

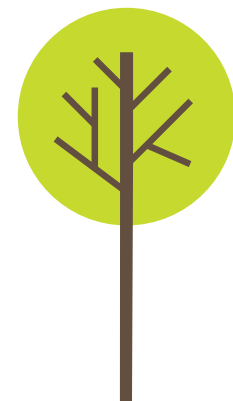
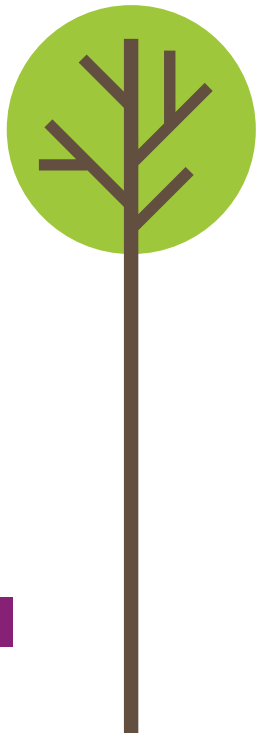
Health and Adult Services Local Account 2019/2020





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Introduction

This is the Local Account for North Yorkshire Health and Adult Services for 2019/2020. It is an account of what we have done to support people across the county during the last year, how we have invested public money, and what we aim to do in 2020/2021.

The main focus of this report is Adult Social Care; however, Health and Adult Services includes Public Health and this report should be read in conjunction with the Director of Public Health's Annual Report available on the following link:

www.nypartnerships.org.uk/DPHAR

We recognise that people often need the whole system – not just social care. Whilst some of these supports are outside our direct control, we still have an influencing role. During 2019/20, we have continued to work with our partners, including care providers, the NHS, District and Borough Councils, Police, Fire Service, community and voluntary sector organisations, to develop and deliver services

jointly, streamlining the way we work to make us as efficient as possible. We have expanded our range of preventative services, including the introduction of the Living Well Smoke Free service. Critically, we have worked more than ever before with people, families and carers so that they help shape and co-design the way we deliver services and support.

We would like to thank everyone who works across the service and to individuals and communities who work with us. We hope that you will find this report interesting and helpful.



Cllr Caroline Dickinson
Executive Member
Public Health, Prevention
and Supported Housing



Cllr Michael Harrison
Executive Member
Adult Social Care and
Health Integration



Richard Webb
Corporate Director
Health and Adult Services



Section 2

Who we are and what we do

North Yorkshire is England's largest county. It has some urban areas and is also highly rural. We serve a total population of 618,000 people with 153,000 people (24.7%) over the age of 65 years. North Yorkshire is the retirement destination of choice for many people and this has clear implications as the population ages.

Although we are among the least deprived local authorities in England, ranked 126th most deprived out of 152 upper tier local authorities¹, we know that many people face challenges. Whilst we have high employment levels in the county, there is significant in-work poverty. Housing and rental costs are higher than in neighbouring local authorities, with fuel poverty also an issue. Life expectancy in North Yorkshire also varies depending on which part of the County you live.

Whilst it is everyone's responsibility to do what they can to live a healthy and active life, the Council and our partners have a role in offering a range of universal and targeted prevention services. These are directly delivered, or commissioned from independent providers, including the voluntary sector. We commission Public Health and Social Care services from a range of providers including the NHS. We are also a significant provider of social care services, in part because we are often the only viable provider in areas where the market is fragile. Building social care market capacity continues to be a key priority.

In Health and Adult Services, we also work closely with three Clinical Commissioning Groups, four Acute and Community NHS Trusts, one Community NHS Trust and two Mental Health NHS Trusts, over 70 GP practices and seven Borough and District Councils.

North Yorkshire County Council works across two Integrated Care Systems (ICS): Humber Coast and Vale ICS and West Yorkshire and Harrogate ICS.

Based on our assessment of our performance in 2019/20 against the Adult Social Care Outcomes Framework and the Local Authority Health Profiles, our strengths are:

- The effectiveness of our services in making people feel safe.
- The reach and effectiveness of our reablement services in providing short term support to people to help them maintain their independence.
- Our support for adults with a learning disability to enable them to live in their own home or with family, and to be in paid employment.

Our areas for further development are:

- A low proportion of people using social care who receive direct payments.
- A low proportion of carers who receive direct payments.
- The number of people killed or seriously injured on the county's roads continues to be a challenge.

¹ Index of Multiple Deprivation (IMD 2015)

Section 3

What we did in 2019/2020

Care and Support

There were 3,781 contacts to our Living Well in North Yorkshire service in 2019/20. This is an increase of 31% from the previous year, with a significant increase in referrals from our primary health care partners.

Our Living Well team started delivering a social prescribing scheme to Selby Town Primary Care Network in January 2020. Wellbeing Link Workers are based in each of the four practices and provide support to patients. They connect people to community groups and relevant services for practical and emotional support, as well as helping individuals to take greater control of their own health and wellbeing.

Our Reablement Delivery Teams continued to help people regain their independence, with over 82.5% of people not requiring any care and support 90 days after their reablement support has ended.

Carers are supported to plan ahead and to develop emergency and/or contingency plans. Carers can apply for a Carer's Emergency Card online, using a new, simpler process. This scheme offers 24-hour emergency cover, so if a carer has an accident or is suddenly taken ill, the council will get in touch with the emergency contact or take appropriate action.

