change since this UK data series began in January 2016.

Private rent prices rose 6.1% in England, 7.3% in Wales and 6.2% in Scotland in the year to October 2023. These are the highest annual changes in rental prices since records began (January 2006 for England, January 2010 for Wales, and January 2012 for Scotland).

The UK annual private rental price growth rose to 6.2% in the 12 months to November 2023

Index of Private Housing Rental Prices percentage change over 12 months, UK



Source: Office for National Statistics

Legal and Democratic Services

Legal Services

During the quarter, the legal team supporting planning and environmental work have advised and supported two multi day planning inquiries relating to residential development in Hemingbrough and Brayton including negotiation on a significant S106 agreement, successfully prevented a potential Judicial Review challenge to a recent Strategic Planning Committee decision, completed on a complex option agreement for development at the Filey Park and Ride site and successfully acquired properties to enable housing to be provided for Afghan refugees.

Within regulatory services, the legal team have successfully responded to a pre-action judicial review letter in respect of the abolition of predecessor hackney carriage zones, secured an injunction against a property storing gas cylinders, secured injunctions to access tenant’s homes to undertake mandatory safety checks and successfully upheld a decision to revoke a taxi driver’s licence at the Magistrates Court (Crown Court appeal lodged). There have also been a number of successful housing possession orders upheld.

Legal services also supported and advised the council to enable it to successfully secure possession of a water park in Scarborough in December 2023.

Democratic Services

Work is underway to migrate the historical committee papers from the former District and Borough council committee management systems to the North Yorkshire Council Modern Gov system, which is a sub-site of the main NYC website - [Decision Making at the Council | North Yorkshire Council](#). The migration of the data will take place in March 2024. There is a short-term cost associated with the data migration. In the longer term, however, there will be savings by reducing the number of committee management systems from 8 to one.

Elections

The focus of the elections team this quarter has been primarily on the register of electors, the completion of the annual canvass, and completion of the polling district and polling places review, all of which should put the register of electors in a good state of readiness ahead of the revised register publication due on 01 Feb 2024. There have also been further by-elections and continuation of the development of plans for the Combined Authority Mayoral Elections in May 2024. The team have been attending training sessions on the many changes to systems and processes brought about by the Elections Act 2022, which now require implementation ahead of and during the two large elections likely to be held in 2024 (CAM and UKPGE).

On the core function of running elections, in Q3 Electoral Services have run further polls including the Whitby Parish poll, the Long Preston parish by-election and the Sowerby & Topcliffe division by-election

On the electoral registration element of the work of Electoral Services in Q3 work has progressed on the Compulsory Polling District and Polling Places Review, which is required to be conducted at least every 5 years. This review required a period of consultation on proposed polling districts for North Yorkshire and was the first review as North Yorkshire Council. The consultation which concluded on 13th November saw representations being taken into consideration which formed final proposals, and the Standards and Governance Committee approved these on 13th December. Those approved will be used for the delivery of the May 2024 elections.

Progress was also made on the annual canvass. This was completed in December 2023, but the revised register of electors is being delayed until 01 February 2024 due to a parliamentary by-election occurring during the canvass period, and to allow time for the compulsory polling district and polling places review to conclude. 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. A team of 40 relief canvassers conducted door knocks on properties which had not responded to ensure the register is as complete and accurate as possible.

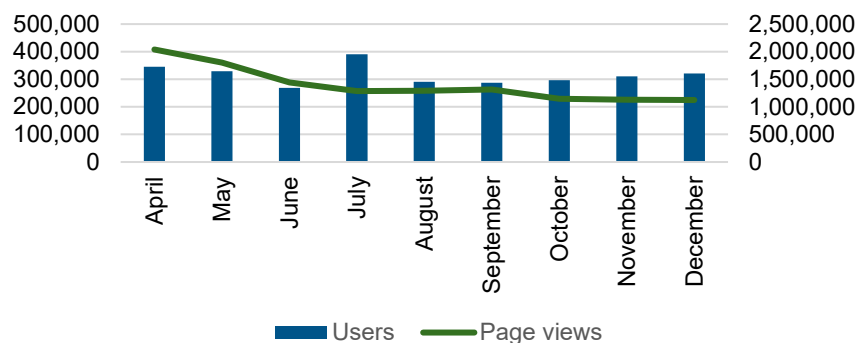
Also, during the quarter, specific parts of the Elections Act 2022 were implemented, principally the roll out of Online Absent Vote Applications, which allows voters to apply for a postal or proxy vote online for the first time. The team had to learn how to use the new Electoral Registration Officer Portal where new applications are now held and processed. As part of the changes brought in by the Elections Act, in December the team were also required to write to the 300 long term proxy voters to instruct them to re-register for a proxy vote by the 31st January if they wished their proxy vote to continue.

Communications

Website

Use of the corporate website has remained steady across Q3 with pages being viewed, on average, over 1.1 million times a month and the average number of user's being over 300,000 a month. Improvements are being made across the site, with nearly 1,800 requests for updates, amendments or improvements completed during Q3.

Website usage



Improvements have been made to the location checker system, to allow people to select former district and borough council areas more easily to access area specific information and services.

Bulky waste became the first transactional service to have its front door for residents harmonised which is now reflected on the website. Phase 1 of the project delivered a single digital and non-digital process, including online payment and booking, with customer service agents in any area able to manage demand from across North Yorkshire.

The single bin calendar was also launched shortly before Christmas. Previously, bin calendars remained on the seven separate legacy systems, generating significant negative feedback from residents on the complexity and reliability of the process. The new single bin calendar has brought all the information together in an easier to use format with an improved customer journey as well as, crucially, being brought into a single system allowing for much easier monitoring and refining for residents. Very likely the new single bin calendar will consistently be the most popular page on the council’s entire website. With both the previous and new versions of the bin web content existing at different times during Q3, pages related to bins made up four of the top ten pages on the site during this time.

Council tax, planning and the central jobs page continued to be very popular during Q3 with road closure information and weather cameras also being viewed significantly more due to the various periods of bad weather during the quarter and the disruption they resulted in.

Social Media

	Number of times messages seen	Followers	Increase in followers
Q1	852,968	96,296	1,776
Q2	4,114,128	161,764	65,468
Q3	5,176,284	165,080	2,558

Social media was higher in Q3, both in terms of how many people saw our messages and by how many our followers increased, in large part due to the bad weather. Emergency messages about the latest road closures, flooding situation and weather warnings during the period proving both very popular and encouraging more people to follow our channels to keep up to date on the latest.

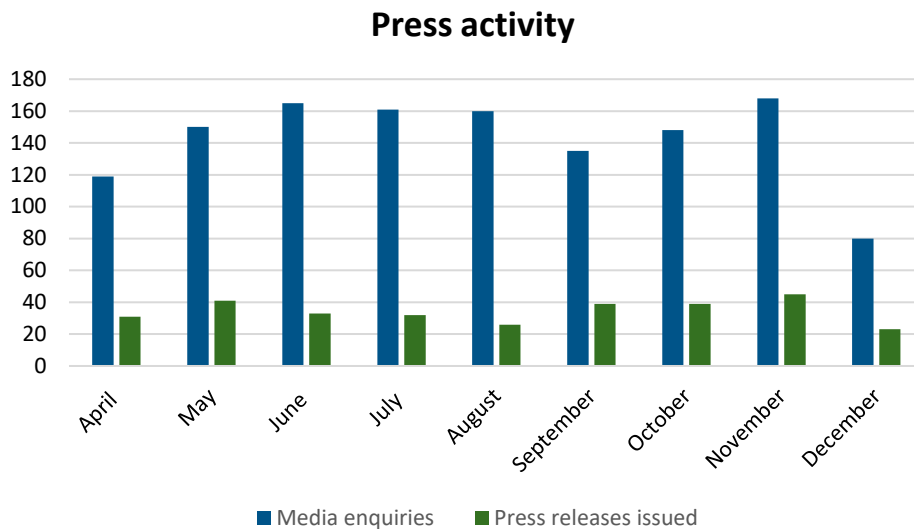
Other popular topics during the quarter included the final push to encourage people to take part in our Let’s Talk Money consultation on the budget, changes to services over Christmas and the Alpamare Waterpark with residents commenting on what they would like to see done with the facility.

Consultation and Engagement

At the end of Q2 we had 104 public surveys running. The majority of these, 95, were ongoing, longer-term surveys. These are 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 tell us their experience of the website and suggest possible improvements.

9 of the ongoing surveys were time-limited, these run 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 Q3 was the latest in the council's Let's Talk series about money, consulting on our budget. By the closing date just before Christmas, over 1,950 responses were received.

Press



The first nine months since the launch of the council have been extremely busy, with 1,286 media enquiries, 396 of which were during quarter three.

A total of 309 press releases have also been issued in the first nine months of the council, with 107 releases issued during Q3. 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 last year, the number of subscribers has grown by 4,000 to about 147,200. The open rate has averaged 56 per cent for the three editions over Q3.

The Team North Yorkshire campaign celebrating the county's volunteers has been a key feature of the first nine months. Local content has increased, with variations on the newsletter targeted by postcode and area information.

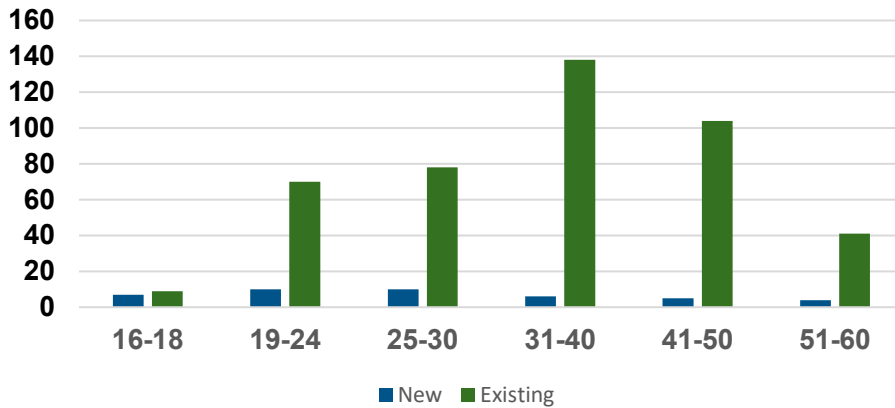
Human Resources and Business Support

Apprenticeships within the Council

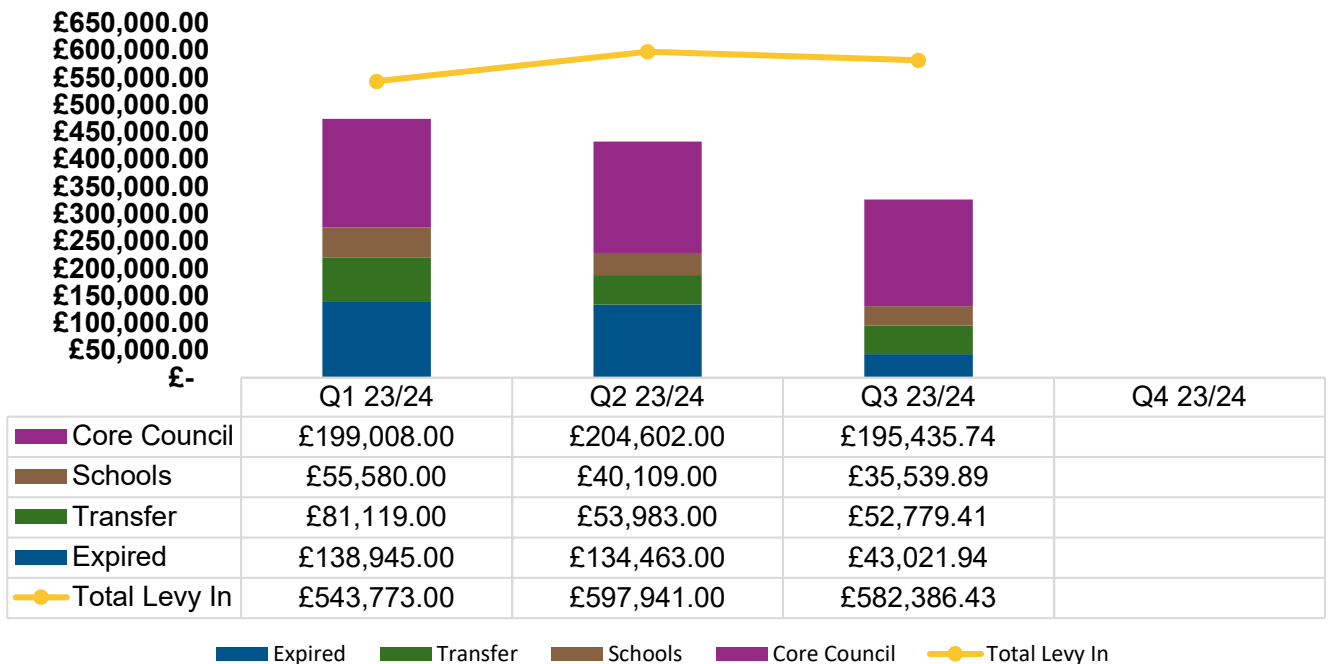
Further to increased impetus from the councils Workforce Development team on promoting apprenticeship opportunities, Q3 has seen increased activity with 50 new starts on apprenticeships over the period.

The council have had 9 care leavers, in total, start apprenticeships. To help support and prepare more care leavers for employment, and specifically apprenticeships, an 8 or 12 week paid Internship opportunity within the Leaving Care team is currently being considered. It would be ring-fenced for Care Leavers and would give them the opportunity to gain valuable paid work experience before moving on to an apprenticeship.

Age Range of NYC Apprentices

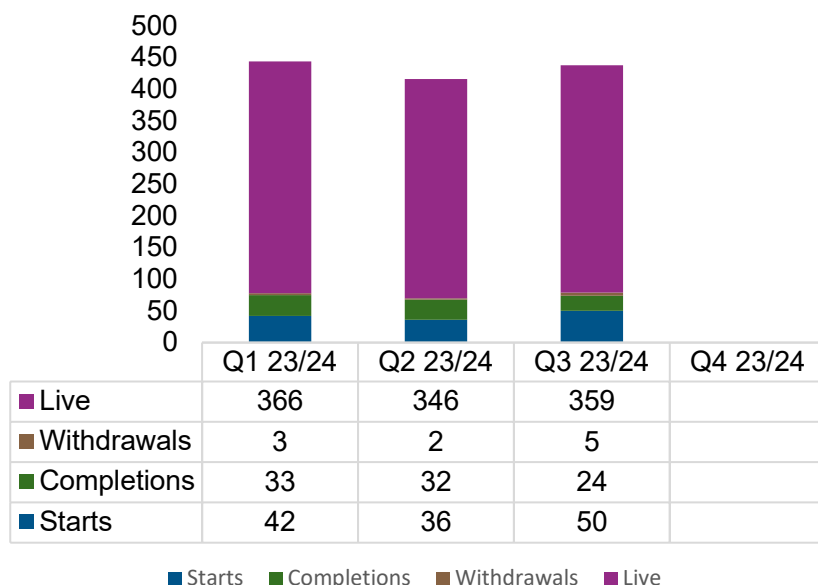


Levy In and Spend



Unspent levy returned in Q3 was much reduced against previous quarters - £43,021 (85% relating to schools). Apprenticeship Levy monies are only returned to the treasury if they are not spent after a period of 24 months so a low amount returned in this quarter means that there was a high spend in Q3 21/22. This was caused by a significant jump in activity as things started to normalise as part of covid recovery.

Starts, Completions, Withdrawals and Live



The council has supported other small employers by transferring some of our levy. There have been an additional 9 new starts in Q3, with 263 confirmed apprenticeship starts funded from transfers. A total of £2.19m has been allocated with a total spend so far of £941,911.

Table below shows sector areas

Recipients	Totals
Brierley Group Companies	46
Care providers	141
Hospitality/Leisure providers	9
Digital organisations	1
Construction sector	65
Voluntary/Community sector	1

Graduates

2 graduate trainees joined the councils graduate programme during Q3, and 10 graduate roles are available and out to recruit to, including 6 for transformation and 4 for technology.

Equality, Diversity and Inclusion

Improving health and educational outcomes amongst Gypsy, Roma, Traveller and Show people (GRTS) communities in the county

A cross directorate approach is providing services to GRTS communities in North Yorkshire. An editorial group has been formed following a workshop in July 2023, and 'task and finish groups' are working on data and intelligence, engagement, and understanding the wider determinants. The group is liaising with organisations working directly with GRTS communities and recruiting community representatives to help develop the approach.

The Public Health team are continuing their work to conduct a deep dive health needs assessment focusing on GRTS communities. A health needs assessment is a systematic and holistic approach to understanding the health needs of a population.

Carrying out effective community engagement

A range of inclusive community engagement work has been undertaken by Health and Adult Services (HAS) during quarter 3. This includes:

- Joint citizen forums' Q&A with Corporate Director Health and Adult Services, including involvement from housing colleagues
- Learning disability and autism housing needs analysis - engagement events with people with lived experience (continuing in Q4)
- HAS awards - people with lived experience involved in judging
- Care Quality Commission (CQC) mock inspection - focus groups with people living with dementia, carers of people aged 65+, Carers of young people, people with mental health needs, people with a learning disability, carers of people with a learning disability
- Carers Rights Day - presence at events held by Carers' Resource and Carers Plus (Skipton, Harrogate, Whitby)
- Direct Payments - survey of people receiving a Direct Payment and communications materials coproduced with people with lived experience
- HAS Involvement Framework - engagement activity and coproduction workshop including action planning to support Framework
- Cardale Park extra care scheme engagement - engaging with local community about building of extra care facility

Children and Families Intervention Workers (CFIWs)

A pattern of regular visits has been established to council run GRTS sites in Thirsk, Stokesley, Carlton, Burn and Malton, to meet with staff and residents. During the GRTS families have requested support in finding school and nursery places, finding dentists and accessing mental health care.

The Early Help Practice Supervisor and Senior Consultant participate in the Northern Regional GRTS Coordinators Group and liaise with representatives from other CFIW and Horton staff work effectively together to support the family to access school places for their children.

Children and Families Intervention workers have also presented GRTS awareness training for the CFIWs and MIST teams.

All-Age Autism Strategy gains momentum

North Yorkshire Council services and partners are working together to develop new plans that will support autistic people of all ages in North Yorkshire to thrive. The draft all-age autism strategy for North Yorkshire was drawn together building on engagement work which took place in Q1 and Q2. Seven action-planning sessions were held in September 2023 attended by seventy seven people (autistic people, carers, practitioners and partners working together). Public consultation on the draft strategy was launched on 27th November 2023, with ten events taking place during the consultation period (running up to 15th March 2024) and four surveys available for different audiences. Widespread participation is encouraged and further information can be found here: [Autism strategy consultation | North Yorkshire Council](#)

Service Children Champion forging strong links in North Yorkshire

Festival of Remembrance

In November 2023 the Service Children's Champion organised the Festival of Remembrance which was

held in Ripon Cathedral and attended by over 700 service children from schools around North Yorkshire. The highly successful event included musical performances and readings from children. The Deputy Lord Lieutenant attended, along with key military figures including the Garrison Commander, and senior members of North Yorkshire Council.

The Big Conversation

The Big Conversation event held in December at County Hall was attended by 53 Service Children from schools across the county. The event aimed to gather the thoughts and experiences of being a service child in North Yorkshire. They spoke about feeling welcomed into the local community and shared a range of ideas about how we can better support them.

Social media connecting families

Work continues to develop social media sharing posts with the military community and others to build stronger relationships and integration between military and civilian families.

A warm welcome to Catterick

The Service Children's Champion and Minority, Inclusion Support team (MIST) are working collaboratively to plan half termly 'Welcome to Catterick' sessions for newly arrived parents/carers from military and international backgrounds including HFU (Homes for Ukraine) families. Sessions will include basic information about how to access community services and activities and opportunities to meet up with other families who are new arrivals.

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

During quarter 3, the Children and Young People's Public Health team has been finalising this year's Director of Public Health Annual Report. The report focuses on the health and wellbeing of North Yorkshire's children and young people and includes voice and artwork from children and young people. The report is due to be published following Executive in January 2024.

Embedding 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 Q3 there has been the following commissioning activity:

- Implementation of Shared Lives Provision
- Continued implementation of the APL specifications across North Yorkshire.
- Active involvement from residents and staff around changes to services.
- Design and launch of the Autism Consultation, live from the 27th November 2023 – 15th March 2025.
- Working with local volunteer community to implement the roll out of Tribe.

Providing responsive services and effective customer care to all

Translation and Interpretation

The tender process for Translation and Interpretation services for the council was conducted during Q3 and will be concluded in Q4.

This quarter community language and BSL interpreters were used on 516 occasions and 114 translations were requested for 43 community languages plus BSL. The most used languages were Pashto, Arabic and Ukrainian.

The table below shows the community languages that have required services in Q3

Language	Translation	Interpretation	Total
Albanian	0	1	1
Amharic	2	3	5
Arabic	27	36	63
Arabic (Egyptian)	0	22	22
Arabic (Iraq)	0	1	1
Arabic (Sudanese)	0	85	85
Arabic (Syria)	0	4	4
Bengali	0	2	2
Bulgarian	0	1	1
Cantonese	0	1	1
Czech	1		1
Dari	4	13	17
Dutch	0		0
Farsi	4	10	14
French	0	4	4
Kurdish	10	1	11
Kurdish (Bahdini)	0	4	4
Kurdish (Kurmanji)	0	1	1
Kurdish (Sorani)	0	37	37

Language	Translation	Interpretation	Total
Malayalam	1	4	5
Mandarin	0	3	3
Nuer	0	3	3
Oromo	5	22	27
Pashto	14	91	105
Polish	11	38	49
Portuguese	0	2	2
Romanian	7	17	24
Russian	2	7	9
Slovak	0	1	1
Somali	0	1	1
Spanish	1	1	2
Tamil	0	1	1
Tigre	0	1	1
Tigrinya	0	1	1
Turkish	1	12	13
Ukrainian	18	50	68
Urdu	1	4	5
Vietnamese	4	7	11
Yoruba	1	3	4
Zaghawa Arabic		2	2

Refugees and Asylum Seeker family's support

There is much work and activity taking place with the MIST Team which has organised nursery, school and college placements for children and young people from 19 refugee families who have arrived from Afghanistan through resettlement schemes (104 people).

A 'Living in the UK: Support for Families' presentation and accompanying cultural orientation information is delivered to all families who arrive in North Yorkshire through resettlement schemes and as asylum seeker families.

Visits continue to Northallerton's asylum seeker hotel- organising nursery, school and college placements for children and young people who arrive with their families at the hotel as well as making families aware of local services available including local volunteering opportunities.

Work also continues to encourage Unaccompanied Asylum Seeking Children and young people (UASC) and asylum seeker families to become involved in local sports teams and to engage with their local communities.

Homes for Ukraine Children and family's intervention work

Early Help Children and Families Intervention Workers continue to closely support all Homes for Ukraine placements for the families, children and young people in placements across North Yorkshire. As of 30th November 2023, there have been 574 identified sponsors offering accommodation to families. Children & Families Intervention Workers (CFIW) have conducted welfare visits to 526 sponsors, and welcome visits to 450 families. Since the beginning of the scheme, a total of 603 Ukrainian children (aged 0-18 at their arrival date) have been welcomed into North Yorkshire colleges, schools and settings.

Early Help support for families arriving through the Homes for Ukraine Scheme includes:

- Initial visit to the home/accommodation with housing officer. Check bedrooms and living accommodation. Host ID checks for enhanced DBS. Discussion with hosts re expectations. Expectations.
- Welcome visit. Meet with the host and see if everyone has settled in and any issues. Meet with guest and check if there are any concerns. Remind guests and hosts that there will be another visit in five months' time.
- 3. 5 month visit. Speak to host and guests separately. Discuss future plans for moving on to private or social housing, if applicable. Listen to any concerns/ worries that may have developed.
- Children and Families Intervention Workers (CFIWs) work collaboratively to deal with any HFU related issues that may need additional intervention work.

Recruitment drive gains seven new team members for the MIST Team

The team is now made up of 5 females and 6 male workers, 4 of whom have arrived in North Yorkshire through resettlement schemes, and a further 3 from overseas. The languages spoken by the team now include, English, Arabic, Dari, Pashto, Urdu, Hungarian, Italian and French.

Human Resources supporting a diverse and engaged workforce

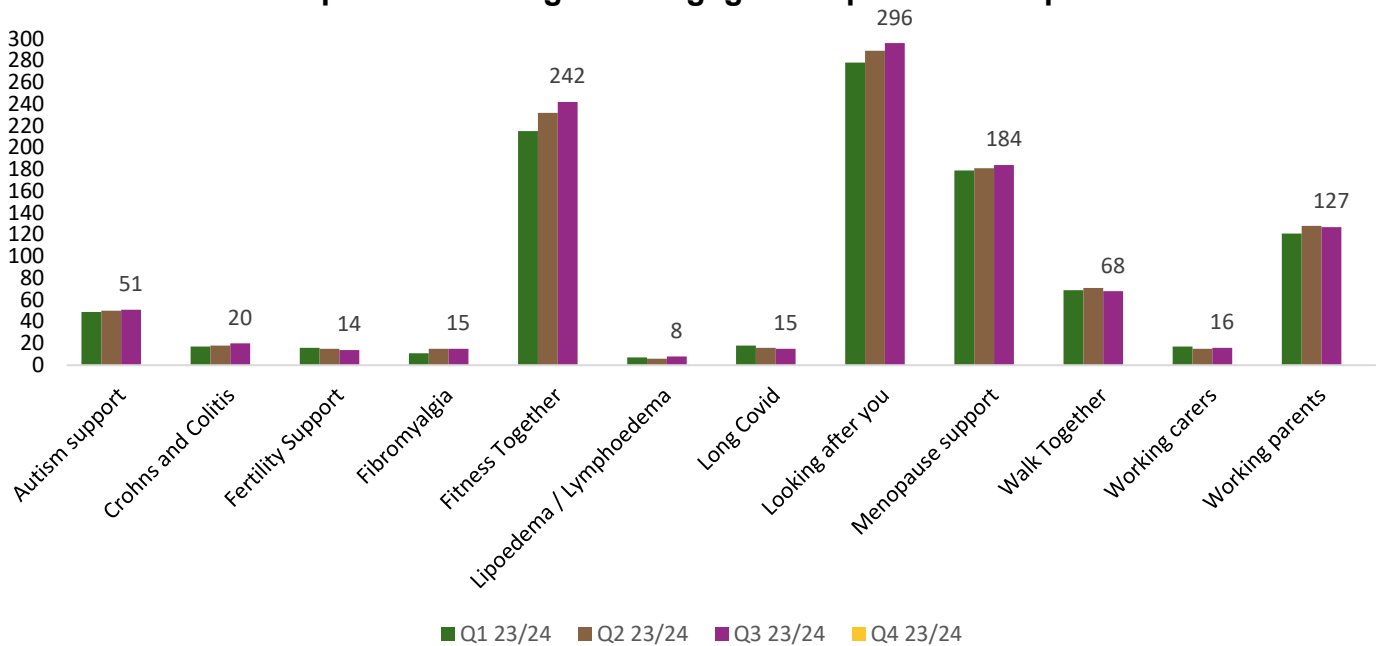
The HR team continues to focus on and deliver the work of the employee EDI networks, whilst working on projects and initiatives to raise awareness and promote EDI within the workplace and into the wider community, with events such as Scarborough Pride and Community Ramadan.

Table below shows EDI networks within the council

EDI networks Name of group	Q2 members	Q3 members	Percentage Growth
Disabled Employee Network	51	59	+ 16%
Pride Network	33	38	+ 15%
Value in Racial Diversity Network	31	36	+16%
Gender Equality Forum	10	14	+ 40%
Inclusion Forum	21	32	+ 52%
Total	146	179	+26%

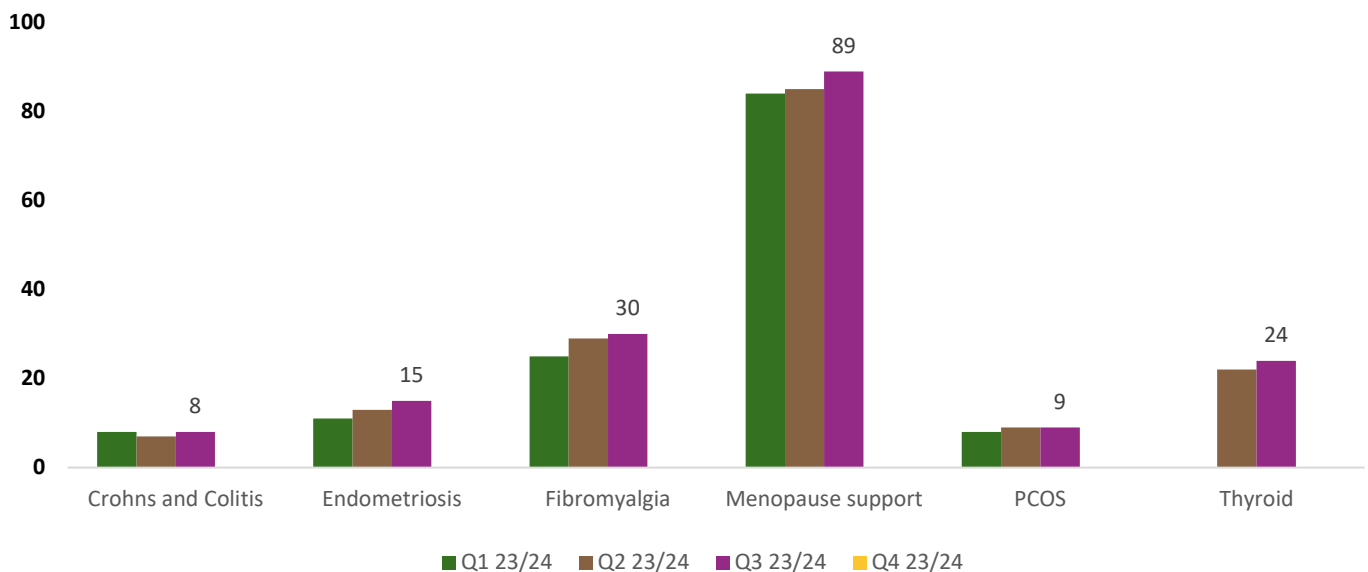
Total membership of Viva Engage groups is 1056, which is a 2% increase on the previous quarter

Workplace Wellbeing Viva Engage Group Membership 23/24



Total membership of MS Teams groups is 175, which is a 6% increase on the previous quarter.

Workplace Wellbeing MS Teams Group Membership 23/24



Customer Services

During Q3 we have continued to develop our approach to customer excellence as we work to being more customer centric and having greater insight into the demands to the service.

In Q3 Customer Services had 186,639 customer interactions which saw a drop in demand from the seasonal increase experienced in Q2. The top 5 demands for the Customer Service function by service area remain the same as in Q2:

- Council Tax
- Bin's, Recycling and waste
- Roads, Parking and travel
- Housing and homelessness
- Social Care

Through Q3 we have continued to build the customer 'one front door' approach so when new initiatives have launched, we have been in a better place to improve the customer experience. As we start to look at customer insight and carry out data analysis, we will better understand customer trends and be able to position our resources to meet seasonal demands in services.

Household Support Fund

In Q3 the customer team supported the launch of Phase 4 of the Household Support Fund (HSF) scheme. Below is the demand received across the different customer channels

- 1,522 calls to HSF queue (78% of these calls came through the 0300 number).
- 1,460 Face to face contacts across customer service face to face access points
- 345 email/contact us
- 565 requests to print vouchers and post
- 107 requests to reissue vouchers
- 3,332 customers have been helped by Libraries
- 23 customers issued with replacement vouchers after the deadline (exceptional cases)
- The final redemption rate for the HSF vouchers has improved from 92.9% for Phase 3, to 94.4% for Phase 4, due to the work of the customer service team who started an outbound calling campaign to customers who had not redeemed. This outbound calling started when the redemption rate was at 81.9%. The outbound calling campaign and chase letters resulted in the final redemption figure of 94.4%. Customer Services spent 84 hours 40 minutes on outbound calls at a cost of £1,400.

Customer Demand by Channel

Historically the demand in Q3 is less than in Q's 1,2 and 4 which reflects the reduction in all channels as expected again this quarter:

Channel	Demand by Channel
Face to Face	15,822
E-mail	35,302
Contact Us On-line Enquiry	10,010
Telephony	125,505
Total Number of Contacts	186,639

Most (125,505 or 67%) of these interactions were via the telephone. The remainder were split across electronic (45,312 or 24%) and face to face (15,822 or 9%) channels. Overall, 86% of telephone calls to Customer Services were answered within 4 minutes. Performance on telephone answering improved compared to the previous (Q2 - 83%). In October 83% were answered in 4 minutes; in November 87%, and 87% in December.

Customers applying for Services on-line

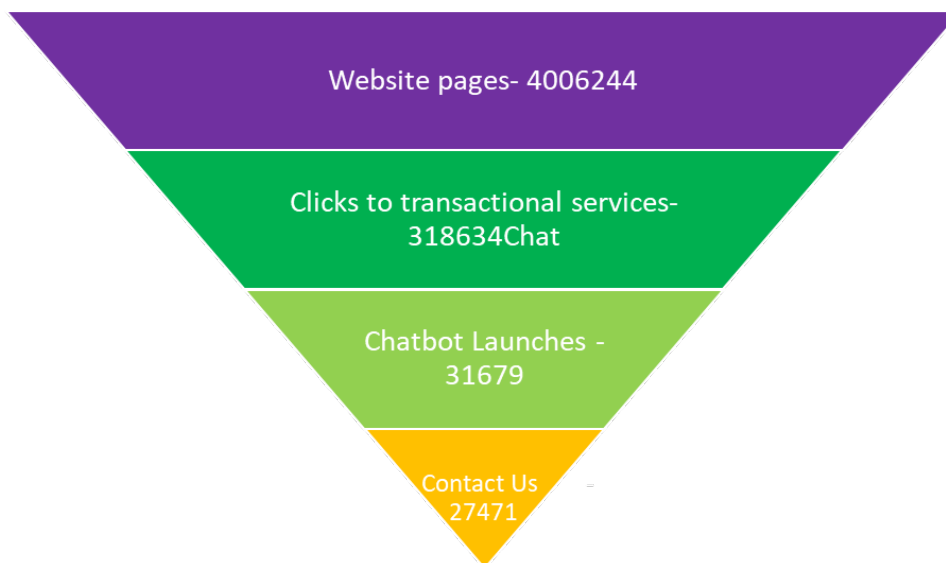
The service is working to develop the online offer for customers. In the customer 'one front door' we can see the volume of customer traffic across all our on-line tools. We work to ensure services are accessible to customers through the contact channel of their choice, whilst promoting and developing online services so this becomes their first choice.

The Customer Team are continuing to obtain data from our legacy systems to provide an accurate figure for the number of service requests made on-line. The team is currently able to see accurate data for new or transformed services like bulky waste or Housing Support Fund. We are working with the Data & Intelligence team on a dashboard to bring all data from legacy systems together and map them across a reporting standard. The creation of this dashboard will enable the Customer Team to be able to more accurately calculate the number of customers who are applying for a service on-line. Once we have this, we can offset this against the customer service data to give us the % of demand satisfied on-line and therefore deflected from the customer service centres.

Transactional Services

There has been a 107% increase in the number of customers clicking on links to transactional services. Some of this demand is driven by customers accessing information about changing bin collections (prior to the launch of the new Bin Calendar in December) to view changes to services over the Christmas period. Customers have also been accessing services on-line over the Christmas period. There is also a significant increase in customers looking at Jobs, planning in Harrogate and parking fines in Scarborough.

