



North Yorkshire Council



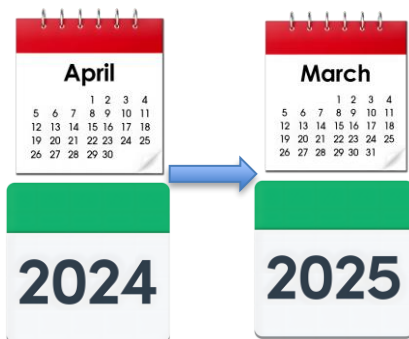
Health and Adult Services Local Account 2024 to 2025

Easy read



My name is Abi Barron. I am the Corporate Director of Health and Adult Services at North Yorkshire Council.

We have written a report to tell you about the work we do.



The report looks back at the work we did between April 2024 and March 2025.



We want to help people live longer, healthier and more independent lives.



The report explains:

- what we did to help people
- what went well
- what we want to do better
- what we plan to do next

How well are we doing?



The **Care Quality Commission** checks health and social care services like hospitals, doctors' surgeries (GPs) and care homes to make sure they are giving good care to people.



The **Care Quality Commission** checked North Yorkshire Council's adult social care services in 2025.



They rated our adult social care services as **Good**.

- Our score was 81 out of 100.
- This is one of the highest scores in England.

	This means most services are working well.
	We will keep making services even better.
	Public Health – helping people stay well
	Public Health helps people stay healthy throughout their lives.
	We helped children get the best start in life.



We did this by supporting children and their families to stay healthy and well.



We helped 800 children to get free school meals.



We helped schools teach children how to stay safe on the internet.



We helped people move more.

Moving and being active is important for people to stay healthy.



We helped people eat healthy food and manage their weight.

	We helped older people avoid falls. Stopping falls is important because: • Falls can hurt people. • A bad fall can mean someone has to go to hospital. • If people do not fall, they can stay safe and independent at home for longer.
	We helped older people age well. This means: • Staying a healthy weight • Keeping active and strong • Spending time with other people • Having a good place to live • Having enough money
	Adult Social Care – support for daily life
	Adult Social Care supports people who need help in daily life.



People sometimes need to wait for help from Adult Social Care.

We are working hard to make sure that people don't have to wait for long.



We made sure people were safe and got helpful advice while they waited.



We checked to make sure people's care was still right for them. This is called a **review**.

We completed over **4,500 reviews** of people's care.



Direct Payments are when a person gets an amount of money from Adult Social Care to organise their support themselves.

More people chose **Direct Payments**.

This gave people more choice and control over their support.



We helped people who look after someone in their family, or a friend, and are not paid to do this. People who do this are called **carers**.



We offered more **carer's assessments**.
Carer's assessments are a way of finding out what help a carer needs to look after themselves and carry on caring.



We helped people build up their confidence to manage at home after illness.

This service is called **Reablement**.



We helped people return home safely after being in hospital.



We have made our home improvement service better for older and disabled people.

This service puts in equipment like handrails to help people stay at home for longer.



We supported people with **complex needs**.

A person might have **complex needs** if they have a lot of health problems and other difficult things happening at the same time.



We did this by working as a team around the person and their family.

The team works with the person to make a plan based on what matters most to them.

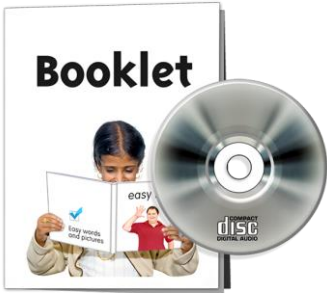


How many people did we support?

	• 9,808 people received long-term adult social care support.
	• 2,141 people used Direct Payments.
	• 85% of care homes were rated Good or better.
	• 91% of home care services were rated Good or better.
	• 16,517 people received an NHS Health Check.

	• 765 people quit smoking with our support.
	What people tell us
	We listen to feedback from people.
	Feedback helps us to make services better.
	We received 486 complaints. Complaints help us learn.
	We received 745 compliments. Compliments show what is working well.

	Getting information and advice
	People can get information and advice from the council in different ways.
	You can use the council website: www.northyorks.gov.uk There is information about how to contact the council on this page: https://www.northyorks.gov.uk/your-council/get-touch/contact-us
	You can phone the Customer Services team on 0300 131 2131
	The council can help people: • ask for care • understand how much they may need to pay for care • complete carer's assessments

	Support is available in different languages.
 Communicate	Support is available in British Sign Language.
	Getting this report in another format
	You can ask for this report in: • Large print • Audio • Braille • Another language

	You can do this by going to our website: www.northyorks.gov.uk/accessibility
	Or by calling the Customer Services team on 0300 131 2131
	Thank you for reading this report.

This has been written by North Yorkshire Council Health and Adult Services and the Northallerton Mencap easy read advisory group 'Help us to help you'.



1 June 2026