Local health and social care partners are working together to improve how community health and social care is provided for adults in North Yorkshire. One innovative example is the Harrogate and Rural Alliance (HARA). This brings the NHS commissioners who buy health services and NHS service providers together with North Yorkshire County Council, which has responsibility for Public Health and Adult Social Care. Harrogate District is one of the first places in England to bring together community services for adults in this way.

Together, HARA partners spend over £100m annually in our local community, working with hundreds of different service providers in the wider public sector, the voluntary sector and independent care provision. At the heart of the Alliance are nearly 300 community health and social care colleagues, who are responsible for approximately £50 million of prevention, care and support services annually.



HARA partners (October 2019)

Mental Health

Since the implementation of a new Mental Health Social Care model in May 2019, the Mental Health service has been working to embed new pathways and ways of working. Staff teams have been supported with training to implement new safeguarding procedures and to apply a strength-based approach to practice and prevention.

Alongside this, teams have maintained links with health colleagues in community and in-patient settings. Work has progressed to strengthen the support and training of the Approved Mental Health Professionals (AMHP) to ensure we maintain a strong provision across the county 24 hours a day.

In-house Provider Services

We operate 39 in-house services, supporting approximately 800 people across North Yorkshire. In 2019-20, 37 services had inspection reports published by the Care Quality Commission (CQC). 35 rated as 'Good' overall, and two rated 'Requires Improvement'. We have a 94% overall rating of 'Good' across the five domains of Safe; Caring; Effective; Well-Led and Responsive, including a 100% 'Good rating' for Caring, Responsive and Effective.

In 2019, Station View in Harrogate was refurbished and modernised to create a sensory facility, updated day centre, a dementia respite service and to incorporate the short breaks services that had previously been at 80 High Street in Starbeck.

In addition, our In-House Provider Services also achieved:

- Autism accreditation of all services
- Revised and updated autism online learning and roll-out of the autism competency training to all care homes, extra care and reablement teams
- Dementia training and workshops
- HAS Staff Awards - 6 winners, including 4 in provider services and 2 in reablement
- Level 3 upskilling: significant numbers of staff achieved their level 3 qualification in health and social care
- Beds provided by the Integrated and Better Care Fund (IBCF) and the Step Up Step Down Units (SUSDU) continue to make a difference, preventing 75 delays in discharge or admissions to hospital, up to December 2019.
- Introduction of value-based recruitment
- Training for staff working in care homes to support LGBTQ residents.



Station View Open Gardening Event (31st August 2019)

Ministerial Visit

We were pleased to welcome Caroline Dinenage MP, then Minister of State for Care, to North Yorkshire and York in July 2019 to mark national Care Homes Open Day. As part of her visit, the Minister spent time at the County Council's home at 5 Whitby Road in Pickering. She met residents and team members for afternoon tea and also spent time hearing about our quality improvement work, Living Well and Stronger Communities, as well as talking to partners from the local GP Practice and the Independent Care Group. The visit also received very positive local media coverage.

Seasonal flu vaccination for frontline care staff

For the first time, we delivered drop-ins at NYCC premises across the county where flu vaccinations were provided by a pharmacist. We also identified flu champions who could promote the vaccination in their area and teams and set up a recording system to monitor uptake of the vaccine amongst staff.

We continued to offer flu vaccinations in some pharmacies for staff to access in their own time using a pre-paid voucher. Those vouchers were also available to be used out of county for staff who could not access participating pharmacies or the drop-ins.

Out of approximately 2,300 members of Health and Adult Services staff, 572 were vaccinated through the commissioned pharmacy programme. 90% of these were carried out at drop-ins and 10% in participating pharmacies. These figures do not include members of staff who were vaccinated through their GP or local pharmacy as part of the NHS programme.

Workforce

We have continued to use innovative approaches to attract people to a career in care through our Make Care Matter initiative. We use social media extensively to raise the profile of the care workforce and to attract people to a career in care.

We also work closely with our partners in the NHS. Throughout the year, we worked with our partners in the Harrogate and Rural Alliance, including the Foundation Trust, Primary Care, the Mental Health Trust (TEWV) and the Clinical Commissioning Group, to continue to develop an alliance across health and social care. We have joint health and social care teams in this locality and we continue to work with the current Alliance partners as well as other partners, including the voluntary sector.



Ministerial Visit to Whitby Road Care Home in Pickering (Northern Echo, 8th July 2019)

Commissioning, Quality and Service Development

We have strengthened our joint commissioning approach around domestic abuse services and piloted a range of innovative assistive technology solutions for the first time to support people to live independently in the community.

Domestic Abuse Services

We have continued our strong multi-agency partnership work with the City of York Council and the Office of the Police, Fire and Crime Commissioner, resulting in the joint commissioning of consistent and high quality, outcome focused domestic abuse services. This includes community support for victims, accommodation-based support for victims and their families, as well as one-to-one, group work and support with emergency accommodation for perpetrators.

A new contract was awarded to IDAS (Independent Domestic Abuse Services) in February 2020, for accommodation-based support, with the contract launching in June 2020.

The new service provides high and medium risk victims/survivors fleeing domestic abuse with accommodation and tailored specialist support for up to one year in a safe and secure environment. Dependent children and young people living in the accommodation also receive specialist support delivered by children's workers. A trauma-informed, whole family approach is taken, which includes support for adults from Mental Health Support Workers through group sessions and therapeutic support for children.

There will also be increased dispersed provision across North Yorkshire and York, so the service can meet the needs of all victims/survivors fleeing domestic abuse. This includes victims with complex needs, male victims and victims with older dependent children. There are also plans for short-term emergency/respite accommodation in host families' homes.