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



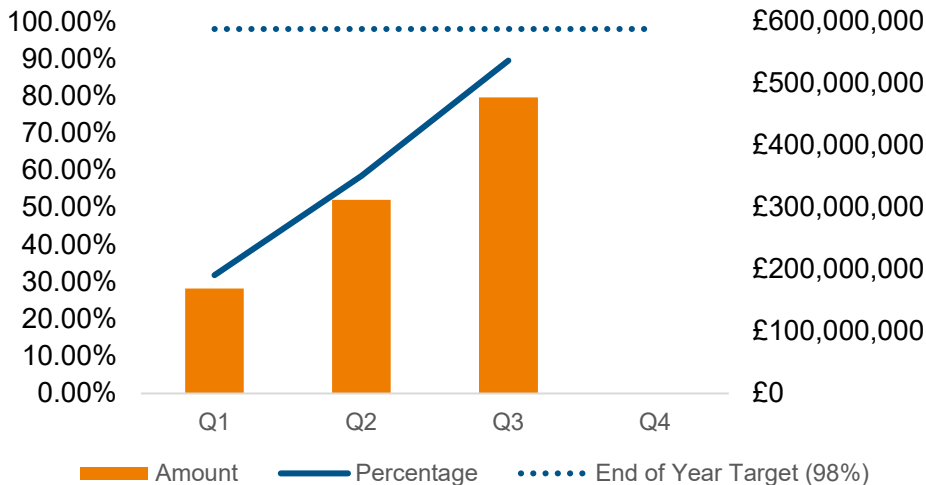
Revenues Collection

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.

Council Tax

The current annual Council Tax liability to be collected for 2023/24 stands at £534m. In Q3 the Council Tax collection rate stands at 89.51% up from 58.56% the previous quarter. This equates to a total amount collected by the end of Q3 of £478m. Collection procedures continue to be aligned to ensure that the Q4 target of collecting 98% of the Council Tax due is achieved and the Q3 collection rate is on target to achieve this.

Council Tax Collection (Cumulative)



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.

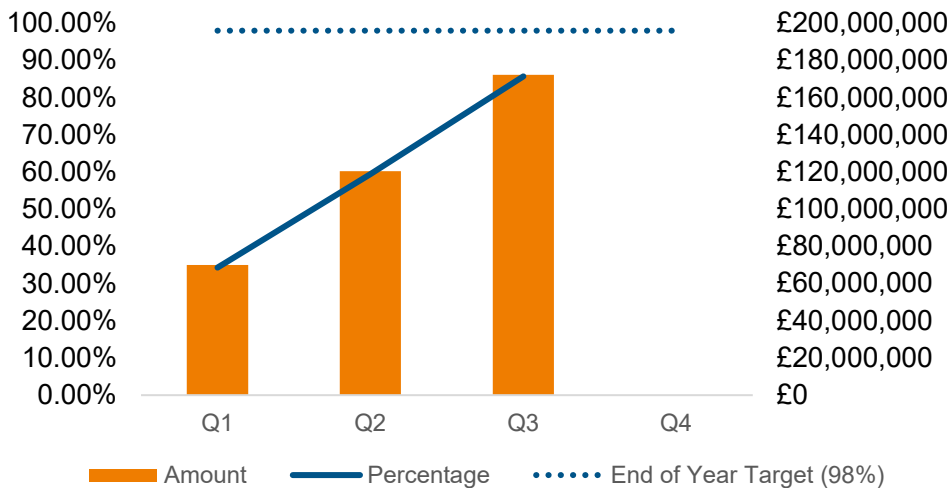
Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q3 last year was 87.09%. The slight increase is

predominantly attributable to the alignment across the 7 areas of the direct debit accounting process and not the increase in performance the figures may suggest. Comparisons for future years will however be more meaningful.

Business Rates

The current annual Business Rate liability to be collected for 2023/24 is £200,962,084. In Q3 the Business Rate collection rate stands at 85.71% up from 59.41% the previous quarter. This equates to a total amount collected of £172,253,655 by the end of Q3.

Business Rate Collection (Cumulative)



Unlike Council Tax where payments are more linear due to the large number of payees on direct debits repaying 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 Q3 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 Q3 last year was 84.28%.

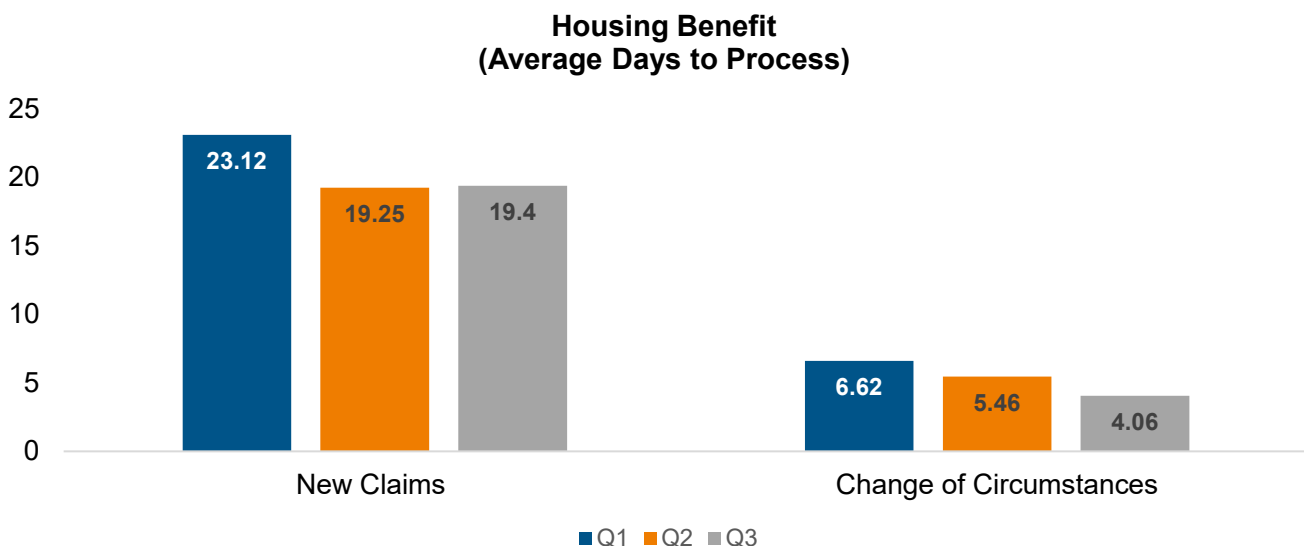
Benefits Processing

Housing Benefit

In Q3 the average time to process Housing Benefit (HB) new claims was 19.4 days, this is consistent to the Q2 average of 19.25 days. The slight decline of 0.15 days accounts for the increase in complex cases for some former areas around supported accommodation, either from these cases being out of area or delays seen when providing the relevant information to process the claim.

An improvement in performance has occurred from Q2 for the average time to process HB change of circumstances. In Q3 the average processing time was 4.06 days, a 1.4 day improvement to the Q2 average of 5.46 days, this improvement has occurred even with a 9% increase in the number of change of circumstances claims. The improvement in performance this quarter is a continuation of the improvement seen in Q2. The combination of reducing the backlog of work in Q2 and extended support through combining resources across the service has continued into Q3 and subsequently seen performance either maintain or improve across the service.

HB 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 Q1 of 2023/24. The average processing time for HB new claims was 22 days and for Housing Benefit change of circumstances 8 days. The Q3 performance demonstrates the service is working at an improved rate to the latest national averages.

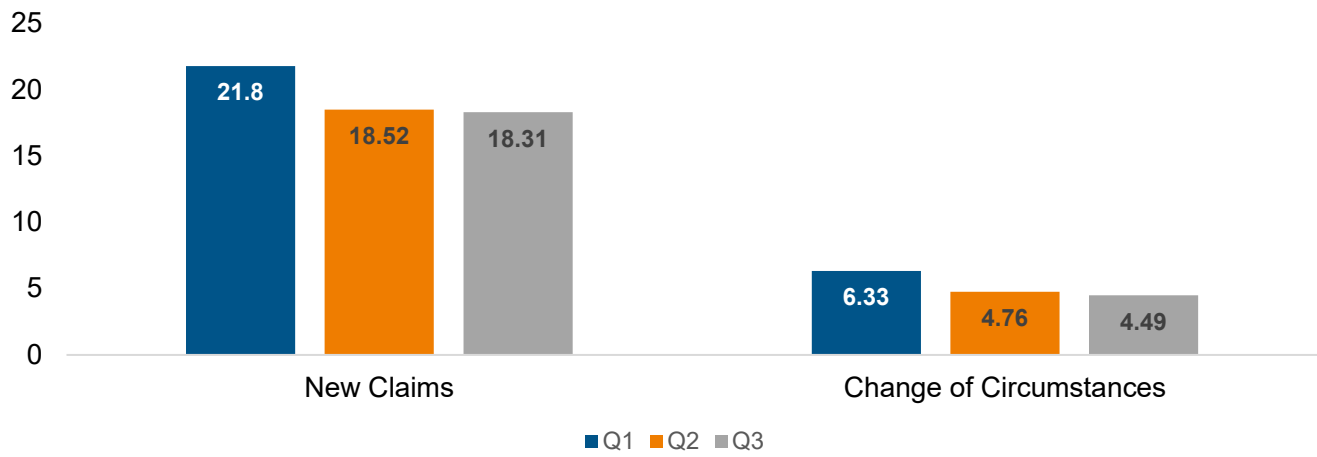


Council Tax Reduction Scheme

In Q3, the average time to process Council Tax Reduction (CTR) new claims was 18.31 days, an improvement of 0.21 days to the Q2 average of 18.52 days, showing consistency within the service performance.

The average time to process CTR change of circumstances has also remained consistent, from 4.76 days in Q2 to 4.79 days in Q3, a variation of 0.03 days. The CTR performance seen within Q3 is similar to Q2, indicating that collectively across the former districts processing times have been maintained at the improved level, showing the service is continuing to work well to ensure claims are processed quickly and therefore residents receiving the correct entitlement.

Council Tax Reduction Scheme (Average Days to Process)



Local Engagement

Community Anchor Organisations (CAOs)

23 place-based organisations from across the county continue to work with Stronger Communities to progress a Community Anchor model for North Yorkshire; in Q3, this included the joint development of organisational action plans. For the ten localities where a suitable CAO has not been initially identified, development work continues to explore the potential for a local voluntary sector organisation to become a CAO, or to look at alternative models. Collaborative work with our key voluntary sector partners in our larger urban areas of Harrogate and Scarborough to explore options for Community Anchors also continues and is due to report in Q4.

The small scale Inspire grants scheme has continued, with 46 awarded in Q3. The team also continue to work alongside various voluntary and community groups to support organisational development and capacity building activity.

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 for Christmas delivery, allowing for a more diverse programme to be delivered at a local level for children and young people. An interactive tool has been developed to show where providers for each of the holiday periods are delivering their activity so that cold spots can be quickly identified by the team and additional activity sought. This mapping also helps in advising parents of alternative activities available, when their first choice is fully booked.

Developed with input from Healthy Schools, Public Health and FEAST providers, a range of free resources and training are now available for providers to use and share with families around cost of living/healthy lunchbox and healthy eating on a budget.

Q3 data covering the Christmas break is currently being collated, with a particular focus on 'non-attendances', Special Education Needs and Disability (SEND) provision uptake, and feedback on the improved booking system.

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. In Q3, notable progress was made in the following areas:

- The Community Grants and Village Halls and Community Buildings Grants schemes were launched, with the first round of awards due to be made early in Q4.
- The Physical Activity, Sport and Active Travel Fund continues to be successfully delivered by North Yorkshire Sport on behalf of NYC after its launch in autumn 2023.

Local Food Support

Following 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 in Q2, the first follow up online Community of Practice session took place in Q3, focussing on place based collaborative food access models. A second session focussing on cash first approaches is due to take place in Q4. A number of dedicated key stakeholder conversations continue to take place in relation to this work.

Digital Inclusion

Digital Inclusion Investment: In preparation for the UK Shared Prosperity Fund (UKSPF) funding that will be available in 2024/25, research and development work began in Q3. The stakeholder co-design phase which the team received funding from the Humber and North Yorkshire Integrated Care System to enable, will be completed in partnership with Community First Yorkshire. This research and development will inform the coordination of the UKSPF Digital Inclusion investment programme in 2024/25; £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 Q3, 69 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. Alongside the Reboot scheme we have been promoting the digital courses run by the Adult Learning Service as well as the work that libraries do to support digital confidence so that those receiving a device can make best use of it.

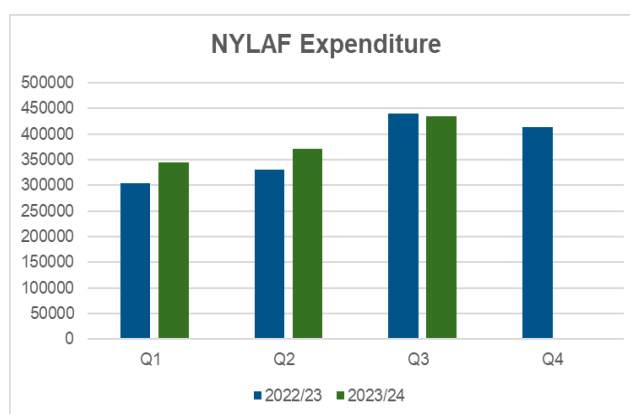
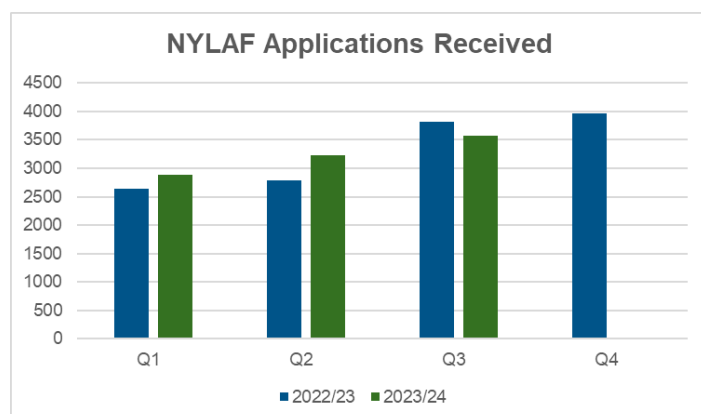
Household Support Fund (HSF)

Work continued on the deployment of the fourth phase of Household Support Fund in Q3. 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, 21,191 households across North Yorkshire redeemed a direct award in the form of a shopping voucher to support them over the autumn and winter months. 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, alongside HSF funded support being available via North Yorkshire Local Assistance Fund (NYLAF), the HSF Energy Support Scheme delivered by North Yorkshire Citizens Advice & Law Centre, and 18 local free or low-cost food providers across the county until 31 March 2024.

This phase of Household Support Fund has supported 42,625 households via 172,579 awards so far.

North Yorkshire Local Assistance Fund (NYLAF)



This quarter saw an increase in applications received with 3,568 applications received, up from 3,225 last quarter but below the 3,825 for the same quarter last year.

Of the applications received 91% were approved. Expenditure this quarter was £433,854.66, this was up on the previous quarter (£370,706) but was down slightly on the same quarter last year (£439,377).

In keeping with previous years, the highest levels of demand are seen in Scarborough (62%), followed by Harrogate, with lowest levels of demand in Richmondshire (7%).

	2022/23				2023/24		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Food Voucher	1,783	1,826	1,783	2,783	2,041	2,266	2,589
Energy Voucher	1,581	1,245	2,196	2,089	1,418	1,441	1,752
Clothing Voucher	79	114	101	84	78	112	108
White goods	231	286	301	84	311	273	287
Cash awards	0	0	2	1	0	1	1
Other household items	202	207	296	251	174	208	270
Furniture	256	263	357	309	411	308	370

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 Q3, 177 were delivered.

NYLAF has supported the Governments Homes for Ukraine Scheme, with 31 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 2023 Spring Budget; therefore, 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 (January/February 2024).

Refugees, Asylum Seekers and Resettlement

Refugee resettlement (Afghan ARAP/UKRS)

North Yorkshire has permanently resettled 290 persons (60 households) under the Afghan Relocations and Assistance Policy (ARAP) between August 2021 to 31 December 2023, and 175 persons (45

households) – mainly Syrian refugees - under the United Kingdom Resettlement Scheme (UKRS) between February 2021 to 30 September 2023. No new UKRS cases are being brought forward by government and so the scheme is effectively on hold.

North Yorkshire Council responded in December 2023 to the Home Office's consultation on the Cap on Safe and Legal Routes, which is expected to take effect from 2025. We concluded that resettling more than 55 people a year under safe and legal routes (UKRS and Afghan ACRS) would not be sustainable due in large part to the number of recent arrivals (Homes for Ukraine and Afghan ARAP), the lack of affordable housing available especially for larger families, and other competing service pressures and demands. Homes for Ukraine and Afghan ARAP will sit outside the cap that will be set by government.

Afghan ARAP households continue to be resettled in North Yorkshire utilising additional Ministry of Defence (MoD) surplus Service Family Accommodation (SFA). As at 31 December 2023, 33 Afghan households have been accommodated in SFA properties, with a further three households scheduled to arrive in January 2024.

A second round of the Local Authority Housing Fund (LAHF) has been implemented and all 11 homes in the county have been identified and have either been purchased or are in the final stages of purchase. These properties will chiefly be allocated to Afghan Citizens Resettlement Scheme (ACRS) Pathway 3 households, but should they subsequently leave the LAHF property, it will become part of the general pool of council housing stock.

Afghan ACRS Pathway 3 households are Afghan households at risk who supported the UK and international community effort in Afghanistan (but did not have a connection to the British military), as well as those who are particularly vulnerable, such as women and girls at risk and members of minority groups.

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. However, the number of persons across the three hotels has declined recently. A key reason for this is likely to be that channel crossings in the winter months are more difficult to undertake. There has also been a slight upturn in the number of moves into dispersal housing from the hotels. Mear's housing group – the Home Office's accommodation provider for the region - continues to manage the hotels on behalf of the Home Office. The Home Office contracts with the three contingency hotels in the county are expected to continue into 2024.

Homes for Ukraine

Between the 1 October and the end of December 2023, 52 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,452 arrivals since the start of the Homes for Ukraine scheme.

During this quarter we have seen a continued rise in the number of single arrivals joining family members in North Yorkshire. Many families have now moved into, or been offered social housing through Broadacres, funded by the Local Authority Housing Fund. The houses, of which there are 25 in total for this cohort, are mainly new builds located in Scarborough, Boroughbridge, Ripon, Knaresborough and Harrogate. In addition to this, families are also able to apply for social housing through the standard process.

Since the start of the scheme 1,008 guests, who initially arrived in North Yorkshire, have moved on from their sponsor's accommodation. Further detail relating to those guests' movements is detailed in the table below:

	Households	Individuals
Rematched to sponsor outside of North Yorkshire	26	50
Returned to Ukraine	139	231
Moved to another country	28	50
University	8	8
Private Rental – in North Yorkshire	224	473
Social Housing – in North Yorkshire	41	96
Private Rental – outside of North Yorkshire	55	100
TOTAL	521	1,008

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



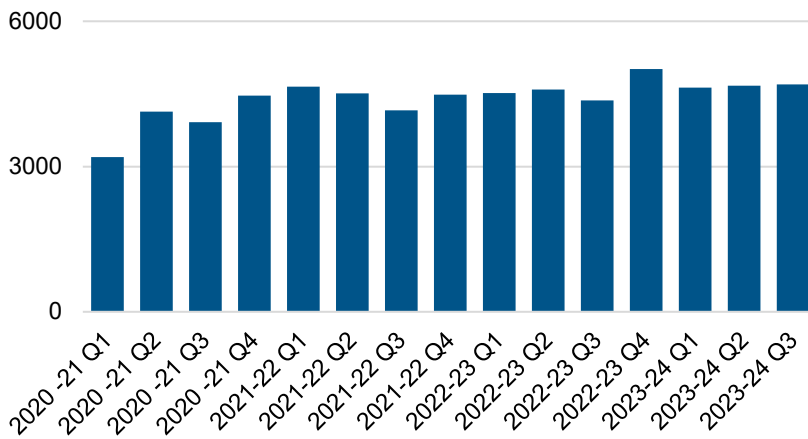
Health and Adult Services

Customer

Referrals

Referrals to adult social care teams for Q3 were 4,699 which is a 8% increase (333 referrals) compared with Q3 in 2022/23. This is 1.4% higher than 2019/20 activity levels.

Count of Referrals by Quarter

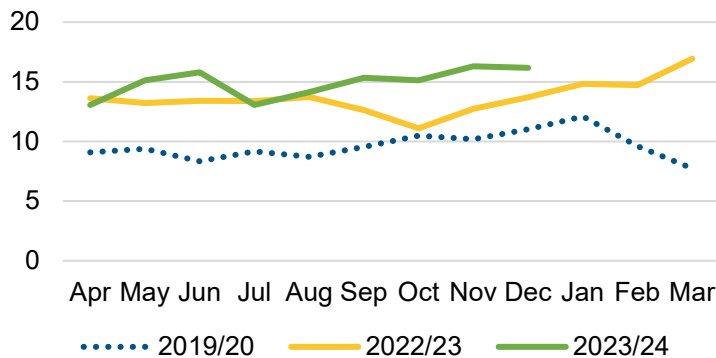


The overall level of activity in Q3 was broadly in line with other post-pandemic quarters. As reported previously, the national hospital discharge pathway has changed the composition of referral activity significantly over the pandemic period.

Community referrals have fallen to 3,235 in Q3 compared to 3,614 in Q4 2022-23 and they are down from 3364 in Q3.

Hospital discharge activity averaged 15.8 discharges per day during Q3, which compared with 14.1 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. For Q3 in 2022/23, discharges averaged 12.4 per day. Q2 activity was 58% higher than the pre-pandemic average (10 discharges per day).

Average Discharges per Day



Local activity continues to be subject to high levels of volatility day-to-day, with local health and care systems continuing to be subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q3 there were 35 days where discharges exceeded 20 per day, compared with 24 in Q2 and 25 in Q1.

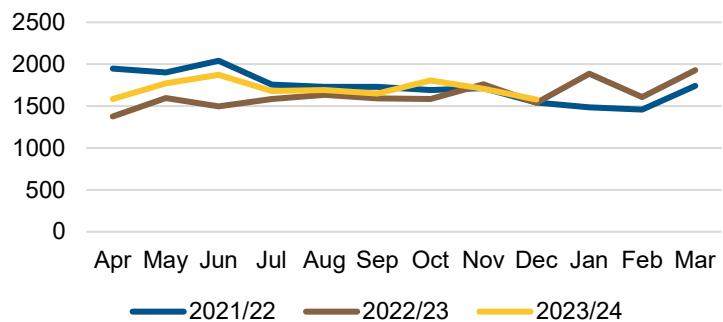
Assessments

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

During Q3 2023/24, 5091 initial assessments were completed for 4,496 people, giving an average of 1.1 assessments per person, down from 1.2 in Q2. The volume of assessment activity is up 4% or 208 assessments on Q3 2022/23.

Activity levels are now higher than before the pandemic. In 2019/20 Q3, 4,147 assessments were completed, which means current activity levels are 23% or 944 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 Services** - Two winter services commenced on 2nd January 2024. The Live-in Care Service is small and is achieving increasing referrals. The Home First Bridging Service continues to have capacity with use being considered for all referrals.
- **Home First** - Engagement planning is being undertaken to go to the market to consider options in relation to pricing reviews. This will enable the council to ensure that it is paying the correct price for care, one that is sustainable for providers, whilst providing best value for the council. Work has also commenced in relation to reviewing the urban, rural and super rural maps, which are used to determine provider hourly rates and package costs.

There has been a slight decrease in financial sustainability applications from social care providers. In Q3, 3 new financial sustainability applications were logged, of these 1 was approved, 1 declined and 1 is 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.

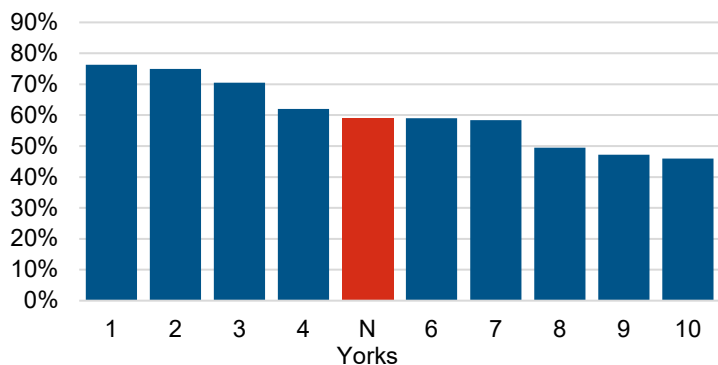
The key performance indicator for reviews relates to people who have been in receipt of long-term support for 12 months or more, and who have had a review in the last 12 months. The measure is part of the national Adult Social Care Outcomes Framework. In 2022/23, North Yorkshire achieved 61% against this measure, compared with a national average of 57% and a regional average of 52%.

At the end of Q3, local performance was reported at 58.7%, an improvement of 0.2% on Q2, which remains above both of the most recently available comparative averages mentioned above.

Early benchmarking data for Q3 is limited to data for 10/15 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 Q3 positioned it mid-point in the performance range amongst the authorities submitting data, an improvement of 3 places on its Q2 ranking.

Annual Reviews Completed for People Receiving Long-term Support



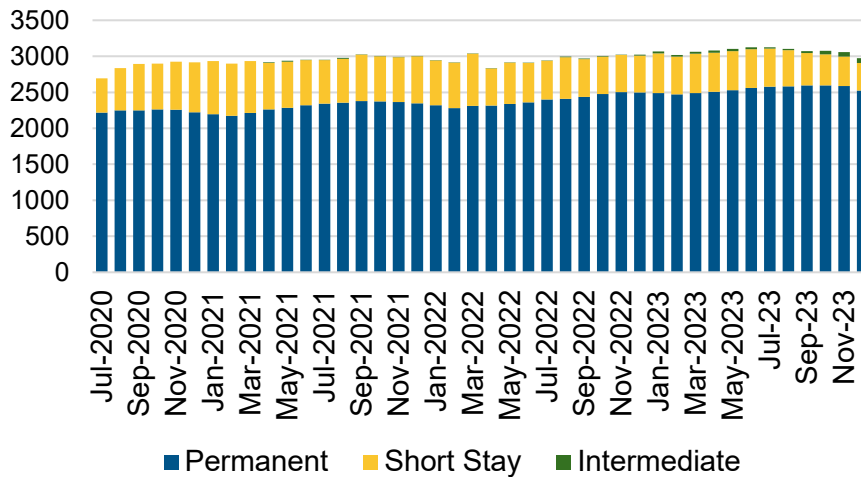
Reviews is one of the directorate’s seven improvement priorities and a number of initiatives are underway to deliver improved outcomes for service users around this area of activity:

- An engagement session with staff was held at Adult Social Care Forum to discuss current practice and thinking around reassessments and reviews, and the feedback will be analysed to help inform further developments.
- The review team is now allocating reviews by care home, starting with those care homes with the highest number of overdue reviews.
- Performance reporting has been improved to give greater clarity around progress for people in community-based provision and those care homes. Further improvements are being specified to help identify the financial impact of review and reassessment outcomes.

Placements

Permanent residential and nursing placements within the quarter (2,569) decreased by 15 between quarters, however it has increased from 2,372 in Q3 2021-22 (+8.3%).

Number of Permanent and Short Stay Placements in Month



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 (3,035) show a 2.1% increase (57 placements) on Q3 2021/22, indicating stability over a prolonged period.

The number of people receiving short-term care during the quarter decreased between quarters, down from 493 in Q2 to 408 for Q3.

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 Q3 there were 343 open short-term placements, an increase of 25 placements on the end of Q2, however there has been a 14% decrease 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

Staff sickness absence across the council’s Care & Support service was at 4.5% at the end of Q3 compared with 4.4% for Q2. The number of days lost due to sickness per FTE for the year to date was at 10.85, which is well above the target (5.65) and above the 10.48 reported for the same period in 2022/23.

The main reason for absence continues to be stress, depression and anxiety, which was the same in Q2, accounting for just over a quarter of all absences, followed by other musculo-skeletal problems.

The Human Resources team is working closely with managers to ensure proactive absence management and to reduce absence rates. A pilot programme of Wellbeing health checks operated by the in-house Occupational Health Service during Q1 and Q2 was very successful in terms of the take up from Provider Services colleagues. Colleagues were able to attend drop-in sessions with an Occupational Health Nurse Adviser or Technician and undergo a range of health checks, including blood pressure, heart rate, cholesterol levels and weight. Subsequently referrals were made to other services such as to the smoking cessation service and weight management. This will be rolled out across the directorate.

An **international recruitment programme** has been undertaken to recruit 30 social workers and 25 offers of appointment for social work posts have been made and accepted. To date, 23 international recruits have arrived and taken up their social work posts in Harrogate, Scarborough and Vale of York teams. 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 by April 2024.

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. The recent changes announced to immigration policy will not have an impact on the recruitment of Social Workers (classed as skilled workers). However, there will be a significant impact in the recruitment of care and senior care workers as removing their eligibility to bring dependants will make a relocation to the UK much less desirable.

Impact of international recruitment within the sector

Without doubt, International Recruitment has had an impact on the sector, in terms of filling vacant roles:

- Skills for Care data suggests the vacancy rate in North Yorkshire is 8.60% (against a regional average of 8.0% and England at 9.9%).
- Nationally, the number of care worker sponsorship licenses issued is reported as 101,316k
- 141 providers in North Yorkshire (or on our APL)– have sponsorship license, and further work is being done to identify the total numbers of international workers in North Yorkshire – Skills for Care Data shows that 7% of the North Yorkshire care workforce are a non-EU nationality (an increase of 4% from 21/22)

However, there have been and continue to be, significant challenges which have arisen from the increase in international recruitment, specifically related to:

- Quality (services not yet inspected by CQC, cultural and language barriers impacting on quality of care)
- Unethical employment practice (human slavery issues)
- Compliance (Inconsistent notification processes in place to share information in relation to non-compliance of sponsorship licences)
- Market Sustainability (Sustainability of trusted and reliable, locally based providers and impact of licence revocation).

There is significant NYC and partnership commitment in response to these issues. Given the sustainability issues linked to international recruitment and the growth we need to see within the workforce to support population projections, we know we need a continued focus on future pipelines of resource and talent and innovative approaches to recruitment.

Waiting Lists

At the end of Q3, community social care teams recorded 290 people waiting for an initial assessment (330 in Q2), which was equivalent to 4.0% of their caseload (7,274) compared with 4.6% in Q2. The numbers reported here are higher than those included in the Q2 report as the counting definition has been extended to include young people transitioning from children's services to adult social care.

The overall number of people "waiting" for an initial assessment across all social care teams was 698, which down from 750 between quarters as the numbers waiting for an OT 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 a number of initiatives are underway to help drive further improvements:

- Options for capturing services’ engagement with people during their waiting period have been assessed and the waiting well working group is developing a pathway and a mechanism to record and monitor these contacts to improve outcomes for prospective service users;
- Increased scrutiny of the progress being made for people during the referral and assessment stages of their journey with adult social care; and,
- Following a review of practice and caseloads, proposals have been developed for a new approach to managing the waiting list for community deprivation of liberty applications.

Safeguarding

5,125 safeguarding concerns were received since April 2023, increasing the average to 569 concerns per month, compared to 409 per month in 2022/23 This represents a 33% 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 Q3, 2023/24. Analysis of activity data has highlighted two issues that have been key factors in increasing the number of concerns:

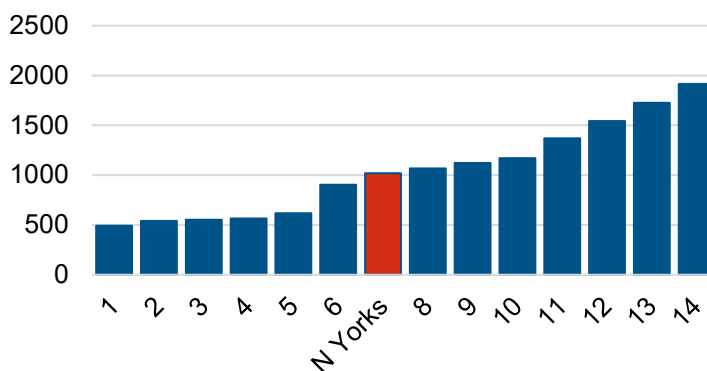
- A rise in the number of people whose safeguarding issues have been raised by more than one person or agency. The concerns raised by individual agencies, practitioners or family members will often be linked to a single referral for further action; and,
- A change in recording practice, which is more 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 Q3 2023/24 included data for 14 /15 local authorities. The chart on the right presents that data anonymised, which shows that North Yorkshire’s performance (1,019 concerns per 100k of population) places it 7th, which is mid-point in the range of performance.

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

Safeguarding Concerns Received per 100,000k of Adult Population



Information Gathering Decision	%
Formal Meetings –42	14.6%
Formal Meetings - Other	0.6%
Informal Discussion – Section 42	3.3%
Informal Discussion - Other	0.2%
Not an Enquiry - NFA	9.3%
Following Info Gathering - NFA	62.0%
Signposting NFA	10.0%

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 81.3% of cases reaching an early conclusion in terms of no further action (NFA) being required, maintaining that performance throughout the pandemic. This trend has continued into 2023/24 and is detailed in the bottom three rows of the table on the left.

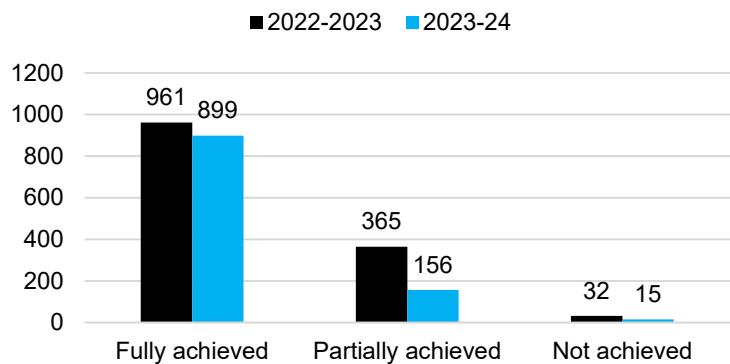
A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

1362 people have been involved in a safeguarding enquiry since April 2023. Of these, 78% expressed a personal outcome that they would like the process to achieve. That compares with 75% 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 Q3 2023/24. 84% of people stated that their outcomes were fully achieved, compared with 71% during Q3 in 2022/23.

Of the **78%** of people that did express an outcome since April 2023, **84%** were fully achieved which is **13% higher** compared to the same period 2022/23. **15%** of people said their outcomes were partially achieved. This is 2% higher compared to Q2 – 2023. **1%** of people said their outcomes were not achieved. Please see the graph below for the numbers:

Personal Outcomes Achieved?



The Prevention Agenda

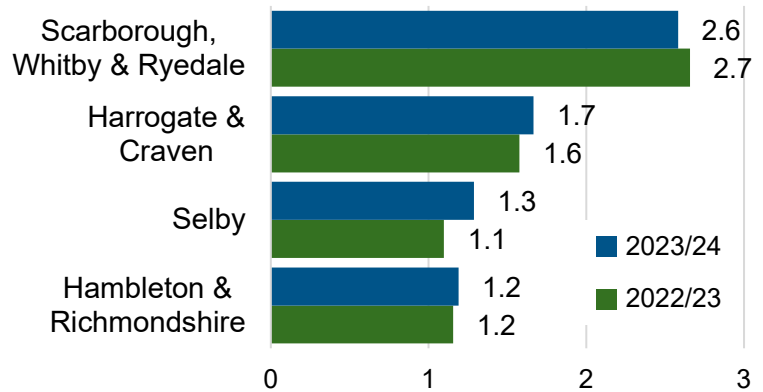
The Prevention agenda aims to support people to live longer, healthier lives, independently in their own homes by preventing, reducing or delaying the need for longer-term social care support.

