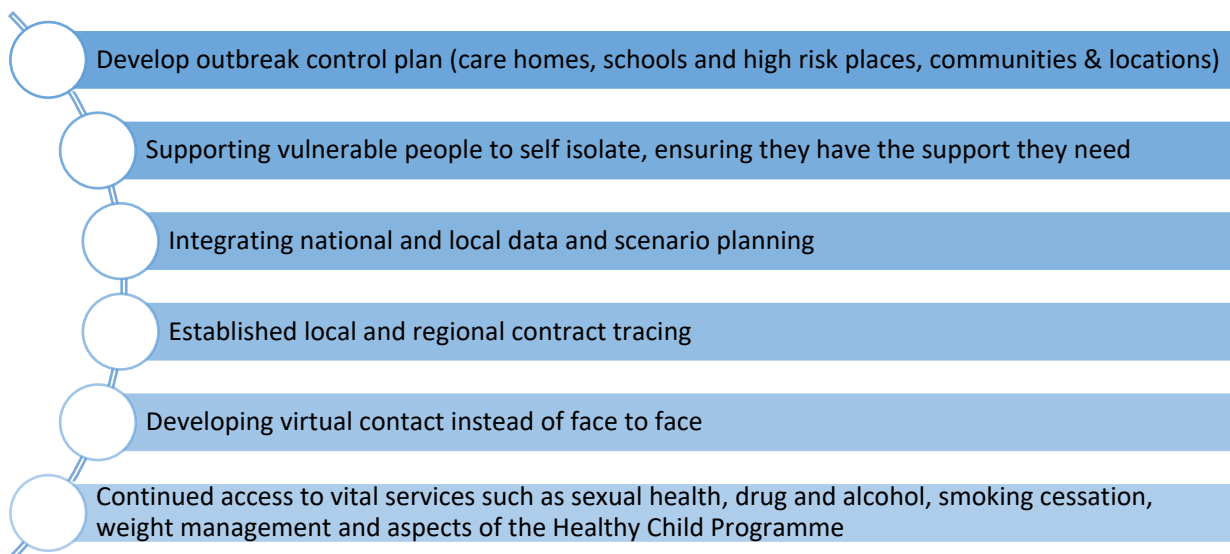


NORTH YORKSHIRE COUNTY COUNCIL**EXECUTIVE****28 July 2020****QUARTERLY PERFORMANCE MONITORING REPORT****Report of the Chief Executive****EXECUTIVE SUMMARY****1.0 Background**

- 1.1 Due to the impact of Covid-19 crisis, the usual performance reporting cycle has been disrupted resulting in a single combined report setting out performance in Quarter 4 2019/20 and Quarter 1 2020/21. Whilst disruption impacted the Quarter 4 report schedule, we have brought forward the scheduled date for Quarter 1 Quarter.
- 1.2 The Prime Minister placed the United Kingdom in to “Lockdown” on the 23rd March 2020, almost at the end of Quarter 4. The combined report provides Executive with an opportunity directly contrast the impact that Covid on services through this period to the end of quarter 1, 30th June 2020.
- 1.3 It is not surprising that our response to the Covid-19 pandemic has had a major impact in both the way our services are delivered and the changing needs of our citizens as we entered lock down. As the lead for Public Health we have been at the forefront leading the response across our multi agency partners and Community Support organisations operating in North Yorkshire.
- 1.4 Our employees are our biggest resource, their positivity and willingness to flex as needed has been the biggest contributing factor to the outcomes we have delivered over recent months. Where it was appropriate we have enabled 3,700 staff to work from home as well as staff being re-deployed to vital services when they were unable to do their normal duties.
- 1.5 The resilience staff have shown has been amazing with some outstanding work being undertaken. However, we understand that these have been very different times for everyone and some people may have found it difficult. We have therefore increased our employee wellbeing offer to ensure when staff need support they know where they can get it.
- 1.6 The message from Highways and Transportation during the Covid-19 outbreak has been “business as usual” with staff keen to deliver as close to the normal service as is possible within the restrictions imposed. This includes investing over £10m in surface dressing and a further £3M of Council Reserves for highway maintenance in order to help address the winter damage, matched by a further £3.3M from National Pothole Action Fund.
- 1.7 As the lead organisation for Public Health in North Yorkshire we have had a crucial role in delivering the multi-agency Covid 19 response. Using local knowledge, experience and expertise we continue to work in partnership with the NHS, PHE community, voluntary sector and other local government colleagues to support individuals, communities, businesses, education and care homes settings to prevent, manage and eliminate the virus over time.

1.8 This has very much been a moving process, having to respond to new Government guidance quickly and effectively has been central to all of our discussions. We now have our Local Outbreak Management and prevention Plan in place with our key outcomes summarised as:

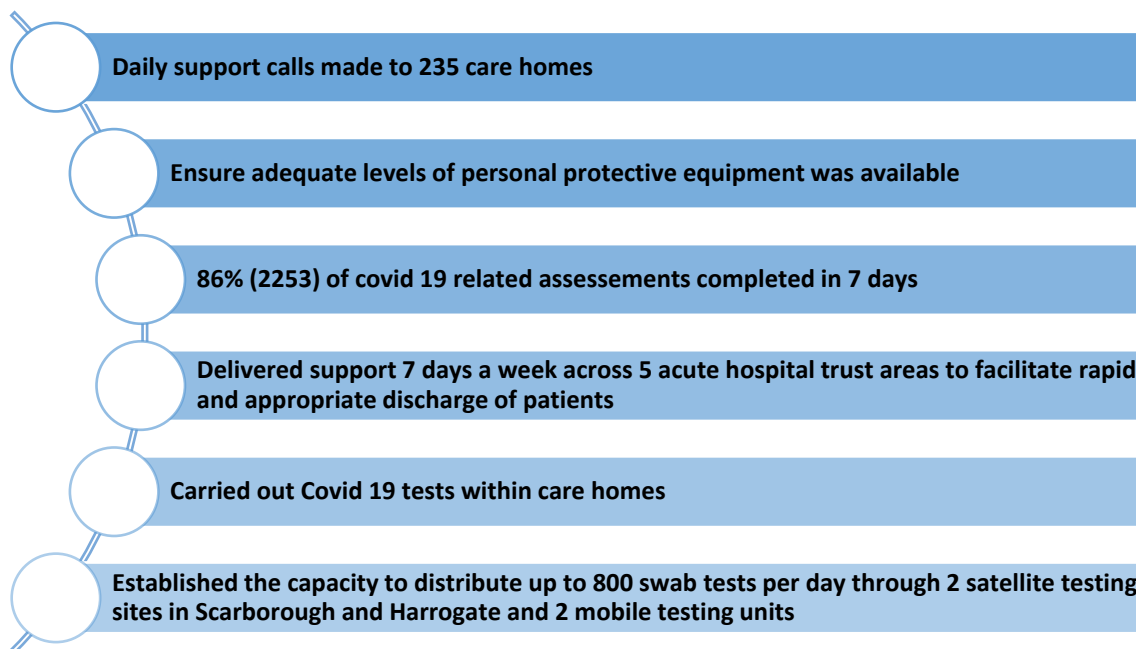


1.9 Our Stronger Communities team have worked closely with Community Support Organisations since the start of lock down to deliver support across the county. Our thanks go out to each and every one of the volunteers who have worked tirelessly over recent months to support those living in their communities who needed extra support during this time. Their contribution has been exceptional and has enabled a huge amount of support to be delivered when people were unable to rely on their usual networks of support.