Assistive Technology

We work in partnership with NRS Healthcare as our Technology Enabled Care (TEC) provider. In addition to delivering traditional assistive technology such as pendants and fall monitors, we have been exploring new approaches. This includes the use of data for predictive purposes, robotic pets to support people living with dementia or learning disabilities and work with Sheffield University on how robotics and advanced technology may shape care in the future.



Launch of our Assistive Technology contract with NRS Healthcare at The Cuttings extra care in Harrogate with Cllr Michael Harrison (May 2019)

Extra Care

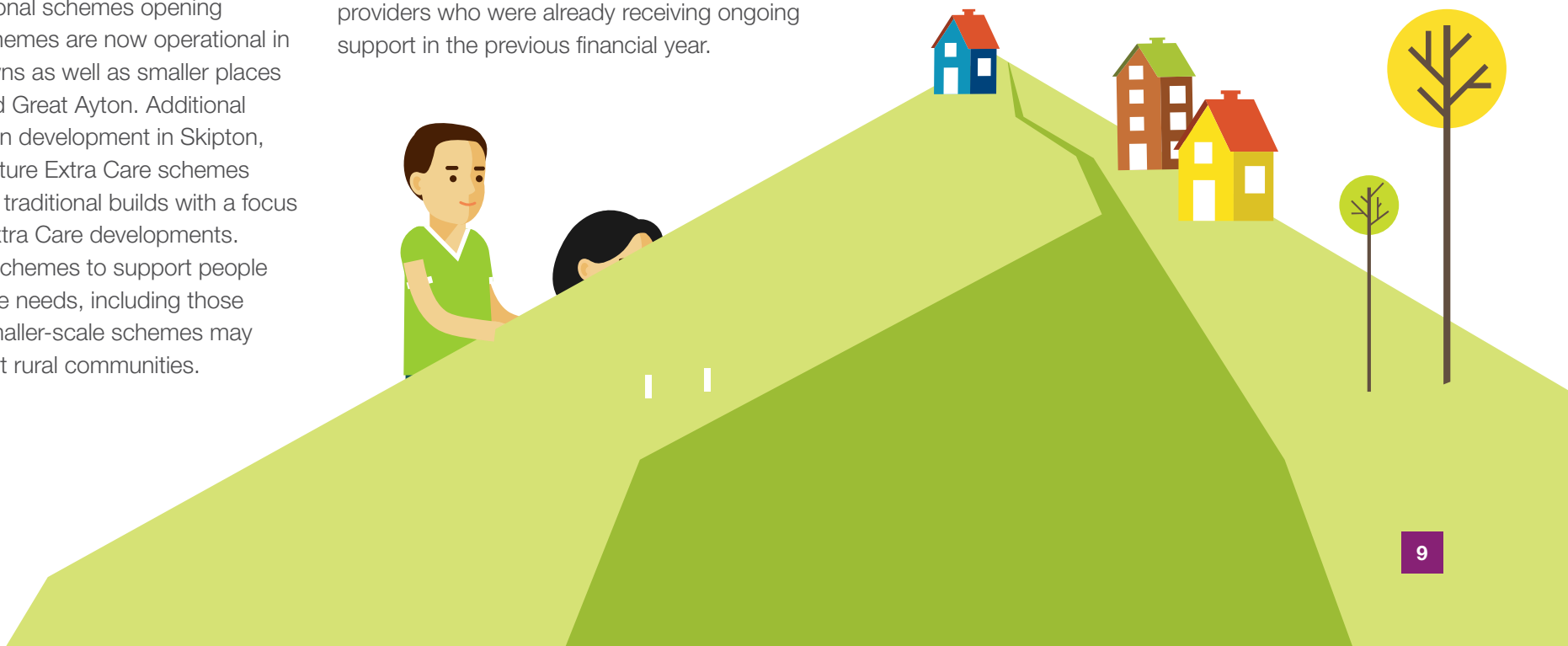
The North Yorkshire Extra Care programme is one of the largest and most successful development programmes in the country. There are currently 25 Extra Care schemes operating across North Yorkshire providing high-quality accommodation with support for over 2,000 people. As well as providing permanent homes for people, some schemes in the North Yorkshire Clinical Commissioning Group include short-stay intermediate care beds which allow people to remain in, or return to their own community when they do not require an acute hospital setting.

We have continued to add to our extra care programme with additional schemes opening across the county. Schemes are now operational in most major market towns as well as smaller places such as Bainbridge and Great Ayton. Additional schemes are currently in development in Skipton, Filey and Bentham. Future Extra Care schemes may look different from traditional builds with a focus on hybrid residential/Extra Care developments. Extra Care+ will allow schemes to support people with more complex care needs, including those with nursing needs. Smaller-scale schemes may also be used to support rural communities.

Quality Improvement Team

The Quality Improvement Team has continued to work with providers to improve quality within the care market and in turn increase market sustainability. This includes a focus on regulated care delivery and providing advice, guidance, training and practical support to ensure providers meet their regulatory requirements. They have also supported some non-regulated services where significant quality issues have been identified.

25 providers were added to the Team's work plan during 2019/20, in addition to providers who were already receiving ongoing support in the previous financial year.



Public Health

It is our vision that everyone in North Yorkshire has an equal opportunity to have the best possible start to a long, healthy and independent life. To do this, Public Health engages with partners and communities, providing expert intelligence and knowledge to help influence and shape policies.

We use the Public Health grant to commission mandated Public Health services such as stop smoking, drug and alcohol support and sexual health services.