Living Well

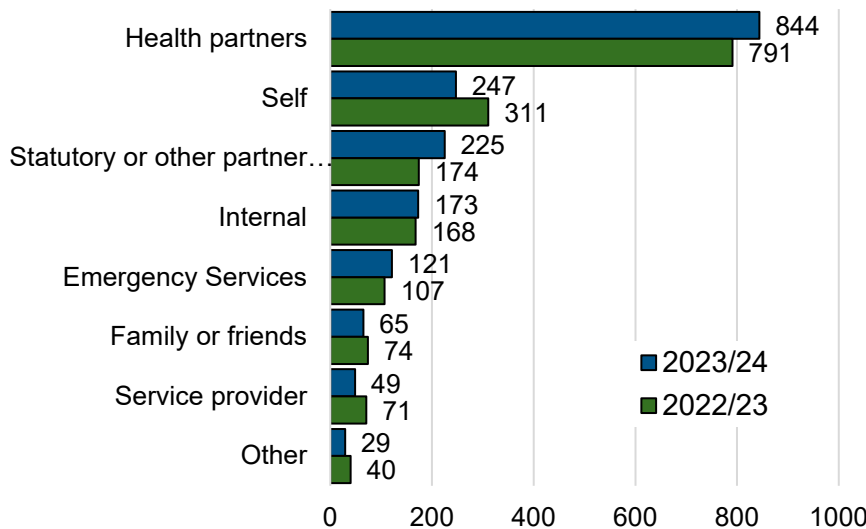
Referrals in December (274) were at their lowest since April, falling below the 24-month average (327 per month) but had recovered to 348 in November, above the 24-month average. Referrals continue to exceed their pre-COVID levels (an average of 317 per month in Q1 2019/20) in most months.

Scarborough, Whitby & Ryedale saw the highest rate of referrals in Q3 (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 (1.2 per 1,000 population), in line with its rate in 2022/23 (1.2 per 1,000 population).

Referrals per 1,000 aged 18+ by Locality



External Referrals - Source

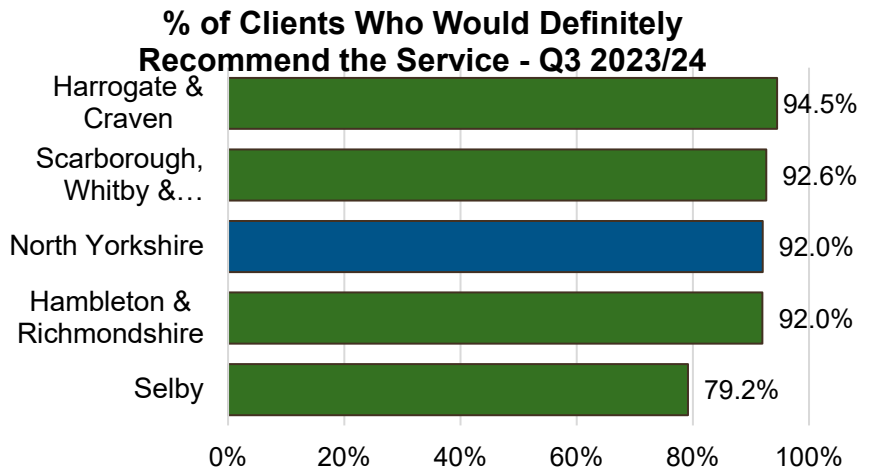


Front door referral numbers are similar to 2022/23 (a 3.4% increase), with the greatest increase coming from 'health partners' (17.4% higher). Self-referrals remain the second largest group but have decreased by 26.5%. Referrals from 'statutory or other partner organisation' have increased (up 19.7%). Referrals from health partners make up the largest source of activity October-December (324) as they did for the same period in 2022/23, but they remain below the level reported in 2019/20 for the same period (386).

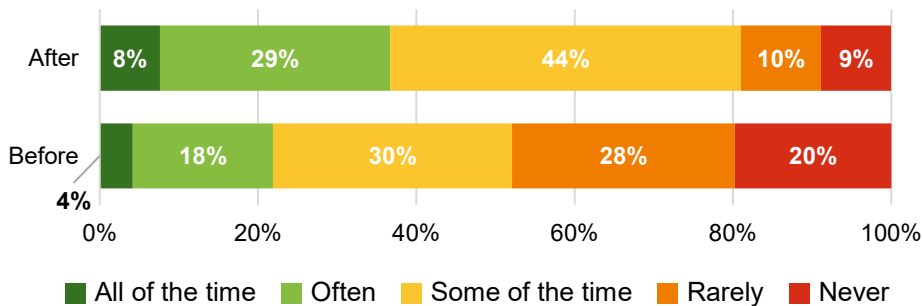
Within the context of integrated care systems, increased engagement with our prevention services can help reduce the escalation of health care support, including admissions to hospitals.

Across North Yorkshire 92.0% of clients 'would definitely recommend the service' (91.4% in the previous quarter).

- Harrogate & Craven has the highest satisfaction rate (94.5% of clients), down from 97.1% in the previous quarter.
- Selby has the lowest rate (79.2%), up from 77.5%.



"I've been feeling confident" before and after receiving Living Well service, Q3 2023/24



Before receiving a Living Well service 20% of clients said that they never felt confident. This fell to 9% following a Living Well service in October-December. Those who rarely felt confident reduced from 28% to 10% following receipt of a Living Well service. 8% of clients felt confident all of the time after a Living Well service, an increase from 4% before the service.

Reablement

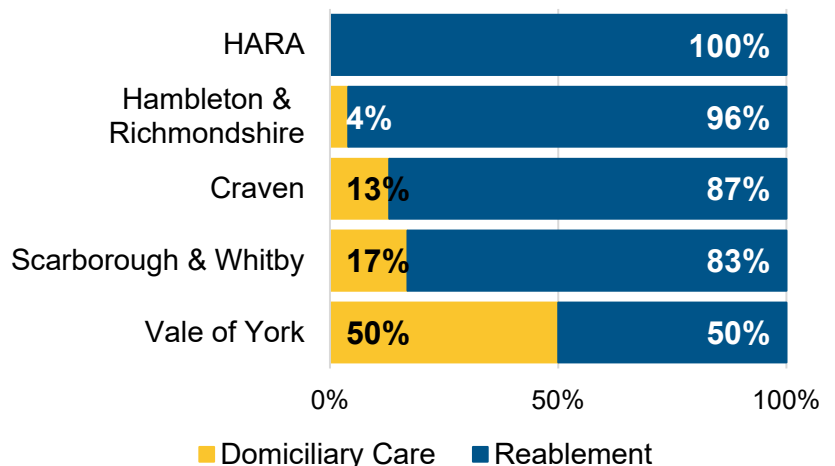
From April-December 2023, 1,339 reablement packages had been started, which compares with 1,029 for the same period in 2022/23 and represents a 30% increase or 310 packages of support (up from 19% and 129 packages in Q2). The rate of recovery increased again in Q3, exceeding activity levels recorded for the same period in 2021/22 (1,116) and closing the gap significantly on 2020/21 levels (1,370).

Pressure from providing domiciliary care cover continues to be lower in 2023/24 than it was in 2022/23, which ended with 36% of capacity still being diverted at the end of Q4.

At a county level, 32% of reablement team capacity at the end of Q3 was engaged in delivering routine domiciliary care, the same as at the end of Q2.

The chart highlights the variation of pressures around the county, and the continuing significant impact on the Vale of York, where diverted capacity was down from 55% between quarters.

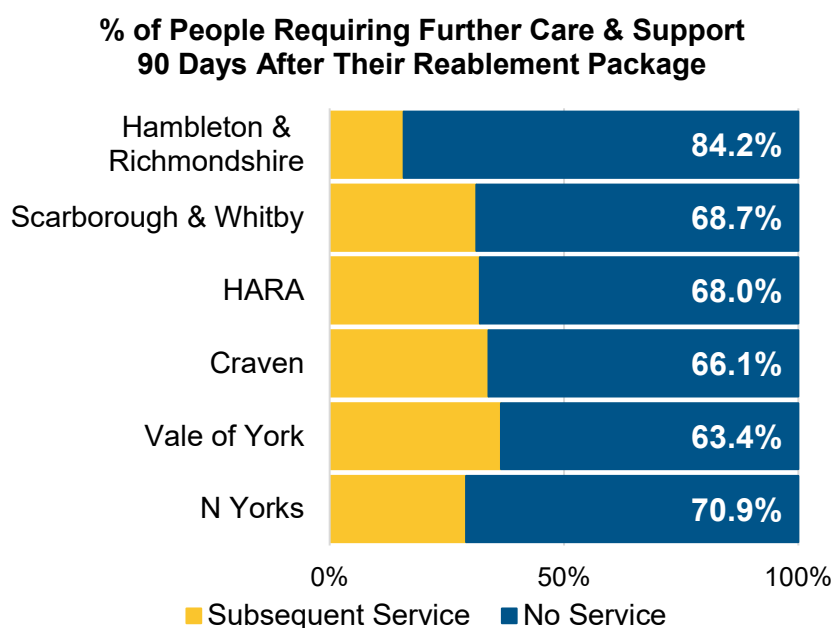
Current Service Provision by Reablement



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.

794 interventions were completed April-September 2023. The proportion of these people who had not subsequently returned for social care support by the end of Q2 was 70.9% (563) which remains 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.



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:

- The improvement trajectory for people receiving reablement has increased and rates of delivery are almost at pre-covid levels.
- A county-wide reablement service manager has been recruited to help develop and implement the new deliver model.
- Mileage costs related to delivering reablement have been reviewed, with proposals for changes to existing arrangements subject to consultation with staff and trade unions.

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 Q3 across the key areas of work is provided below:

Extra Care:

- Work is progressing with the procurement of an extra care housing scheme in Whitby. The provider is carrying out a financial remodelling of the proposed scheme and will present the report to their board for approval in the New Year.
- NYC is working with a developer to potentially bring forward an extra care scheme in Harrogate. The site is part of wider housing development plans which it is hoped will consist of approx. 70 units of accommodation.
- NYC is working on a further proposal to develop an extra care scheme on a site owned by NYC in the Harrogate locality. The site would suit a hybrid model of accommodation. Procurement

documents are being prepared and we plan to launch a procurement early in the new year. We have completed an online survey to seek the views of local residents for the proposed extra care site in Harrogate. A face-to-face event will take place on 19 December.

- Celebrations to commemorate the 20th anniversary of extra care in North Yorkshire are concluding. The Housing, Technology and Sustainability team carried out a tour of all the schemes earlier in the year, which was the first scheme to open. Richard Webb and Cllr Harrison will be finishing their last tour of all the schemes on the 18 December. There will be a workshop in January to deliver feedback from these visits.
- Extra Care Housing: Past, Present, Future conference was held on Friday 10 November 2023, at The Crown Hotel in Harrogate. This was part of the 20th anniversary celebrations. NYC facilitated a conference in partnership with the Housing LIN and the LGA, engaging with national figures and stakeholders to analyse the learning across the sector and consider the shape of housing with care for older people over the next 20 years. We were joined by members of the Government's Older Persons Housing Task Force, with an opportunity to influence the recommendations to be made to Government. We heard key messages from important sector players including DLUHC, DHSC, Homes England, ARCO, Housing 21, Lovell Later Living and Audley Group. The conference was a great success, attracting substantial media attention, and was attended by in excess of 200 delegates from more than 50 local authorities. The conference also launched a network for Adult Social Care Commissioners who are looking to deliver and expand housing with care options for older people. The first meeting was held on 11 December.
- Feedback from the community face-to-face event and online survey to seek the views of local residents the proposed development of extra care housing in Gargrave has been reviewed to inform the future procurement proposal.
- Work continues on procurement documents for schemes in Malton.

Assistive Technology

- Work is ongoing to prepare for an interim re procurement of North Yorkshire Councils Assistive Technology contract. Procurement and Legal Service are looking into options for a further contract extension to give us more time to explore the future of the AT (Assistive Technology) service in North Yorkshire. We propose to launch an interim procurement contact in the new year.
- A workshop took place on 30 November to explore options for the future of Assistive Technology service in North Yorkshire and considered both the commissioned and in house services alongside the Community Equipment Services. It was agreed that a further workshop will be convened and facilitated by Transformation & Technology.
- Living Independently Training Hub (LIT Hub) (formally TEC flat) - The LIT hub 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 longer. Increasingly popular training sessions are held once a month at the hub, together with some individual team sessions.
- Analogue to Digital switch over (A2D) – we are working closely with our commissioned services 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 may have already had their phone lines switched and will prioritise upgrades to their AT equipment. We have completed approx. 85% of the upgrades and plan to have all the remaining analogue lifelines upgraded by the new year.

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 £21.6K at the end of December, an increase of £303 against the average PB for Q2. This represents a 9.4% increase year on year (£1,862), compared with an 10.7% increase (£2,060) reported in Q2.

The average PB for a service user with a learning disability was £44.2K at the end of December, a 3.2% increase from £42.8K at the end of September. This represents an 6.7% increase year on year (£2,791), compared with an 6.7% increase (£2,791) in Q2.

Non-LD service users in receipt of a PB (3,099) span a very wide cost profile. At the end of Q3, 67% (2,469) of these service users had a personal budget that was below the county average (£21.6K p.a.).

Work focused on the cost of community-based care provision continues to progress:

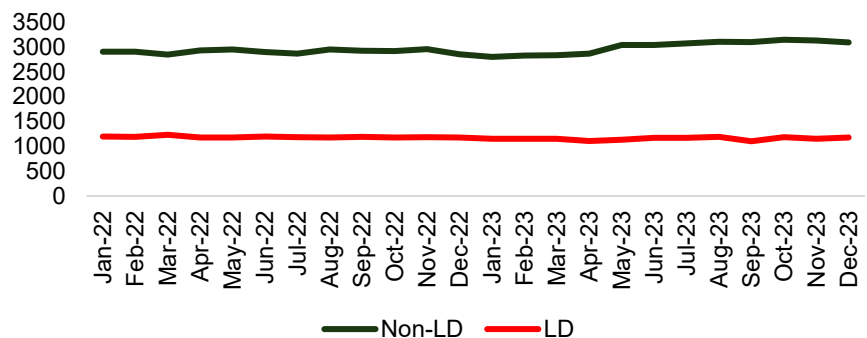
- An initial analysis of current community-based support (CBS) approved provider list rates is complete and options around the most appropriate means of setting sustainable CBS rates will now be assessed; and,
- As part of the implementation of the actions from the home-based support market challenges report, an international recruitment working group has been established, led by Business Continuity, with a focus on the domiciliary care workforce.

At the end of Q3, the number of people supported via a personal budget was 4,280, which was 6.0% up year on year (244 cases) and compares with a 2.2% rise year on year in Q2.

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 over the last 2 years.

No. of People in Receipt of a Personal Budget

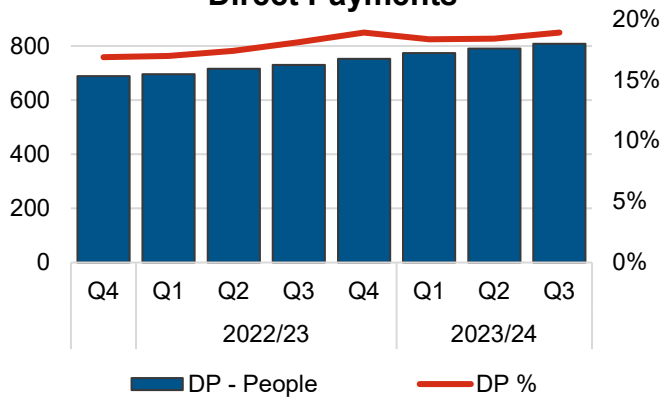


Direct Payments

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 (808) has shown small but steady increases in each of the last six quarters.

Direct Payments



Year on year, the number of people receiving a direct payment increased by 78 or 7.3%, whilst the number of people with a Personal Budget (4,280) is up by 244 people or 6.0%. People receiving a direct payment represent 18.9% of the total number of people with a Personal Budget, up 0.8% year on year in Q3. 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 Q3 included:

At the start of Q1 the average proportion of assessments with DPs offered was 15%, which has now increased in December to 25.8% and continues to increase by around 1% a month.

The new Direct Payments Leaflet has now been designed and signed off. It will be sent to print in the new year.

The new Direct Payment webpage has now gone live.

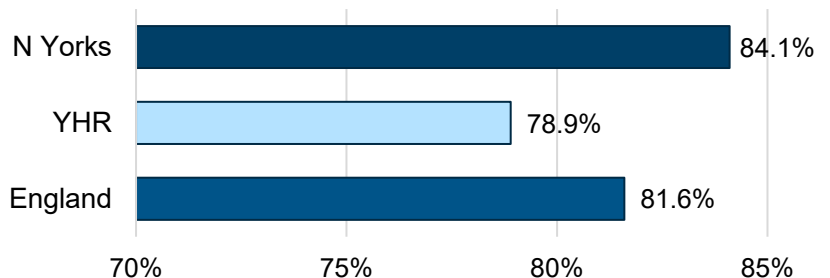
A diagnostic of 80 cases has now been completed by Advanced Practitioners on cases where DPs have not been offered, to gather data on where we should be offering more. Analysis and write up will be completed soon.

Care Market

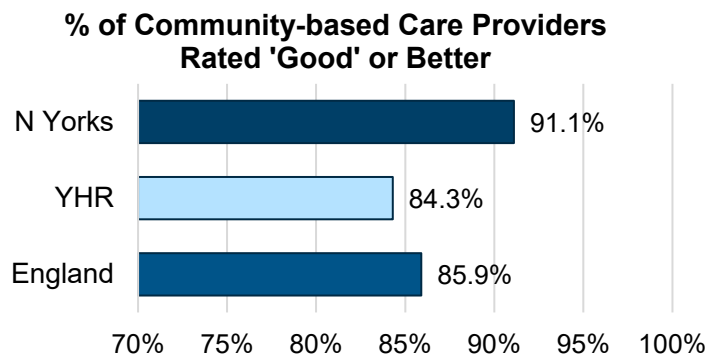
Based on published **Care Quality Commission (CQC) inspection ratings**, 84.1% of care home provision across the county was rated as “good” or better at the end of Q3. That was down by 0.6% between quarters, and up by 3.3% (from 80.8%) year on year.

Local performance remains higher than both the regional average (which declined by 0.4%) and the England average (down by 0.3%).

% of Care Homes Rated 'Good' or Better



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



Local performance was down by 0.1% between quarters and down by 0.2% year on year.

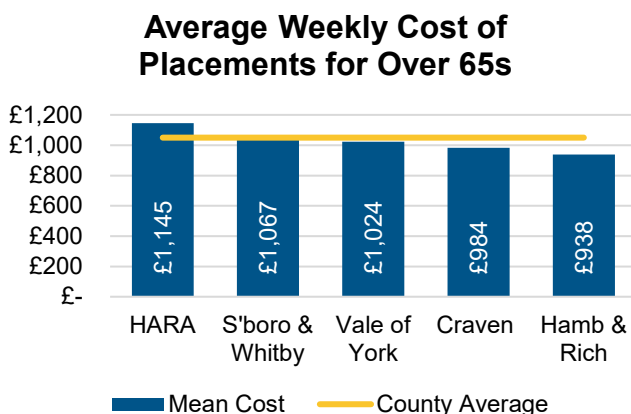
Despite the small reduction, local performance remains well above both the England and regional averages, which were both down by 0.2% between quarters.

During Q3, the council provided improvement support to 32 care providers across the county, dealing with a number of issues:

- Quality Assurance Officers made 16 visits to providers to complete a Baseline Quality Assessment or a Provider Assessment and Market Management Solution (PAMMS) Assessment of their care provision – 12 Care Homes, 3 Home Based Care Providers, 1 Supported Living Service.
- The Quality Improvement Team supported 21 care providers - 15 Care Homes, 5 Home Based Care Providers, 1 Supported Living Provider, providing a total of 133 days of support.
- 5 of these settings received visits and/or support from both teams.

There was 1 domiciliary care provider closure in Quarter 3, which was a provider based in Selby. This was due to the provider being advised by their insolvency company that they had to stop trading with a day's notice. The closure involved 221.75 hours of care for 12 people funded by NYC. This provider also had service users from City of York and Kirklees Councils, and health and privately funded packages of care, all of which needed to be resourced.

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.



The average cost of a care home placement for someone aged 65+ increased to £1050 per week at the end of Q3, up by £18 per week compared with Q2. That represents a 38% (£291 per week) increase compared with the end of Q3 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:

- The **Contract Management Team** is now operating and has developed a number of processes to meet their objectives as a team. Due to staffing limitations and new starters the team is not yet at full capacity but should later this quarter.

- The **review of the Approved Provider Lists (APL)** is now complete, and the results are being collated into a shareable format. As part of this feedback has been collated from internal teams involved with the process through feedback sessions and from care providers through an online survey. This will contribute to improvements to this and future APLs.
- **Specialist cost of care exercise.** The directorate is moving forward with the purchase of Care Cubed. This tool will support the council in challenging providers' care cost calculations and has delivered savings for local authorities already using it.

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).

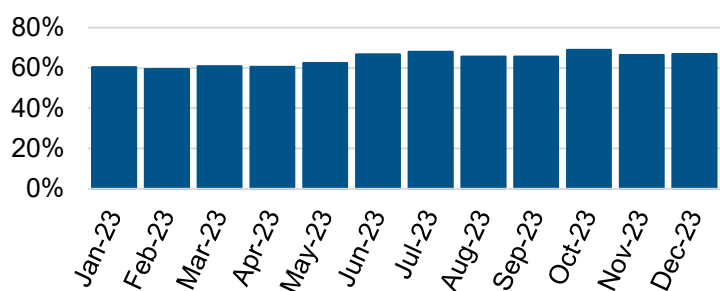
North Yorkshire County Council works with around 20% of all people who are discharged from hospital and who live in the county. Over the last 12 months that has averaged 457 people per month, which compares with a pre-pandemic average of 300 people per month and was up from a 12-month average in Q2 of 431 per month.

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

Performance against this measure for the full quarter improved in Q3 reaching 68%, compared with 66% in Q2. Performance in December remained above 67% despite the increased pressures from discharges ahead of the Christmas and New Year bank holiday periods.

Hospital discharges in Q3 averaged 486 per month compared with 434 per month in Q2, increasing the pressure on assessment and care planning teams and on care providers' capacity in local care markets.

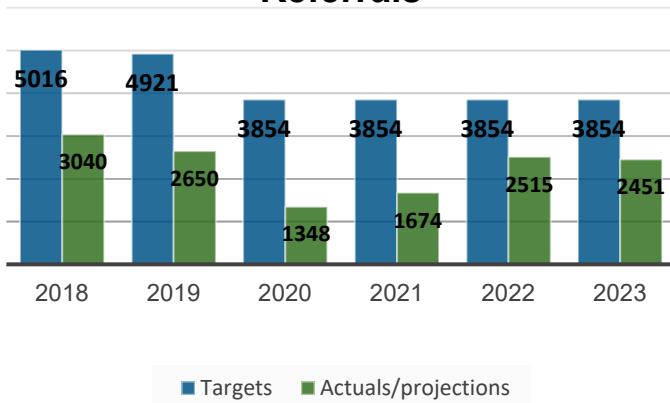
% of Discharges on Pathways 0 and 1



Detailed planning is underway with health colleagues to develop a new intermediate care model that delivers a more integrated and coordinated approach to health and social care, which supports people to be as independent as possible and enhances collaboration among health and care providers across different care settings. Prevention would be embedded throughout the model, improving both short and long-term outcomes for people, preventing hospital admissions, re-admissions and reducing the need for long-term social care support.

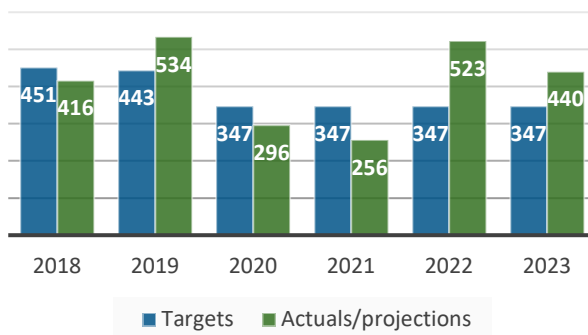
North Yorkshire Adult Weight Management Service

Referrals



Year 6 contract year to date (3 quarters for 6 out of 7 lots, 4 quarters for Selby lot) has seen over 1,900 referrals with a projection of over 2,400 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 the same number of referrals as the previous year and around 800 more than in 2021. Work continues to ensure referrals into the service are appropriate and effectively managed by providers. 74% of those that complete a 12 week programme achieve a 5% weight loss target (over double the achievement of NICE guidance), of which 61% manage to sustain at 24 weeks. Projections indicate that weight loss targets will be exceeded again at the end of the year 6 contract period (end of December 2023).

24 week sustainers



Stop Smoking Services

At the end of Q3 referrals into the service are 13% than Q3 2022/23. This could be due to the offer of E-Cigarettes being available since July 2023 but also some recent announcements by the Chancellor to increase tax on tobacco, which has historically been a driver of smokers into the service.

However, people setting a quit date this quarter (229) is still down on previous year (247), this could be due to the fact we are dealing with the harder to quit cohort of people as we reduce our prevalence down year on year. The reduction of people setting a quit date is also having a detrimental effect on our 4 week quit outcomes but are hopeful that Q4, when quit numbers are usually higher, will go some way to rectify this. Another contributing factor is that Primary Care would see around 50% of our combined clients pre Covid, but Post Covid this has been in steady decline with GP's seeing less than 20% and Pharmacy's seeing less than 10% of the total amount of clients accessing the service.

Looking into 2024 we will have some more options available to smokers such as craving reduction medications Zyban, Cytosine, Allen Carr Easy Way programme as well as taking advantage of the governments Swap to Stop scheme which we expect to increase the number of people accessing the service and quitting.

North Yorkshire awarded £5million to establish a Health Determinants Research Collaboration

The National Institute for Health and Care Research (NIHR) has awarded North Yorkshire Council £5million of funding to establish a Health Determinants Research Collaboration (HDRC). The funding will be delivered over five years from January 2024 and is a collaboration between North Yorkshire Council, The University of Hull and The University of York. The collaboration will bring together the local knowledge of the council with the research skills and expertise of the academic partners. The

collaboration and funding will support the council to become more research-active, by developing our capacity and capability to both undertake our own research and utilise existing evidence to inform service delivery. The collaborations focus will be on issues relating to the wider determinants of health and how we can better design our services to tackle health inequalities and address the needs of disadvantaged groups. More information on HDRC's can be found here:

[Health Determinants Research Collaborations | NIHR](#)

Behavioural Science Unit

North Yorkshire Council's Behavioural Science Unit (BSU) is based within the Public Health Team and comprises two members of staff. Work undertaken this quarter is largely based within Public Health, with anticipated expansion across Adult Social Care priorities over the next year. The following projects are examples of the 10 projects we have in progress:

- Weight Management Service Transformation: Supporting the optimisation of the behaviour change element of the new Tier 2 Weight Management Service.
- BSU Training Package Development: Developing a training offer to increase the NYC workforce's understanding and capability in using behavioural science as part of their routine work.
- Let's Talk Food Survey: Supporting Corporate Communications team to optimise the Let's Talk Food Survey to understand the barriers and facilitators of eating more healthily and reducing food waste.
- Dying Matters: Aiming to increase uptake of Death Cafes and facilitate a greater number of the workforce discussing matters related to death and bereavement, to support Dying Matters week 2024.

North Yorkshire Horizons – specialist adult drug and alcohol service

Partnership Treatment Plan 2023 – 2024:

As of Q2 2023/24, 2,502 adults had engaged with the service. This represents an increase compared to the corresponding periods in 22-23 and 21-22 (119 and 61 more adults engaged respectively). The service is working hard with partners to deliver the 2023/24 Partnership Treatment Plan stretch target (2692: 230 more adults engaged since the baseline in 21/22) but this will be challenging – a further c.200 adults will need to engage with the service by Q4, and some of the critical roles that will support delivery of the target are currently vacant.

The service is on track to achieve the continuity of care target (60% of people released from prison with a treatment need are engaged with the service within 3 weeks). The latest rolling 12-month data (up to Q2) shows an improvement 47% compared to 36% for the baseline in 21/22. The most recent 3-month data shows a further improvement – 52%. Significant partnership service development activities are in progress across the service, releasing prisons, courts and probation – which includes one additional role funded through Partnership Treatment Plan section 31 grant monies.

We understand that 4/6 residential rehabilitation placements have been funded via North Yorkshire Horizons, others may have been privately funded. Funding to increase residential and inpatient placements continues to be prioritised through underspend associated with Partnership Treatment Plan section 31 grant monies.

Key performance/ monitoring indicators (Q2):

Performance against the national wait time standard (people starting their first treatment intervention within 3 weeks) is on target, and better than the national average – at 99% (314/315 people).

The numbers of calls to the Single Point of Contact remains consistent – at over 4,500 per quarter. Of these, 591 (13%) related to requests for information, advice or guidance from a professional or family member/ friend supporting a person experiencing substance use.

There were 140 recovery groups delivered in community venues by staff and volunteers of the service, attended by 579 people. This represented 54 more groups, and 267 more people attended compared to the corresponding period in 22/23. The proportion of people engaging with bespoke support from the

aftercare team (concurrently and independently of treatment) has consistently improved over the last 5 quarters – from 50% to 56%.

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

Partnership Treatment Plan 2023/24:

117 young people had engaged with the service during the latest 12 month rolling period as at Q2 (source: NDTMS Drug Strategy Local Outcomes Framework). The service is on track to achieve the 2023/24 Partnership Treatment Plan stretch target (124) for the second year. This will represent engagement by 25 more young people since the baseline in 21-22, and a significant increase in engagement (76 more young people) since the contact commenced in April 2021.

Key performance/ monitoring indicators (Q2):

91% of referrals were contacted by the service within the expected timeframe (5 working days), which represents an improvement compared with Q1 (65%) and is consistent with average performance last year (22/23). Of the young people referred, 100% started a structured treatment intervention within 15 working days of referral. A lower number of young people have been discharged from the service in 23/24 to date (17) compared to the previous two years (21 in 21-22; 24 in 22/23), however a higher proportion have exited in a planned way (average 77% over Q1 and Q2 23/24, compared to 65% and 28% respectively over the corresponding timeframe in 22/23 and 21/22). The service has operated on a reduced staffing capacity basis over the last 18 months due to sickness and recruitment but is due to be at full staff compliment by Q4 23/24, which includes one additional worker funded through Partnership Treatment Plan section 31 grant.

NHS Health Check Programme North Yorkshire

The NHS Health Check (NHS HC) programme in North Yorkshire continues to perform well in 2023/24. In Q3, 63 out of 69 practices delivered the service to some extent.

From the 63 practices:

- 51 have identified one or more individuals with a CVD risk $\geq 10\%$ (moderate-high risk)
- A total of 674 individuals were identified with a CVD risk $\geq 10\%$
- 5,835 people were invited for an NHS Health Check
- 3,876 people received an NHS HC

In comparison to Q3 in previous years (see table below), the percentage of people that received an NHS HC of those invited was 66.4%, far higher than previous Q3's and the first 2 quarters of this year. This can be partly explained by certain providers who have exceeded their invitation payment cap and were tasked with improving uptake of those they have already invited, as no new invitations have been sent but NHS HCs have been completed. To date, this is a total of 17 providers, up from 9 at the end of Q2. Invitations sent in Q2 being taken up by residents in Q3 may also be a contributing factor.

NHS Health Checks – Comparing the latest data with previous Q3 data.					
	Q3 19/20	Q3 20/21	Q3 21/22	Q3 22/23	Q3 23/24
Invites	8,634	870	4,316	6,458	5,835
Uptake	4,146	460	2,233	2,584	3,876
% those invited	48%	52.9%	51.7%	40%	66.4%
CVD risk $\geq 10\%$	996	88	381	546	674

Healthy Child Service

0-5 KPI'S	Q1 23/24	Face to face / virtual visits	Q2 23/24	Face-to-face / virtual visits
Antenatal	90%	All F2f	96.4%	97.7% F2f 2.3% Vir
New Birth	94%	All F2f	96.5%	All F2f
6-8 week	90%	F2f 46% Vir 54%	95%	F2f 41.6% Vir 58.2%
9-12 month	97.7%	F2f 60% Vir 40%	99.4%	F2f 54.8% Vir 45%
2-2.5 year review	95.7%	All F2f	97.8%	All F2f

0-6 Pillar Update: The overall performance in Q2 remains good with all mandated reviews achieving more than 90% completion rates. An improvement on Q1. Caseload numbers are large in comparison with contract footprint and regionally. Sustainable working remains a priority and extended HV student placements and associate roles are under consideration.

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.

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, 412 proactive calls were made in Q2.

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 Q2 178 referrals received into the pillar, 146 accepted (82% acceptance rate). GPs have the highest decline rate at 34%. 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 13-17 weeks. Demand continues to outstrip capacity.

Stronger Communities

Across the county, 23 place-based organisations continue to work with Stronger Communities to progress a Community Anchor model for North Yorkshire; in Q3, this included the joint development of organisational action plans. For the ten localities where a suitable CAO has not been initially identified, development work continues to explore the potential for a local voluntary sector organisation to become a

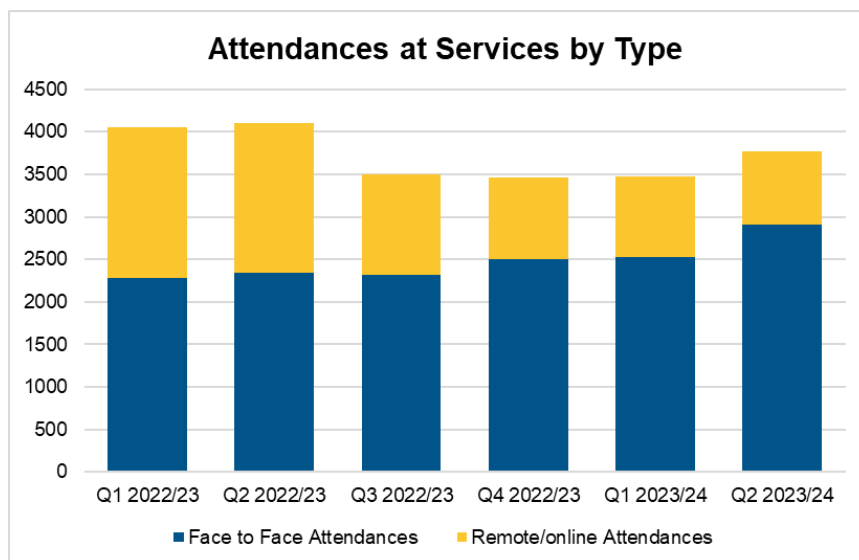
CAO, or to look at alternative models. Collaborative work with our key voluntary sector partners in our larger urban areas of Harrogate and Scarborough to explore options for Community Anchors also continues and is due to report in Q4.

The Stronger Communities Inspire Grants Fund has continued to run with 46 awards made this quarter and the team continue to work alongside various voluntary and community groups to support organisational development and capacity building activity. In Q3, the team have continued to develop the ambition of supporting local partnership and multi-agency working through the establishment of local Community Partnerships. The team continue to work in the five pilot areas of Easingwold, Leyburn and Middleham, Ripon, Sherburn and Thornton-le-Dale and rural hinterland, with an interim progress report due in Q4.

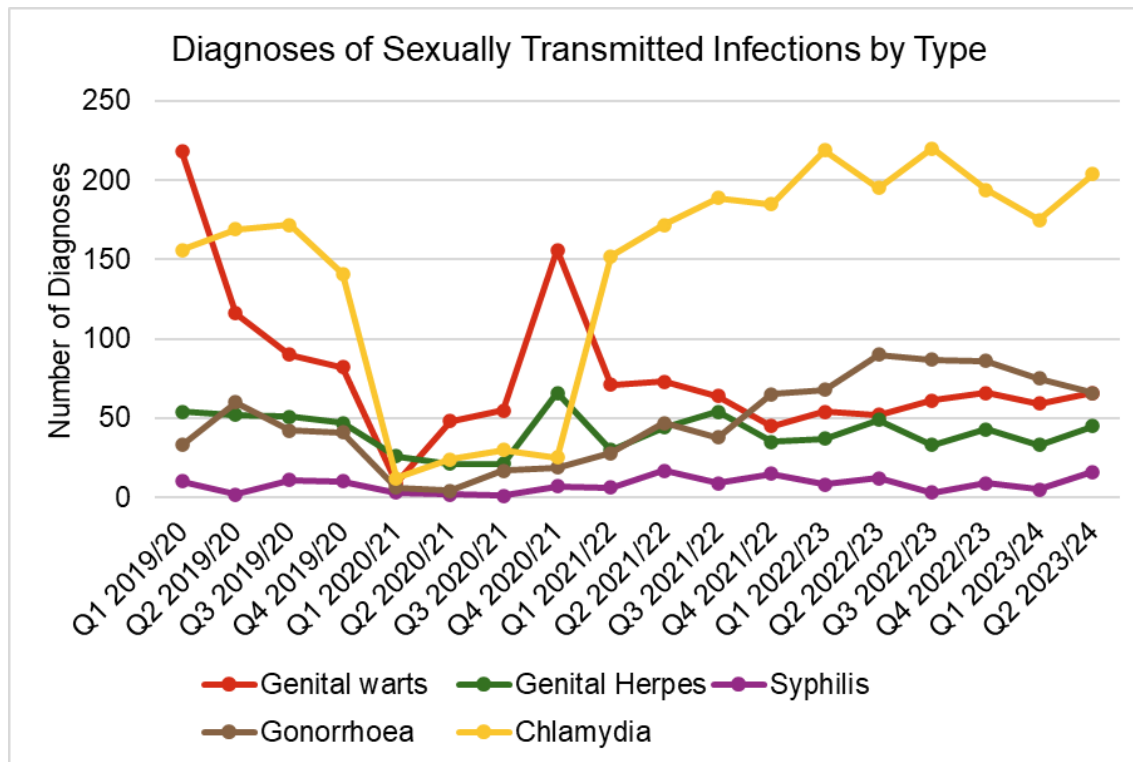
The team continues to deliver on broader work (including on large national programmes) such as North Yorkshire Local Assistance Fund, Homes for Ukraine, Household Support Fund, UK Shared Prosperity Fund, Cost of Living, Food Insecurity, Holiday Activities and Food Programme, and Digital Inclusion.