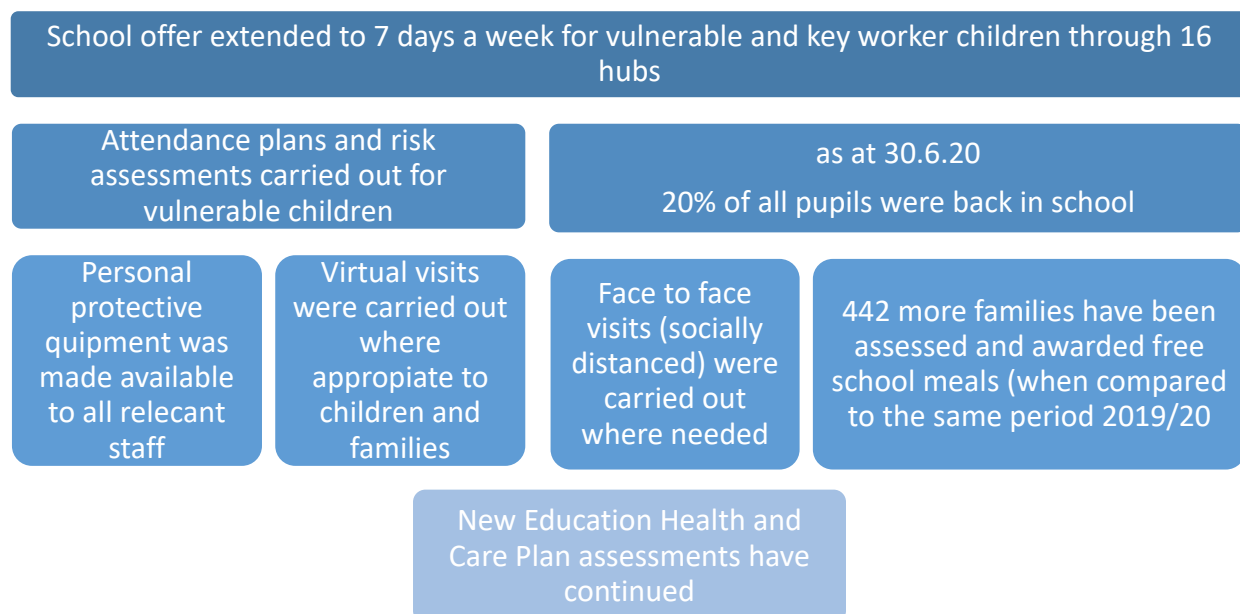
1.10 As we entered lock down, we led emergency response meetings and mobilised our response immediately with the support of the Community Support Organisations, delivering the following:

Deployed on average 1,400 volunteers per week delivering 50,000 volunteer hours	Supported 2,800 people per week	Delivered 625 prescriptions per week
Delivered 820 food shops per week	Processed 703 Covid 19 grants for food or energy worth £66,675	Responded to 38,200 contacts from the public
Welcomed 2000 new library members	Supporting the hospitality trade to maximise potential whilst social distancing in place	'Buy Local' website to encourage people to access their local traders
Our highways depots and colleagues were utilised as hubs for the distribution of essentials to our communities		

1.11 Our Health and Adult service has seen a major impact throughout the pandemic which resulted in new service delivery models being developed to ensure we could meet the need within our communities over extended hours (weekends and evenings). The impact on care homes has been well documented in the press and is no different in North Yorkshire. It has been vital throughout this period that we have clear infection control practices in place to ensure staff and residents are protected from infection as much as possible but also understand the impact not being able to see their family members has had on our residents both in care homes and in our communities. Our key success are summarised as follows:



1.12 It is well understood that schools were closed on 20 March 2020, this came with the guidance that vulnerable and key worker children still needed to attend. Logistically this was a massive task for us to co-ordinate with each school and early year’s settings working extremely hard to make the right decisions for them depending on the circumstances of the children on roll and their families. Sitting alongside this we needed to assure ourselves that for those children classed as vulnerable who were not in school remained safe throughout the pressures that lock down placed on families. Across our Children and Families and our Inclusion services, new service delivery practices were introduced which in many cases relied on virtual contact rather than face to face where it was appropriate to do this. On the whole this worked well with positive feedback being received from children, young people and their families. Our key successes are as follows:



- 1.13 The Quarterly Performance Monitoring Report seeks to bring together key aspects of the County Council performance on a quarterly basis.

2.0 Performance

- 2.1 The in depth focusses for the Quarters 4 & 1 performance report are:
- Council ambition “Modern Council;”
 - the annual review of Public Health performance;
 - Council ambition “North Yorkshire is a place with a strong economy and a commitment to sustainable growth that enables our citizens to fulfil their ambitions and aspirations”.
- 2.2 In addition, all sections will include further reporting on the impact of Covid-19 and North Yorkshires response to date.
- 2.3 The focus for Quarter 2 2020/21 will be the Council ambition ‘Every adult has a longer, healthier and independent life’.

3.0 Legal Implications

- 3.1 There are no specific legal implications.

4.0 Consultation and Responses

- 4.1 This report has been the subject of full consultation with Directorates and is agreed by Management Board.

5.0 Conclusions and Recommendations

- 5.1 The County Council continues to perform well and demonstrate improvements in its services.
- 5.2 The Executive is therefore recommended to note the contents of the Quarter 1 Performance Report.

Richard Flinton
Chief Executive
28 July 2020

Gary Fielding
Corporate Director, Strategic Resources



Executive Performance Report

**Quarter 4 • 2019/20 & Quarter 1 • 2020/21
(impact of Covid-19)**

Would Members please note that this edition of the Executive Performance Report includes data and analysis for Quarter 4 2019/20 and Quarter 1 2020/21.

Enter



Contents

Executive Summary	3
Corporate Summary	7
Public Health	11
Modern Council.....	21
Growth.....	31
Healthy and Independent Living.....	39
Best Start to Life	46
Appendix	55

Executive Summary

This performance report provides strong evidence of progress towards delivering on our ambitions, and challenges where we must continue to seek improvement.

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Our employees are our biggest resource, their positivity and willingness to be flexible as needed has been the biggest contributing factor to the outcomes we have delivered over recent months. Where it was appropriate we have enabled 3,700 staff to work from home as well as staff being re-deployed to vital services when they were unable to do their normal duties.

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As the lead organisation for Public Health in North Yorkshire we have had a crucial role in delivering the multi-agency Covid-19 response. Using local knowledge, experience and expertise we continue to work in partnership with the NHS, PHE community, voluntary sector and other local government colleagues to support individuals, communities, businesses, education and care homes settings to prevent, manage and eliminate the virus over time.

This has very much been a transitional process, having to respond to new Government guidance quickly and effectively has been central to all of our discussions. We now have our Local Outbreak Management and prevention Plan in place with our key outcomes summarised as:


Develop outbreak control plan (care homes, schools and high risk places, communities and locations)	
Integrating national and local data and scenario planning	
Developing virtual contact instead of face to face	
Supporting vulnerable people to self isolate, ensuring they have the support they need	
Established local and regional contact tracing	
Continued access to vital services such as sexual health, drug and alcohol, smoking cessation, weight management and aspects of the Healthy Child Programme	

Our Stronger Communities team have worked closely with Community Support Organisations since the start of lock down to deliver support across the county. Our thanks go out to each and everyone of the volunteers who have worked tirelessly over recent months to support those living in their communities who needed extra support during this time. Their contribution has been exceptional and has enabled a huge amount of support to be delivered when people were unable to rely on their usual networks of support.

As we entered lock down, we led emergency response meetings and mobilised our response immediately with the support of the Community Support Organisations, delivering the following:



Our Health and Adult service has seen a major impact throughout the pandemic which resulted in new service delivery models being developed to ensure we could meet the need within our communities over extended hours (weekends and evenings). The impact on care homes has been well documented in the press and is no different in North Yorkshire. It has been vital throughout this period that we have clear infection control practices in place to ensure staff and residents are protected from infection as much as possible but also understand the impact not being able to see their family members has had on our residents both in care homes and in our communities. Our key successes are summarised as follows:




Daily support calls made to **235** care homes

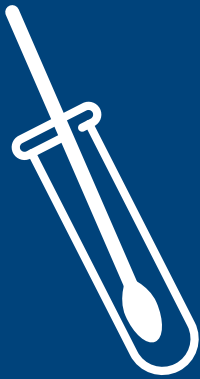


Ensure adequate levels of personal protective equipment was available

86% (2,253) of Covid-19 related assessments completed in 7 days




Carried out Covid-19 tests within care homes



Delivered support **7 days a week across 5 acute hospital trust areas** to facilitate rapid and appropriate discharge of patients



Established the capacity to distribute up to 800 swab tests per day through 2 satellite testing sites in Scarborough and Harrogate and 2 mobile testing sites




It is well understood that schools were closed on 20 March 2020, this came with the guidance that vulnerable and key worker children still needed to attend. Logistically this was a massive task for us to co-ordinate with each school and early year's settings working extremely hard to make the right decisions for them depending on the circumstances of the children on roll and their families. Sitting alongside this we needed to assure ourselves that for those children classed as vulnerable who were not in school remained safe throughout the pressures that lock down placed on families. Across our Children and Families and our Inclusion services, new service delivery practices were introduced which in many cases relied on virtual contact rather than face to face where it was appropriate to do this. On the whole this worked well with positive feedback being received from children, young people and their families. Our key successes are as follows:

School offer extended to **7 days a week** for vulnerable and key worker children through **16 hubs**




Attendance plans and risk assessments carried out for vulnerable children



As of 30 June 2020, **20%** of all pupils were back at school



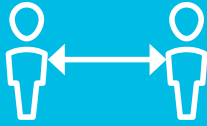
Personal protective equipment was made available to all relevant staff




Virtual visits were carried out where appropriate to children and families




Face to face visits (socially distanced) were carried out where needed



442 more families have been assessed and awarded free school meals (when compared to the same period 2019/20)



New Education Health and Care Plan assessments have continued



Corporate Summary

Focus on Modern Council



Progress and Strengths	<ul style="list-style-type: none"> • Stronger Communities Team central to Coronavirus response – The Stronger Communities team in a co-ordinated response with the District Councils and 24 Community Support Organisation's (CSOs) helped an average of 2,800 people each week, delivered approximately 625 prescriptions and 820 loads of shopping each week and processed 703 successful applications of Covid-19 food and energy grants between March and 28th June • Volunteer support during the Coronavirus Pandemic – During Quarter 1 the Stronger Communities team deployed on average approximately 1,400 volunteers per week delivering around 50,000 volunteer hours, worth approximately £740k, in response to the Covid-19 pandemic. • High level of digital transactions – During Q4 77% of customer transactions (12,595/16,424) that can be conducted on-line are conducted on line (target 70%) • Library membership increasing while libraries are closed – Since North Yorkshire public libraries closed on 23rd March, to 26th June, 1,925 new members have joined to access online resources and social media has grown to 15,618 followers • Staff enabled to work from home during lockdown – During quarter 4, on an average weekday, 1,525 employees were using their laptops and tablets to work remotely, by the week commencing 27th April this had more than doubled to over 3,700 staff were working remotely • Move to virtual meetings – During May as we adapted to working from home more, we saw over 1,500 Skype conferences each day involving 5,000 to 6,000 participants
Challenges	<ul style="list-style-type: none"> • Maintaining new ways of working – Maintaining the new ways of working post COVID (if they are the most appropriate long term solution) • Managing the property portfolio during lockdown – 72 sites closed within corporate property portfolio highlight the need to review our service property requirements • Support to the most vulnerable – Ensuring the people who need support the most can access that support when formal shielding arrangements come to an end • Delays to major capital programmes – Delays to the property programme due to lockdown will have a significant impact • Backlog in Registrars – services suspended during lockdown will require significant effort to capture all registration requirements, based on figures from 2019 we can estimate in April and May, there were circa 950 birth registrations and between April and June, circa 1000 marriage and civil partnerships ceremonies that didn't take place.



Focus on Growth

Progress and Strengths	<ul style="list-style-type: none"> • Highways Maintenance Efficiency Programme assessed to be at highest level – Assessed as Level 3 (highest level) in the annual Highways Maintenance Efficiency Programme questionnaire ensuring that we received the highest level of funding. (The risk to funding was slightly under £5m) • £10m Surface Dressing work commences – The 2020 surface dressing season is underway which will see us investing over £10m in the highway network treating in the region of three million square metres of carriageway • The number of people killed or seriously injured on North Yorkshire roads is the lowest for the past 7 years – The number of people killed or seriously injured on North Yorkshire roads during 2019/20 was 346, the lowest for the past 7 years and shows a continuing downward trend. • Highways maintain level of service during lockdown – Service maintaining
Challenges	<ul style="list-style-type: none"> • Enabling economic recovery – Assisting economic recovery post Covid-19 • Protecting furloughed jobs – During the coronavirus crisis over 72,000 jobs in North Yorkshire have been furloughed under the Government’s Coronavirus Job Retention Scheme • Ensuring the safe easing of restrictions – Trading Standards dealing with increasing complaints from the public about businesses opening that shouldn’t be open, an issue that is likely to increase as restrictions are eased further • Illegal closures to the public right of way network – Although the proportion of the PROW network that was accessible increased in quarter 4, it decreased in quarter 1 due to illegal Coronavirus related closures





Focus on Healthy and Independent Living

<p>Progress and Strengths</p>	<ul style="list-style-type: none"> • Admissions to long term care placements down – The rate of admissions per 100,000 head of population reduced in 2019/20 for both the 18-64 (down from 22.7 to 19.0) and 65+ (down from 776.7 to 658.5) age groups. The covid outbreak has contributed to long term placements reducing to 2,129 at the end of June, a 7.5% (173) drop since the end of March. • Sustained growth in prevention – Referrals into the Care & Support Team based in the contact centre were up by 22% (1,615) year on year, and Living Well referrals were up by 31% (895). In line with the general pattern for adult social care during the covid outbreak, Living Well's referrals in Q1 were down by 50% (325) year on year to 330. • Delayed transfers of care (DTOCs) reductions maintained – the February 2020 data showed reductions in the rate of social care delayed bed days had been sustained at 3.0 per 100,000 of population against a target of 2.9. Data collection has been suspended since the start of the covid outbreak.
<p>Challenges</p>	<ul style="list-style-type: none"> • Cost of care placements - 54% (1,136/2,104) of residential/nursing placements for older people were above the authority's approved rates at the end of 2019/20. In Q1 this had decreased to 53.0% (958/1,807). The covid outbreak has slowed progress on market development work that was underway to mitigate the rising cost of permanent placements. • Personal budget (PB) increases – excluding service users with a learning disability, the average PB increased to £15.0K in Q4, an 8.1% (£1.1K) increase year on year. At the end of Q1, this had increased to £15.4K, up 2.7% (£0.4K) since the end of March, which is in line with the annual inflationary uplift. • Annual review completions decline – The proportion of people receiving a review reduced to 58.3% at the end of 2019/20 against a target of 72%. The target for 2020/21 has been increased to 75% and performance at the end of Q1 (21%) was ahead of required monthly target trajectory (18.8%).



Focus on Best Start to Life



Progress and Strengths	<ul style="list-style-type: none"> • Children Subject to a Child Protection Plan continues to reduce – The number of children subject to a Child Protection Plan (CPP) continued to reduce over the course of Q4, falling by a further 7% to 327 (27 fewer than at the end of Q3). This trend continued in Q1, with the number of 315 being a 10% reduction from the number seen in the corresponding Quarter in 2019/20. • Timeliness of C&F Assessments remains strong – In Q4 the timeliness of assessments remained strong, with 99.1% of the 1,066 C&F Assessments being completed within 45 days (the statutory target) and 70% within 30 days (the target outlined in our practice guidance). The rate increased further to 99.5% in Q1. • Child Care and School places have continued to be provided through lockdown, for vulnerable children and children of critical workers across the county.
Challenges	<ul style="list-style-type: none"> • Ensuring a safe return to schooling post Covid-19 • Rate of re-referrals increasing – We have seen an increase from 16.3% (153/941 referrals) in Q4, significantly lower than National and Stat Neighbour performance, to 21.1% (162/766 referrals) at the end of Q1. This has coincided with a significant reduction in the number of referrals and is an indication of the pressures felt in some households during lockdown. • Rate of Second or Subsequent Child Protection Plans – Whilst we have seen a marked reduction in the number of children subject to a Child Protection Plan (CPP) during 2019/20, there has also been a significant increase in the proportion of children subject to a second or subsequent CPP. In Q4 the rate was 34.3% (36/105 plans), higher than the full year rate of 25.7%. Whilst a decrease in the rate was seen in Q1, to 24.7% (21/85 plans), this remains significantly higher than the 2018/19 rate of 16.6% (83/501 plans). • Number of Children in Care – In Q4 the number of Children in Care increased for the third time in the last four quarters, up by 4 to 447. This number includes 19 Unaccompanied Asylum Seeking Children. This increase is largely due to the impact of Covid-19; lockdown has meant family networks who would ordinarily support the child have been unable to do so resulting in the child being brought into care. In Q1 the number further increased to 458. • EHC plans maintained by North Yorkshire continues to increase – The number of Education, Health and Care plans increased to 3,153 at the end of Q4, a 12% increase on the same point last year. Since the introduction of the new SEND code of practice in 2014, there has been a 68% increase in EHC plans issued by North Yorkshire, compared to 58% regionally and 49% nationally from January of 2015 to January 2019. In Q1, the number further increased to 3,246.