Our team comprises of 24 staff members, led by our Director of Public Health and is made up of Public Health consultants, Health Improvement managers and Health Improvement officers, who come with a variety of specialisms, from health protection to adult weight management.

Headline figures

The number of people who have:

Received NHS Health Checks –

16,707

Been diagnosed with Cardiovascular disease through Health Checks –

3,765

Been assessed for alcohol use and received tailored advice delivered by practices across North Yorkshire –

9,205

Received specialist drug and alcohol treatment –

2,294

Completed the 12-week adult weight management programme (defined as completing 9 out of 12 weeks) –

1,520

Received first appointments through the specialist sexual health service (YorSexualHealth) in North Yorkshire –

6,331

Discoveries on your Doorstep – Green Miles

Discoveries on your Doorstep is a partnership between our NYCC Public Health team and Yorkshire Dales Millennium Trust. It focuses on enabling people to get out and active in their local area and discovering fun, fascinating and free things to do. It aims to increase people's engagement with walking for their physical and mental well-being and reduce health inequalities in Selby, Scarborough and most recently Ripon.

In July 2019, we began work in Ripon with the Outwood Academy and Ripon Grammar School to understand what would motivate children and their families to walk to school and any barriers and motivators.

Identifying motivators and barriers helped us tailor the design, messaging and resources for the project, as well as consider practical actions and solutions to some of the challenges. These included improvements to the pathways across Hellwath and recommendations for locker facilities within the schools.





Identifying that the environment is a key motivator for children, the campaign has focused on creating a **Green Miles** campaign aimed at increasing awareness between walking and the benefits for local nature.

Alongside incentivising and promoting the Green Miles message, the project continues to raise the profile of the wider benefits of walking on physical, mental health and well-being.

The campaign offers families solutions to taking the car for short journeys like the school run, making it possible for the school commute to be active travel such as walking, cycling or even scootering. It also adds a friendly competition to walking activities for schools and families too, using the Green Miles Chart as well as encouraging children to engage with nature, environment and climate change.



Healthier Choices for a Healthier You

The Healthier Choices for a Healthier You team continue to contribute to the School Fringe project, offering support to Selby High School in an effort to improve the food and drink on offer to its pupils. Extensive work has taken place with the canteen staff with improvements having been made to the portion size of bread rolls and the calorific content of tray bakes.

The majority of sandwiches now have increased amounts of salad and vegetables; the school has switched to using more recyclable packaging and has stopped selling bottled drinks, thereby eliminating all single use plastic bottles from the canteen which represents a saving of 114,000 bottles per year.

The team also delivered a series of workshops to Year 8 students on the topic of sugar. The workshops covered what sugar is and its many forms in processed food, the effect it has on our bodies and how students might go about reducing their sugar intake.

In addition to supporting the 122 establishments currently signed up to the Healthier Choices scheme, the team recognise vending machines can be a source of foods high in fat, sugar and salt and to combat this, we have developed guidance intended to help any establishment with a vending machine to make changes to reduce the prevalence of unhealthy snacks and drinks across North Yorkshire.

In doing this, we have worked with Everyone Active at Whitby and Ryedale leisure centres to reduce high sugar products in vending machines at both sites, and have begun work with other centres across the county.

North Yorkshire Healthy Schools Award

The Healthy Schools Award launched to North Yorkshire schools in September 2019 with four key themes, that schools can work to achieve:

- Active Lifestyles
- Food in Schools
- Emotional Health & Wellbeing
- Personal, Social, Health Education (PSHE) which includes the new statutory relationships, sex & health education curriculum requirements

Schools can choose to apply for a Bronze, Silver or Gold level award. For Bronze, they need to complete one theme, for Silver two themes plus staff wellbeing, and for Gold all four themes, along with staff wellbeing. Schools can choose to work on the themes in any order to meet their own needs and priorities.

The Healthy Schools Website

<http://healthyschoolsnorthyorks.org/> went live in September 2019 and enables schools to register online, submit evidence for an award and access a wide range of supporting materials via the interactive bespoke website.



Healthy Schools website feedback:

- 100% either very satisfied or satisfied with the Healthy Schools online platform
- “I think the recent improvements to the website have been very good.”
- “The online platform works well.”

30% of schools who have signed up to the North Yorkshire Healthy Schools website since September 2019 achieved an award:

 <p>Healthy Schools North Yorkshire</p>	<p>Bronze 22 schools (This includes 1 special school and 1 nursery)</p>
 <p>Healthy Schools North Yorkshire</p>	<p>Silver 20 schools (This includes 2 secondary schools)</p>
 <p>Healthy Schools North Yorkshire</p>	<p>Gold 9 schools (This includes 1 pupil referral service)</p>

Outcomes achieved in the first year:

- Active Lifestyles – schools appointed governors to oversee physical activity in school;
- Emotional Health & Wellbeing – schools trained up pupil wellbeing champions to support their school to implement the ‘5 ways to wellbeing’;
- Food in Schools – dedicated governors were appointed to oversee school meals, including whether they are meeting national School Food standards; implementing whole school food policies and addressing how to achieve healthy packed lunches with parents.