Sexual Health

The latest attendance figures at YorSexualHealth (YSH) services in Q2 2023/24 were 3,770; this includes new, re-registered and follow up appointments within YSH. This is an 8% fall on the same time-period last year (4,101). However, there has been a 24% increase in face-to-face appointments compared to Q2 last year.



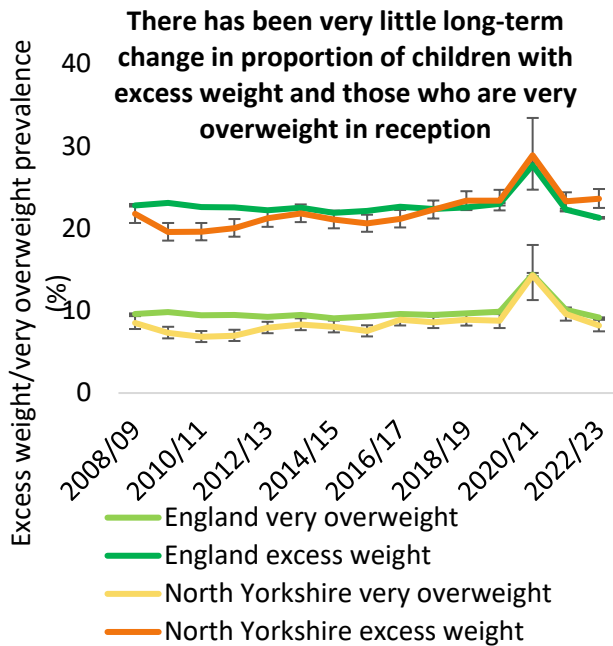
Testing resulted in 399 STI diagnoses in Q2 2023/24, this is the same number as Q2 last year. The Chlamydia reduction in Q1 was a data error as suspected and has been amended. Chlamydia remains the highest diagnosed STI in Q2 followed by gonorrhoea and genital warts, genital herpes, and syphilis. There were 2 HIV diagnoses in Q2.



GPs across North Yorkshire completed 942 long-Acting Reversible Contraception (LARC) fittings in total in Q2 2023/24; this is an increase on quarter 1, however Q1 and Q2 fittings for 23/24 sit below the last five quarters which have ranged between 1025 and 1219. In Q2 23/24 YSH completed 402 LARC fittings, an increase from Q2 last year (246). In Q2 2023/24 the service provided 128 contraceptive injections, 76 initiation issues of oral contraceptive pills, 243 repeat contraceptives and 59 issues of emergency contraceptive. Community Pharmacies across North Yorkshire completed 158 Emergency Hormonal Contraception (EHC) consultations in 2023/24 this is 51 more than Q2 last year and 57 more than the previous quarter

National Child Measurement Programme (NCMP)

Data for the North Yorkshire NCMP programme was submitted to the national NCMP team in August 2023. 5,206 children in reception class (4-5 year-olds) and 5,685 children in year 6 (10-11 year-olds) were measured from 289 schools across North Yorkshire, which is over a 90% participation rate. Data quality was very good with all data quality criteria being met.



National NCMP reports and data were published in November 2023. Our local data set for North Yorkshire was released in November 2023 and has been analysed.

NY rates for excess weight (overweight or very overweight) are: 23.6% for reception (was 23.3% the previous year) and 34.6% for year 6 children (was 34.4% the previous year). Gender differences are very clear between 10-11 year-old boys and girls: 16.6% of girls and 22.5% of boys are classed as very overweight.

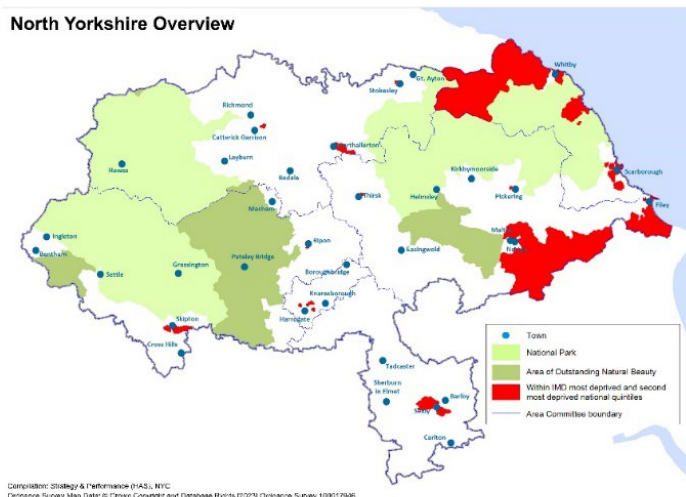
The chart below shows that the proportion of 4-5 year-olds in NY carrying excess weight is currently higher than the national average, but the number classed as very overweight is below the national average. The rates of excess weight and very overweight in 10-11 year-olds in NY are both below the national average, but again show no long term improvement.

The chart below shows that the proportion of 4-5 year-olds in NY carrying excess weight is currently higher than the national average, but the number classed as very overweight is below the national average.

Creating Healthy Places Public Health Team

Where we are born, live, work and socialise has a significant influence on our health and wellbeing. To ensure that everyone in North Yorkshire County has an equitable chance to enjoy a long, happy and healthy life, we aim to maximise opportunities to create healthier places by addressing the 'building blocks for health' i.e. the social, economic and environmental determinants of health (the Wider Determinants of Health). Health can be both positively and negatively affected by policies and strategies where health and wellbeing is *not* the primary focus. The team works to ensure that all policies consider and prioritise health and wellbeing and opportunities are taken to shape healthier places.

North Yorkshire has “Red Zones” where the Inequalities are the greatest



The team have developed a map to show the areas in the most deprived and second most deprived quintile nationally. This has enabled further conversations about how we might focus our actions within the council priorities to improve health outcomes. Coastal and rural poverty is an often hidden issue that this map attempts to show.

Healthy Places Public Health Team actions

The team have created a Healthy Places Framework and begun developing joint objectives and actions that will tackle the root causes of health inequalities with colleagues across the council.

To maximise the opportunity that the new unitary authority created, the team have developed and delivered jointly three workshops for NY partners and NYC colleagues with further workshops being planned in 2024:-

1. With the Town and Country Planning Association (TCPA) for Policy Planners and Heads of Service on how we develop a healthy new North Yorkshire Local Plan (2nd October 2023)
2. With the Office of Health Improvement and Disparities for Development Management Planners on Health Impact Assessment and tools (10 October 2023)
3. With the Office of Health Improvement and Disparities on National Strategic Infrastructure Planning applications for NYC colleagues to increase understanding of the system and how we can be responding to NSIPs from a health perspective to tackle inequalities and not increase them (9 November 2023)
4. Planning for a joint workshop with the Local Government Association for Elected members in on Upstream Prevention Matters (to be held in 2024)

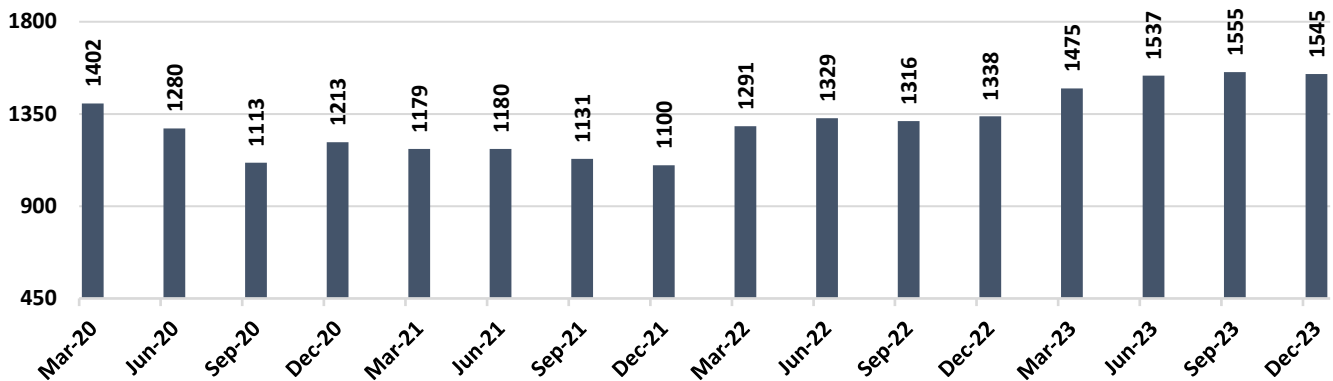


Children and Young People Service (CYPS)

Number of Households Supported by the Early Help Service

The number of households receiving support from the Early Help Service remains high at 1,545 (relates to 3,043 children and young people) at the end of Quarter 3.

Ongoing Early Help Households



We continue to see an upward trend in the number of households receiving support, which has increased by 40% (n=445) since the end of Q3 2021/22. This increase is a function of the demand presenting at the front door. It's worth noting that the number of households receiving support reached 1,500 for the very first time in Q1 this year and has remained at this very high level throughout 2023/24.

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 December 2023, the Early Help Service was delivering interventions in 311 cases.

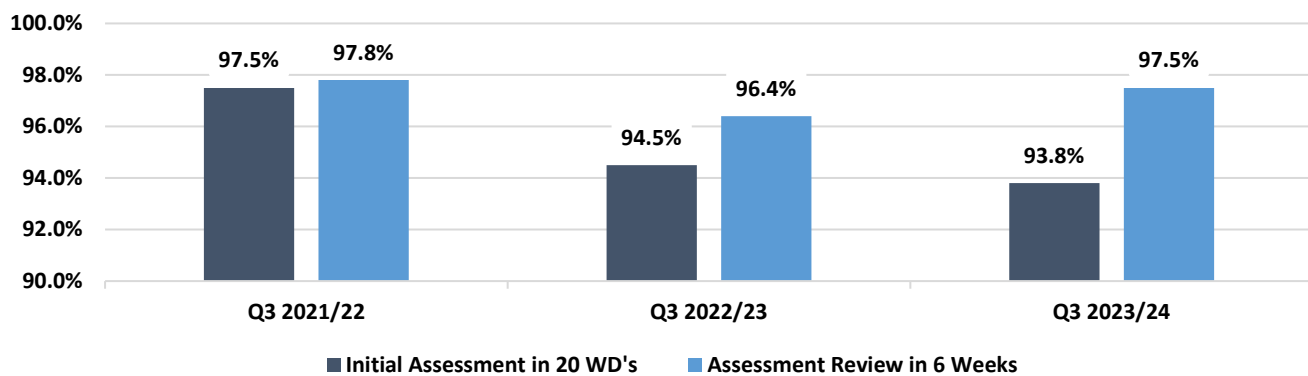
In addition, with effect from May 2021, Early Help Children & Families Workers have been allocated Education, Health and Care Plans where the child is unknown to Children & Families Services to complete the care element of the assessment.

Timeliness – Early Help Assessments

Despite high demand, timeliness of initial early help assessments this quarter remains very good at 93.8% completed within the 20 working days target. This compares with 94.5% in Q3 2022/23 and 97.5% in Q3 2021/22. It should be noted that number of initial assessments completed this quarter has increased by 19% (n=131) compared with Q3 last year.

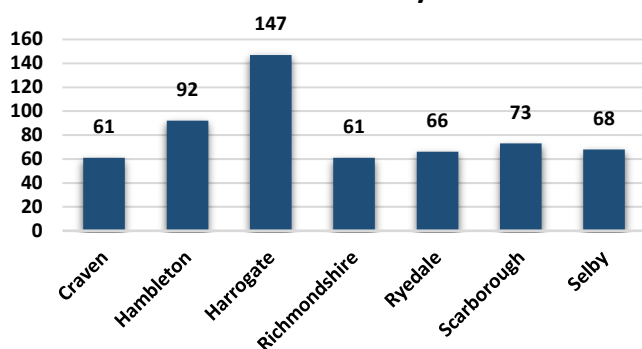
The service continues to deliver exceptional performance in respect of assessment reviews, with 98% completed within the 6-week target this quarter. This is similar to performance in Q3 last year (98%). Mirroring the upward trend in the number of initial assessments with initial assessments, we have also seen an increase in the number of assessment reviews, which at 2,492 this quarter was 16% higher (n=343) than in Q3 last year.

Timeliness of Early Help Assessments

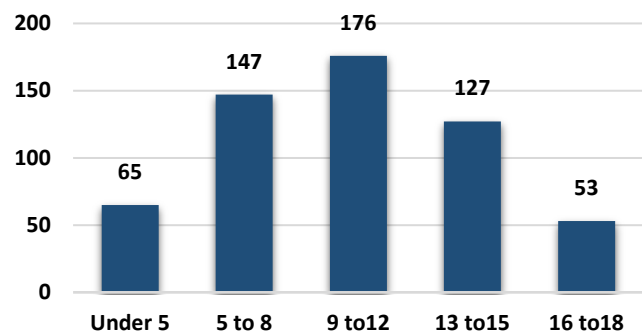


As of 30th November 2023, we have 574 identified sponsors offering accommodation to families. Of these, Early Help have conducted welfare visits to 526 sponsors, and welcome visits to 450 families. The following charts indicate the location of the 568 Ukrainian children welcomed to North Yorkshire, together with a breakdown of their age.

HFU: No. of Children by Location



HFU: Age of Children



Many of the sponsors have started the school admissions processes prior to the family arriving, and Early Help has supported this where necessary.

Most Ukrainian guest families have been welcomed into comfortable, supportive homes & communities. However, we have a small number of instances where following the welfare visit an Early Help episode In addition to the initial welfare & welcome visits, 5-month visits are offered to the family and host. The purpose of this visit is to ensure that the children are registered & attending an education setting, to discuss any further support required and determine if the sponsor can continue to accommodate the family after 6 months. This additional visit should identify any immediate needs and help prevent accommodation breakdowns, enabling the family to remain in their current accommodation.

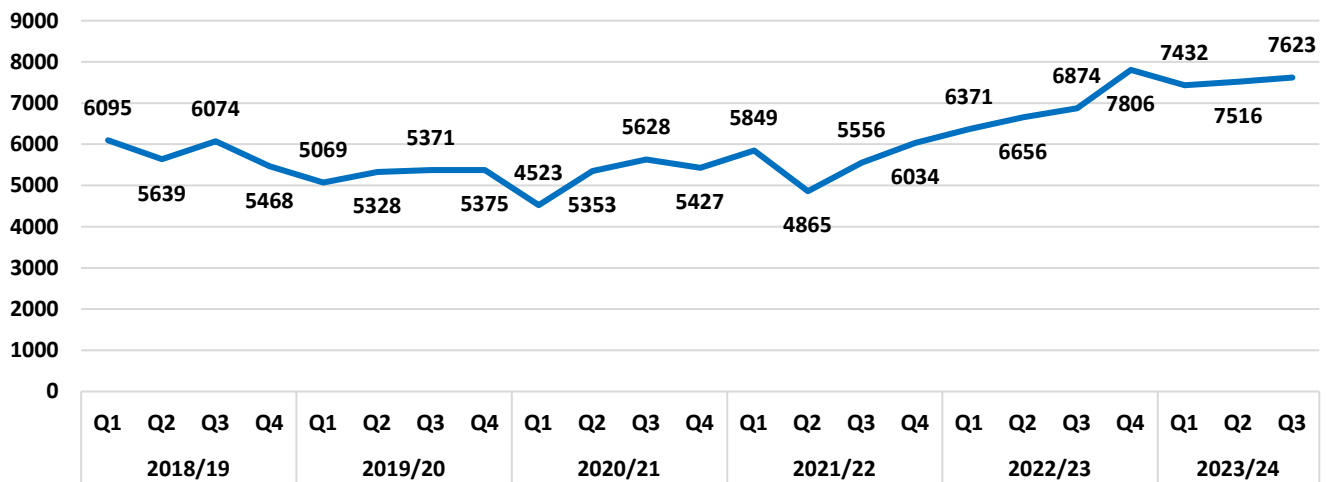
Case Example

At a 5 month review a host identified they were no longer able to continue to host the family and asked that the family find a private let within a very short timescale. Within a 9-day period from the review meeting and with support from the HfU Team, the family found a rental property, signed a tenancy agreement, had affordability checks completed by Citizens Advice and had funds added to their pre-loaded card to cover the bond and one month’s rent. This is an excellent example of how quickly and effectively the partnership can work to achieve a positive outcome for a family in need of support. has been opened, mainly due to a breakdown in relationship between the sponsor & guest family.

Contacts Received at the Front Door

Demand for services remains exceptionally high and in Q3 we received 7,623 contacts about concerns for a child’s safety and wellbeing. This is the highest number of contacts ever received in Q3 and follows 3 previous quarters of exceptionally high demand. Compared with the same period last year, we received an additional 749 contacts (+11%). For the 12 months to December 2023, we have received 30,377 contacts. Not only is this the first time we have received in excess of 30,000 contacts in a 12-month period, it is also 17% more contacts (n=4,442) than in the 12 months to December 2022.

MAST Quartely Contacts



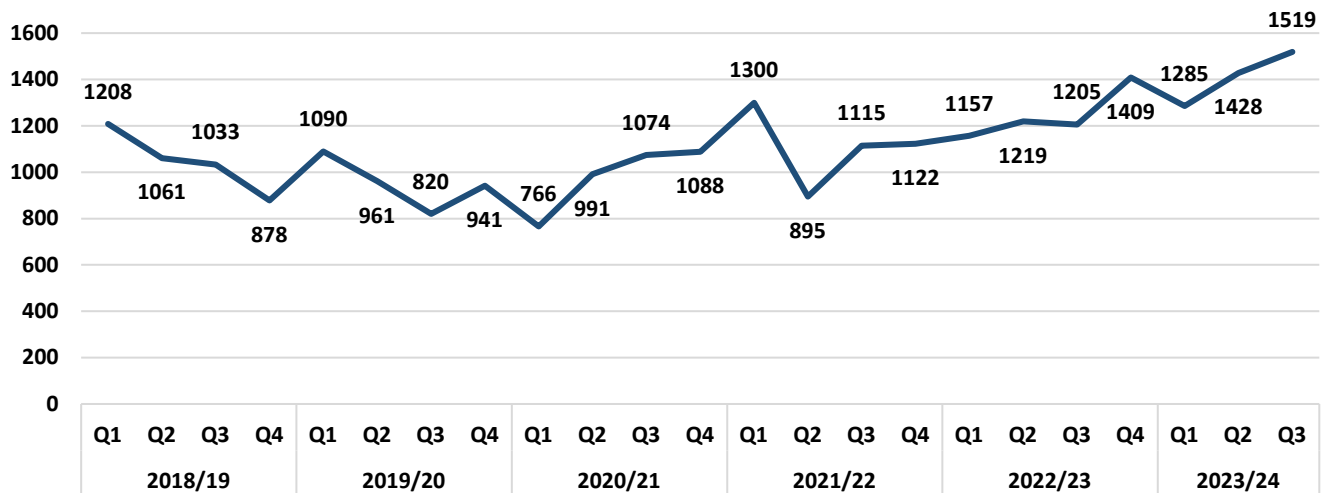
Referrals to Children’s Social Care (CSC)

Linked to the very high number of contacts, we continue to see an unprecedented number of referrals to CSC, with 1,519 received. This is the highest quarterly number of referrals received in at least 8 years and the second consecutive quarter to see in excess of 1,400 referrals It is 26% higher (n=314) than Q3 last year and represents an increase of 28% (n=328) compared with the quarterly average over the last 3 years.

It’s worth noting that in the first 9 months of 2023/24 we have received only 200 fewer referrals than in the whole of 2021/22.

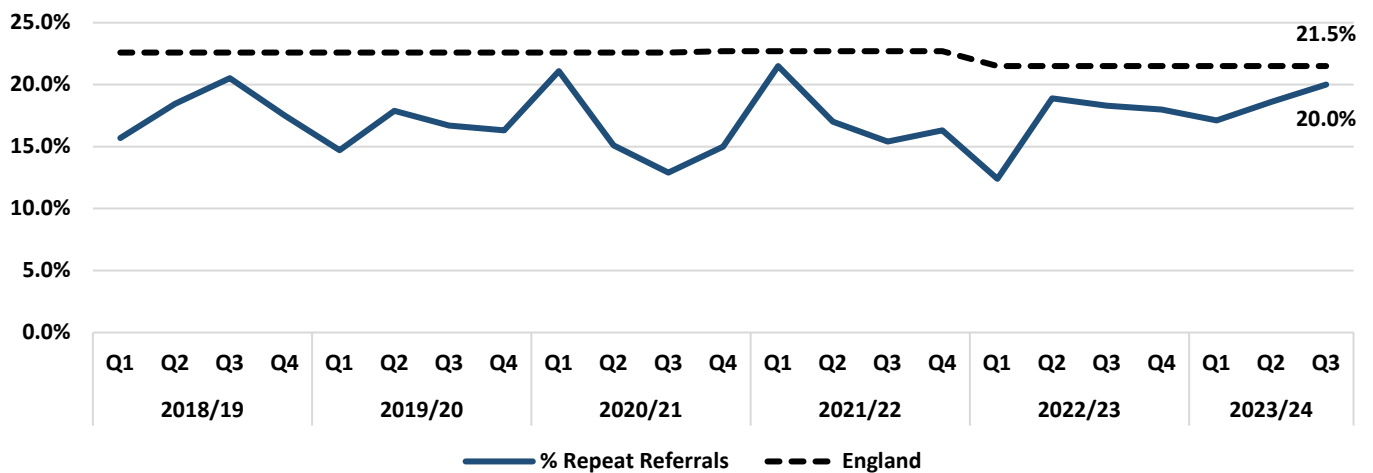
Across the first 9 months of 2023/24 we have seen marked increases in the rate of referral in Harrogate Town, across Selby and across the south Scarborough/Filey locality compared with the same period last year. Of note, Scarborough Town itself has seen very little change in demand. Triangulating this against wider factors points to families who last year were “just about managing” are now struggling and presenting to services in need of help and support.

Quarterly Referrals to CSC



Indicative of families struggling to sustain progress in the face of macro-economic challenges, the rate of re-referral was climbed to 20.0% this quarter. Although this is the second successive quarter to see performance deteriorate, the change is not statistically significant and our performance remains significantly better (lower rate) than the most recent national average (21.5%).

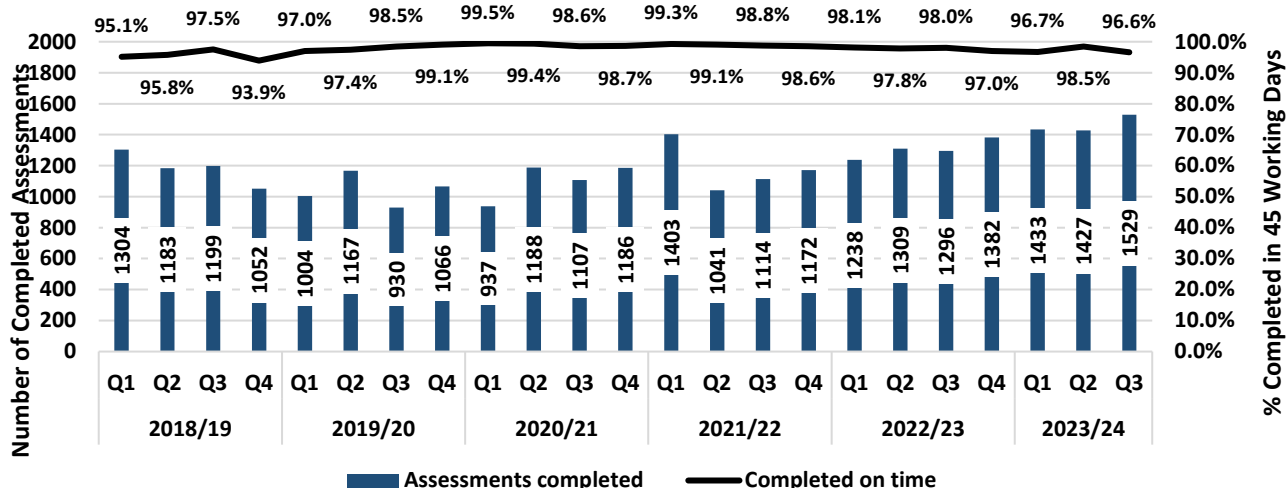
Repeat Referrals to CSC



Timeliness of Children & Families Assessments

Performance remains excellent with 97% of assessments completed within the 45 working day threshold. Whilst this is slightly lower than quarterly average of 98% it remains sector leading and significantly better than the most recent national data (85% within 45 working days) or the statistical neighbour average (86% within 45 working days).

Number & Timeliness of Children & Family Assessments

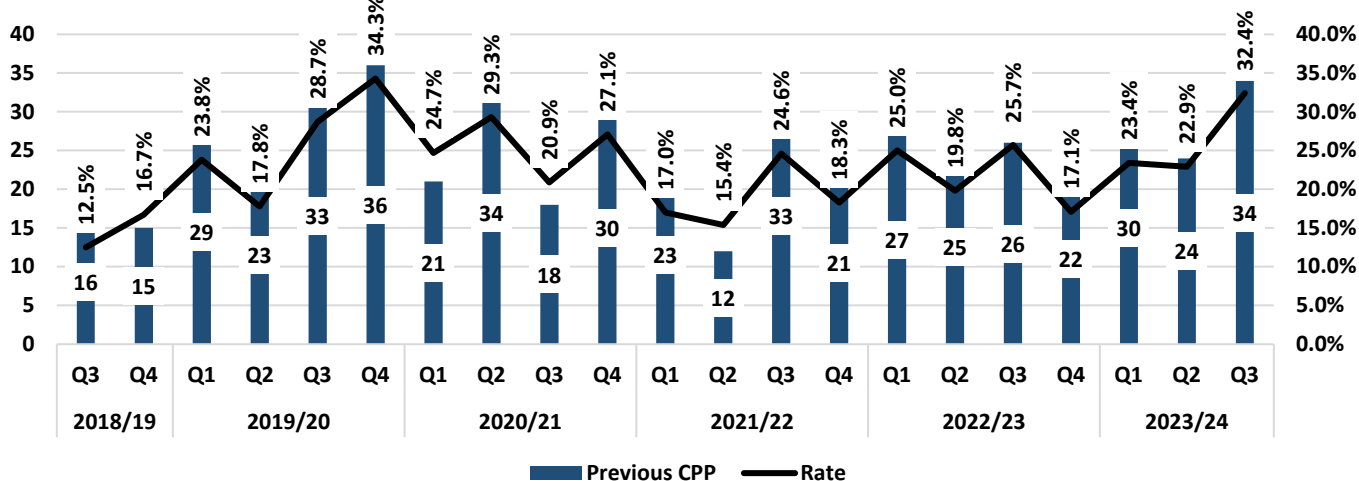


Child Protection Plans (CPP)

There were 105 new CPP this quarter, 20 more (-23%) than in the previous quarter and 2 more (+2%) than in Q3 last year.

Of the 105 new CPP, 34 (32%) were second or subsequent plans. This is higher than the quarterly average over the last 3 years (21%). Our year-to-date performance (26%) is broadly similar to the most recent national data (23%) but slightly higher than the statistical neighbour average (21%). The service is in the process of auditing and review repeat CPP to understand if there are any thematic issues influencing the higher rate.

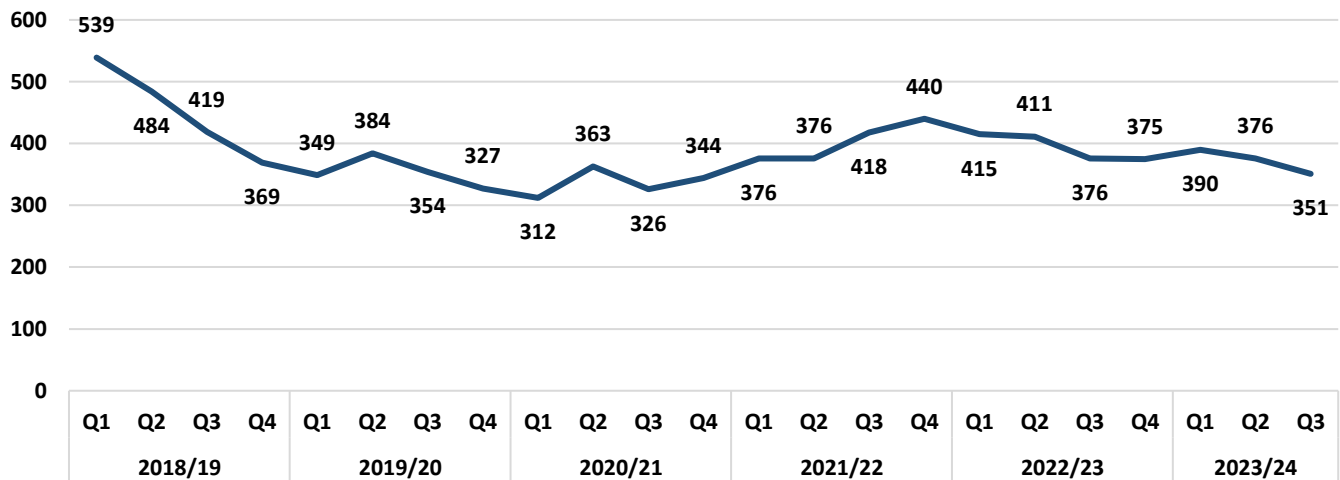
Rate & Number of Second or Subsequent CPP



The overall number of open CPP at the end of quarter was 351, 25 fewer (-7%) than in the previous quarter and 25 fewer (-7%) than in Q3 last year. This is the lowest number of children with an open CPP at the end of the quarter since March 2021. However, it's worth noting that the number of open CPP has been following a downward trend since the March 2022. This downward trend (despite much higher demand in terms of referrals) suggests that our commitment to early help and intervention combined with

the strengths of our practice model is supporting families to make meaningful change and preventing risk escalating to statutory child protection.

Number of Open CPP



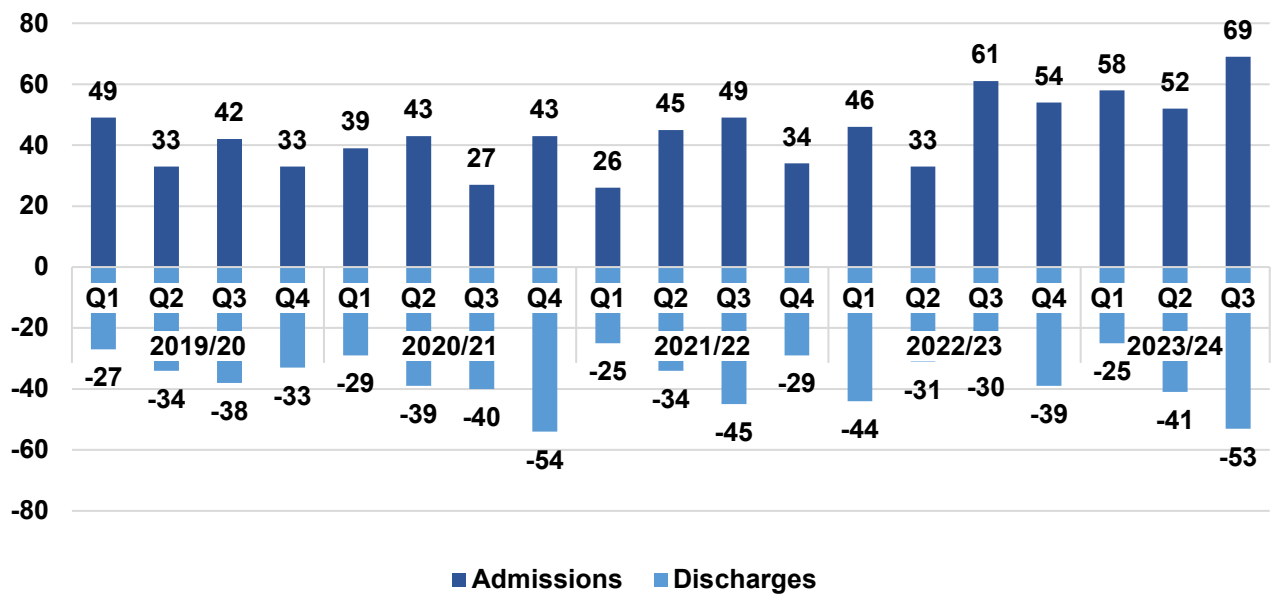
Admissions to Care and Discharges from Care

This quarter saw a very high number of admissions to care with 69 reported. This is 17 more than in Q2 2023/24 (+33%) and is the highest quarterly number of admissions reported in at least 6 years. It's worth noting that the last 12 months have seen on average 59 admissions per quarter, much higher than the average of 45 per quarter in the preceding 12 months.

For the year to date we have seen 183 children and young people come into care. This is 38 more (+26%) than in the same period last year and 63 more (+53%) than in the same period in 2021/22. This sharp increase in admissions to care reflects the challenges and struggles vulnerable children and families are facing, and this high level of demand for help and support is expected to persist through at least much of the coming year.

More positively, the quarter also saw a high number of children and young people discharged from care, with 53 recorded. This is 12 more than in Q2 2023/24 and 22 more than in Q3 last year. For the year to date we have seen 119 children and young people discharged from care, 14 more (+3%) than in the same period last year and 15 more (+14%) than in the first 9 months of 2021/22.

Admissions to Care & Discharges from Care



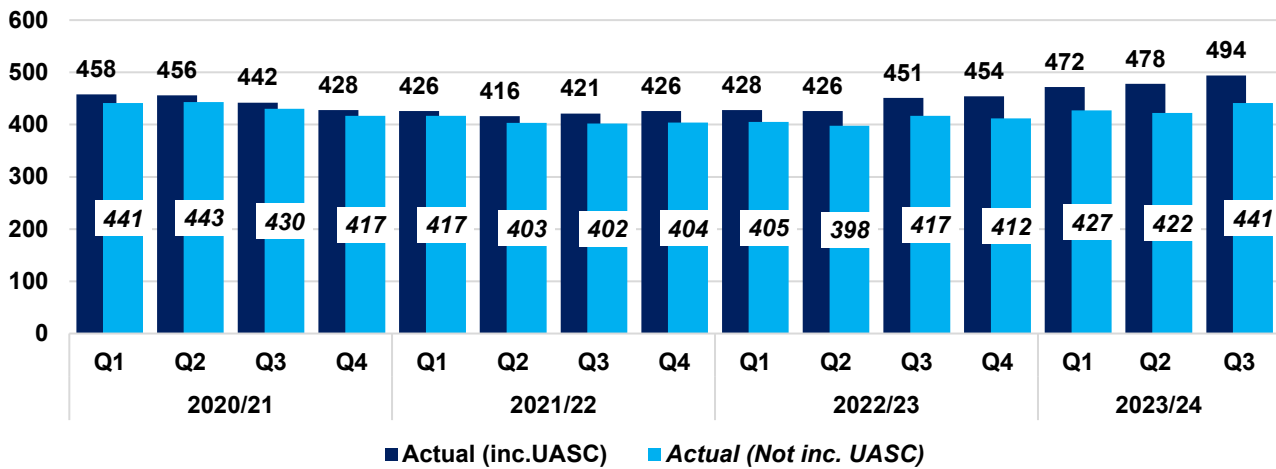
Overall Number of Children in Care

There were 494 children in care at the end of the quarter. This is 16 more than at the end the previous quarter and 43 more (an increase of 10%) than at the end of Q3 last year. We have seen the number of children and young people in our care rise for 5 consecutive quarters and is now higher than at the end of any previous quarter in at least 6 years.