Focus on Public Health

‘Improving health and wellbeing and reducing health inequalities in North Yorkshire’

Public health describes our collective, organised efforts to protect and improve the health of people in North Yorkshire by putting wellbeing at the heart of everything we do to enable each person to live a healthier, happier life. It is central to the council’s work in preventing ill health and helping people to reduce their risk of requiring healthcare and social support services.

Significant public health effort is directed towards place shaping and systems leadership, working with many internal and external partners to influence improvement in health and wellbeing.

There are six mandated public health services which local authorities in England are obliged to carry out:

- weighing and measuring specified groups of children
- NHS Health Check assessments for adults aged 40 to 74 years
- open access sexual health services
- providing public health advice to NHS commissioners
- protecting the health of the local population, for example, from infectious diseases, environmental hazards and extreme weather events
- provide universal health visitor reviews for pregnant women and young children

Additional public health functions in North Yorkshire which are supported by public health grants include:

- Preventing and reducing harm from drug and alcohol misuse
- Stop smoking services and tobacco control
- Public health programmes for children and young adults aged 0-19
- Preventing obesity and increasing physical activity
- Improving mental health
- Enhancing workplace health

The work of the public health team has been focussed with increasing intensity on preparation and response

to the Covid-19 pandemic since January 2020. Many of the work areas reported on remain relevant and some will become even more pressing as we exit the first (and hopefully final wave) of the pandemic in the UK.

In 2019/20, the Public Health grant was £21,182,000. Our spend includes directly commissioned services, team activities and work funded through other parts of NYCC or with partners. We invest funding into the Living Well, Safer and Stronger Communities teams, linking to the council’s wider prevention agenda. We continue to use our reserve to invest for the future. Good governance in our work is ensured through monthly Public Health Business meetings. We are active participants in the Council’s 2020 programme and planning for beyond 2020 through the Health Places, Healthy People theme which includes the Childhood Futures programme. A key area of focus is the proposed Healthy Child integrated partnership with Harrogate District Foundation Trust to implement a new delivery model in light of efficiencies that need to be made across all public health services. Some of this work anticipated service changes that were put in place as a result of Covid-19.

Numerous local drivers exist for public health work in North Yorkshire. Overall, a lot of measures of health in the county are better than for England, but this can mask areas of poor health within a large population. The [2019 Health Profile for North Yorkshire](#) shows 18 of the 32 indicators are significantly better than England and four are significantly worse (suicides, road casualties, detection of diabetes and hospital admissions for alcohol-specific causes). We have been addressing these areas with relevant partners as outlined in later sections.

Life expectancy (LE) is an important summary measure of overall population health. In North Yorkshire, LE at birth for both males (80.7y) and females (84.2y)

is significantly higher than England (males: 79.6y, females: 83.2y) and has increased from 2001-03 to 2016-18. However, female LE has not increased in North Yorkshire for the past 4 years and male LE has increased by only 0.1 year in the past 3 years, reflecting the slowing of life expectancy improvements seen nationally.

Within North Yorkshire, there are significant inequalities in life expectancy between the least and most deprived areas. For females in the most deprived areas, LE is 79.8 years, 6.4 years lower than the least deprived areas. For males, the gap is wider at 8.6 years: in the most deprived areas LE is 74.9 years compared with 83.5 in the least deprived areas.

The following table summarises key indicators over the life course. Many indicators in North Yorkshire are significantly better than or similar to England. Areas where the data suggests additional focus may be required include those which are significantly worse than England or those with a worsening trend.

The county has a significantly higher rate than England for the number of hospital admissions for self-harm, aged 10-24, despite a slight decrease in the admission rate from the previous year. The rate is also higher than the regional average. There were 440 admissions for this age group in 2018/19. Some people may have been admitted on more than one occasion.

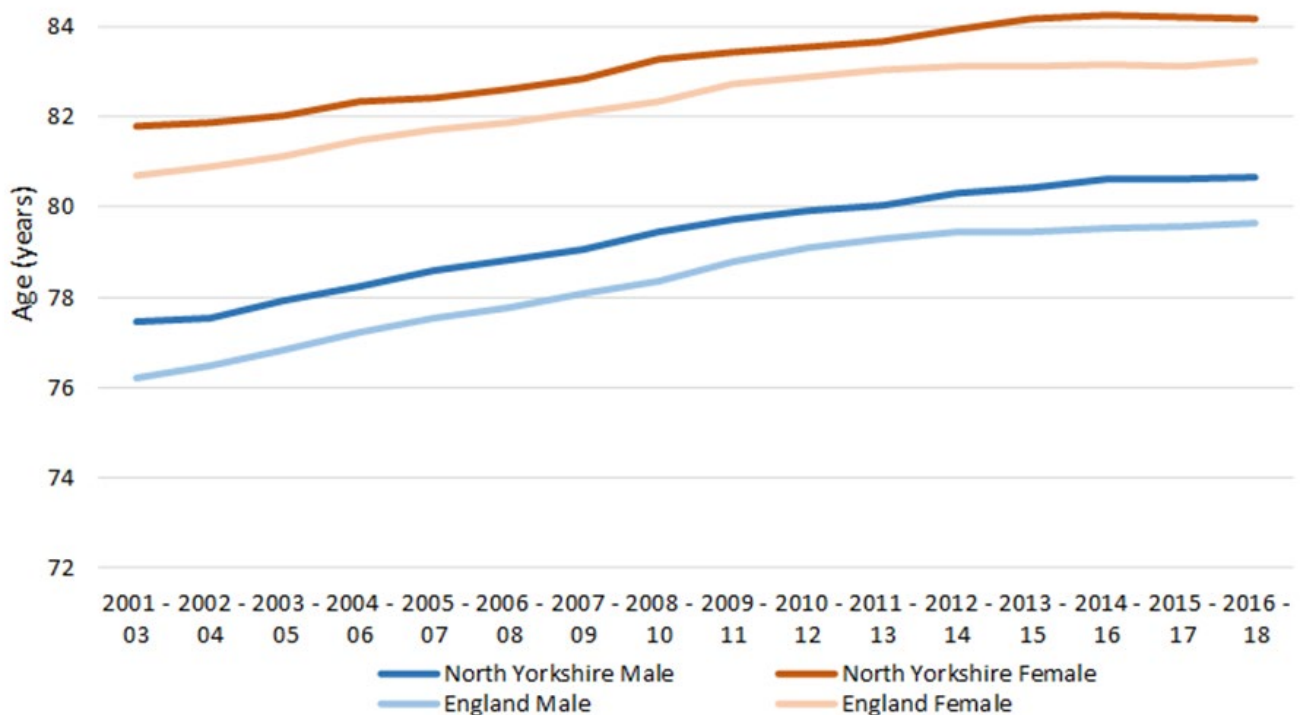
North Yorkshire has a significantly higher rate than England for killed and seriously injured casualties on roads. All districts in North Yorkshire, except for Scarborough district, have a significantly higher rate than England. Craven has the highest rate at 99.5 per 100,000 population.

Despite being higher than England, North Yorkshire has low uptake of rate flu vaccination in people aged 65 and over compared with the 75% target. However, the proportion vaccinated in North Yorkshire has increased from 2017/18.

Chlamydia testing is below target and has reduced from the previous year. This is likely to be due to low levels of disease in the community.