Comments about why schools chose to take part in Healthy Schools include:

- *The school has a strong push on wellbeing and this works great with what we want to achieve.*
- *New motivation and support to raise the profile of health education.*
- *Already doing most of it – need it to be recognised. Thank you!*
- *To further benefit our school’s whole school health and wellbeing vision, another way of monitoring and improving.*
- *To focus on health and wellbeing and auditing what is offered and implement improvements.*
- *As part of school development plan, impact of health and wellbeing on pupil programme and outcomes identified in Growing up in North Yorkshire survey.*
- *Importance of healthy living is high profile and it’s important we lead on the education of our students on how to maintain a healthy lifestyle.*

In February 2020, Councillor Caroline Dickinson, Executive Member for Public Health, Prevention and Supported Housing, joined pupils and staff at Bedale High school to celebrate the milestone of 150 schools signing up to the Healthy Schools scheme within the first six months of launching.



Cllr Caroline Dickinson at Bedale High School (February 2020)

Support for smokers who want to stop

Since September 2019, a new support service has been available for people in North Yorkshire who want to give up the habit.

Living Well Smokefree has a friendly team of advisors with plenty of experience of helping people to stop. They provide personalised, one-to-one support over six to 12 weeks and supply either Nicotine Replacement Therapy (NRT) or Champix, a course of tablets which can help to relieve the craving and withdrawal symptoms associated with giving up smoking.

County Councillor Caroline Dickinson, North Yorkshire's Executive Member for Public Health and Prevention, said: "Smoking is still the biggest preventable cause of ill health and early death in North Yorkshire, killing over 1,000 people in the county every year, so we're using part of our Public Health grant to fund Living Well Smokefree – and I am delighted we are.



Ged Wilkinson has been using the service since it started and says: "I've found Living Well Smokefree extremely easy to access and it's great at identifying individual's needs and the method and choice of NRT products. The face-to-face weekly meetings really help to support lifestyle changes."

"We know that people who use the combination of support that our Living Well Smokefree service provides will be three times more likely to give up the habit, and stay smoke-free, rather than if they were to try to stop smoking on their own."

Cllr Caroline Dickinson

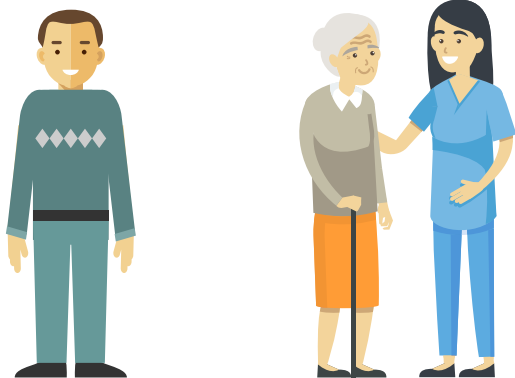
Launch of the Living Well Smokefree Campaign with Cllr Caroline Dickinson (September 2019)

To contact the Living Well Smokefree team for advice about giving up smoking for good, call 01609 797272 or email stop.smoking@northyorks.gov.uk.

Section 4

How did we do?

Adult Social Care performance



During 2018/19 we delivered:

12,720
people received a long term support service

8,405
community based packages

4,315
residential packages

1,117
extra care places

2,890
contacts to Living Well Service

1,536
Direct Payments

During 2019/20 we delivered:

11,693
people received a long term support service

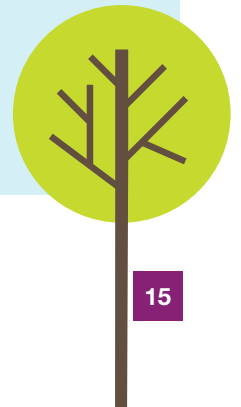
7,415
community based packages

4,315
residential packages

1,339
extra care places

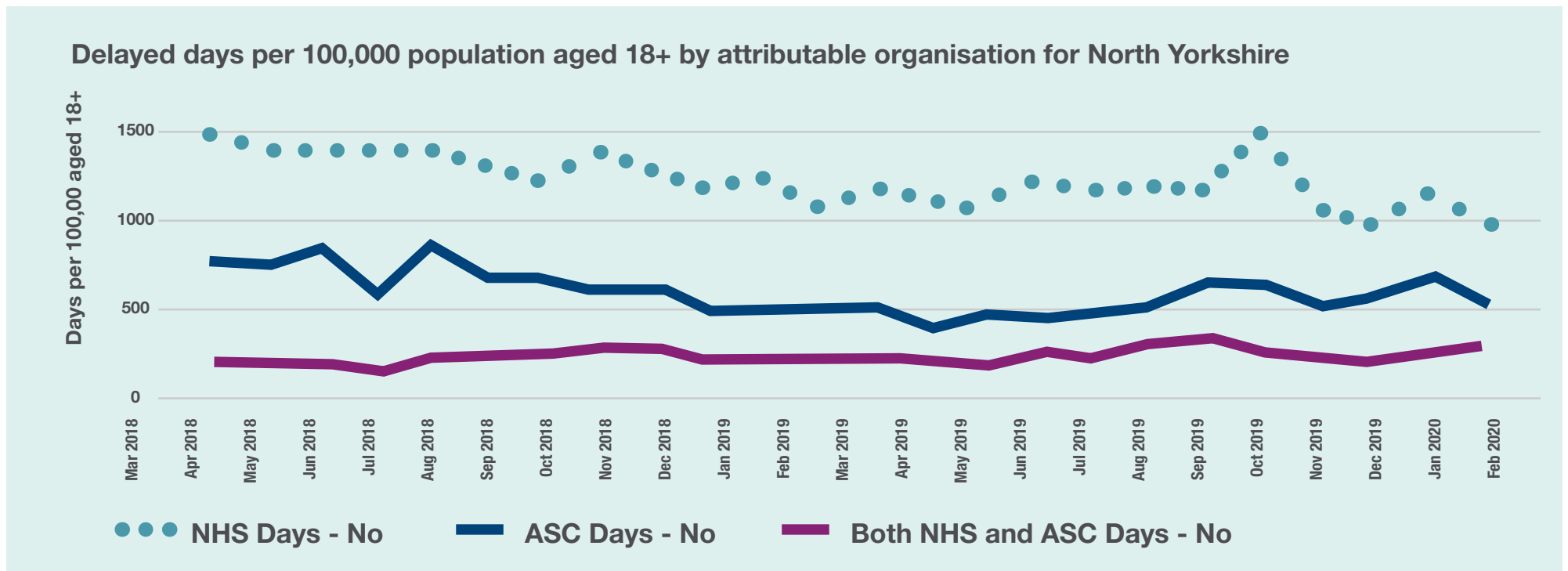
3,781
contacts to Living Well Service

1,593
Direct Payments



During 2019/2020, we worked hard to support more people to stay in their own homes for as long as possible. We did this in a number of ways:

- Our prevention service Living Well worked closely with GPs and Primary Care Networks to deliver targeted prevention services to more people. These people may be lonely or isolated, or may be about to need support from health and adult services to stay at home, develop their independence and access community solutions that help them to achieve their wellbeing outcomes.
- We also worked with our housing partners to increase the number of Extra Care places available to people across the county. Extra Care supports people to live independently in their own apartments with access to support when they need it.
- We saw an increase in the number of people using Direct Payments. Direct Payments are a way of paying for social care services that gives people greater choice and control over how they arrange the support they need to meet the outcomes they have identified.
- The number of people living in residential care across North Yorkshire is 4,315 and this number remains unchanged from 2018/2019.



At the end of February 2020, we had achieved a 64% reduction in social care delays against the government’s target that required a 65% reduction. No further performance data has been collected by the government since then.

Compliments and Complaints

Our Health and Adult Services Customer Response Team continues to manage our customer feedback about our services.

A total of 1208 compliments were received in 2019/2020, which is consistent with previous years' figures. This equates to 75% of all customer feedback received for the year. Some examples of the type of feedback are provided below, with names removed for privacy reasons.

- *'I just wanted to say a huge thank you for all the wonderful care you and the ladies and gentleman at Benkill Lodge gave to him whilst he was in your care. During his stay with you not only did the staff look after him but also my family and myself as well. I would like to call into the lodge in a little while to see you all and say thank you personally. In the meantime, you all will have a place in my heart. With all my thanks and love.'*
- *'Thank you for all your help with our Direct Payments. I was very unsure about taking them on, but with all your advice and your gentle manner, I found I was able to manage it. It worked out well for us. I found the contact with the mentor very useful too. Thanks for your support and your patience. Best wishes.'*

- *'I was so grateful for all her help. She returned all phone calls promptly and did the job of "go between" me and PIP staff excellently. She put my mind at ease at Christmas when she called to tell me she had called them and they had confirmed they had received my form. She also was the first to tell me when she went back to work in the new year that I had my claim looked at again and it was good news.'*
- *'On behalf of my mum and family, I wanted to thank you. We really appreciate how you have dealt with our circumstances. You've always been prompt, efficient and have kept us informed. You made the time to explain things and discuss next steps so that we could work with you. You've been empathetic, had a balanced view of the different needs and wishes and have been patient and compassionate working with us. A star'*

In total, 393 complaints were received in 2019/2020, compared to 317 in 2018-19; an increase of 76. 53 of these were complaint reviews, which is a new stage in the HAS complaints process, introduced in late 2019.

Overall, there has been a 23% increase in complaints received. This may reflect a general shift in public awareness and/or attitude towards providing feedback. We also saw an increase in complaints from the service areas following visits by the Customer Response Team to team meetings to raise awareness of the complaints process and encourage collaborative working.

During 2019/2020, we also received a total of 21 cases from the Local Government and Social Care Ombudsman (LGSCO), a slight decrease on the previous year.

Of the 21 decisions received, they were classified by the LGSCO as:

- 1 Not upheld – no further action
- 6 Not upheld – no maladministration
- 1 Report Issued, Upheld: Maladministration and injustice
- 10 Upheld: Maladministration and injustice
- 3 Upheld: Maladministration, no injustice



Safeguarding

We completed **2,780** enquiries relating to safeguarding concerns

11% of safeguarding concerns related to people between 65-74 years

61% of safeguarding enquiries related to people over the age of 75 years

59% of safeguarding enquiries related to female adults

Risk was reduced or removed in **94%** of enquiries

39% of reported abuse occurred in the adult at risk's own home

47% of reported abuse occurred in care homes

69% of adults at risk felt their outcomes were fully met

3,305 Deprivation of Liberty applications were received

The year at a glance 2019-20

4503	Safeguarding concerns received during 2019/20
18%	The decrease in safeguarding concerns received from the previous year
780	Number of people's personal outcomes that were fully achieved during the safeguarding adults process
1374	Number of safeguarding enquiries concluded
23%	The percentage of neglect & acts of omission is the highest abuse type recorded for completed enquiries in 2019/20

Safeguarding Week 2019

The North Yorkshire Adults and Children Safeguarding Boards and their City of York counterparts worked together with the Community Safety Partnerships to hold a series of events in June 2019 on the theme of "Safeguarding is Everybody's Business".