Although we have seen a steady increase in the number of Unaccompanied Asylum Seeking Children (UASC) over the last 12 months (53 at the end of Q3 2023/24, 19 more than at the end of Q3 2022/23), we are now seeing an increase in the number of children from North Yorkshire in our care. This has risen to 441 at the end of the quarter, an increase of 19 children (+5%) compared to the position at the end of Q2 2023/24 and an increase of 24 (+6%) compared to Q3 2022/23.

Looking ahead, the number of UASC in our care will continue to increase as a result of our obligations under the joint Department for Education and Home Office National Transfer Scheme. This will see the number of UASC in our care rise to between 110 and 120, equivalent to 0.1% of our overall 0-17 population. This will place additional pressures on already stretched services, and investment has been agreed to create a new team charged exclusively with ensuring the wellbeing and welfare of UASC in our care.

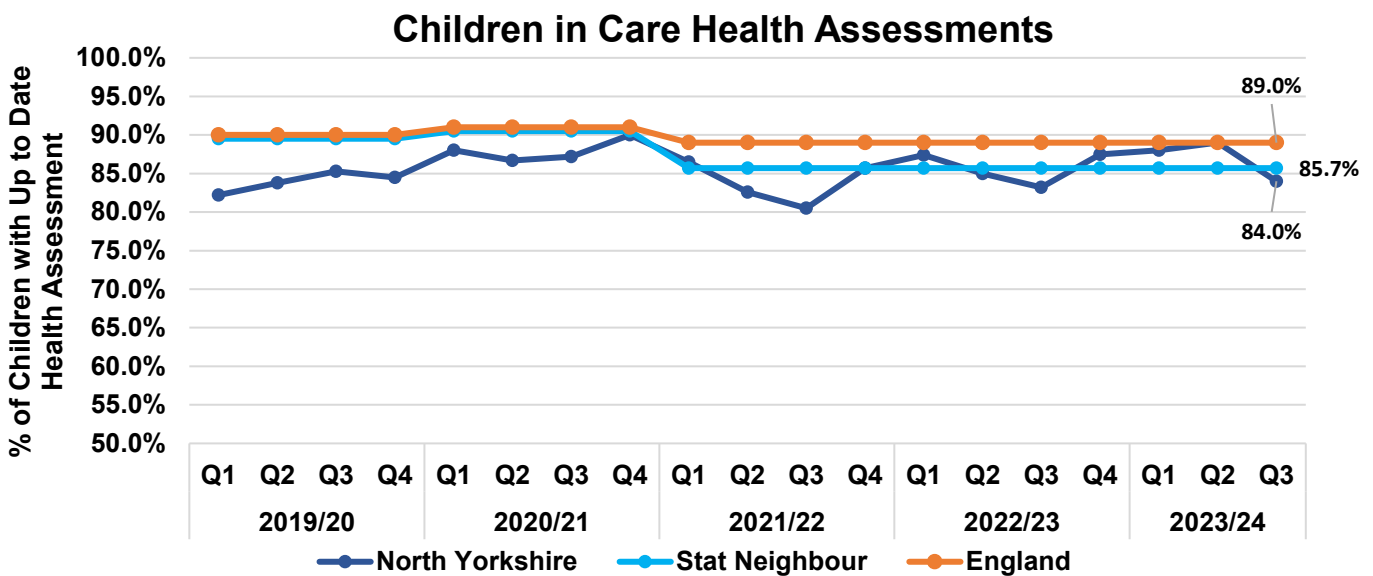
Number of Looked After Children



Health & Wellbeing of Children in Care

Health Assessments

This quarter saw the percentage of children in care with an up-to-date health assessment decrease by 5% to 84% at the end of Q3 2023/24. It should be noted that we have seen a seasonal dip in performance in



Q3 in each of the last 3 years, linked to the Christmas holiday period.

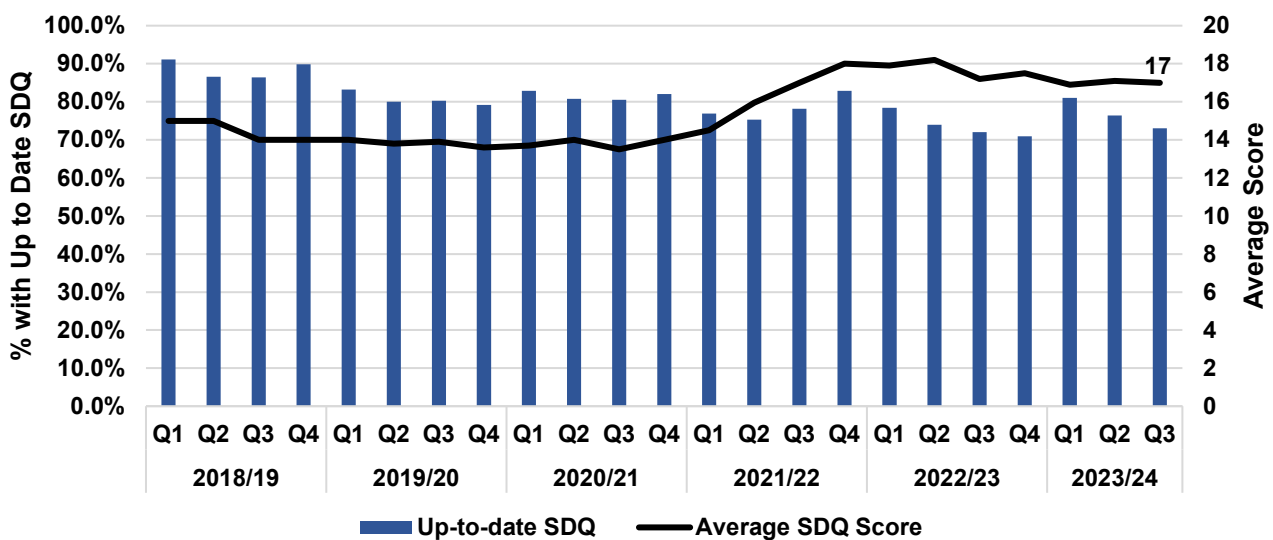
Strengths & Difficulties Questionnaire (SDQ)

At the end of the quarter 73% of eligible children in our care (n=297) had completed an up-to-date SDQ. This is slightly lower than the 76% reported at the end of Q2 2023/24 but consistent with the position 12 months ago (72%).

The average SDQ score at the end of the quarter was 17.0, down slightly (better) from 17.1 at the end of Q2 2023/24 and 1.0 below the peak of 18.1 in Q4 2021/22. Whilst this improvement is welcomed and encouraging, the average SDQ score of children in our care remains higher (worse) than the national average of 14.4.

Just over half of children and young people with an up-to-date SDQ (51.6%, n=153) report a score of 17 or more (which is a score indicating a cause for concern). This compares with a national average of 40% of children in care with an SDQ score of 17 or more. It's important to note that an SDQ score in of itself does not constitute a diagnosis of poor mental health or emotional wellbeing and is one of a number of tools that can be used professionally to ascertain the emotional wellbeing of a child or young person. The service continues to pioneer innovative practice to support children facing emotional trauma through the development of services such as the Psychologically Informed Partnership Approach (PIPA).

Up-to-Date SDQs and Average Scores

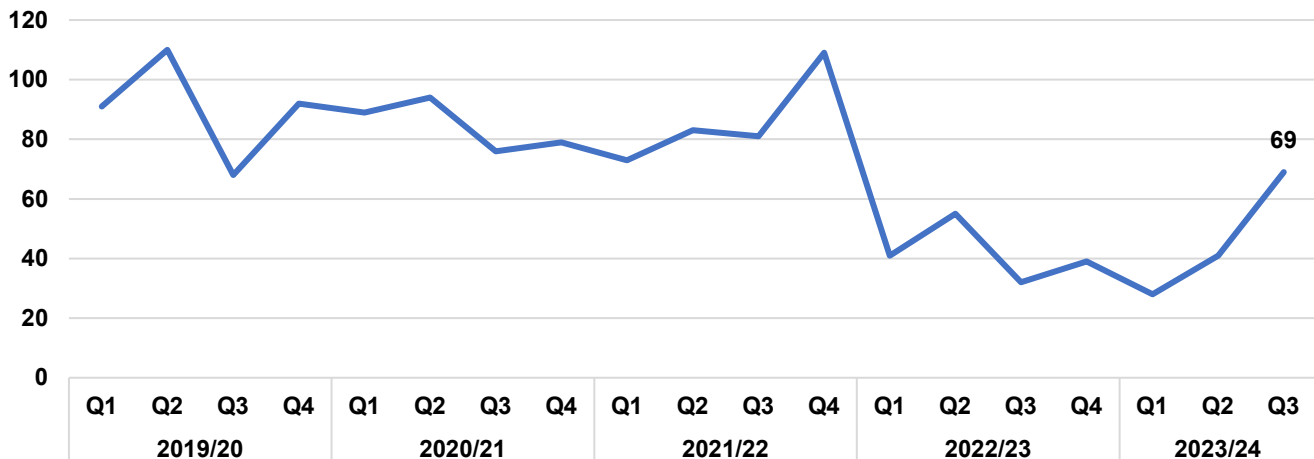


Fostering Service

The Fostering Service remains under pressure to ensure we are able to provide high quality in-house placements for young people in our care, and the in-house occupancy rate remained at 100% at the end of the quarter. The end of Q3 often brings unique challenges for the service, with some carers choosing to take a break from fostering over the festive period. It's worth noting that despite continuously very high occupancy rates, we have around 20 more children in placements provided through the in-house fostering service compared with 12 months ago, equivalent to a 6% increase.

Despite rolling recruitment campaigns it has been difficult for the service to recruit new foster carers and we have seen a steady decline in the number of enquiries from potential new carers in the 15 months to June 2023. Seeking innovative ways to attract new foster carers, the service has targeted carers who took part in the Homes for Ukraine initiative and has also recently introduced a "golden hello" as a further incentive. It would appear that these initiatives, alongside a revamped advertising campaign are having a positive impact and have seen an increase in enquiries for the second successive quarter, with 69 enquiries reported this quarter.

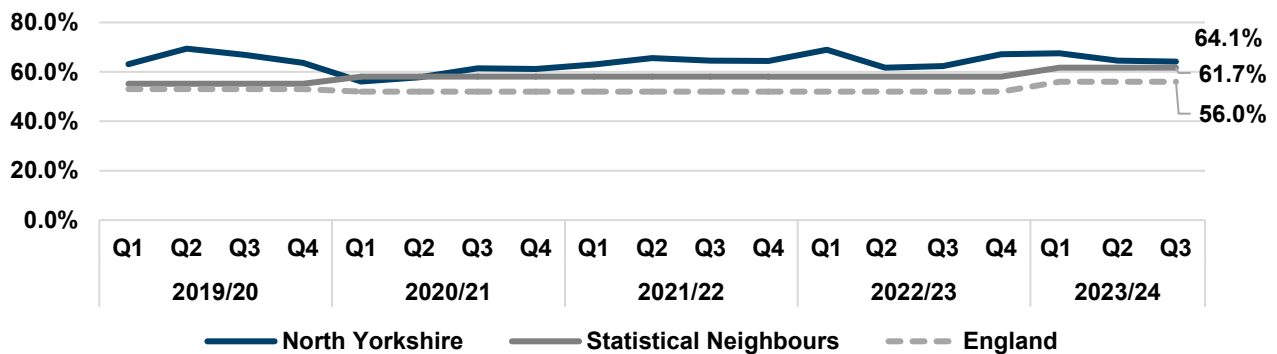
Enquires - Foster Carers Q3 2023/24



Care Leavers

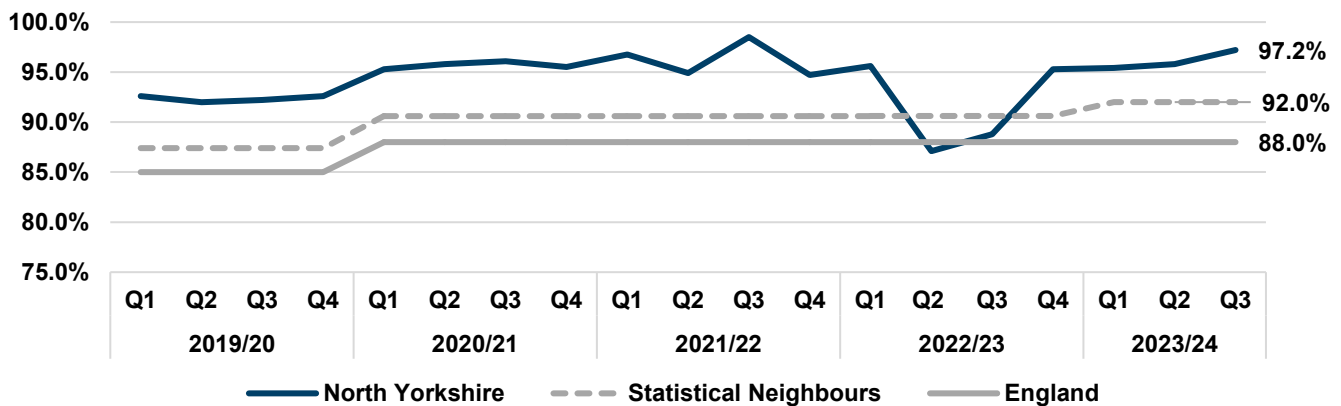
The Leaving Care service continues to provide sector-leading support to North Yorkshire Care Leavers. At the end of the quarter 64% of our care leavers were in education, training, or employment (ETE), much better than the national (56%) or statistical neighbour (61%) averages. We have had a consistently higher proportion of care leavers in ETE post-pandemic than either the statistical neighbour or national average, indicating the value of the work of the Leaving Care service.

Percentage of Care Leavers in Education, Training or Employment



The percentage of young people in suitable accommodation at the end of Q3 2023/24 has improved for the third consecutive quarter to 97% compared to 96% at the end of Q2 2023/24. The service continues to work to improve living arrangements of care leavers. Our performance continues to be sector leading and at the end of quarter was 9% better than the national average and 5% better than the statistical neighbours average.

Percentage of Care Leavers in Suitable Accommodation



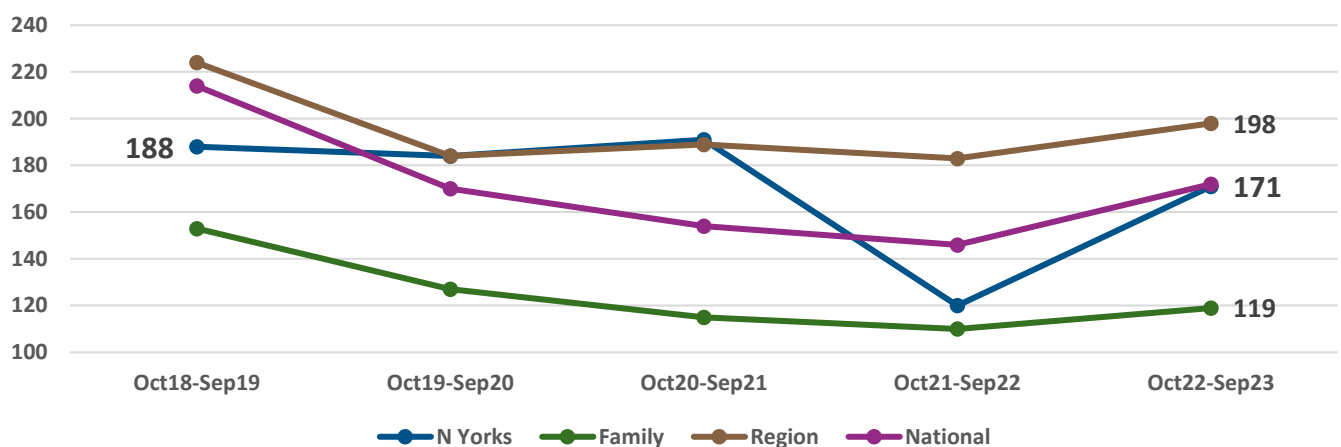
Youth Justice Service

First Time Entrants (FTE's) into the Criminal Justice System

The latest official data for the 12 months ending September 2023 showed a significant increase in the rate of FTE's (r=171) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=120). The rate of 171 relates to 94 young people and places North Yorkshire in the 2nd Quartile nationally. The current rate in North Yorkshire remains lower than the regional (r=198) and national (r=172) rates but higher than the family group average (r=119).

However, the data relating to the latest cohort should be treated with a degree of caution as it has been taken from quarterly case level submissions by Youth Offending Teams (YOT's) rather than the official method of a data extract from the Police National Computer (PNC). The change has taken place as the Ministry of Justice (MoJ) is no longer publishing quarterly FTE data. The main difference between the two sets of data is that generally only 'recordable' offences, are input onto PNC whereas YOT case management systems make no differential between recordable and non-recordable offences and so should always provide higher FTE rates than the official data from the PNC extract.

Youth Justice Service - First Time Entrant Rate

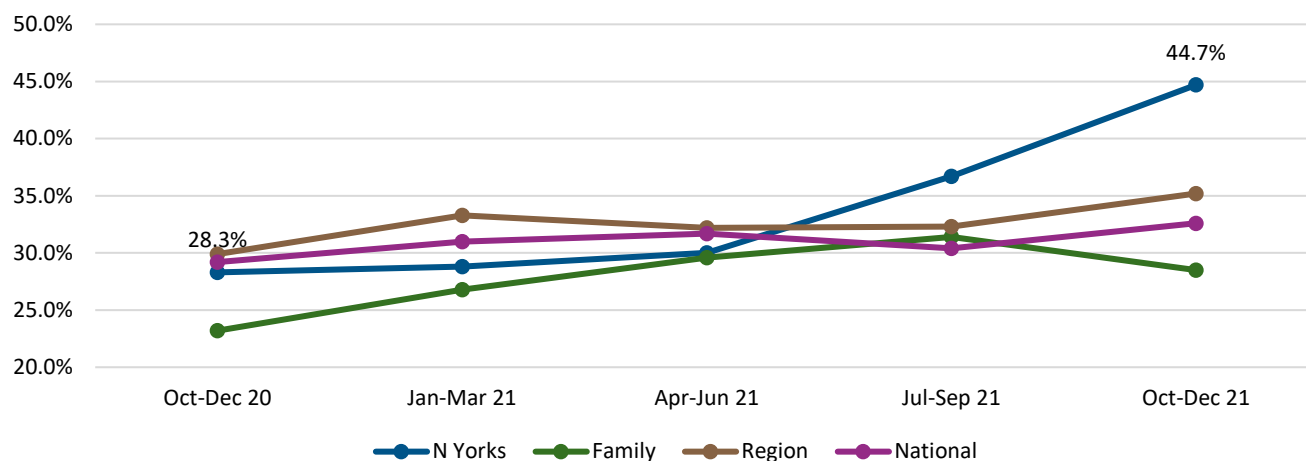


Reoffending Rates

The Binary reoffending rate increased to 44.7% in the October-December 2021 cohort and, as shown in the chart below, is higher than each of the 3 comparators. The cohorts showing lower reoffending rates on the chart prior to October-December 2021 are believed to have been impacted by covid related lockdowns and the recovery of the court system. In particular, it is believed that continued delays in the processing of cases mean that increased numbers of reoffence convictions may fall outside of six-month waiting period and therefore not be counted in these statistics.

There were 38 young people in the latest cohort in North Yorkshire (n=30), of whom 17 committed a proven reoffence.

Binary Reoffending Rate



The Frequency reoffending rate (average number of reoffences per reoffender) increased marginally to 5.47. The Frequency rate was heavily influenced by a very small number of individuals, with 4 of the 17 reoffenders responsible for 65% (n=60) of all reoffences. 2 of the 4 prolific reoffenders are currently serving custodial sentences.

Working with females

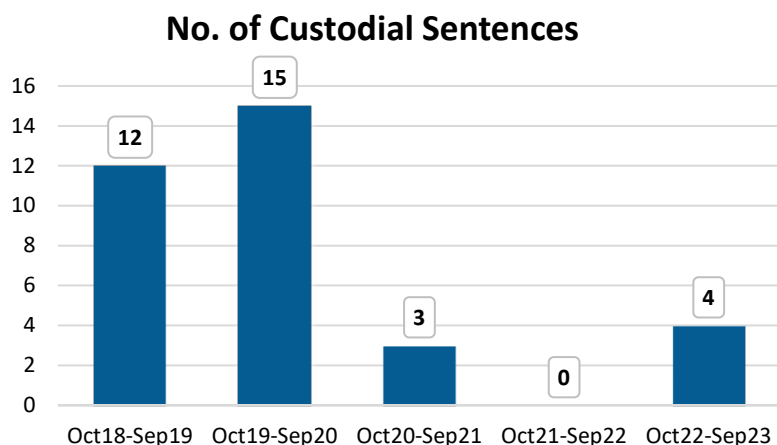
We are concerned by the high representation of females in our First Time Entrant and offending cohorts.

Working in partnership with Leicester, North Yorkshire YJS brought together a virtual forum with a specific focus on working with females. The initial forum, held on 7th November 2023, brought together 38 Youth Justice Services, and provided an opportunity to strengthen relationships with other Youth Justice Services and share good practice. The forum focussed on sharing learning on specialised support in the form of projects. Blackburn YJS presented at the forum offering support on programmes or services designed to meet the specific needs of females.

We have started to scope out resources to inform future girls' group. As part of this scoping, we intend to use the 'forming, storming, norming, performing and adjourning' principles which underpin the Tuckman's group work model. It is believed that this, combined with the Oregon guidelines and Stephanie Covington's work on trauma, will provide the most effective framework for ensuring that gender responsive interventions will work.

The Ministry of Justice and Youth Justice Board have now become part of the forum which will support teams to review practice and share resources.

Custodial Sentences



The number of custodial sentences received by young people in the 12 months ending September 2023 remained relatively low, at 4.

The chart below shows the significant decrease in the actual number of custodial sentences in North Yorkshire in recent years. The 15 custodial sentences received in the 12 months ending September 2020 equated to a rate per 1,000 of the 10-17 population in North Yorkshire of 0.27, much higher than the national and regional rates of 0.15.

Whilst the rate of custodial sentences has also decreased nationally in recent years, the current rate in North Yorkshire ($r=0.07$) is now lower than the national ($r=0.11$) and regional ($r=0.14$) rates.

My Assessment & Plan (MAP)

North Yorkshire Youth Justice Service (YJS) was one of three youth justice services who received dispensation to devise and pilot an alternative assessment to that mandated by the Youth Justice Board (YJB).

MAP is a family-centred and strengths-based assessment, designed for close alignment with the Signs of Safety model. It is a radically condensed approach, compared to the YJB assessment (ASSETPlus), usually comprising less than 20 pages of plain and direct language, set out in a simple, clear framework which is readily understood by children and their families.

MAP is now very well established in everyday practice for YJS, and familiar to partner services. We continue to make small, iterative improvements, working towards greater simplicity and focus on Child First Principles.

An evaluation of the YJS alternative assessment was commissioned by North Yorkshire Council and carried out by Dr Rachel Vipond, Senior Lecturer Criminal Justice and Social Policy, University of York. The purpose was to evaluate the use of MAP as the primary method for assessing children who come into contact with YJS.

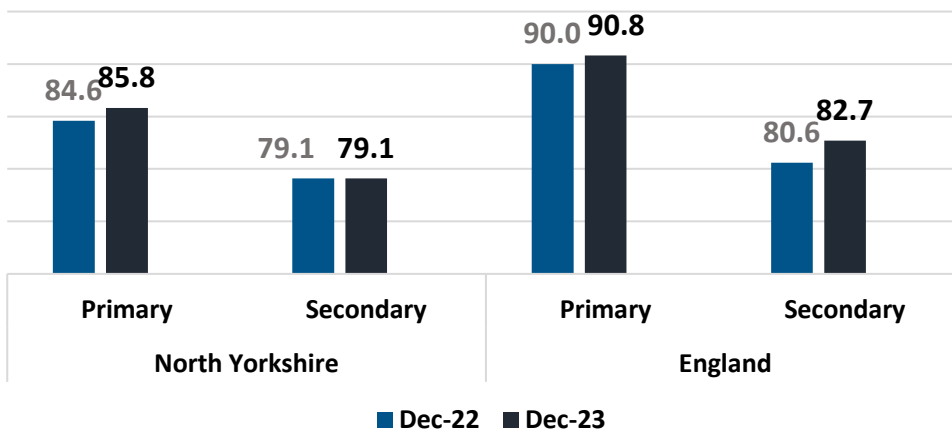
The recommendations made by Dr Vipond, relating to the MAP tool, youth justice practice and wider practice across C&FS are currently being considered. A plan of delivery against the agreed actions is being worked up with Dr Vipond, Early Help Head of Service, Quality & Assurance and our Principal Social Worker which will be rolled out in the spring Term 2024.

Achieving High Aspirations, Opportunities and Achievements

Ofsted rating of schools

The most recent data published by Ofsted (December 2023) highlighted that 85.8% of primary schools in North Yorkshire have a 'Good' or 'Outstanding' Ofsted inspection outcome. This represents 253 of the 295 primary schools inspected in the county. 85.8% is marginally above the 84.6% reported at the same point last year. However, it is below the current national rate of 90.8%.

% of schools - Good or Outstanding



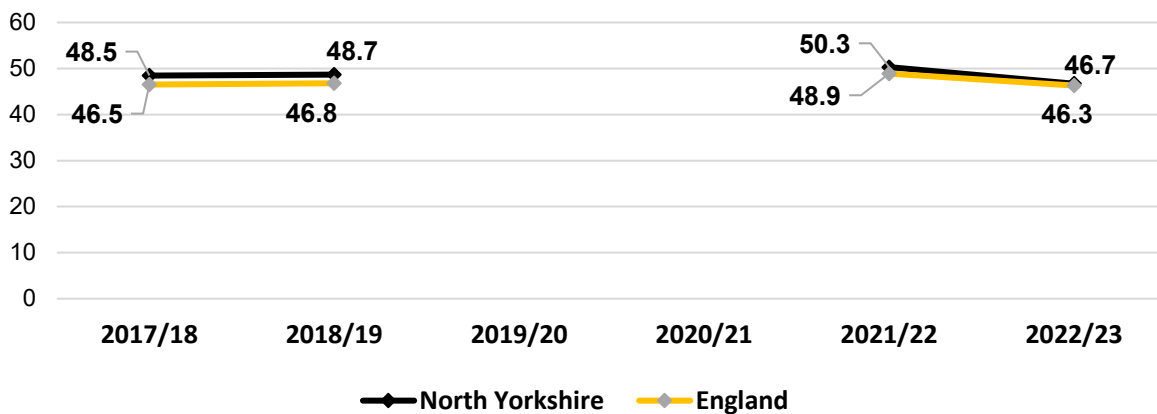
The proportion of secondary schools in North Yorkshire with a 'Good' or 'Outstanding' Ofsted inspection outcome was 79.1%, unchanged compared to this time last year (34 of the 43 secondary schools) and is similar to the national rate of 82.7%.

Attainment – Key Stage 4 Results (Provisional)

Attainment 8

Provisional Key Stage 4 data has been released by the DfE for the 2022/23 academic year and provides both an overview of attainment of pupils leaving Year 11 in 2023, both locally and nationally. The data highlights that Attainment 8 scores at Key Stage 4 has fallen nationally to 46.3 (from 48.9 in the 2021/22 academic year). We have seen a similar picture in North Yorkshire, with Attainment 8 scores falling to 46.7 (from 50.3). Attainment 8 scores locally and nationally are now similar to scores achieved in 2018/19 (last available data before the Covid-19 pandemic).

Key Stage 4 - Average Attainment 8 - Score

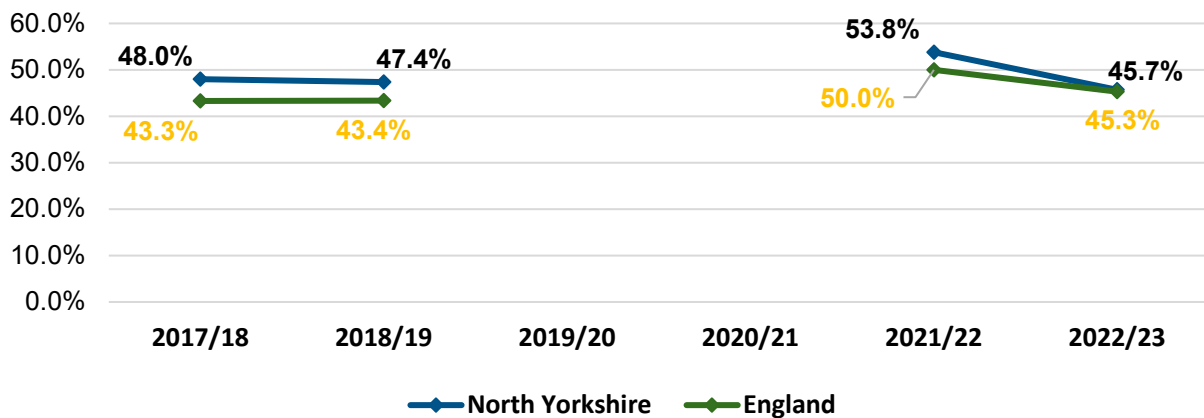


English & Maths

Mirroring attainment 8 scores, the proportion of pupils achieving a 'stronger pass' of grades 5 to 9 in English and Maths has decreased locally and nationally. More positively, at 45.7%, the proportion of children in North Yorkshire achieving a strong pass in English and Maths is now higher than that reported nationally (45.3%).

Attendance in Schools

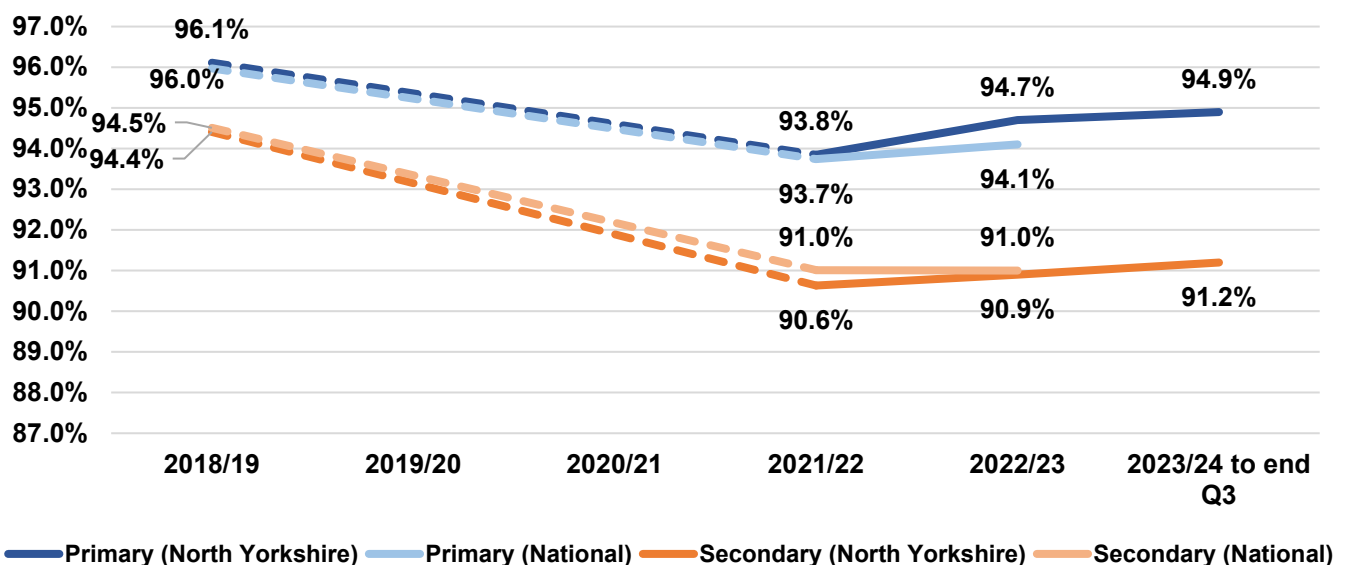
Key Stage 4 - Percentage of Pupils Achieving Grade 5 to 9 in English & Maths



Overall Attendance

Provisional data for the 2022/23 academic year indicates that attendance in North Yorkshire primary and secondary schools remains lower than that reported pre-pandemic. Primary school attendance was reported at 94.7% (compared with 94.1% nationally), with 91.2% reported across secondary schools

Overall Attendance Rates at Schools



(compared with 90.7% nationally). Attendance at special schools in North Yorkshire (85.8%) was slightly below that reported nationally (87.0%).

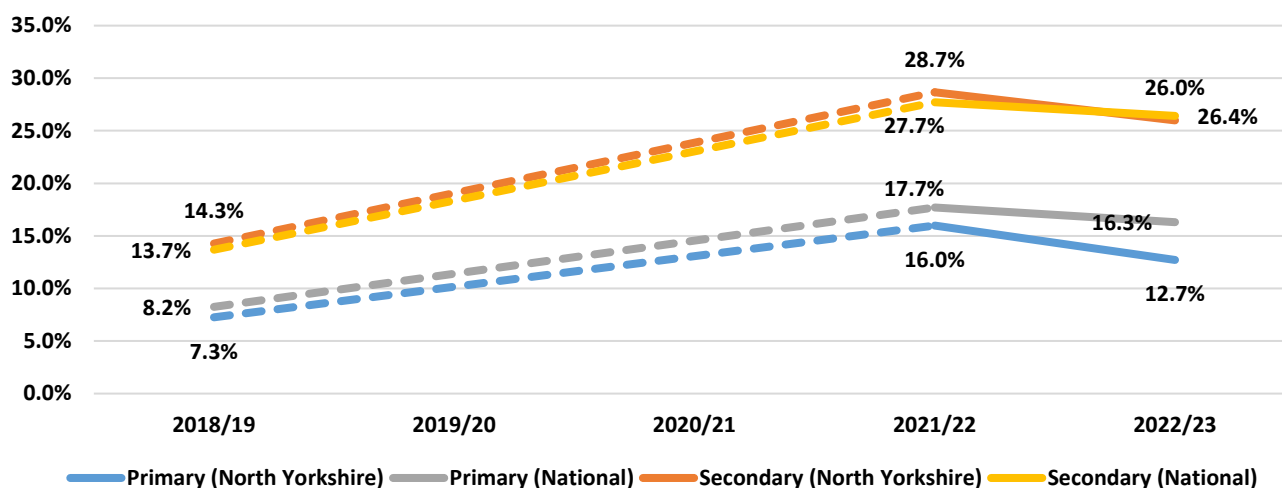
Compared to previous years, primary, secondary and special schools have seen improvements in attendance in North Yorkshire and provisional data for the most recent term (autumn 2023) suggests that this improvement is being sustained with primary school attendance reported at 94.9% in primary schools and 91.2% in secondary schools.

Persistent Absence

Mirroring overall attendance, provisional persistent absence data for the 2022/23 academic year in North Yorkshire indicates that the rate of persistent absence in North Yorkshire secondary schools (26.0%) is lower (better) than in 2021/22 (28.7%). However, rates of persistent absence remain much higher than those reported pre-pandemic (14.3% in 2018/19). This picture is replicated in persistent absence in North Yorkshire primary schools and is reflective of the wider picture nationally.

Provisional data for the autumn 2023 term indicates little change in comparison with the previous academic year.