Life expectancy at birth

Source: PHE



Public Health life course indicators, North Yorkshire					
Measure	Date	North Yorkshire	England	Comparison to benchmark	Direction of travel
Infant mortality rate, crude rate per 1,000	2016-18	1.9	3.9	●	-
School readiness: percentage of children achieving a good level of development at the end of Reception	2018/19	72.8%	71.8%	●	▲
Year 6: Prevalence of overweight (including obesity)	2018/19	30.6%	34.3%	●	➡
Hospital admissions as a result of self-harm (10-24 years), DSR per 100,000	2018/19	496.4	444.0	●	-
Chlamydia proportion aged 15-24 screened	2018	21.1%	19.6%	●	▼
Smoking status at time of delivery	2018/19	10.5%	10.6%	●	▼
Smokers that have successfully quit at 4 weeks, crude rate per 100,000	2018/19	1,482	1,894	●	-
Percentage of adults (aged 18+) classified as overweight or obese	2017/18	61.3%	62.0%	●	-
Percentage of physically active adults	2017/18	69.5%	66.3%	●	-
Cumulative percentage of the eligible population aged 40-74 who received an NHS Health check	2014/15-18/19	43.3%	43.3%	●	-
Successful completion of alcohol treatment	2018	34.8%	37.6%	●	➡
Sickness absence - the percentage of working days lost due to sickness absence	2016-18	0.6%	1.1%	●	-
Killed and seriously injured (KSI) casualties on England's roads, crude rate per 100,000	2016-18	65.9	42.6	●	-
Population vaccination coverage - Flu (aged 65+)	2018/19	73.6%	72.0%	●	▲
Fuel poverty	2017	9.1%	10.9%	●	➡
Healthy life expectancy at birth (Male)	2016-18	65.7	63.4	●	-
Healthy life expectancy at birth (female)	2016-18	68.4	63.9	●	-
Under 75 mortality rate from cancer considered preventable (Persons), DSR per 100,000	2016-18	68.5	76.3	●	-
Under 75 mortality rate from all cardiovascular diseases (Persons), DSR per 100,000	2016-18	61.0	71.7	●	-

Legend

Compared with benchmark: ● Better ● Similar ● Worse ○ Not compared

Recent Trends:

Could not be calculated - No significant change ➡
 Increasing/Getting worse ▲ Decreasing/Getting worse ▼
 Increasing/Getting better ▲ Decreasing/Getting better ▼
 Best ● ● ● ● Worst

The 2019 Director of Public Health annual report for North Yorkshire, “Life in times of change; health and hardship in North Yorkshire”, looks at poverty from a public health perspective, provides a review of the health of our population and focusses on some of the areas where we can take collective actions and protect people from the worst effects of poverty. We know that the impact of Covid-19 has been amplified by deprivation which makes the report especially salient.

Based on this work, Dr. Sargeant makes seven recommendations:

1. **Support deprived areas**
2. **Tackle rural poverty**
3. **Reduce childhood inequalities**
4. **Work with military families and veterans**
5. **Create safe environments for high-risk groups**
6. **Develop priorities to mitigate the impact of changes to the benefit system**
7. **Improve community engagement**

His very first recommendation in 2013 was for us to “Reduce the inequalities in health that are apparent across the county between the most affluent communities and those that suffer from high levels of social and economic deprivation” and this report starts a series of report looking at the five giant evils in our society.

To download the full report and executive summary visit: www.nypartnerships.org.uk/DPHAR



Healthy School Zone Project

Within the second chapter of the Childhood Obesity: Plan for action in June 2018, the Government committed to a three-year childhood obesity trailblazer programme (COTP) to work with council-led projects in England to tackle childhood obesity at a local level, with a particular focus on inequalities.

Thirteen councils, including North Yorkshire County Council, were selected to undertake the funded 12-week discovery phase which commenced in early February 2019. Despite not getting through to the final stage of the COTP, the School Zone project is going well and enthusiasm and commitment from partners remains high.

What is a school zone? The school and surrounding environment of one mile radius and the community groups within (pupils, parents/carers, siblings, school staff, businesses and wider community)



The overarching aims of the project are to influence the factors that contribute to childhood obesity in North Yorkshire and reduce inequalities in childhood obesity that exist within the county. This project intends to create healthy food and physical activity environments and support healthy behaviours within school zones. The focus is on working with secondary schools and local communities to shape the environments and policies in and around the school. Initial focus is on children attending schools in the most deprived areas in North Yorkshire (in Scarborough and Selby), with the most exposure to unhealthy assets and hazards such as food takeaway outlets and areas of poor air quality. The schools that are at the centre of the

two school zones are Selby High and George Pindar (Scarborough).

Since the insight work, there has been progress on changes to the school food offer, particularly in Selby High School, some of which include:

- Review and change to content of the 'grab bags' at lunchtime – increased salad content in sandwiches and water instead of juice.
- Review and changes to levels of salt and sugar in foods made on site – reformulation in line with national catering guidelines.
- Erection of a new outdoor, heated canopy (through successful application for Healthy Pupil Capital Fund) to enable more pupils to be seated at the same time and encouraging a sociable dining experience.
- A trial 'family-style' lunch time has taken place to encourage more socialising through the lunch break. Teachers joined pupils eating their lunch to encourage interaction.

Since the COVID pandemic, business continuity planning has taken place to ensure priorities are reviewed, schools are supported appropriately and within appropriate timeframes.

A focus on food security, particularly in Scarborough will be more of a priority as a result of COVID. Work with local retailers i.e. convenience stores, takeaways will continue to be delivered sensitively; supporting economic recovery whilst ensuring increased access to healthier food and drink products.

Walking and cycling infrastructure for pupils and staff to get to and from school will be more of a priority to support sustained active travel behaviours that support the environment and reduced risk of Covid-19.

Utilisation of green space for activity during the COVID lockdown recovery will also be a priority over the coming months.

Discoveries on Doorstep

Through an exciting partnership arrangement between Public Health and Yorkshire Dales Millennium Trust a project officer post has been jointly funded and recruited to lead on the sustainability of the Discoveries on Your Doorstep Project in Scarborough and Selby and a roll out into Ripon.

The project roll out has a particular focus on active travel and air quality, supporting children, young people and their families to increase their walking to and from school. The roll out has initially focused on two schools in Ripon, Ripon Grammar and Outwood Academy gathering insight to inform schools how to tailor the active travel messages.

In terms of sustainability of routes in Scarborough and Selby, community groups are being re-engaged with and work is underway to ensure that the existing routes and resources are maintained and accessible for all. The focus in Scarborough and Selby is to enhance the routes through further development of fun, free and fascinating things to do on-route, meaning people can return time and time again.

Building links with schools and children's centres the Discoveries on your Doorstep project will support key aspects of the 'ready for school' agenda, exploring ways to incorporate learning opportunities into route resources taking into account key focus on:

- Embedded learning.
- Physical activity and improved healthy lifestyles.
- Parent/Children interactions.

Overall impact of the project will be measured through:

- Analysis of footfall.
- Volunteering engagement and community events.
- Case studies exploring behaviour change.
- Feedback and use of project resources.
- Social media analytics.

Since the Covid-19 pandemic, business continuity planning has taken place. The project has been, and continues to be positioned to support response to Government guidance relating to physical activity. During the lockdown, campaign messaging has been focused on staying local, noticing nature, walking being good for physical and mental health.

Moving out of lock down the project can support active travel messaging for employers and schools; to support reduction in use of public transport and car sharing to reduce risk of Covid-19 and also to support sustained carbon reduction. Green miles campaign work that has been developed will be amended to support COVID work relating to the economic and environmental recovery themes.

Although recent Government guidance enables people to travel any distance to undertake their physical activity/exercise, the Discoveries on Your Doorstep will encourage 'staying local'.

Healthy Schools Award

A total of 148 schools had registered with the North Yorkshire Healthy Schools Award Scheme by the end of March 2020 – representing 40% of all schools across the county. The online scheme, launched in Autumn 2019, supports schools to work towards improving the health and wellbeing of pupils and staff through teaching and learning initiatives across four key areas: personal, social, health and economic education (PSHE); emotional health and wellbeing; active lifestyles; and food in schools. 21 North Yorkshire nursery, primary and secondary schools have so far achieved a Bronze, Silver or Gold level award. Support is continuing for schools to work towards achieving the award during Covid-19, and a new parents' page on the website was launched in May.

Mental health

The mental health system in North Yorkshire is complex, with a plurality of providers and services. Public health is a core part of this system response and plays an important role in leading the prevention and promotion of good mental health. In October 2019 a successful conference focusing on prevention in mental health was attended by over one hundred delegates. Work has continued on developing an evidence based framework for mental health activity across the system. This framework will inform future priorities and strategic planning.

The contract with Scarborough Survivors to deliver an anti-stigma project concluded in March. The work will be sustained through the North Yorkshire Time to Change organic hub. This hub was successful in obtaining national endorsement and support. A partnership project, it is hosted by North Yorkshire County council and co-ordinated by Scarborough Survivors with service user leadership strongly embedded throughout.