The week consisted of a range of locally organised public events, including a safeguarding conference in Harrogate. Over 350 professionals took part in a number of workshops covering:

- Child Criminal Exploitation and County Lines
- Domestic Homicide Reviews
- Modern Slavery
- Suicide Prevention
- Harmful Sexual Behaviour

In addition, during the week, events for the public took place in all localities, which were all well attended and received.

Across the county, it is estimated that the events reached over 1000 members of the public from all age groups.

Working Together with people who use services

North Yorkshire County Council Health and Adult Services remains committed to working with communities to develop our services and increase opportunities for co-production and co-design. In 2019-20, we worked with a number of user-led representative groups and forums, including:

- North Yorkshire Disability Forum and the five local disability forums
- North Yorkshire Learning Disability Partnership Board and the associated local forums and groups
- North Yorkshire Forum for Older People +



Our work has a focus on strengthening people's voice and participation and includes facilitation, liaison and partnership working and allocation of grants. We directly supported and/or attended over 50 forums and meetings with the above groups. Through this, we worked with local communities and colleagues on a range of projects including:

- Co-producing a series of easy read Keeping Safe guides about speaking up and reporting abuse with the Safeguarding Adults Board
- Creation of an Easy Read Checklist so self-advocates can advise on accessibility
- Co-design of new logos for the North Yorkshire Learning Disability Partnership Board and the North Yorkshire Disability Forum to raise their profile
- Supporting discussions with the Clinical Commissioning Group on the wheelchair service for North Yorkshire

- Making a short film on the importance of engagement to community members
- Building links with Highways Customer Communication Officers to identify priorities for the local Highways Improvement Budget
- Co-producing and promoting a series of top tips, guides and films about issues raised by self-advocates with a learning disability including the Home Alone campaign, to support people who live on their own
- Supporting participation in Health and Adult Services recruitment panels, judging panels for our staff awards, and in a wide range of conferences and discussion panels
- Facilitated responses to local, regional and national consultations

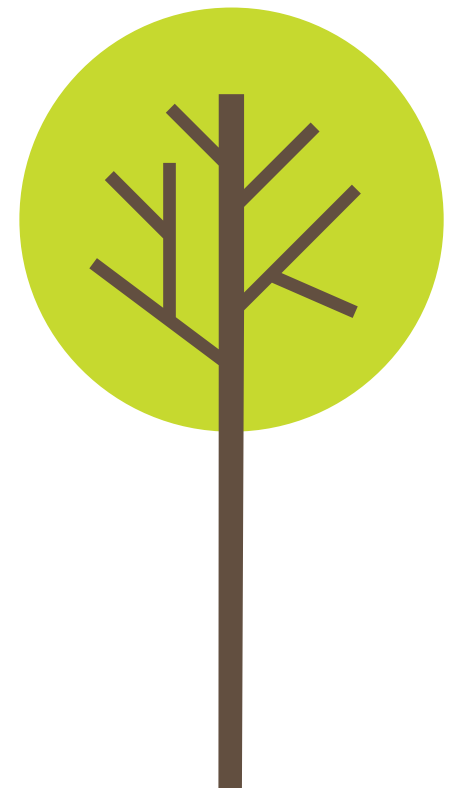


We also progressed some significant pieces of work aimed at embedding excellent engagement and co-production practice, and building new opportunities for people to participate:

- Embarked on designing a new engagement framework
- Commissioned a project to explore options for voice and involvement of people with lived experience of mental health issues
- Contributed to commissioning of options appraisal for voice and involvement of older people
- Supporting North Yorkshire Disability Forum and local disability forums to strengthen their voice and advocacy and to take the lead on working with partners, for example on planning policy

Health and Adult Services colleagues also worked with and/or supported other community engagement opportunities including:

- Autism Matters, a series of engagement forums to inform the future direction for the North Yorkshire Autism Strategy
- Harrogate and Rural Alliance health and social care integration programme, including working with community members to co-design an engagement event
- Eat, Meet and Greet events with community members in Whitby and Filey
- Partnering with Stronger Communities on wellbeing engagement forums across the Harrogate District
- The Age-friendly Communities project with a wide range of partners and community representatives, led by our Public Health team
- My Health My Tech, and exploration of the future of technology in health care
- Support for carers, development of new carers pathway and carers' voice
- Involvement of people with experience of mental health services in the design of the new social care mental health service and pathway.



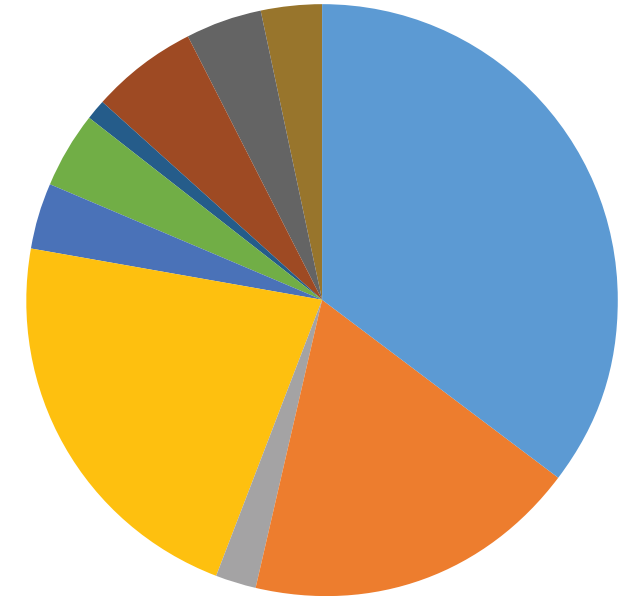
Section 5

How much did we spend?