Persistent Absence Rates in Schools



Suspensions & Exclusions from Schools

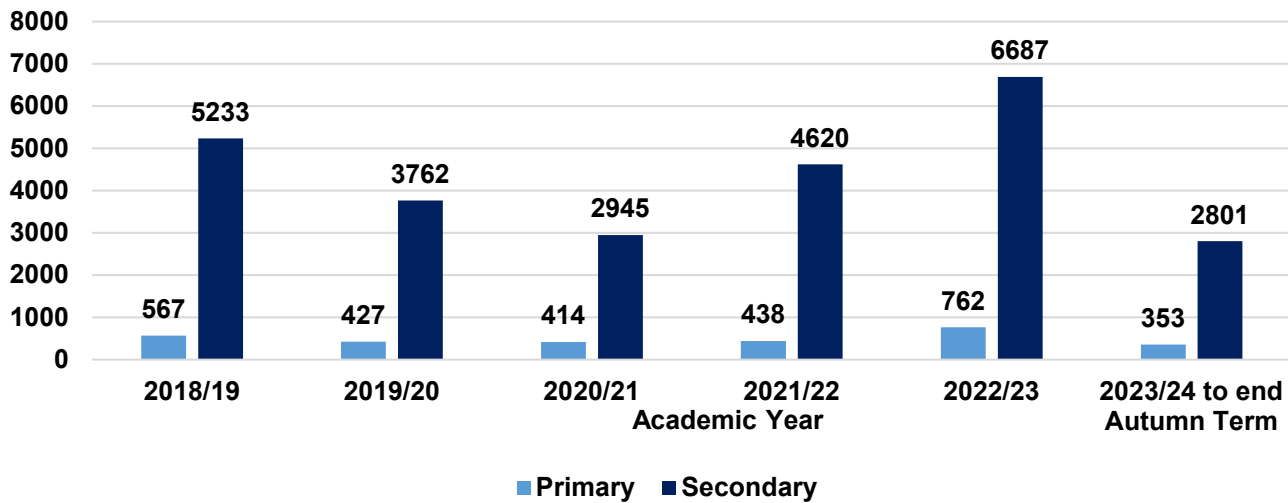
Suspensions (exclusions from school for a fixed period of time)

There were 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. The overwhelming majority of these related to secondary school pupils (6,687 suspensions, 90% of all suspensions) with 762 suspensions relating to from primary school pupils.

We have continued to see high numbers of suspensions from schools in the first term of the 2023/24 academic year, with 3,154 suspensions reported (2,801 relating to secondary schools and 353 relating to primary schools). This is a 48% increase (n=1,020) compared to the same period in the 2022/23 academic year.

The most recent national data (academic year 2021/22) indicates that the rate of children suspended at least once during the academic year was 3.0%, slightly higher (worse) than the rate of 2.5% reported in North Yorkshire.

Suspensions from North Yorkshire Schools

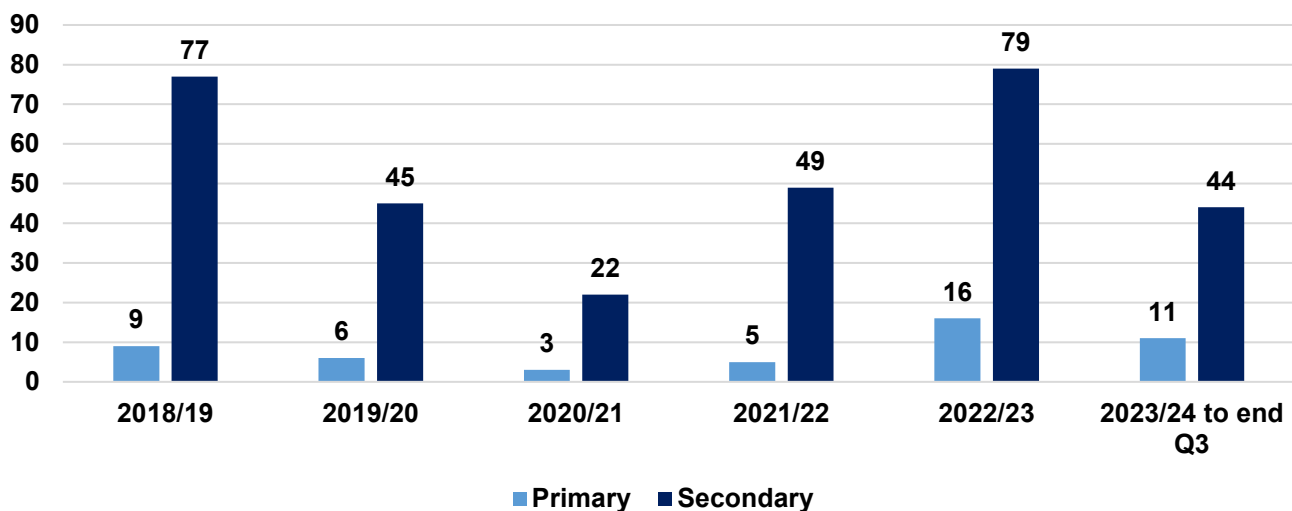


Permanent Exclusions

95 children were permanently excluded from North Yorkshire mainstream schools over the 2022/23 academic year. The majority occurred in secondary schools (79, 83%), with 16 (17%) in primary schools. This represents an increase of 41 (+76%) compared with the 2021/22 academic year. The first term of the 2023/24 academic year has seen 55 permanent exclusions (44 in secondary schools and 11 in primary schools). This represents an 83% increase (n=25) compared to the same period in the 2022/23 academic year.

Despite the marked increase in permanent exclusions, expressed as a percentage of the population our rate of permanent exclusion in mainstream schools (0.06%) remains statistically significantly lower than that reported nationally (0.08%).

Permanent Exclusions from North Yorkshire Schools



Where children are excluded from mainstream education, the Inclusion Service is improving the curriculum offer for pupils receiving education in alternative provision through the implementation of 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. Within Locality Boards school leaders are increasingly developing plans that enable more creative alternative solutions to supporting secondary pupils at risk of exclusion. We continue to work with Locality Boards to monitor the impact of this.

Furthermore, the Inclusion Service has introduced a new locality-based approach to supporting secondary school aged 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.

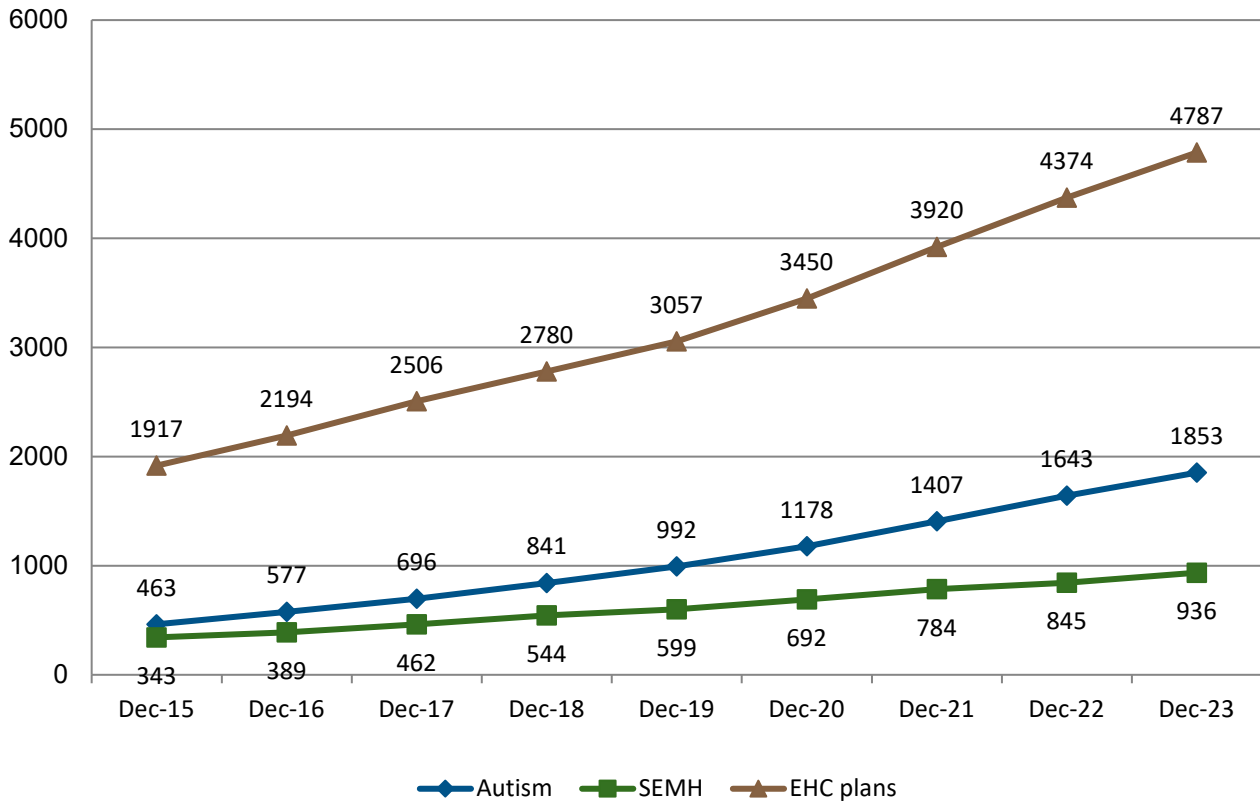
Education Health Care Plans Funded by North Yorkshire Council

As of the end of the quarter there were 4,787 EHC plans funded by North Yorkshire. This is a 9% increase (n= 413) compared to the end of Q3 last year (4,374) and a continuation of the steady increase in EHC plans since the introduction of the new SEND code of practice in 2014.

We have seen a much higher rate of increase in the number of EHC plans funded by the Council between 2014 and 2023 than those observed nationally and regionally. However, prior to 2014 the rate of identification of special educational needs in North Yorkshire was much lower than the national average, and much of the higher rate of increase in funded plans locally is as a consequence of improved identification of need. Nevertheless, over the 8 years between 2015 and 2023 there has been a 156% increase in funded EHC plans in North Yorkshire, compared with an increase of 115% nationally.

The most common primary need continues to be Autism, accounting for 39% (1853) of current EHC plans. Children identified as having a primary need of Social, Emotional, Mental Health (SEMH) are the second most prevalent at 20% (936). These patterns of need have persisted since EHC plans were introduced. The increase in the number of funded EHC plans with a primary need of Autism between 2015 and 2023 was 300% (n=1390), considerably more than any other primary need.

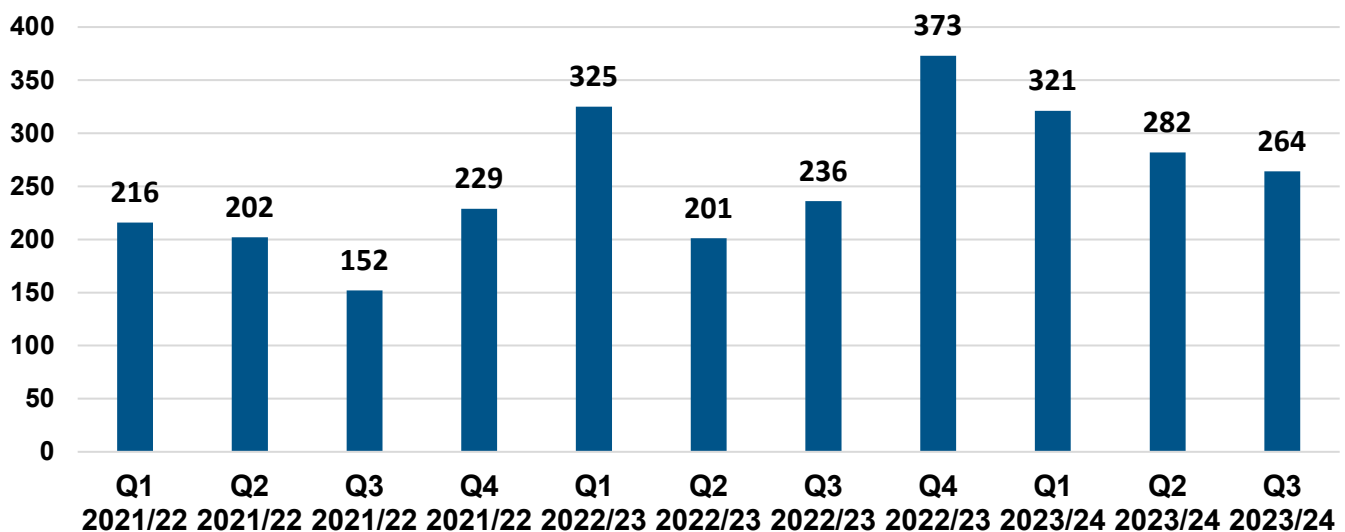
North Yorkshire Council Funded EHC plans



Requests for Statutory Assessment

Fuelling the increase in the number EHC plans funded by the Council is an increase in requests for statutory assessment of children. We received 264 requests for assessments this quarter, a 12% increase (n=36) compared with Q3 last year. There is some evidence of a seasonal surge in requests in Q4 and we can expect around 1,240 assessments for 2023/24 in total. This would be an increase of 28% (n=269) compared with 2022/23.

Requests for Assessment (EHC plan)



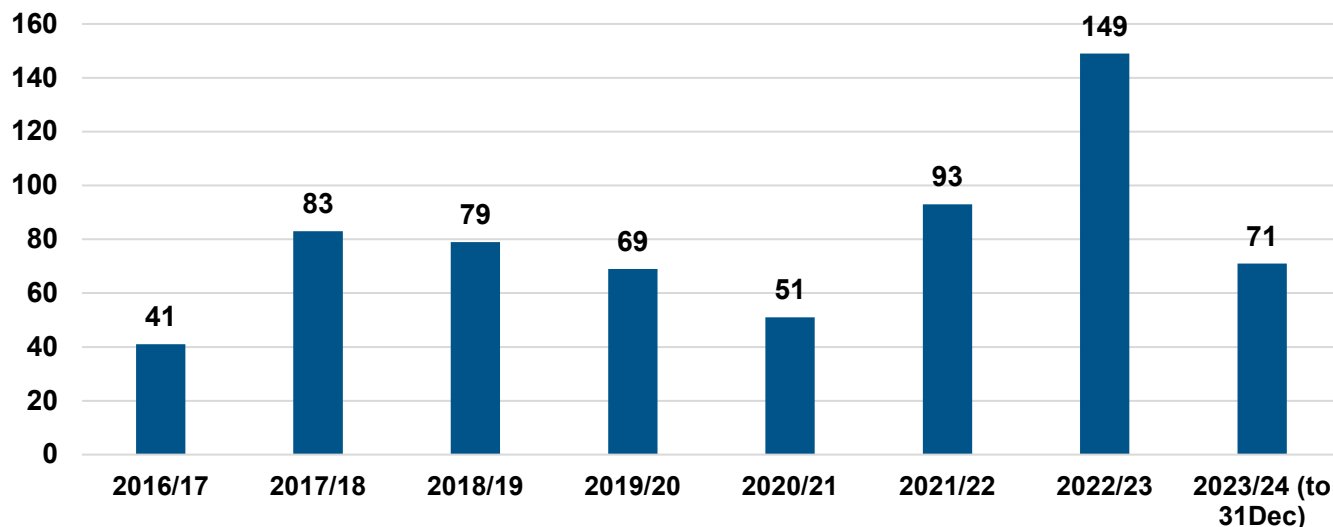
At least 90% of requests for assessment are made by the child's school or place of education directly. Reflecting the national picture around 70% of requests for assessment are received for children aged 5 to 15.

Appeals to First Tier SEND Tribunals

Decisions made as part of the EHC plan statutory process can be appealed, via the first tier SEND Tribunal. This is part of the systems of courts and tribunals which makes decisions in appeals and claims. There has been an rising trend in the number of appeals to Tribunal received by North Yorkshire council since the end of the Covid pandemic.

Data for the 2022/23 academic year shows 149 appeals to the SEND tribunal were received, which is a 60% increase (n=56) compared with the 2021/22 academic year. The previous highest annual number of appeals received prior to the pandemic was 83 in 2017/18. For the 2023/24 academic year to date (to the end of December 2023), data highlights that this increasing trend is continuing, with 71 appeals having been recorded.

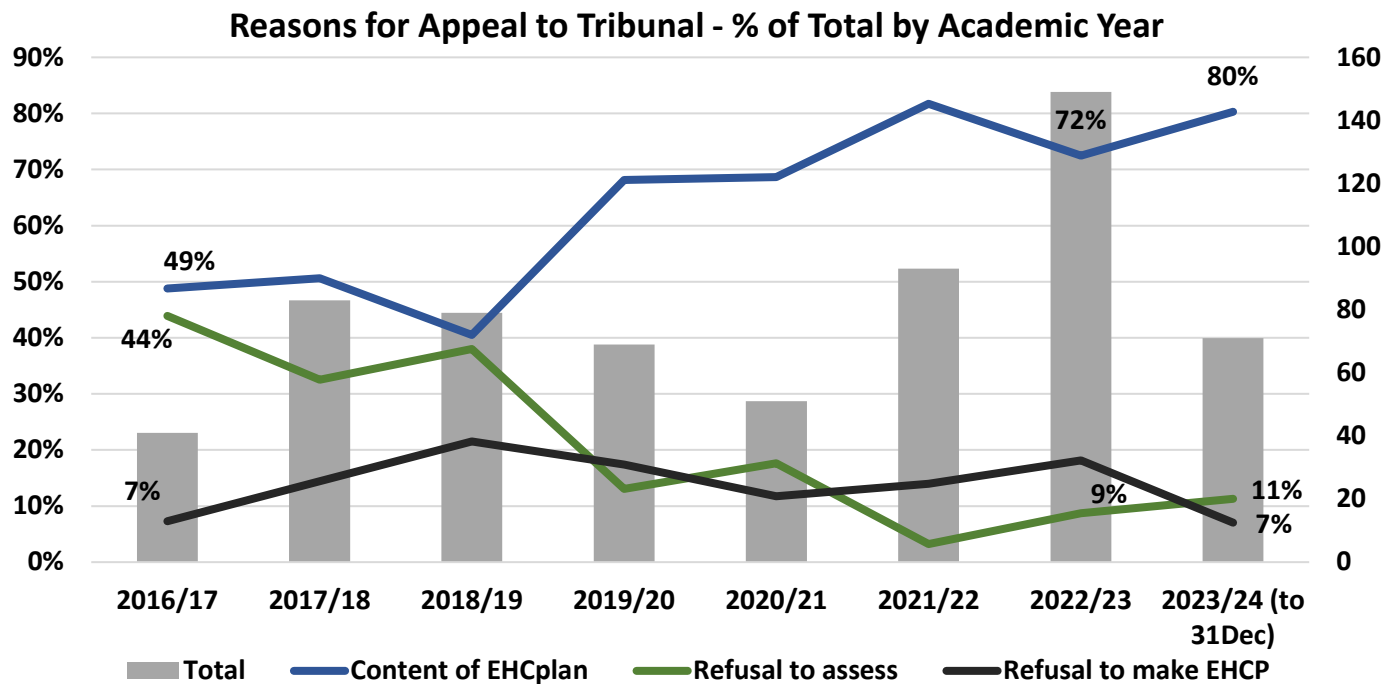
Total Appeals to First Tier SEN Tribunal by Academic Year



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

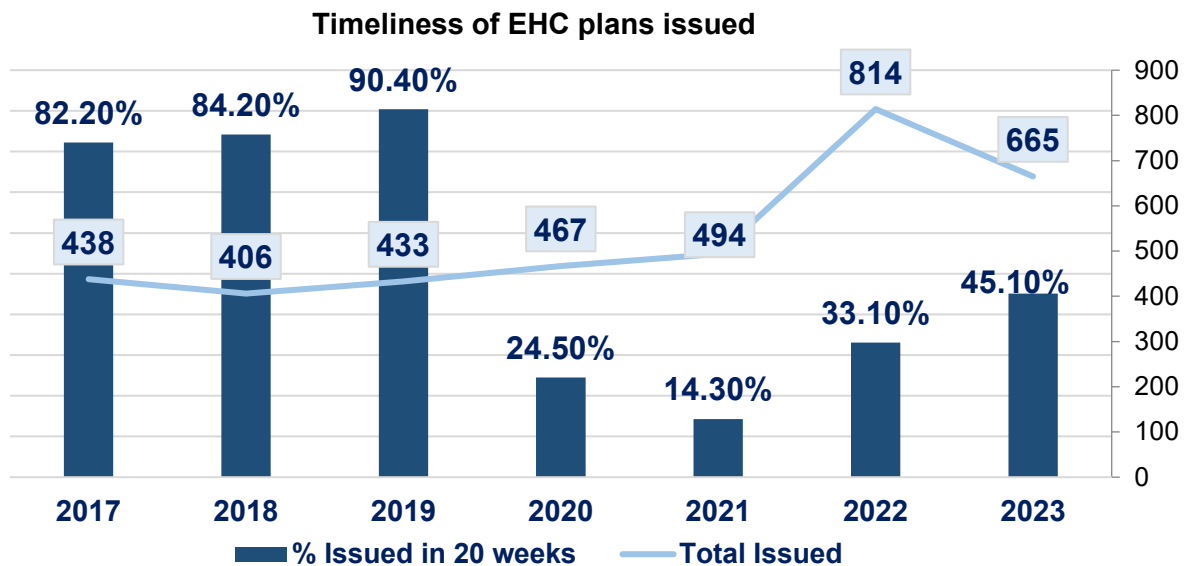
- Refusal to assess/reassess for an EHC plan
- Refusal to issue an EHC plan
- Content or change to the content in the plan regarding
- Special need identified
- Support provided
- School placement
- Decision to cease the plan

There has been a notable reduction in the proportion of appeals received for the reason of a refusal to assess for an EHC plan. This has fallen from 44% (n=18) of all appeals in 2016/17 to 9% (n=13) in 2022/23. The most common reason for an appeal received relates to the content of an EHC plan, and this accounted for 72% (108) of appeals. This often relates to the disagreement around the school placement recorded in the document. 2023/24 figures indicate that these trends are continuing.



Nationally reported outcomes (Ministry of Justice, December 2022) for appeals to SEND tribunal, where a decision has been made highlights 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.

EHC plan timeliness



Over 2023 we have seen timeliness of EHC plans improve with 45% issued within 20 weeks. This is significantly better than timeliness in 2022 (33%) but still much worse than pre-pandemic (90% in 20 weeks). There has been a decrease in overall new EHC plans being issued within 20 weeks in the last quarter, reducing to 10.4% (12 of 115 plans) compared to 34.8% (53 of 157 plans) in the previous quarter. Much of the delay in issuing plans can be ascribed to difficulties in gathering required information and evidence from specialists. In particular, the national problem of an acute shortage of Educational Psychologists is impacting our ability to issue EHC in a timelier manner.

We are addressing this challenge by contracting agencies to address a backlog in receiving advice from Educational Psychologist services. An additional agency contract has been awarded recently to address the ongoing backlog in advice received. In addition, the Inclusion Service have had a successful recruitment drive at the beginning of this year with the recruitment of a new principal EP, a new part-time EPs and 2 trainees to start later in the year. These measures are expected to have a consequent effect of an upturn in overall timeliness in final plans being issued towards the end of this year.

SEND Capital Programme

Children with an EHC plan will often be placed in specialist provision, either state funded special schools or independent specialist provision. 1,247 (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 is almost identical to that reported nationally (27.8%). Over the last 6 years we have seen a 52% increase (n=429) in the number of children with a EHC plan placed in a state funded special school compared with 2017.

North Yorkshire has developed a SEND Capital programme, which is focused on expanding the specialist provision locally. The Capital programme includes expansion of the established targeted mainstream provision (TMP) network. TMPs are in primary and secondary schools providing specialist support, enabling children and young people with SEND can make progress within a mainstream school environment. There are currently 80 TMP places in the county, 40 in primary schools and 40 in secondary.

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 Q3 of 2023/24 was 1580 an increase of 6.5% from the same point last year (1484).

Increases in caseloads have been recorded across all 3 localities

		Q3 23/24	% change since Q2 2022/23
Locality	Hambleton & Richmondshire	413	+9.3%
	Harrogate/Knaresborough/Ripon and Craven	465	+2.2%
	Scarborough/Whitby and Ryedale	378	+5.3%
	Selby	306	+12.5%
Total		1580	+6.5%
	Other Area/not yet known	18	

The current caseload is made up of 1516 individual children supported across a range of specialist services. Sensory services (Hearing and Visual Impairment) have the highest numbers of cases, followed by the Autism Service. This is illustrated in the following chart.

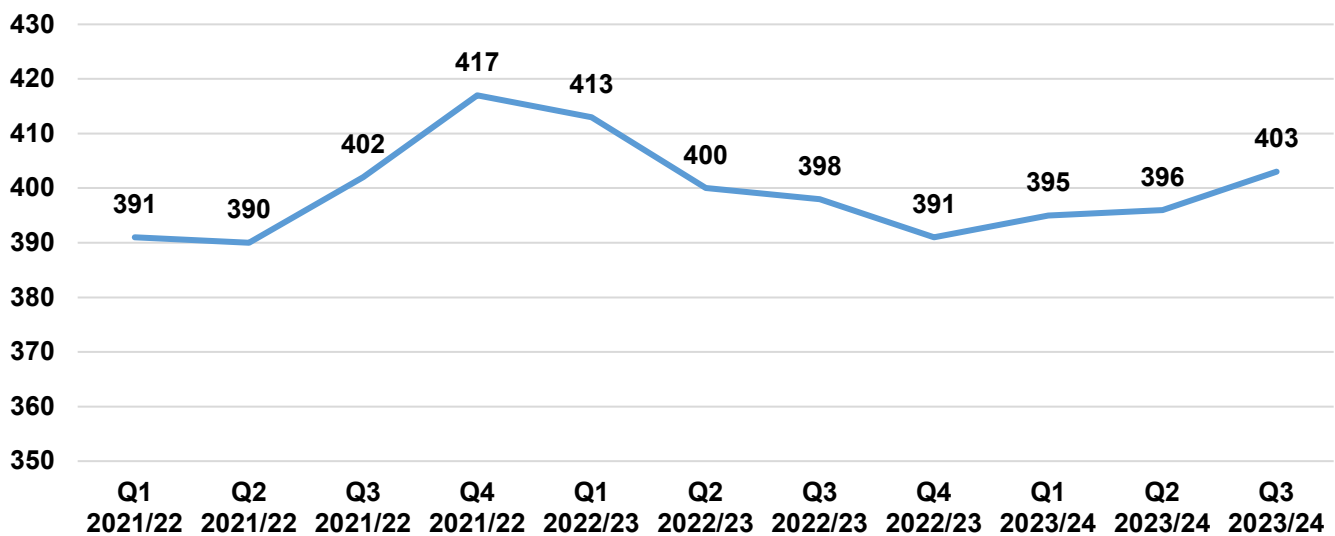
Service		Caseload
Communication and Interaction	Autism	208
	Speech, Language, Communication	139
Cognition and Learning	Early Development	72
	Learning Difficulty	112
	Portage	127
Sensory	Hearing Impairment	419
	Visual Impairment	187
Medical Education		122
Occupational Therapy		27
Social Emotional Mental Health		167

Each child being referred to a SEND hub will have individual clearly defined outcomes to be achieved as part of the specialist service involvement. These expected outcomes 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. 97% of outcomes were either fully or partially achieved in Q3, similar to the same period last year (99%).

Disabled Children’s Service

There has been a slowly increasing trend in the number of children being supported by the Disabled Children’s Service over the last 3 quarters. This follows a sustained quarter on quarter decrease across 2022/23. At the end December 2023 there were 403 children and young people being supported, an increase of 7 on Q2 and an increase of 12 on the low of 391 open cases at the end of Q4 of 2022/23.

Disabled Children's Service Caseload

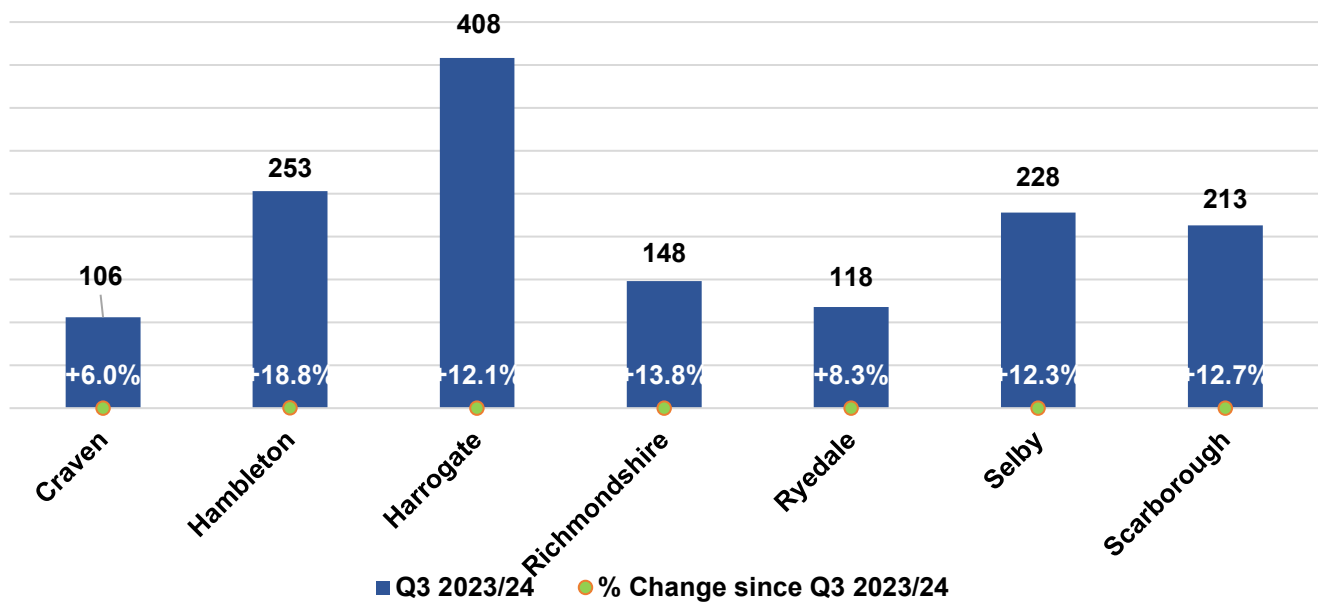


SEND Transport

The most recent data for October 2023 highlights that there was a total of 1,481 children on SEND home to school transport (including solo travellers). This is the highest number of children on accessing SEND transport recorded and 9% higher (n=168) than the same period in 2022/23, when there were 1313. The increase in the number of children accessing SEND transport is a direct function of the increase in the number of children in receipt of an EHC plan.

We have also seen an increase in the number of children being transported alone (Solo Travellers) during this period, increasing to 238 this quarter compared to 230 12 months ago. However, this lower figure than the post-pandemic peak of 258 solo travellers in February of 2023.

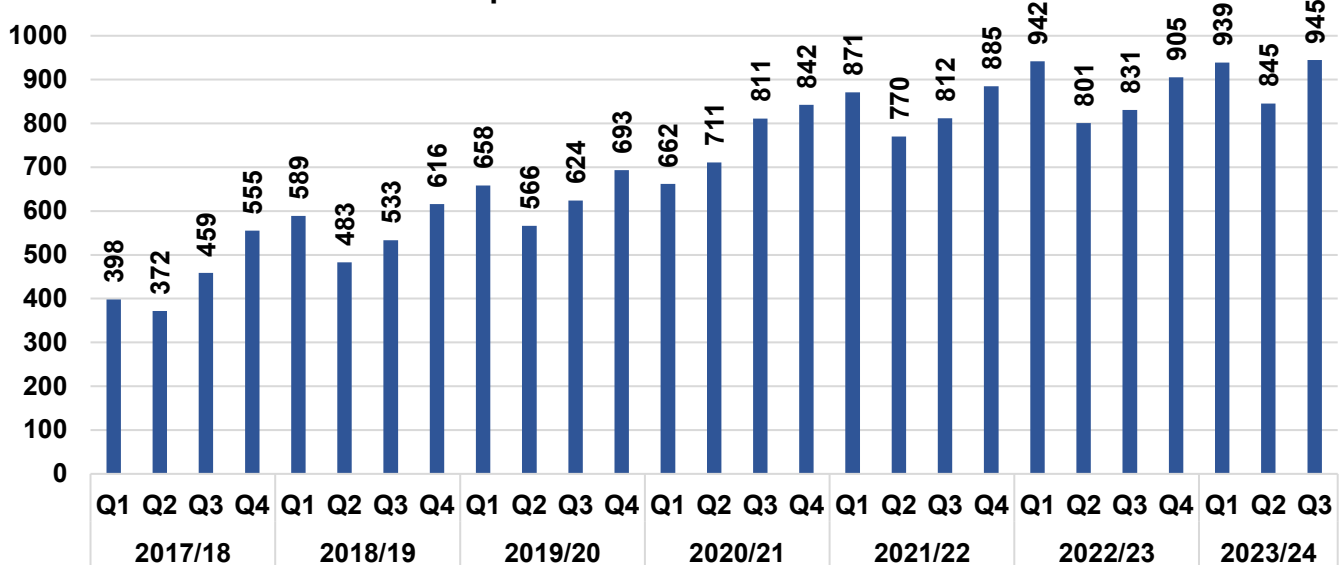
Children on SEND Home to School Transport - by Home District



Elective Home Education

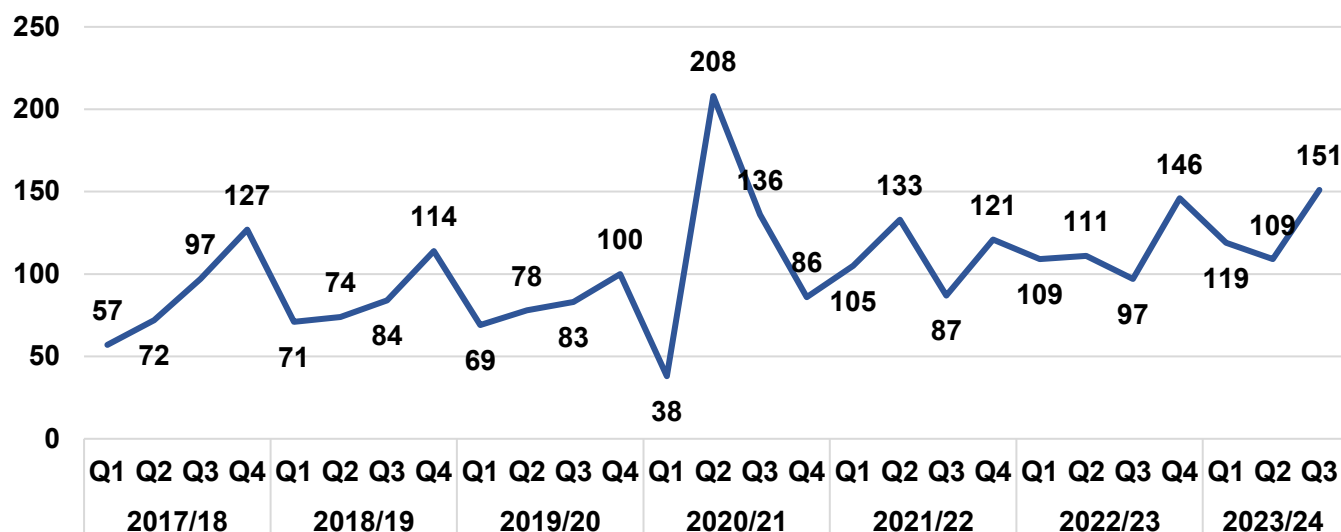
We continue to see a rising trend in the number of children recorded as being Electively Home Educated in North Yorkshire (EHE) and this follows the sharp increase in EHE following the Covid-19 pandemic. North Yorkshire is not alone in seeing an increase in EHE and this trend is being replicated nationally. The number of children in EHE is now being recorded nationally as part of a voluntary submission to local authorities on a termly basis. Current rates show that North Yorkshire has been in line with the national picture, with approximately of 1% of the mainstream school population in EHE. At the end of the quarter there were a total of 945 children recorded as being EHE in North Yorkshire. This is an increase of 13.7% (n=114) compared with the same period in 2022/23.

Number of Pupils in Elective Home Education



Following the pandemic there was some initial evidence of a slowing trend in the number of children in EHE. However, it is not now expected that numbers of EHE will reduce to pre-pandemic levels in the short-term and higher number of children in EHE are expected to be sustained into the medium term. In the current quarter 151 children became EHE. This is 54 more (+56%) compared with Q3 last year.

Number of Pupils Becoming EHE



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.