During the Covid-19 pandemic the public health team have brought together partners from across the mental health system to join up responses. This has been

pivotal in understanding the mental health impact of the pandemic, sharing information and identifying any gaps or areas for further development. The team has taken a key role in understanding our strategic response to the pandemic from a mental health perspective and providing evidence based information and encouraging consistency across the mental health system in our response.

Elected members' public health network

The elected members' public health network was launched in November 2019. The network is chair by Cllr. Dickinson and aims to bring together elected members from both county and districts to review population health and wellbeing in the county, inform the work of the North Yorkshire Public Health team and to take an advocacy role within their localities and on public health issues. Topics covered to date include an overview of the health of the population in North Yorkshire, Age Friendly North Yorkshire, the North Yorkshire Healthy School Zone Programme on childhood obesity, and loneliness and isolation.

A priority for the network is to increase membership and attendance with steps being taken for development of relationships with district democratic services leads and plans for the provision of free, one-day workshops provided by The Local Government Association (LGA).

Covid-19 response

Given the exceptional circumstances at the time of this report we now describe our work in response to the Covid-19 pandemic. This has meant we have postponed some important areas of work to prioritise our response to Covid-19. This has been necessary to release adequate capacity. This has included our DPH Annual Report for 2020 and Pharmaceutical Needs Assessment (PNA) undertaken on behalf of the Health & Wellbeing Board.

The public health team have been heavily involved at all levels of the response to Covid-19 including input at key meetings such as Tactical and Strategic Coordination groups through the Local Resilience Forum (LRF), NHS Silver and Gold meetings for North Yorkshire and York and Humber, Coast and Vale,

COVID ethics committee, NYCC COVID Gold, daily HAS resilience meetings and NY+Y data groups. There is also a public health consultant representative sitting as part of the LRF Multi-Agency Coordination Centre as their health lead on behalf of the wider health and social care system. The team also have a role in shaping the local approach to the government's outbreak management plans including the 'Test and Trace' programme.

Corporately there are seven key priority work areas identified for addressing Covid-19 and Public Health has ensured input into all of these:

- Social care/NHS – (include PPE, testing, tracing, modelling)
- Business continuity – (PH commissioned services and contracts)
- Community
- Economy
- Children
- Workforce
- Communications

Social Care/NHS

The public health team has been working very closely with our social care colleagues and wider NHS partners as part of the Covid-19 response, particularly on care homes outbreaks. The team have provided public health advice and support throughout the process of re-shaping the local approach to outbreak management, and participate in daily care home Gold calls.

We provide public health leadership and support to several key areas of the Covid-19 response,

particularly around personal protective equipment (PPE) (which includes creating guidance/flowcharts, running webinars, answering queries, taking part in the LRF PPE allocation panel), testing (input particularly around the prioritisation of testing, plus answering queries and involvement in working groups), and data modelling (analysing data trends and interpreting and extrapolating on national pandemic models).

Business Continuity

The public health team has been working with all the providers of our commissioned public health services to ensure services remain 'open' as far as is safe and appropriate. Colleagues have been supporting services to explore and implement innovative ways of providing services, minimising face to face interactions and moving to remote and digital offers where possible. They have also ensured patient pathways remain operational where possible, and have ensured ongoing access to important medication and other interventions is maintained, such as needle exchanges, opiate substitution therapy and smoking pharmacotherapies. In some cases national directives from the DH have dictated that certain services are paused such as the NHS Health Check Programme, long acting reversible contraception (LARC) procedures have been classified as non-urgent and also paused unless for exceptional circumstances. We have been working with our GP and Pharmacy colleagues to support the change in their provision and associated implications in the short-term, to ensure they able to fully mobilise again once appropriate. Below is an example of how one of our services – Horizons that provides drug and alcohol treatment services has responded to the challenge.

Case study – Horizons

Horizons is still providing a service, prioritising delivery of the Single Point of Contact, Needle Exchange and provision of Naloxone, and pharmacological treatment. All 5 hubs remain open, and a triage process is in place to establish need and safety, prior to any face to face consultations. Psychosocial and recovery support is being delivered via telephone and/ or digital means. Horizons is working with partners across the system to meet needs as safely as possible – this includes but is not limited to children’s safeguarding; Prisons and Probation; homeless and refuge hostels and associated co-ordination arrangements; GPs, community pharmacies, community safety hubs and our community support organisations. The most significant change in provision is how opiate substitute treatment (OST – methadone or buprenorphine) is delivered. Horizons prescribers have clinically reviewed every client receiving OST for suitability for 7 day take home medication. Prescriptions have been pre-emptively batched to Pharmacies for a number of weeks. This step is in line with national clinical consensus and has been necessary to balance the significantly compromised resource across primary care, particularly in community pharmacy, with patient, community and population safety. There are some clinical exceptions where Horizons’ clinicians have and will continue to deem this arrangement to be clinically unsafe and alternative arrangements have been agreed with primary care services in these circumstances - a drug and alcohol treatment system business continuity plan was approved by North Yorkshire County Council, Horizons, the Local Medical Committee (YorLMC), Community Pharmacy North Yorkshire and North Yorkshire CCG in March. Horizons has worked with HAS to audit all who meet clinical vulnerability threshold, and are working with Community Pharmacy North Yorkshire and our community support organisations to ensure that their needs are met.

One example of how Horizons worked in partnership with other agencies to support the needs of a client who became symptomatic whilst living in a hostel setting last month, meant that hostel staff collected and a Pharmacy stepped in to deliver medication to ensure that they remained on their prescription, and the hostel reinforced public health advice to the remainder of the residents, in conjunction with neighbourhood policing.

Horizons published an article on their COVID-response in the Selby Hub in one of the industry magazines this month – [Drink and Drug News](#) (pg 12/13).

Community

The Public Health team has been supporting the Universal Plus (community) offer, which provides a telephone helpline for local residents to access social support and help with things like shopping, collecting prescriptions and dog walking.

A new food and physical activity offer has been developed as part of the Universal Plus service to provide support to North Yorkshire residents around staying active and eating well (including access to food and cooking on a budget) during the Covid-19 outbreak. This offer has been developed by identifying and redeploying staff from related services / organisations who have expertise in physical activity and healthy eating / food issues. The service went live on the 4th May.

The team have also been supporting the work of North Yorkshire Sport who have been collating and disseminating packs of information and equipment to local residents to support them with staying active and looking after their mental health. The packs (for older people, teenagers and families) include a range of information including exercise equipment, suggested exercises and ways to stay active at home, art activities and things to do to promote wellbeing.

Economy

The Public Health team have input to the refresh of the NYCC Plan for Economic Growth and development of the Local Industrial Strategy in collaboration with district councils to shape healthy places and highlight strategic priorities to ensure areas where people are living in multiple deprivation and among the most

deprived 20% in the UK are not forgotten. Working closely with the North Yorkshire and York Local Enterprise Partnership (LEP) and colleagues across the districts we are working to build health into all policy by prioritising inclusive growth which supports a reduction in the 11-year difference in life expectancy across the area. In 2019, working with leads in the district councils we have participated in a successful research project with the Town and Country Planning Association and PHE and University of the West of England on Shaping Healthy Places, the resulting publication is due out in May/June 2020. Our work has re aligned with the current priorities of the LEP Local Industrial Strategy. As we move toward recovery we are realigning our work again to ensure it supports the priorities in the local industrial strategy. This includes:-

1. Connected communities and resilience places – reducing isolation – *recovery of town centres as social and community hubs reducing social isolation and digital isolation – active travel (DOYD project)*
2. Supporting people to reach their full potential – *With access to employment; fair wages; ability to develop skills and live in thriving communities*
3. Supporting organisations – anchor institutions - businesses - building health into all leadership - *workplace wellbeing award (NY WWA) – healthy school zone – healthy schools programme – Safer roads 95Alive*
4. Improving Sustainability / Environmental & Ecological Health – *recovery and clean growth - active travel infrastructure and support and enhanced accessibility – warm and well NY project*

Children

During the pandemic each service delivered as part of the North Yorkshire Healthy Child Programme has been affected. Healthy Choices weight management service has been unable to take on any new referrals and delivery with the existing caseload has continued through virtual contacts. Compass REACH have also implemented alternative methods for contacting families and young people outside of home visiting and community delivery. Young people continue to be supported by telephone. Referrals are still being received and processed by the team. Harrogate District NHS Foundation Trust – Healthy Child Service

0-5 and 5-19 have closely followed national guidance from both NHS England and PHE in relation to delivery of community services. Most essential activity is being delivered by alternative methods including Telephone, WhatsApp and Social Media Platforms. All the group sessions and activities have been suspended until further notice and will come back on line as further guidance is published. Any face to face contact is taking place where it is deemed clinically appropriate e.g., failure to thrive, infant feeding assessments, low birth weight. Face to face visits are being prioritised for New birth visits and safeguarding. Vulnerable families are receiving welfare calls and safeguarding processes are in place to ensure key multiagency involvement is maintained.