The Public Health grant in 2019/20 was £23,038,721 and was spent on the following Public Health services and interventions as illustrated below:

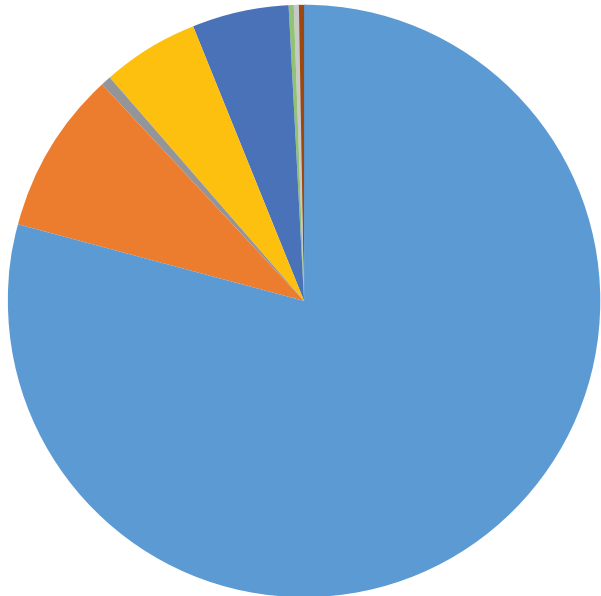
Public Health Spend 2018-19



Children’s public health programmes	35.4%
Sexual health - STI testing & treatment	18.5%
NHS Health Check programme	2.1%
Drug & Alcohol Misuse	21.9%
Obesity & Physical Activity	3.8%
Stop Smoking Services & Tobacco Control	4.1%
LA role in surveillance & disease control	1.1%
Stronger Communities Programme	5.8%
Targeted Prevention	4.3%
Services with focus on Older People	3.1%

The Adult Social Care Budget for 2019/20 was £164,563,000. It was invested in a range of services as illustrated below:

ASC Net Spend 2019 -20



Care & Support	79.31%
Provider Services & EC/PCAH	8.77%
Mental Health Services	0.54%
Targeted Prevention	5.41%
Commissioning & Quality	5.16%
Integration & Engagement	0.45%
Resources Unit	0.25%
Director & Cross-Directorate	0.12%

Section 6

What are we going to do in 2020/21?

In 2019, the HAS Wider Leadership Team identified three 'ambitious goals' to inform our future work. These were tested amongst HAS colleagues across the county through our Summer Conversations forums. The goals were also explored with community groups, including the North Yorkshire Disability Forum and Learning Disability Partnership Board.

1. Opportunities for everyone, everywhere

- As part of The Healthy Child Programme, there will be an integrated 0-19 service in North Yorkshire for children, young people and families that offers health and wellbeing interventions and support from the antenatal stage up to the age of 19;
- Work in partnership with the NHS to deliver effective sexual health services;
- Continue to develop Living Well Smoke Free to help people to stop smoking;
- Through a range of initiatives, help people across North Yorkshire to maintain a healthy weight;
- Work together with carers and service providers to design and co-produce a new carers pathway, introducing a new strength-based approach to carers assessments and support.

2. My time and experiences are valued

- Continue to work collaboratively with people who use our services and the wider North Yorkshire community;
- Extend some of our services so they are available at evenings and weekends, so are more convenient for the public;
- Develop virtual appointments and smart home technology;
- Develop self-service online.

3. Home First

- Review our Out of Hours arrangements to provide a more efficient and effective service;
- Transform our supported living options which help people to live independently in a home of their own while also meeting care needs they might have. This will focus on care and support, housing development and housing management;

- Develop a new Quality Pathway, to identify services at greatest risk;
- Undertake a strategic review of day services, including a look at how providers have adapted and personalised the support and services they offer during the pandemic. As part of this work, we will explore options for a more diverse range of community-based activities, supported employment and respite services;
- Open two new Extra Care schemes at Great Ayton and Scarborough in 2020/21, with construction ongoing on an additional three schemes due to open later in 2021 and continue to work with partners to develop the future of Extra Care, including how the provision can evolve to meet the needs of a wider range of prospective tenants.





Responding to COVID-19

At the time of writing, Health and Adult Services staff are focused on responding to the coronavirus COVID-19. This has meant considerable collaboration between all our teams, and a key strategic role for our Public Health team. This will continue in 2020 and beyond as long as needed to ensure the safety of the people of North Yorkshire, with particular specific focus on supporting care homes and services and people more vulnerable to COVID-19.

- Introduce a new operating model to respond to COVID-19;
- Work with partners to respond to local outbreaks through local support to workplaces, schools and communities;
- Work closely with health partners to support safe and appropriate discharges from hospital;
- Support care settings to provide safe care to residents;
- Support the roll-out of vaccines.

Pounds and Budget

- Continue to develop sustainable savings within an overall balanced financial outturn position;
- Implement more dynamic tools and systems for performance and financial management;
- Ensure a pragmatic yet robust approach to savings delivery through balanced assessment of value for money and value to customers and partners.



Workforce

- Move community teams to a 7-day service with extended hours Monday to Friday in order to ensure that people can be discharged from hospital with packages of care in place;
- Introduce a dedicated team to carry out daily support calls to care providers within North Yorkshire;
- Develop a range of information, tools and techniques to offer colleagues self-help tools in order to build their resilience and coping mechanisms.





Contact us

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