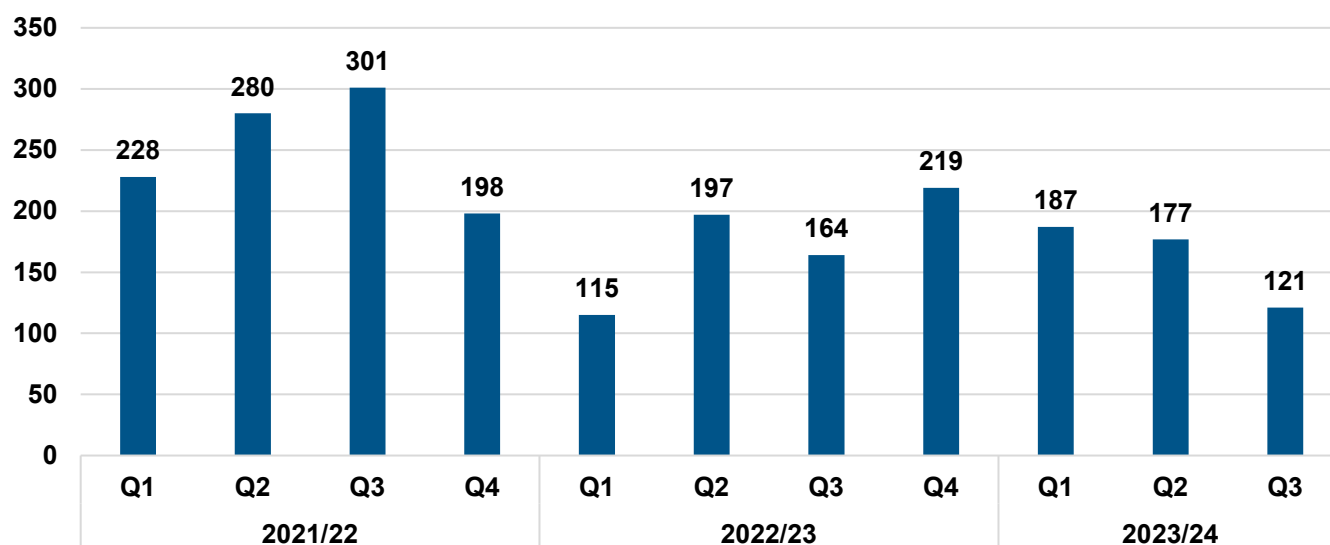
There has also been an increase in the number of pre-decision meetings for parents/carers made with EHE advisors prior to EHE being finalised. This benefits children and their families as families go away with an informed understanding of EHE and what it entails. It has proven to reduce the number of children becoming EHE and has increased the number of children having their needs met in school. This summer alone around 50% of families who took up the offer of a conversation went on not to follow an EHE route and their child returned to school.

Children Missing Education (CME)

A child is defined in law as ‘missing education’ (CME) if they are of school age and are not registered at a school or are not receiving suitable education otherwise than at school. CME could be at significant risk of underachieving or harm, which necessitates the proper sharing of information between the LA, schools and parents to ensure children are safe and are receiving suitable education.

The number of referrals for Children Missing Education has tended to vary from one year to the next. However, there was clear evidence of an upward trend during the Covid pandemic, although there are signs of a steady year on year reduction post-pandemic. This quarter were a total of 121 referrals compared to 164 in the same period in 2022/23 and 301 in 2021/22.

CME Referrals



North Yorkshire’s CME Co-ordinator has a proven track record in ‘finding’ Children Missing from Education. Of the 695 CME referrals in 2022/23, 95% of CME referrals have been closed with the child ‘Found’ or closed due to being outside compulsory school age.

Some referrals remain open due to a sign-off requirement of the HMRC. In such HMRC follow its own process in contacting and locating a family, with ongoing contact with the LA’s CME coordinator.

Adult Learning & Skills Service

By the end of Q3 we approach approximately the halfway stage of the academic year and the current qualification achievement rate for education and training learners (aged 19 and over) is reported at 64% at the end of the quarter. This is 7% lower than the 71% reported at this point last year. More positively, the proportion of “continuers” (proportion of learners retained in the year) is significantly higher at 96.4% at the end of Q3 2023/24 compared to the same point last year 91.1%.

At the end of Q3 2023/24, the service are currently implemented a new bespoke software system to monitor qualification achievement rates and apprenticeship accountability framework performance. The software is a much-improved version of the existing system and does not require as many manual interventions from multiple disciplines in North Yorkshire.



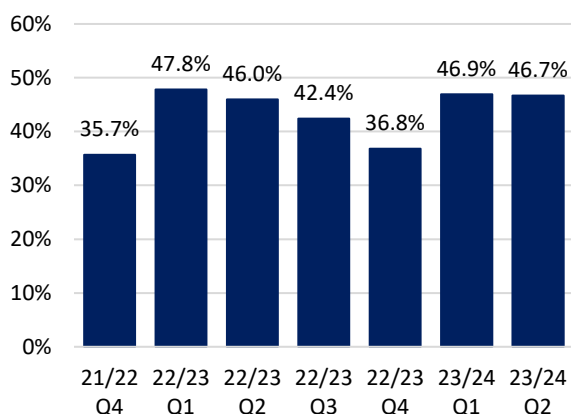
Environment

Environmental Services and Climate Change

Waste Collection and Disposal

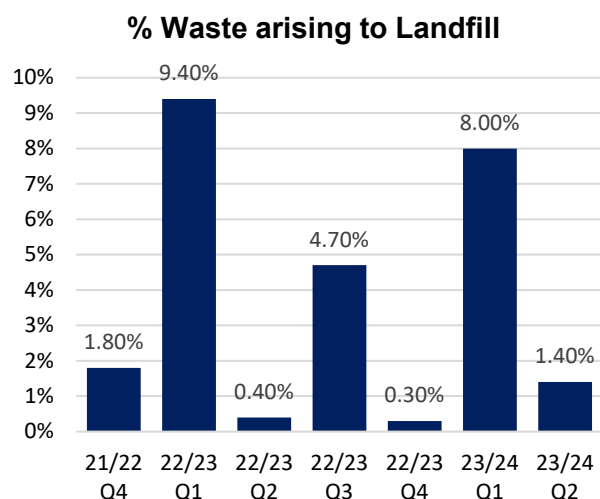
Waste collection and disposal information is reported a quarter in arrears due to national reporting arrangements. The data reported here relates to Q2 2023/24.

% Household Waste sent for Reuse, Recycling or Composting

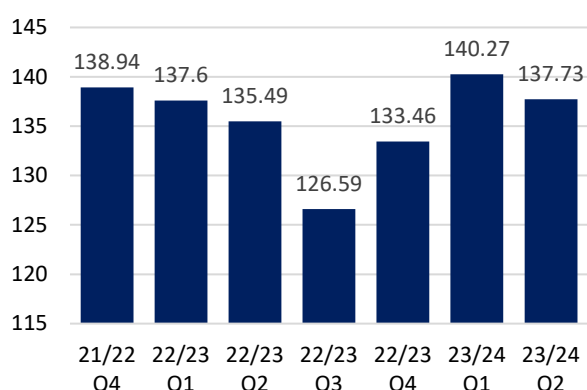


This is the second quarter of data reported to Waste Data Flow (Defra) as North Yorkshire Council. Regarding the *percentage of household waste sent for reuse, recycling or composting* (NI192), the outturn for Q2 2023/24 was 46.7%. Performance has improved compared to Q2 22/23 which is due to improved composting performance. Q2 22/23 composting tonnages were impacted by the very hot weather in July 22. Recycling performance is consistent with Q1, which is a decline compared to 22/23. This is due to improved consistency in reporting, overall tonnage declines, and increase in contamination of material in Craven. This is being addressed, and contamination rates for Craven are now decreasing.

With regard to the *percentage of municipal waste sent to landfill* (NI193), outturn for North Yorkshire in Q2 2023/24 was 1.4%, significantly less than the previous quarter (8.0). This was higher than in the same quarter the previous year (0.4%). Waste was diverted from Allerton Waste Recovery Park in July, with some tonnage being delivered to landfill. This was due to the planned shutdown in June being extended to 7 July 2023 due to issues on both lines of the Energy from Waste. Outside of the extended shut down period availability and performance has been good.



Residual Household Waste per Household (kg)

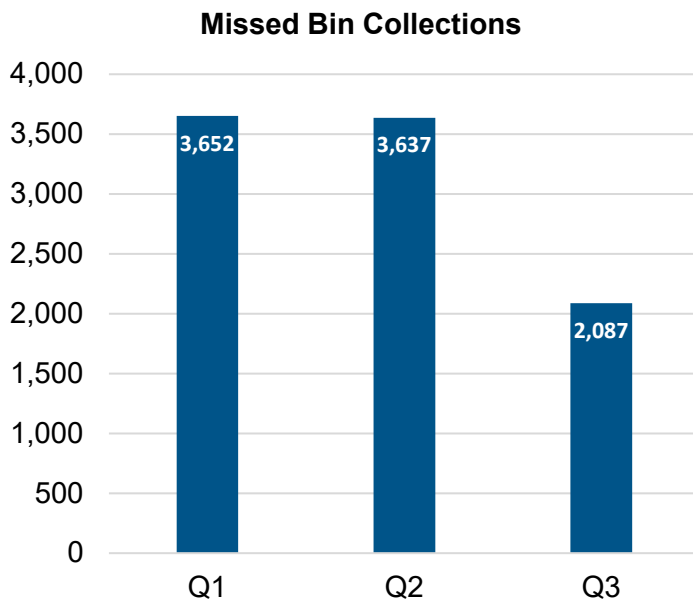


In terms of the amount of *residual household waste collected per household* (NI191), the outturn in Q2 2023/24 was 137.73kg. Residual waste tonnages have reduced compared to the previous quarter (140.27kg) and reduced slightly compared to Q2 22/23 (135.49kg). As noted previously, there have been some changes to reporting, as some household waste was previously being reported as non-household – schedule 2 waste; sweepings – and this has now been corrected.

Comparative data is published in March 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

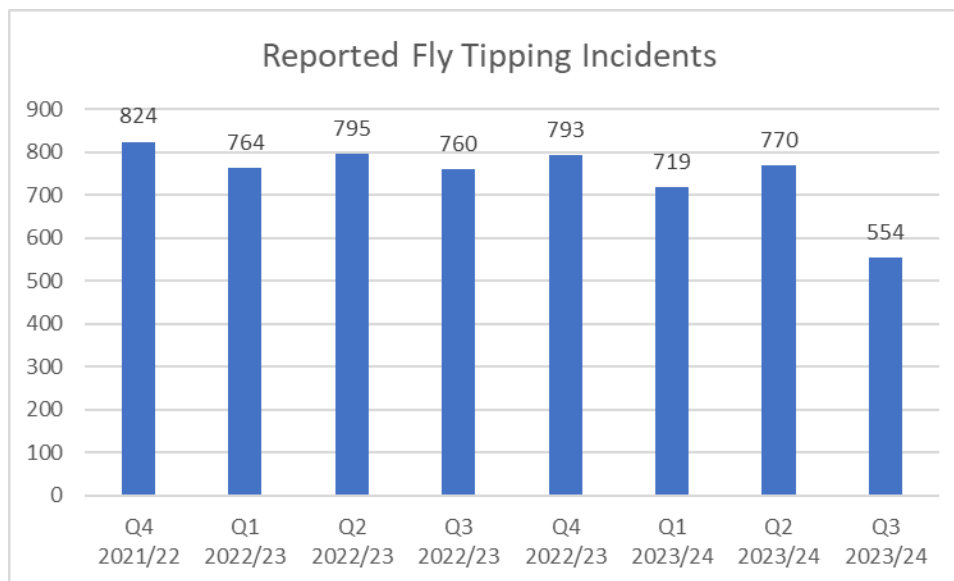


This is a new countywide KPI (from Q1 23/24). There were less missed bins in Q3 compared to the previous two quarters. In Q3 2023/24 there were 2,087 missed bins (0.10%), compared to Q2 when there were 3,637 (0.17%) and Q1 when there were 3,652 (0.17%). Collections were impacted in Q3 for Richmondshire due to Storm Babet in October, vehicle breakdowns in November and December and snow week commencing 4 December. Missed bins have also declined due to garden waste collections ceasing in December for the winter period across the localities.

There is no data for 22/23 for this KPI for comparison. No benchmarking data is currently available. There is no national definition of a 'missed bin' so each council would record them differently and have different criteria as to what

constitutes a missed bin which means we would not be comparing like for like.

Fly Tipping



During quarter three 554 fly-tipping incidents were reported across North Yorkshire; 216 less than the previous quarter figure (770); the lowest number reported compared to previous quarters as can be seen from the chart below. It should however be noted that this may be a coincidental drop and therefore the service are monitoring the longer term trend.

Scarborough had the highest number of reported fly tipping incidents in Q3 (206), with

both Harrogate and Hambleton having the second highest number (91); Craven had the lowest number (21). Several factors could influence this, such as size of geographic area and population.

Fly tipping data is also collated through the UK wide system managed by Defra, the latest comparative data available is for 2022/23. 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
Craven	96	22	0	0	267
Hambleton	423	188	3	0.0071	207
Harrogate	556	56	5	0.0090	193
Richmondshire	226	222	38	0.1681	28
Ryedale	86	5	5	0.0581	63
Scarborough	1,065	1,359	30	0.0281	86
Selby	602	555	13	0.0216	134

*Rank of 308 Local Authorities

**Fixed Penalty Notices

The combined data for North Yorkshire would give a Fixed Penalty Notice rate of 0.031 per incident which would rank the County approximately 108th of 308 Local Authorities and would place the County towards the top of the second quartile in terms of performance.

Climate Change

The newly restructured Climate Change Team are successfully securing funding for the county to enable several projects to go ahead, and they are now working with the Directorates to develop climate change action plans for their services.

There has been continued demand for the Shared Prosperity Fund (SPF) Community Climate Action and Business Sustainability Programme, with £1.6 million worth of applications received. Monthly approval panels are reviewing the applications with 10 projects approved to date.

There are seven Devolution Deal Net Zero Fund projects recommended by the York and North Yorkshire Joint Committee for approval by central government. The bid documents are being resubmitting for funding agreements, hopefully to be agreed by the end of January.

The Wider Partnership conference on 27th October hosted a workshop to discuss community energy development in North Yorkshire and the community awards celebrated 'care for the environment' as one of its categories. The award was won by Sustainable Swaledale, a small four-year old volunteer-only organisation, caring for the environment by coordinating projects that connect people with nature via practical enhancement and sustainability projects.

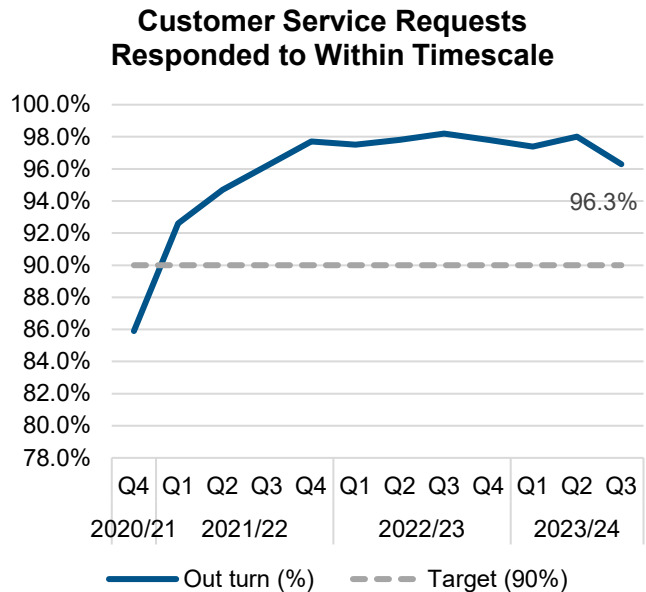
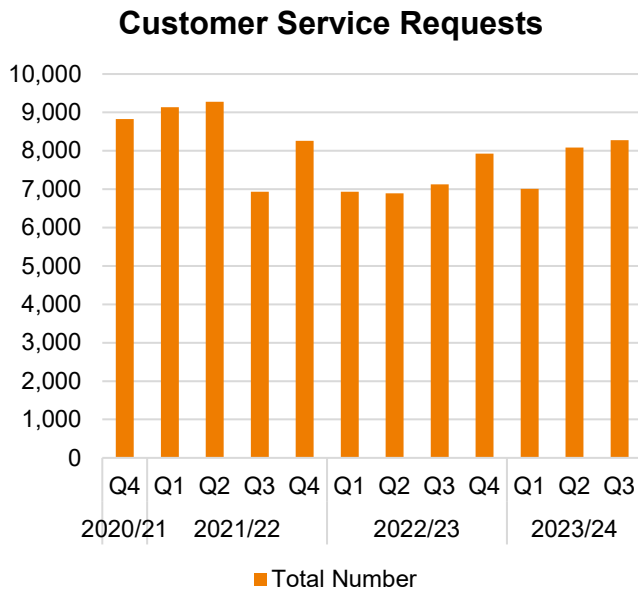
The Home Upgrade Grant is now available for private sector households to apply to for financial support towards home energy efficiency and low carbon heating.

Going forward, a further funding bid is being prepared for Social Housing Decarbonisation with the intent to submit in late January, and to co-ordinate all this work, a Climate Change Action Plan (now called the Climate Change Delivery Pathway) is currently being developed by a project team. The first draft of this plan will to the Transport, Economy, Environment and Enterprise Overview and Scrutiny Committee in February. Furthermore, the councils "Let's Talk Climate" report has been circulated to all six Area Constituency Committees and published online.

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

Highways

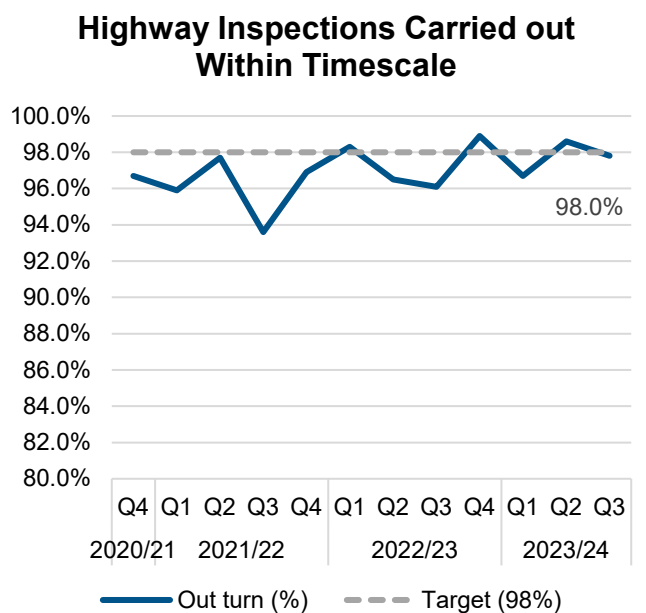
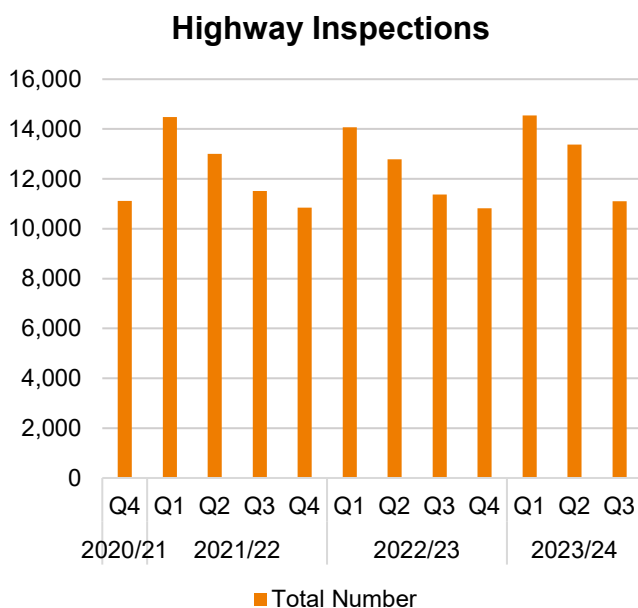
Highways Customer Service Requests



During quarter three there were 8,275 highways customer service requests, the highest number for almost two years. 7,965 (96.3%) of these requests were responded to within the expected timescale of 10 days. Although this is slightly down on the previous quarter's performance (98.0%) when there were a similar number of requests (8,086), it is still well above the target of 90%. Performance has now remained above target for two and a half years.

Although the target for responding to requests is 10 days, it should be noted that the vast majority (86.6%) were responded to within 5 days.

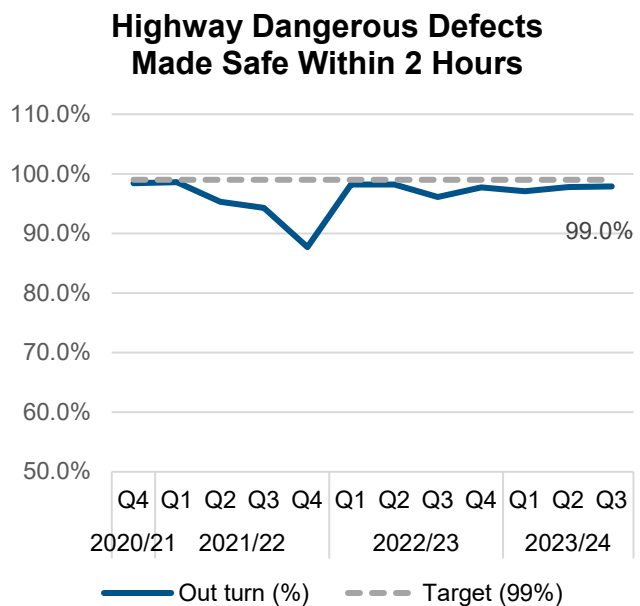
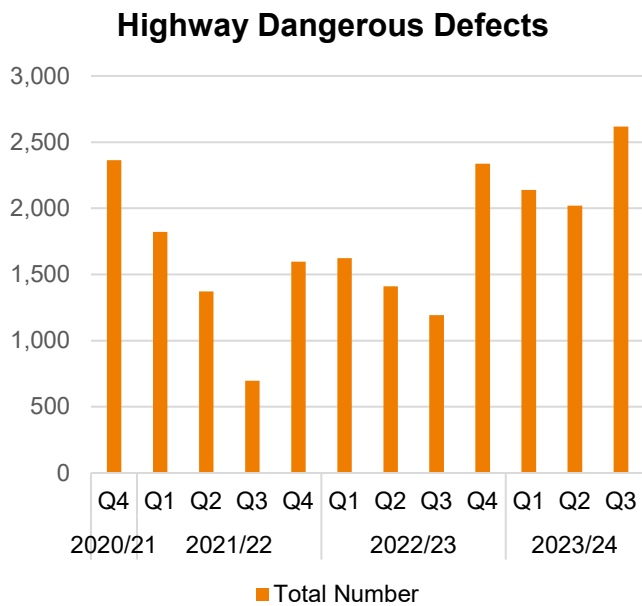
Highways Inspections



The number of highway inspections carried out tends to reduce each quarter during the year, with most inspections taking place in the first quarter, as can be seen from the chart above (left). In quarter three 11,108 inspections were carried out, which although less than the previous quarter, was a similar number to the same period last year (11,379).

Of the 11,379 inspections undertaken, 10,861 (97.8%) were completed on time, marginally below the demanding target of 98%. Although this figure fluctuates very slightly from one quarter to the next, performance remains close to the target.

Highways Dangerous Defects

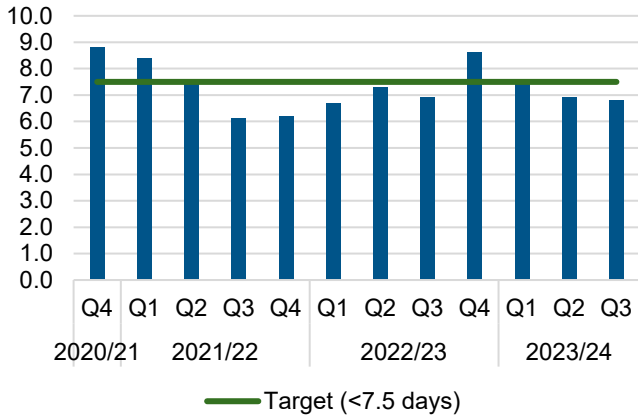


Highways dangerous defects need to be made safe in 2 hours, a challenging standard considering this includes traveling time to the site, combine this with a performance target of 99% of defects to be made safe within this time limit means there is a high standard as well as a demanding target.

During the quarter 2,618 defects were reported, compared to an average of 1,922 per quarter for the preceding year. Despite this increase in demand 97.9% (2,562) of the defects were made safe within the 2-hour timescale, slightly below the demanding target of 99% but better than the previous two quarters (Q1 95.9%, Q2 94.8%).

Road Works On-Site Occupancy

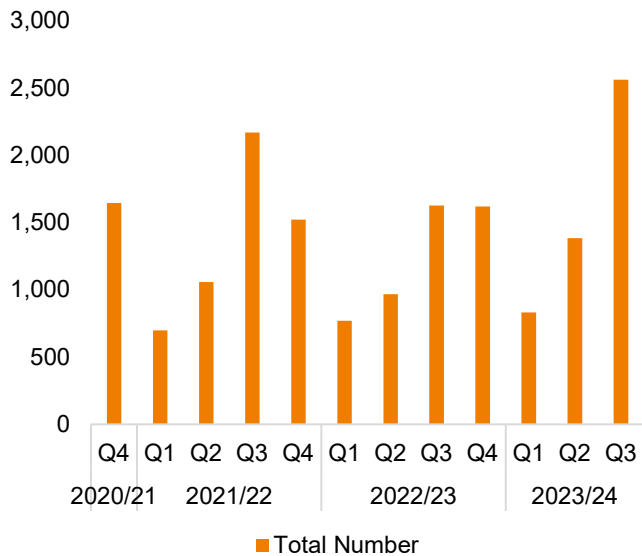
Average Length of Road Works On-site Occupancy



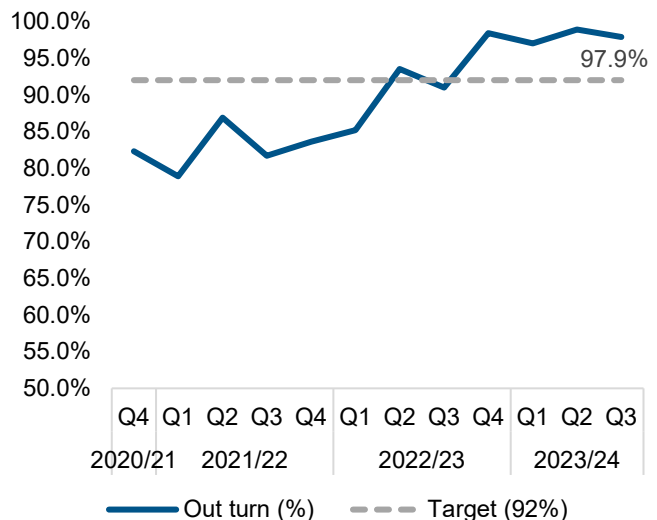
The authority monitors the duration of road works undertaken mainly by utility companies, to ensure disruptions are kept to a minimum. The target is for the average duration of on-site occupancy to be below 7.5 days. For quarter three the average duration was 6.8 days, very similar to the previous quarter (7.9 days).

Street Lighting

Street Lighting Repairs



Street Lighting Defects Repaired Within 7 Days



During quarter three 2,562 street lighting repairs were undertaken; although the figure is always higher in quarter three with the end of British Summer Time and the darker nights, this figure is higher than for the same period in preceding years. The high number of repairs is due to the number of storms and associated water over the last couple of years. The columns aren't designed to be submerged for as long as they have been and can result in the failure of the joints for the columns and sometimes blown fuses. Also, the high winds can result in damage to the lanterns.

Despite the high numbers, performance was still good with 97.9% of the repairs being undertaken within 7 days, well beyond the target of 92% and continuing the long term upwards (improving) trend.

National Highways and Transportation Public Satisfaction Survey

North Yorkshire Council have been part of the National Highways and Transportation (NHT) survey for over 10 years. Over 100 highways authorities subscribe to the service where over 3,000 questionnaires are sent to random residents to rate their satisfaction with the highways and transportation service. The results are processed and become available in October and November. North Yorkshire usually has a good response rate with almost 1,000 questionnaires (from 3,300 sent out) completed.

The headline for the 2023 survey is that all authorities saw drops in the majority of the key highway measures however North Yorkshire often had a lower fall than the average.

The overall satisfaction score, which includes public transport fell from 47 (maximum score is 100) in 2022/23 to 43 which is the lowest it has ever been. A lot of headline highways measures also fell from 2022/23 as can be seen from the table below, with only street lighting seeing an improvement.

The overall scores are calculated by allocating points (0 to 100) to the multiple-choice answers, for example 0 for very dissatisfied to 100 for very satisfied, and the average of the scores for all responses to a question then give the local score. Therefore, all results are a number from 0 to 100 with 100 being the highest possible score.

Measure	2022/23	2023/24
Condition of highways	34	29
Highway maintenance	46	45
Street lighting	62	63
Speed of repair to damaged roads	27	22
Quality of repair to damaged roads	31	27

These are largely disappointing figures, however when taken in the context of comparative data, the falls are not as great as other authorities.

A large number of the 110 other authorities that took part in the survey are not comparable with North Yorkshire. Metropolitan boroughs and small unitary authorities do not face the same difficulties that a large rural authority does, therefore the comparative data below is based on North Yorkshire and 40 other large unitary authorities and county councils and compares the five measures with these authorities.

Measure	2022/23			2023/24		
	NYC	Mean	Quartile	NYC	Mean	Quartile
Condition of highways	34	30.5	2	29	22.7	1
Highway maintenance	46	44.9	2	45	42.1	1
Street lighting	62	60.4	2	63	59.5	1
Speed of repair to damaged roads	27	24.7	2	22	18.6	2
Quality of repair to damaged roads	31	30.2	2	27	24.2	2

In three measures, we have improved our quartile position, in two it has remained the same.

We continue to have very poor scores for cycle related satisfaction with all but one of the 12 cycling measures in quartile 4 (the other in quartile 3). It is not possible to determine, from the figures, whether this is cyclists unhappy with the highways service or other road users unhappy with cyclists and is probably a combination of the two. Looking back, the 2017 survey saw a large fall in all cycle related satisfaction scores from which they have never recovered.

Overall, the public perception of the country's road network is largely negative, driven by mainstream and social media, motoring and insurance organisations and political pressures. Yet this often contradicts the engineering-based evidence. North Yorkshire's road condition data that show a gradual improvement in the roads over recent years and the fall in insurance claims against defects, this seems at odds with the drop in public satisfaction.

Fleet Operations

The Operator Risk Compliance Score (O CRS) is used by the Driver and Vehicle Standards Agency (DVSA) to assess the risk of a Goods Vehicle Operator being non-compliant in relation to its undertakings to the Traffic Commissioner. The scores assesses roadworthiness, compliance with drivers' hours regulations and other road traffic criteria. The current score for NYC is 6.49 as of 29/01/2024. This counts as Green – low risk. The boundary for Amber – medium risk is a score of 10. Points are scored for negative events and encounters with DVSA and the police such as roadworthiness issues, MOT fails, drivers' hours infringements, overloading, incorrect record keeping and other traffic offences.

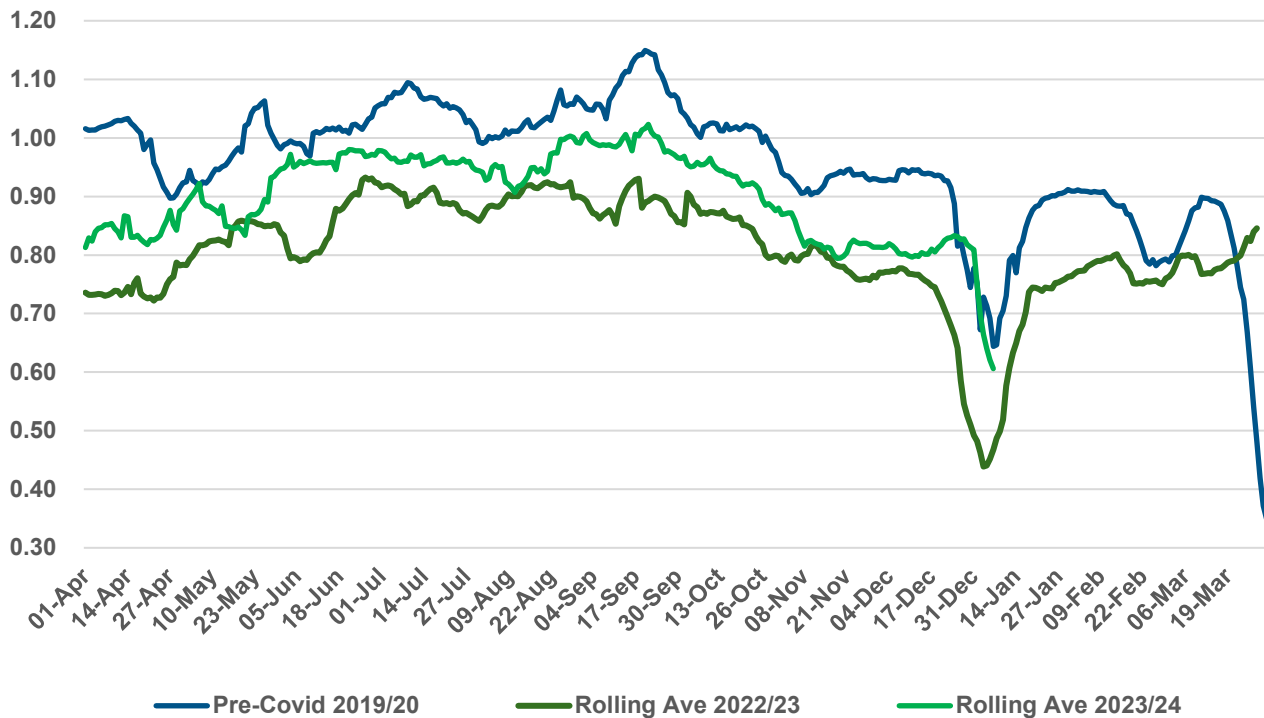
Local Bus Patronage

Bus services continue to be under significant pressure both locally and nationally following the covid-19 pandemic, largely due to lower passenger numbers and recent increases in operating costs. In North Yorkshire, passenger numbers (see Chart 1 below) are recovering and are now c90% of pre covid levels, within this however, recovery of concessionary passenger numbers remains less strong at c70%.