Each service is now in a planning phase for when restrictions are reduced including planning for potential increase in overall demand. Each organisation has been asked to develop a recovery plan which identifies risk stratification processes for re-introduction of face to face contact in line with social distancing guidance.

Workforce

Maintaining and protecting the health of the workforce has been an important consideration in the management of Covid-19 and the public health team have been a core part of this. Working with Human Resources and Occupational Health the team have supported the content of the knowledge hub for the newly created ask SAL team, ensuring that messages given to staff are reliable, impartial and evidence based. We have also worked with colleagues to develop a mental health pathway / script for the askSAL team. This pathway utilises competencies obtained through making every contact county (MECC) training programmes and seeks to utilise the skills and knowledge of NYCC staff such as mental health first aiders. Another area of collaboration was the review of NYCC response to bereavement.

In line with its commitment as a Mindful Employer NYCC has had a comprehensive mental health training offer for some years now. Given the current situation, this training been re-promoted.

The public health is also part of the NYCC Behavioural Insights project team which are working with the

national organisation Behavioural Insights Team (BIT) to use behavioural science methodology to improve the mental health and wellbeing of NYCC staff and encourage the take up of volunteering during the pandemic.

The team continue to work with external partners including North Yorkshire LEP, Federation of Small Businesses, Business Advice Districts, colleagues in BES and local businesses to understand the most pressing local issues affecting their workforce. Consequently, our offer to businesses is currently being reviewed to adapt to these new circumstances and the successful Workplace Wellbeing Award.

Communications

The team have contributed to substantial communications activity. This has included both proactive and reactive work, underpinned by a framework providing governance and encouraging effective practice. Work has included input to bulletins aimed at Council Members and MPs, bulletins for schools, radio interviews and advertisements promoting our services as well as content for Press and Universal Plus packs.

The team collaborate with public health professionals across national and regional levels, as well as researchers and academics to contribute to the evidence base around effective action.

Future Focus

Priorities for the PH team in forthcoming months will be:

- to ensure ongoing PH leadership advice and support around the continued response to managing Covid-19 as well as support towards advising on measures to reduce harm to the public's health as lockdown measures are eased.
- To support 'recovery' particularly with a focus on mental health and wellbeing and ensuring a focus on the vulnerable groups in our communities that have been disproportionately affected by the response to Covid-19 e.g. low income families
- To ensure we continue to deliver effective and efficient public health services in line with the savings outlined in the financial plan.



Council Ambition: ‘Modern Council’

We are a Modern Council which puts our customers at the heart of everything we do’

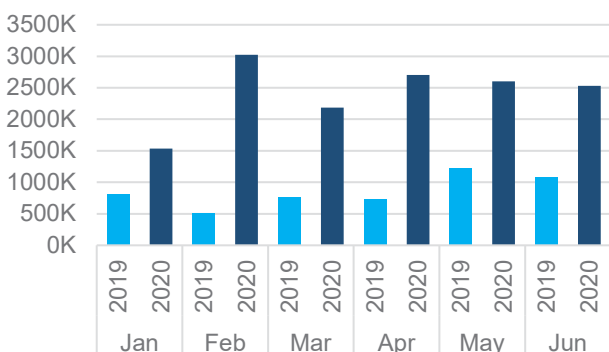
High level outcomes:

1. Customers easily and effectively access the County Council services they need
2. More resilient, resourceful and confident communities co-producing with the County Council
3. We have a motivated and agile workforce working in modern and efficient ways
4. Staff and Councillors are supported by professional services to work in as effective and efficient a way as possible

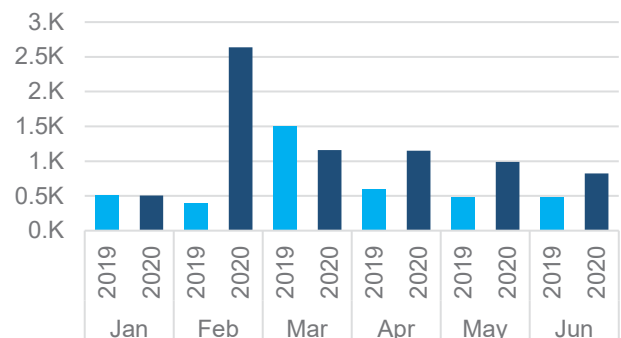
Customers easily and effectively access the County Council services they need

Communications and marketing campaigns on social media continue to be used proactively to provide customers with the information that they need, to create awareness and to influence how customers interact with the council, reducing the need to contact us. This has proved to be particularly important during the flooding in February and Covid-19.

Message views across all channels



Social media follower increase



The reach via social media has grown considerably in Q4 compared to last year. The highest reach and increase in followers in the quarter was in February during the flooding incidence.

At the end of the quarter there had been

6,744,345 views ▲ **224%**

4,304 new followers ▲ **79%**

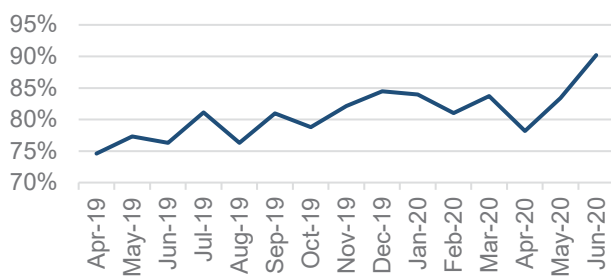
In April there were:

2,703,718 views ▲ **267%**

1,148 new followers ▲ **90%**

The ambition is to ensure 70% of contact with the authority by customers is via digital self-service channels. At the end of Q4 84% of all transactions, which can be carried out using the online customer portal, used this method. There was a slight fall in April to 78%, due to services not being available nationally during lockdown (Registration services), or due to a drop in demand for services (see below) like blue badges and bus passes, however the figure returned to 83% in May. (June data not available due to a review of the data reporting for this priority which is not yet complete).

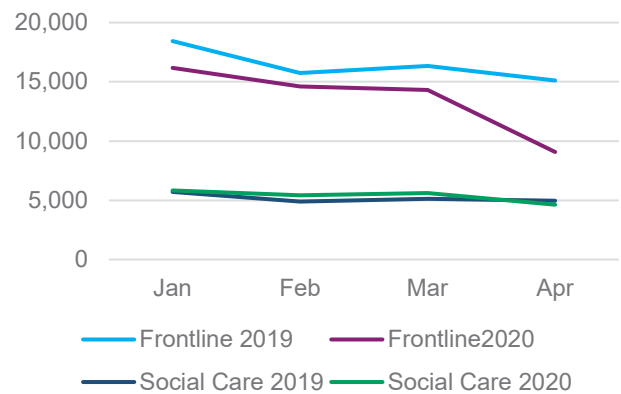
Digital demand for services within the portal



In Q4 digital take up of death registration appointments at 37% (539 of 1,461) was below its target of 40%. Actions were planned to encourage customers to use the digital option. In April death registration appointments reduced to a digital take up of 20% which is due to changes in the process introduced during the pandemic and uncertainty about this critical service at this time.

The level of demand for transactions in the portal reduced considerably from 3,787 in April 2019 to 1,840 in April 2020, a 51% decrease. The notice of marriage and birth registration appointment services ceased, demand for death registration appointments increased and demand for all other services decreased.

Calls offered



The fall in demand due to the Covid-19 pandemic is reflected in the calls offered to the customer service centre with a decrease of 32% in April compared to the previous year. Most of this decrease was in frontline calls, social care calls had a smaller reduction of 7% compared to the previous year.

The customer service centre extended its opening hours after lockdown to provide a 7-day service. The top Covid related queries from people ringing the centre in Q1 have been:

- Food shopping **1,024**
- Are HWRC sites open? **815**
- Prescription collection **657**

The customer service centre has been making outbound calls to people on the shielded list to ensure that people have the support they required. People are provided with advice and information and can be referred for support with shopping, prescription collection and telephone befriending.