Chart 1: Commercial bus passengers showing pre covid and the last two years' patronage

Commercial Bus Patronage 2019/20; 2022/23 and 2023/24

14 day Rolling Average: Index 2019/20



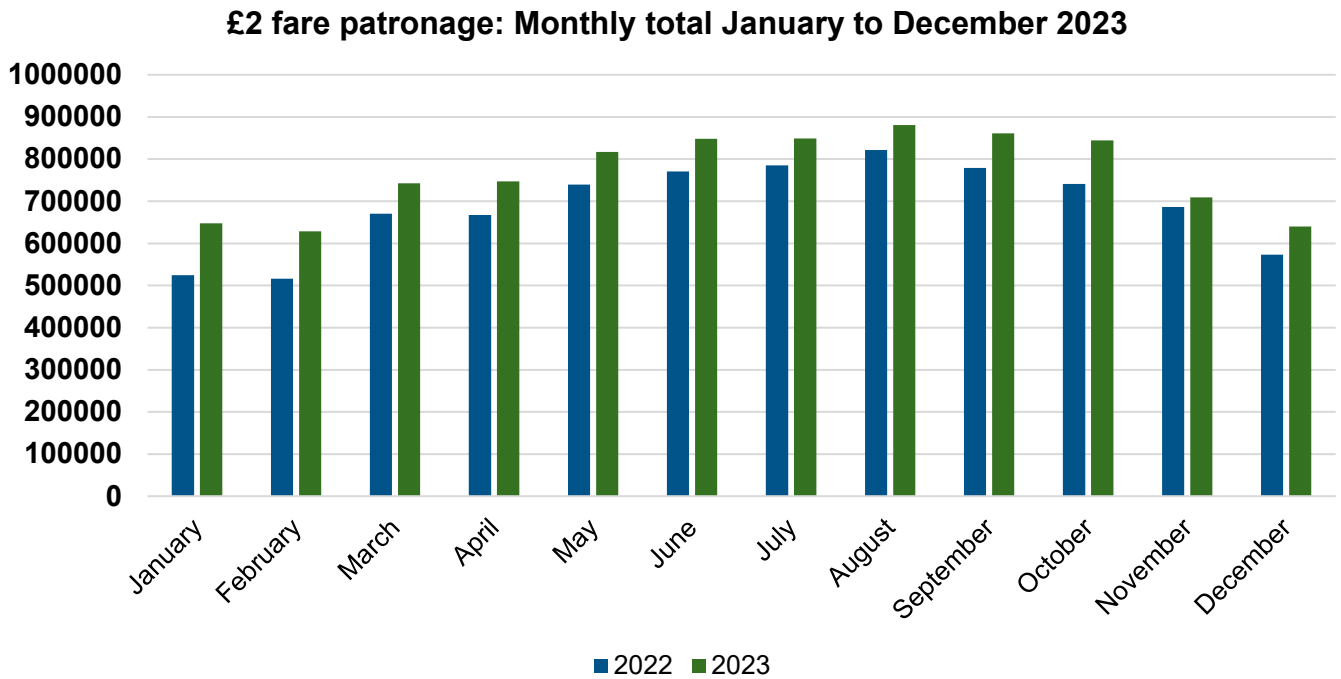
National £2 fare cap scheme

In January 2023, a national scheme was introduced to lower bus fares and encourage more people to travel by bus. Funded by the Government, the scheme caps the fare for single bus journey on all eligible bus routes to no more than £2 (or £4 return). The majority of the local bus operators in North Yorkshire are taking part in the scheme.

The fare scheme was originally due to run for 3 months but was extended until 30th June 2023 and more recently further extended to December 2024. Feedback from bus companies is mainly positive, with the scheme generating more passenger journeys (see Chart 2 below) although they suggest the level of funding provided is not always enough to provide extra capacity.

The £2 fare cap offers a significant benefit for people using bus services, particularly in the rural and inter-urban routes, where journeys are longer and generally more expensive. Overall, there has been an 11% increase in patronage in 2023 compared to 2022, which is encouraging and is due in part to the more attractive £2 fare offer.

Chart 2: Bus Patronage monthly comparison Jan – Dec 2022 with Jan – Dec 2023 following the £2 fare





Community development

Planning

Throughout quarter 3 the service has continued to maintain its performance.

Table 1: Planning Performance

	Statutory Target	Q1	Q2	Q3
CD1: % Major planning applications within statutory or extension of time	60%	78.85%	80.0%	91.04%
CD 2: % Minor planning applications within statutory or extension of time	70%	81.97%	84.3%	79.31%
CD3: % Other planning applications within statutory or extension of time	70%	87.87%	86.32%	85.99%
CD4: County matter planning applications determined within 13 / 16 week timescales or within agreed extension of time (2 year rolling measure)	60%	78%	83.70%	79.3%

Performance in relation to major planning applications continues to improve and remains well ahead of the statutory target. There has also been variance in the processing of minor applications by 4.99%; however, performance remains well ahead of the statutory target and just 2.66% below the Q1 figure. Consequently, there is little concern attached to the performance and as processes are standardised and the restructure completed it is reasonable to assume there will be further improvements to the way the service is performing. Furthermore, it should be flagged that the performance has been achieved against the ongoing backdrop of staff shortages in some areas and this has led to a single team approach to processing applications from across the county. This bodes well for future integration and reflects the positive attitude of the service when faced with such problems. It is also suggested that changes to fees may have driven to an influx of work ahead of the new charges taking effect, which could be impacting on the processing of minor applications in particular. Again, it can be inferred that this will balance out over coming months into a more stable rhythm of applications.

The service has also been undertaking significant preparatory work for the council's future planning priorities. This includes the ongoing engagement strategy which will inform a new local plan. This will include key milestones for the delivery of the plan and is expected to be presented to Executive Members in February; after which development of the local plan can begin in earnest.

Work is also underway to review planning software; it is expected that this will be completed in Q4 with a thorough plan for the alignment of software in Q1 2024/25. A further update on progress and the expected impact of this work will be provided in future reports.

There has also been significant progress made on high profile schemes, notably the Maltkiln settlement (centred around the Cattal railway station), which will see 3,000 new homes, plus local shops, a primary school and health facilities; thereby also having a significant impact on job creation in the area. As of December 2023, members agreed the compulsory purchase orders needed to facilitate the development in principle and further plans and proposals will be considered in January, with a more thorough update on the progress of the scheme to be provided in the Q4 report.

Finally, the service continues to work on various plans, in particular legacy work attached to the Selby Local Plan, which will continue through to March, and the development of neighbourhood plans in partnership with various communities.

Over the course of Q4 the service will be finalising plans for the use of Community Infrastructure Levy (CIL) funds, with proposals due to be considered by the Executive in February; there will be work undertaken in terms of a review of pipeline of strategic sites and prioritisation of work and a review of S106 processes.

Building Control Partnership

The Building Control service has retained its Investors in People Gold award, having previously achieved the standard in 2021. The recent review again highlighted areas of good practice concerning the way staff were communicated with, kept informed and felt able to put forward suggestions and ideas, underscoring the effective consultation forum as a notable strength. During this review the impact of the Council's restructure was addressed and -despite uncertainty amongst staff being identified -regular meetings and management of integration were recognised as ways of mitigating the impact, alongside the open and positive way that managers engaged with staff.

As service integration is ongoing, work has been underway to identify a more comprehensive and meaningful suite of key performance indicators that will help establish an effective baseline from Q1 2024/25. These indicators will be consistent across the region and include quarterly indicators such as:

- No. of building control full plans assessed within 5 weeks (or longer with applicants' agreement).
- No. of rejections due to non-compliance with the Building Regulations (2010) (identified at the full plan assessment stage).

- No. of builds for which a completion certificate is not issued following a final inspection.

And annual indicators including:

- No. of contraventions found during inspections and details of action taken.
- Total number of training days attended by building control professionals.
- No. of planned internal audits completed.

As part of the review of corporate KPIs this list will be used to help establish suitable strategic indicators for future reporting.

Culture, Leisure, Libraries and Archives

Libraries

Table 2: Library performance Qs 1-3

	Q1	Q2	Q3
Total Issues per 1,000 population (including books, e-books, e-audio)	746.4	917.4	752.9
Active users per 1,000 population (cumulative)	59.6	91	104.27
Physical visits to libraries per 1,000 population	707.7	789.6	672.7
Virtual visits to libraries per 1,000 population	752.4	961.5	968.83
Assisted IT sessions	3,211	4,376	4,894

As expected, physical attendance figures have decreased over the period of October – December; this is expected due to the adverse weather conditions and Christmas period impacting on people’s typical behaviours. What is worth noting is the continued popularity of virtual visits to the libraries, which continue to increase alongside the growing number of participants in assisted IT sessions. This is clearly a growth area for the service and one that continues to develop.

Community Engagement and Volunteer Support

Libraries in North Yorkshire continue to thrive with the unwavering support of their communities in providing essential library services. In the past quarter, more than 1,500 dedicated volunteers generously contributed a total of 33,460 hours, surpassing the significant milestone of 100,000 hours for the current year to reach a commendable 101,929 hours in the 2023/24 period.

Events and Activities

The autumn season proved to be very busy for libraries, marked by various national initiatives. Notably, ‘Get Online Week’ in October which highlighted the invaluable assistance provided by the IT Buddy volunteers. Members of ‘Team North Yorkshire’ shared their experiences on NYC’s social media platforms, shedding light on their efforts to help others connect online. 85 digital events took place during the week, ranging from ‘tea and tech’ sessions to coding workshops and introductions to Family History.

National Libraries Week in October focused on ‘Green Libraries’, emphasising in particular the pivotal role libraries play in supporting sustainability and combating climate change. Libraries across the county seized the opportunity to showcase their environmentally themed collections, strengthen ties with local partners, and host green-themed events. These events included informative talks on conservation and natural history, as well as hands-on sessions covering upcycling and waste reduction.

‘Mind and Body’ was the theme for Self-Care Week in November, a nationwide awareness initiative promoting physical health and mental well-being. Libraries in North Yorkshire creatively explored this theme through various activities, from informative sessions to therapeutic hand treatments, reaching over 490 individuals through 33 Self-Care Week events.

In November, two successful ‘Slipper Socials’ were organized at Ingleton Community Library and the Darley library outlet. These events, in collaboration with North Yorkshire Sport and other partners, aimed to address the issue of slips, trips, and falls among older individuals. Recognising that loose or inappropriate footwear is a common cause of such incidents, the library service has now hosted 12 slipper socials, distributing over 500 pairs of anti-slip slippers to older attendees.

National Recognition and Achievements

November saw the official opening celebration of the newly refurbished Scarborough Library, attended by over 100 staff, volunteers, partners, and customers. Lord Parkinson of Whitley Bay, Minister for the Arts and Heritage, attended the occasion for the ceremonial cake cutting. Since its reopening in May, Scarborough Library has welcomed 2,500 new members.

Additionally, the ‘Libraries of Sanctuary’ status was celebrated with an award presentation at Ripon Library. Cllr Myers, the executive member for libraries, received the certificate from Sara Trewitt, the director of operations at Cities of Sanctuary. As part of the celebration, children from Moorside Primary School enjoyed an engaging talk by Usborne Books author Katie Daynes, focusing on her book about refugees and ways to contribute to the cause.

Sport and Active Wellbeing

Typically, Q3 would see a downturn in the number of people accessing sports facilities, especially across December as other seasonal priorities take hold. Despite this, performance has been positive.

Table 3: Sport and active wellbeing performance Qs 1-3

	Q1	Q2	Q3
No. of memberships (health and fitness)	18,014	19,545	21,382
No. of memberships (swimming)	2,870	2,973	3,522
Public/casual swim usage	139,097	158,832	134,042
No. of people attending swimming lessons	8,980	8,695	9,729

The only indicator not to increase is the ‘Public/casual swim usage’ measure, which has dipped to a similar level to that recorded in Q1. All other areas have shown positive increases. One factor behind this is the reopening of facilities in Knaresborough and Harrogate.

Knaresborough Leisure & Wellness Centre

The new £17.5 million health and wellness centre in Knaresborough opened in early December replacing the (now closed) Knaresborough Pool.

The site now hosts an extensive range of state-of-the-art facilities, including a brand new six-lane 25-metre pool, leisure pool with flume, fitness suite, group fitness and cycling studios, sauna, steam rooms, a café, and an outdoor children's play area.

The centre has managed to achieve a 60% reduction in carbon output compared to the old facility as part of the Council’s commitment to environmental sustainability. This accomplishment is attributed to the

implementation of sustainably efficient source heat pumps to replace old gas boilers and solar panels to provide a source of renewable energy. LED lighting, upgraded building management systems, and enhanced electrical supplies have been installed to increase energy efficiency.

The facility is already being put to great use and making a difference. Following both the Knaresborough Leisure and Wellness Centre and Harrogate Leisure and Wellness Centre reopening, the overall membership count across the service has increased. The total number of memberships is now nearing pre-pandemic levels. Additionally, there has been a significant surge in pool usage and participation in swimming lessons as a direct outcome of the new developments.

Current and Potential KPIs and Monitoring

The service is currently performing a comprehensive evaluation of its KPIs, frameworks and monitoring procedures. The aim is to formulate and implement a set of versatile measures that will be instrumental in assessing performance in the future. Such evaluations include:

- With regards to HAF (FEAST) funding and delivery in leisure and community settings, the possibility of creating KPIs to track the quantity of facilities and the attendance figures will be explored. Current delivery takes place in Northallerton, Scarborough, and Harrogate.
- Initiating and completing the development of a comprehensive Built Sports Facilities Strategy and Playing Pitch Strategy for North Yorkshire Council. The project is set to commence in April/May, with a targeted completion by September/October 2025. This staged framework will include quarterly updates to ensure ongoing relevance.
- Pursuing Active Communities accreditation for the service by April 2025. This will involve benchmarking against current standards.
- Addressing the issue of Racism in Sport by advancing the Leader of NYC's pledge. This will involve formulating an actionable plan and proactively engaging with community clubs to encourage the widespread adoption of the pledge. Consideration may be given to setting measurable targets and KPIs.
- Utilising the Social Value Calculator more actively to showcase the social impact of new and existing initiatives. Continuous improvement and potential development of the [Social Value Calculator](#) will align with the evolving nature of the service.
- Monitoring the number of interactions with the social prescribing team, as well as referrals to sport and active wellbeing programs as part of the commitment to Social Prescribing.
- Expanding the scope of Inclusive Sport initiatives by increasing the number of inclusive clubs assisted. As part of this, the service will aim to quantify the outreach by monitoring the number of individuals benefiting from inclusive sport programs.

Culture and Archives

Whilst visitor numbers have fallen slightly (down 1,824) compared to Q2, work has been undertaken to develop better understanding of the customer experience. Resulting insights into the service will be included in Q4 reporting. Full details of the Culture and Archives performance can be found within the appendix.

There have been some notable successes across the service over the quarter: the following projects and initiatives highlight the Council's ongoing work and achievements.

In October, Craven Museum received the prestigious 'Best Told Story Award' in Visit England's Visitor Attraction Accolades. Furthermore, charitable organisation Kids in Museums awarded the museum the accolade of 'Top Family-friendly Museum' for 2023 from a shortlist of 18 sites. The museum also secured their award for 'Best Accessible Museum'. The accomplishments were widely reported by well-known

media outlets, including The Yorkshire Post, Telegraph & Argus, Rombalds Radio, and Yorkshire Press. During the festive period, The Craven Herald highlighted various events hosted by the town hall and museum, including the Robin Hood pantomime at Skipton Town Hall.

During Q3, Craven Museum garnered extensive coverage on BBC Look North, spotlighting its Shakespeare First Folio in the 400th-anniversary year of its printing. This rare copy, one of only four globally on permanent public display, resides in Craven Museum, Skipton.

The Culture & Archives team celebrated a major success, securing a £350k grant from Arts Council England Place Partnership Fund for the 'Now Then!' project. Combined with £650k funding from Selby DC and the UKSPF, this £1m 2-year initiative is poised to launch in Selby, Sherburn-in-Elmet, and Tadcaster in Q4.

Having received specialised training from Dementia Forward, the service is planning to introduce reminiscence sessions linked to museum collections. Pilot sessions are on the horizon for Q4, focusing on a commitment to inclusivity.

Accessibility and Inclusivity

Ensuring residents have equality of access and that the service caters for a wide range of needs is essential to the service offer across Culture and Archives. The following highlight some of the accessible successes over the quarter:

- **Advertisement and Information Channels:** Opportunities are communicated through a diverse range of channels: website, social media, mailing lists, targeted print media, and community partners. Information is available in large print, and the website features smart reader capability for visually impaired visitors.
- **Support Mechanisms:** Sensory backpacks at STH have been reviewed and enhanced, offering more equipment to support neurodivergent visitors.
- **Youth Engagement:** A 50% increase in Young Archaeologist Club capacity expands opportunities for young people in heritage.
- **Improvements to Access:** Free 'Make & Take' craft workshops during October and December holidays attracted over 150 participants each. Museum Discovery Boxes, available for loan, enhance accessibility for community groups, educational institutions, and care homes, ensuring broader access to collections.

Indicators introduced at Q3

The service has undertaken a significant review of its KPIs over the quarter and has established some robust measures that will be used moving forward to assess performance. For Q3, the following indicators have been introduced and can be located in the appendix. These measures help assess accessibility, the customer experience and value for money. The measures include:

- Outreach, livestream & community/project engagement numbers.
- A target of 80% rating for cultural engagement experiences as 'Very Good' or better on a scale of Poor, Average, Good, Very Good, Excellent.
- A target of 80% rating for the value for money of cultural engagement experiences as 'Very Good' or better on a scale of Poor, Average, Good, Very Good, Excellent.
- A target of 80% rating for cultural engagement opportunities as 'Very Accessible/Responsive to Needs or better on a scale of Not Accessible for Me, Adequately Accessible for Me, Good Access Provision for Me, Very Accessible for Me.

Additional data will be collected to assess team responsiveness if the experience is not as accessible as needed, with a specific question on whether the team was responsive to raised concerns.

Key Venues

Since the reopening of Open Air Theatre in Scarborough in 2010, the 2023 season has recorded the highest level of ticket sales, up 15.4% on the previous year. The number of shows has already risen 50% since 2021 and the goal for 2024 is to host 20 shows, which would be the most since the venue's reopening.

Table 4: Open Air Theatre Ticket sales and show numbers

Year	Total No. of Shows	Total No. of Tickets Sold
2021	12	71,846
2022	15	90,196
2023	18	104,077

This upcoming year will also witness several enhancements for the site, including:

- Expansion of the lake area through infilling, providing more space for concessions.
- Upgraded concessions featuring new bars.
- Installation of two additional CCTV cameras, bringing the total to 22, to enhance venue security.
- Backstage improvements, focusing on levelling areas around the back of the stage to optimize the usability of backstage space.

Furthermore, considerations are underway for the implementation of Hostile Vehicle Mitigation (HVM) at the north gate. This Counter Terrorism measure aims to safeguard the North Entrance, mirroring the protective measures already in place at the South Entrance.

Economic Development, Regeneration, Tourism & Skills Service

North Yorkshire Economic Growth Strategy

The strategy was adopted by full council on the 15th November 2023. Pending a few amendments to the design of the strategy's front cover, the document will be made available on the website early in the New Year. A communications campaign is planned throughout 2024 to cover the story of economic investment in North Yorkshire, focusing on the human story and impact of the strategy.

Delivery of strategic objectives is already underway in the form of Town Deal funded projects at Scarborough, Whitby and Selby and the Levelling Up Fund supported remodelling of Catterick Town Centre.

In respect of future investments work has also been ongoing alongside the strategy on the development of a pipeline of projects, assessing their fit with the Economic Growth Strategy and the Council Plan, to have a series of investment-ready projects prepared ready to benefit from potential investment that may become available when the Mayoral Combined Authority comes into being.

Mayoral Combined Authority Update – Business Advice Service

North Yorkshire Council and Local Enterprise Partnership Staff have been working on development of a 'one front door' approach to provision of business advice for North Yorkshire businesses. Staff are working on aligning website and business enquiry services so that businesses and investors of all sizes can get advice and information in a seamless way from both North Yorkshire Council and the new Combined Authority teams.

Shared prosperity fund update

Q3 has seen significant movement on the Shared Prosperity Fund (SPF) and Rural England Prosperity Fund (REPF) Investment Plan with a largescale launch of the prospectus in September 2023.

The opening of programmes across all themes has included:

- Grants for Small Businesses (£1,000-£10,000) with a total 6-month budget commitment of £750,000 to spend. The launch has generated significant interest with current applications standing at 251 by the end of December.
- Grants for Decarbonisation were similarly launch with 100 plus grant applications received from Community and Business applicants.
- Communities saw grant programmes opening for:
 - Village Halls/ Community Building
 - Sports Community Grant
 - Sports Capital Grants
 - Small Community Grant
- Place continued to receive and appraise large scale developments, nurturing applications to fruition over a number of months (rather than fast turnaround grants), due to size and capital complexity. Activity has absorbed all year 2 monies and has allocated a significant proportion of year 3.

Challenges around governance and procurement (including legal and finance) have been navigated to ensure the programme overall remains on track. Spending is under constant review as the service strives to reach 80% spend by the end of year 2 (for the allocated £7.5m to year 1 and 2). At the end of December 67% of this target had been achieved.

Housing

Housing Service

The housing service continues to undergo change with final team restructures planned for Q4. This will provide a clearer management structure and reporting lines as well as creating greater transparency for performance reporting. Additional work is underway to investigate how data can be standardised across the former District and Borough authorities using unified KPI definitions and technological solutions: it is anticipated that by Q1 2024/25 a fully integrated and transparent performance framework will start emerging. Currently the service is exploring ways to make the most of the Housemark benchmarking service to track performance; however, caveats exist around the reporting figures due to the differences in reporting performance and data capture across the relevant areas.

Affordable Housing

Supply of new affordable housing is expected to equal 2022/23 come April. Completions were lower in Q3, conforming to the anticipated seasonal downturn in building over Autumn and Winter. 150 of the 179 reported completions were in the Harrogate area, including 10 from the Local Authority Housing Fund,

which is part of the wider Refugee Resettlement Programme providing affordable homes for both Ukrainian and Afghan refugees. A number of schemes failed to submit completion information by the deadline; these will be included in the Q4 figure, ensuring that the annual figure calculated in April will be accurate.

Landlord Services

As observed during Q2, the primary focus for the landlord service remains ensuring that all regulatory requirements are being delivered alongside aligning services to forthcoming changes to the regulatory framework due for introduction from April 2024. This will place greater focus on outcomes for customers and is borne from the social housing sector’s failings in relation to building and property safety and its lack of accountability to tenants. The service has also been delivering its Tenant Satisfaction Survey in order to comply with the Tenant Satisfaction Measures regulatory standard. Details of the results from this survey will be included in Q4 reporting.

Data submitted for the purpose of Housemark benchmarking continues to show some areas of good performance and some areas that require development.

Housing Repairs

Repairs data is not yet available for the Selby area, but the volume of responsive repairs carried out in Harrogate and Richmondshire is well into the top quartile of social landlords. This is not in itself cause for concern, as it reflects a number of factors including the age and construction types among housing stock; but the Council aims to reduce the need for costly and disruptive responsive repairs through a comprehensive programme of planned maintenance. As a result of the relatively high volume of responsive repairs conducted in quarter three, fewer repairs were carried out within their target timescales among North Yorkshire’s owned housing than in other landlords’ stock.

However, in the Harrogate area 46 of the 49 tenants whose homes were repaired in quarter three expressed satisfaction. A satisfaction rate of 89.53% puts the Council in the third quartile of landlords. Work will be required in quarter four to start measuring satisfaction with repairs in the Selby and Richmondshire areas.

Table 5: Data submitted for Housemark benchmarking

	NYC Performance (September)	NYC Performance (December)	November (Median)	November Top Quartile
Percentage of homes with a valid gas safety certificate	99.80%	99.69%	99.97%	100%
Responsive repairs completed in month per 1,000 properties	195.9	186.8	317.4	
% of responsive repairs completed within target timescale	78.67%	48.10%	87.6%	92.9%
Satisfaction with repairs in month (transactional – Harrogate only)	92.75%	89.23%	87.6%	92.9%

Current arrears at the end of month (%)	1.91%	1.74%	3.10%	2.32%
Average re-let time in days	39.25 (highly caveated due to different recording methods)	45.67 (remains highly caveated)	42.7	26.4
New ASB cases reported in month per 1,000 properties	6.5	1.2	2.81	
Formal Stage 1 and Stage 2 complaints received in per 1,000 properties	1.35	0.36	4.61	
Formal Stage 1 and Stage 2 complaints resolved within timescale in month	36.36%	66.66%	91.5%	100%

Housing Safety

In terms of positive performance, the percentage of properties with a valid gas safety certificate remains high, although this has dropped marginally in comparison to September. Performance in this area is very closely aligned to the sector median and therefore should be regarded positively. Satisfaction with repairs remains high; however, this is caveated as only Harrogate is currently reporting this indicator. This is further confused by the low volume of repairs completed in target time: however, this figure should be regarded with some scepticism due to differing processes for repairs completion across the region, including the issue that repairs are only marked as completed in the system when the Council is invoiced by the contractor, which can slow reporting down. Finally, arrears management remains extremely positive and well ahead of the top quartile performance.

In terms of areas of concern, the void turnover times remain high, although this too differs markedly across the county with the average in Richmondshire being 30 days and Selby 65 days. Among other social landlords, the median was 39 days, which indicates there is more work for the Council to do to ensure tenants are able to move into vacated properties quickly. Currently, void processes are different across the region and aligning these will be a key priority for the service over coming months.

The level of complaints also appears low compared to the sector and falling. This may be attributable to the ongoing changes to complaints handling, which have however had a positive impact on the resolutions of complaints in target time.

Reconciliation of electrical testing records is ongoing. Initial results from the Richmondshire and Selby areas found 2,766 EICR certificates from a unit count of 4,469. This gives an interim score of 61.89%, which would be well below average. Work will continue during Q4 to gather records so that the authority can comply with TSM requirements from April 2024.

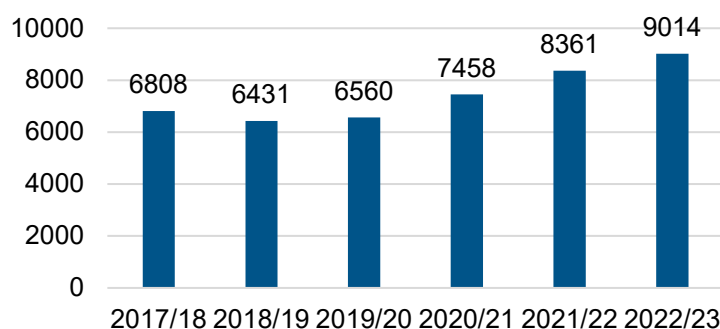
One indicator to flag is ‘% of repairs completed in target time’. Due to the Christmas closedown a reduction in performance would typically be expected in December. Consequently, as this indicator looks purely at the month-end result, it is inevitably negatively skewed as a result. It is expected that the data return to Housemark for January will show a return to pre-December figures.

Another requirement placed on local authorities by the new Tenant Satisfaction regime coming into force next year is to conduct annual surveys of tenant satisfaction. North Yorkshire Council’s survey is ongoing and is due to be complete in January. This will allow the Council to meet the regulatory standard and provide helpful feedback from tenants to guide next year’s work.

Homelessness

Validated data showing the number of households on waiting lists for social housing in 2022/23 was released in December. It showed a continuation of the upward trend seen over the last five years. After a dip in Q2, the waiting list grew again in Q3 to reach 9,066 households. Some volatility is to be expected as the Council moves towards using one housing allocation system and one set of parameters for eligibility.

Number of households on the housing waiting list



Although the Renters Reform Bill is progressing through Parliament, plans to end no-fault Section 21 evictions have been indefinitely delayed, pending reform of the courts. Nationally over 24,000 households were threatened with homelessness in 2022/23 as a result of no-fault evictions, compared with fewer than 20,000 in 2021/22. Locally, the proportion of households assessed by the Council as threatened with homelessness fell slightly in Q3, but the share of households that were currently homeless increased slightly. Regional and national data reporting lags, but this year’s performance follows the observed seasonal pattern. The Council’s interventions successfully prevented or relieved homelessness in 46.15% of cases, down from 48.19% in Q2. This reflects difficult market conditions but was also affected by differences in definitions across the county. Analysis of Q1 data revealed that the most common trigger for homelessness was family and friends no longer being willing or able to accommodate the household, which accounts for about 30% of cases.

Use of temporary accommodation is expected to increase in line with national trends, which showed a year-on-year increase of 10% in latest validated data (relating to Q1.) At the end of Q3 238 households were staying in temporary accommodation in North Yorkshire, up from 219 at the end of Q2.

Customer Feedback

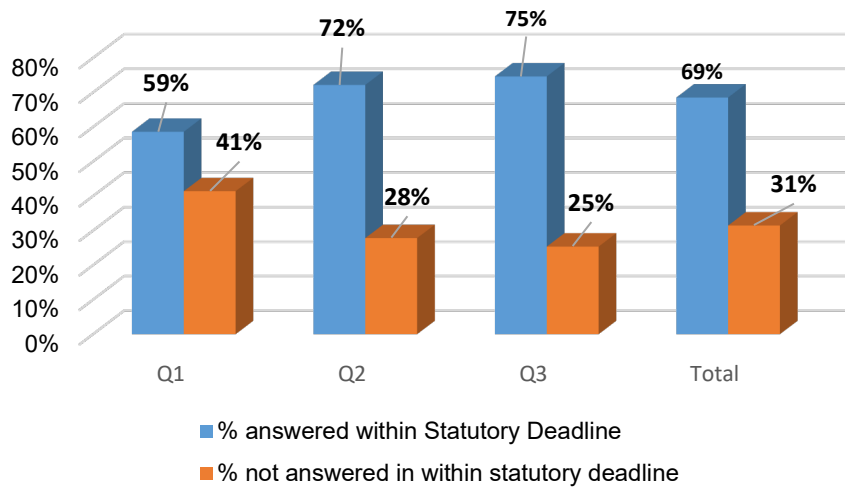
It has not been possible to recreate the Customer Feedback section for the entirety of the new North Yorkshire Council, covering Complaints, LGO, and Compliments. This is down to various complexities including the data collection system platforms used, differing methods of data collection and recording.

Freedom of Information Requests

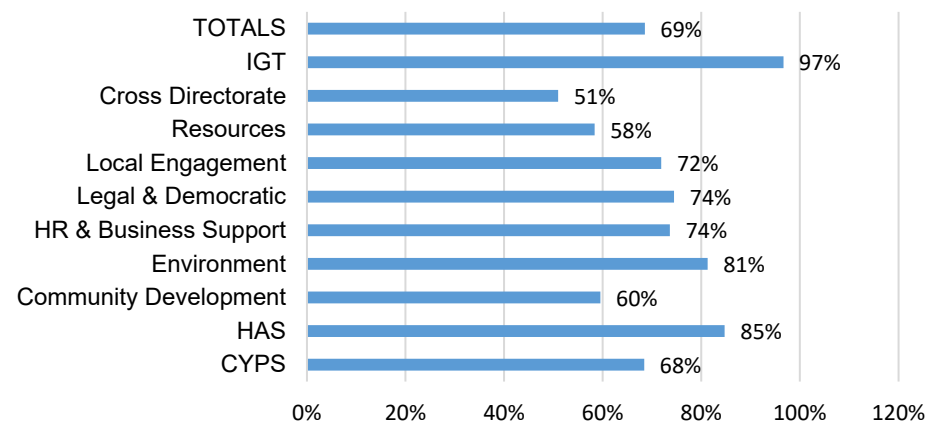
County wide, some 1538 requests were received in , an average of 170 per month. The top three areas for requests were Environment 406, Resources 312, and Community Development 304. Topics covered Parking, Council tax / Business rates, Planning and Housing issues.

Over the Quarter 75% were closed within the 20 days' time limit, however over the year 69% were closed on time. At a directorate level HAS and Environment are the best performing at 85% and 81% respectively

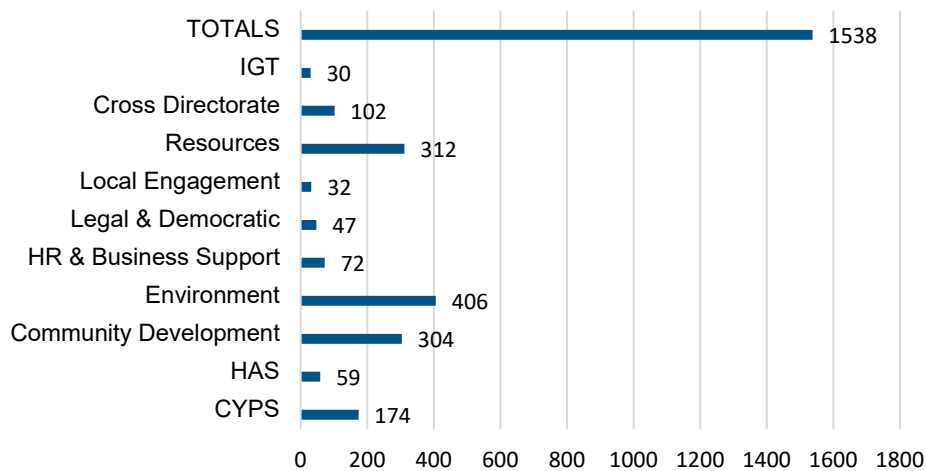
% of FOI answered within Deadline



% of FOI year to date answered within deadline by Directorate



FOI year to date by Recipient



1. Every adult has a longer, healthier, and independent life - Customer feedback



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

We received 86 Stage 1 complaints in Q3, of those 93% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause	
Pricing and charges	21 (34%)
Disagrees with action/decision	19 (30%)
Service and care	16 (25%)
Communication	5 (8%)
Safety	1 (1%)

Timeliness

In Q3, we closed 74 complaints; (90%) were closed within time. Which meets our 90% target. Of the complaints that were out of time, eight were due to being received late from the teams, the other was a complex case.

18 complaint reviews were responded to; 12 were within time (86%). Six of the out of time responses were received late from the service area and the other three were complex.

HARA received 21 complaints in Q3, the highest amount, with VoY receiving 13. S/W received nine, Ham/Rich received nine and Craven received the least with two. The Continuous Learning and Improvement Officer 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 44 (54%), Partly Upheld 17 (21%), Upheld 11 (13%), Not Pursued/Investigated 10 (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 four new Ombudsman enquiries in Q3. Two were closed as premature and one remains open. The other has been closed by the Ombudsman: *'We will not investigate Mr C's complaint because we are satisfied the injustice caused by the fault has been remedied.'*

2. Every child and young person has the best possible start in life - Customer feedback



Statutory	21/22	22/23	22/23	22/23	22/23	23/24	23/24	23/24
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Stg1	15	11	13	10	9	10	8	3
Stg2	0	2	2	1	1	2	1	0
Stg3	1	0	0	0	1	1	0	1
Corporate								
Stg1	50	53	95	54	95	108	99	73
Stg2	4	5	11	7	8	22	20	25

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.

76 Stage 1 complaints were received in Quarter 3, a decrease of 31 from Q2. Almost all (96%) fell under the Corporate procedure with most of these continuing to relate to delays in special needs assessment processes and placements/provision. 25 Corporate complaints were escalated to Stage 2. One statutory complaint was considered at a Stage 3 Panel Hearing.

At Stage 1, 34 (65%) Corporate complaints were fully or partially upheld and no Statutory Stage 1 complaints were fully or partially upheld. Eleven (44%) Corporate Stage 2 complaints were fully or partially upheld. The Statutory Stage 3 complaint was partially upheld.

The number of compliments rose in this quarter with 61 compliments and four commendations recorded.

Timeliness

In relation to Corporate Stage 1 investigations, 34% (n=22/65) were completed within timescale in Quarter 3 and 31% (n=4/13) of Stage 2 investigations were completed within time this quarter.

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

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

Root cause

Corporate Complaints	23/24			
	Q4	Q1	Q2	Q3
Communication (quality or delay)	52%	46%	38%	29%
Service and care	35%	40%	51%	56%
Disagrees with decision or action	12%	11%	11%	15%
Statutory Complaints				
Service and care	40%	71%	40%	
Communication	40%	-	20%	
Disagrees with decision or action	20%	14%	40%	25%
Safety		14%		50%
Discrimination				25%

* 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:

- Social Workers to advise families on visits when they are providing information that the information they are providing will be recorded and shared as required.
- There is a need for further training and support for the SEN Casework team on maintaining effective communication with families, including when there is a change of SEN Caseworker and during periods of reduced capacity in the team. There will be a review of SEN processes and any identified training needs will be fulfilled in order to ensure statutory process is embedded and communication improves.
- Those responding to a stage 1 complaints must ensure they gain sufficient detail and demonstrable evidence to fully consider the points of the complaint.

Ombudsman

During Q3, 16 Ombudsman enquiries were received. Four of which remain open and 12 which have been closed after initial enquiries or as prematurely referred to the Ombudsman.

15 decisions were received:

- Three were closed as prematurely referred to the Ombudsman
- Nine were closed after initial enquiries
- One was not upheld with no finding of fault
- Two were upheld with fault and injustice, detailed below.

22015220: Ms X complained about the Council’s disproportionate enquiries into the education she provided to her child at home. We have found one area of fault because the Council took long to resolve the matter. This caused avoidable distress to Ms X. However, the Council has already apologised to her, and we consider this to be a suitable remedy. We did not find evidence that Ms X was bullied by the Council or that it should not have made the enquiries it did.

23001247: Miss X complained the Council failed to offer help and support when she asked and failed to act on safeguarding reports. The Council failed to communicate with its appointed early help champion and discuss the case with Miss X when it received early help referrals in line with its policy. The Council will apologise and take action to prevent reoccurrence.