Complaints and commendations

21 complaints were received this Q1.20/21, 8 less than Q4.19/20. All complaints were at stage 1. (For more detail see the appendix).

More resilient, resourceful and confident communities coproducing with the County Council

During quarter 4 the Stronger Communities programme:

- Approved 41 new Inspire projects, including 21 groups new to the programme.
- Provided £36,785 worth of grant to support voluntary and community sector organisations to use an estimated 809 volunteers to deliver 26,091 hours of volunteering. This volunteering is worth in excess of £386k in value to these organisations.
- Benefitting an estimated 10,517 individuals

Quarter 1 2020/21 and Covid-19 response

A co-ordinated response was swiftly developed with the district councils working with 24 community support organisations across the county to manage a community response to help those isolated by the coronavirus pandemic.

The 24 community support organisations have:

Between 7th April and 28th June:

- Received 3,726 referrals from the customer service centre

Between the 30th March and 28th June:

- Reported receiving over 38,200 contacts
- Deployed on average circa 1,400 volunteers per week delivering around 50,000 volunteer hours, worth approximately £740k.
- Helped on average circa 2,800 people per week
- Delivered circa 625 prescriptions and 820 shops per week
- Processed 703 successful application for Covid-19 grants for food or energy worth £66,675. (710 applications received)

This does not include all the activity of the network of VCS organisations working with the CSOs who have deployed volunteers to help a wider number of people and a variety of innovative local schemes.

The draft library strategy ‘Your library, your place’ developed with partners, staff, volunteers and other stakeholders was made available for consultation

with the public in January/February. The consultation received 282 responses which illustrated a high level of agreement with the strategic direction.

During 2019/20 there was a small fall in active users but visits and issues increased as did membership levels for under 5s.

Indicator	2018/19	2019/20	
Physical visits	2,118,855	2,151,055*	↑
Virtual visits	429,691	515,985	↑
Issues incl eBooks	2,056,675	2,103,839	↑
Active users	88,089	87,724	↓
Under 5 membership (active borrowers)	4,043	5,736*	↑

*Data estimated for March. # Data to end of Feb

Quarter 1 2020/21 and Covid-19 response

All North Yorkshire public libraries closed on 23rd March. Since then to 25th June 1,925 new library members have joined to access online resources and social media has grown to 15,618 followers an increase of 5,525.

There has been a channel shift to online resources. Between 27th March and 25th June:

- 52,751 eBooks and 19,613 e-audio items
- 110,931 newspapers, magazines and comics
- 110,258 social media engagements and 741,052 ‘people’ reached via social media by the core and hybrid libraries alone.

As a team we are working on a proposal for supporting the workforces – it builds on the NY workplace wellbeing award (WWA) and aims to increase capacity so that we can support more businesses – many of whom are sharing with us their priorities once they return to “normal” – we have scoped this and suggest a revised WWA offer of support which would mean enhancing the capacity and an ‘entry level’ of support mainly around recovery and mental health and wellbeing resilience.

We have a motivated and agile workforce working in modern and efficient ways

During these unprecedented times, it has been more important than ever for the Council to work in modern ways. The successful modern council programme has enabled staff to work flexibly, use our property more efficiently and encouraged a huge cultural shift across the council. This can be evidenced through a dramatic increase in the numbers of employees working from home, new ways and models of working, property reduction and progress made on reducing our corporate resources.

The impact of the Coronavirus pandemic on the workforce has been profound. Some key statistics are as follows:

- At its peak nearly 900 employees were unable to undertake their normal work and were available for deployment (currently 128).
- 828 staff have been furloughed from commercially funded teams and services generating over £900k in the first 3 months
- 93% of the available workforce are working (some 3,300 working from home on an average day)
- Nearly 1,500 staff are categorised as vulnerable, around 1,200 due to a medical condition
- Typically, 2,500 staff are in Covid-related isolation (both working and not working)
- Nearly 200 staff have been sent for testing and many others have self-referred
- Nearly 300 new (mainly relief) staff have been recruited for HAS and the wider care sector
- Over 1000 staff worked different hours to ensure weekend, weekday and evening cover (often in different roles)

To support employees, the following have been provided:

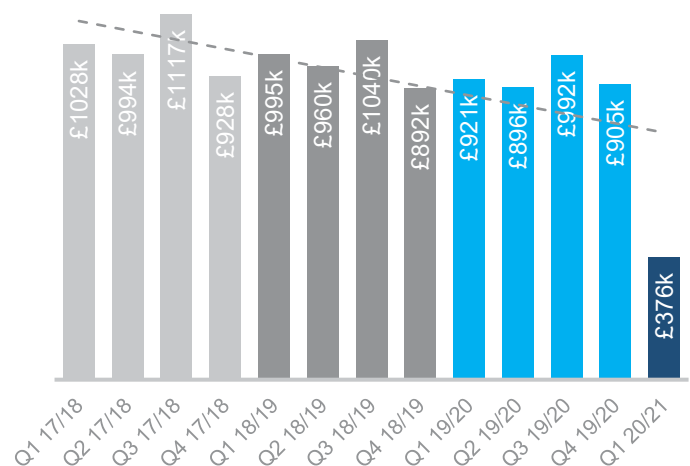
- a new section was developed on the intranet Working Together through Covid-19 with numerous resources (including national ones) and accessible support,
- #AskSAL, a dedicated staff helpline for all things Covid related,

- Health Assured 24/7 support service for staff and their family which includes access to specific and bespoke support such as counselling,
- risk assessments for all staff
- constant provision of PPE (average weekly use of 350,000 items).

All buildings are now Covid secure and a building induction is required for access. Specific risk assessments have been undertaken for staff who are vulnerable. Services have identified which posts need to return to a building (only some 250), but many others need access. For the large numbers of staff working at home risk assessments are being completed which addresses practical needs of IT kit, health and safety requirements and ways of working to reduce isolation and remain part of a team. There has been a huge increase in online working and use of Skype and other functionality.

As a result of both the Covid pandemic and the implementation of new ways of working, we have seen a dramatic reduction in the use of corporate resources in areas such as mileage and printing.

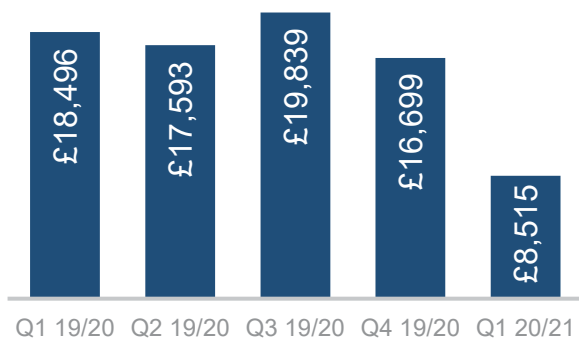
Mileage costs



There has been a significant reduction in mileage claims and associated costs following Q4.

This can be attributed to the current situation around Covid-19. Some of the mileage included within Q1 are miles due to emergency response e.g. delivering meals and medicines.

Printing costs



There has also been a significant reduction in printing costs in Q1 due to the office closures.

As predicted during Q4, print volume and costs are down by approximately 50%.

Apprenticeships

4 new apprenticeship standards have been adopted for roles in NYCC; Payroll Administrator Level 3, Social Worker Level 6, Digital and Technology Solution Specialist Level 7 for corporate roles and Teaching Assistant Level 3 in schools.

Unspent funds from the NYCC levy pot started to be taken by the treasury from Sept'19 with £724k returned to date of which 100% is schools unspent funds. This is in line with expectations due to the ongoing challenges for schools as previously reported.

Q4 2019/20 and Q1 2020/21 saw a further 15 levy transfers agreements set up with other North Yorkshire employers, a total of 16 now in place with more anticipated. To date a total of c£50k has been transferred to other employers to fund apprenticeships.

Covid-19 response

The DfE are encouraging apprenticeship programmes to continue and have implemented a number of measures to ensure that apprentices can continue with learning, complete the end point assessment (EPA) where possible or take a break in learning if unable to continue.

Therefore, the levy contributions from employers continue to be paid monthly and unspent funds returned to the treasury upon expiry.

The LGA are working with Local Authority Apprenticeship Teams to understand and report the

impact. The LGA have lobbied the DfE in relation to requesting temporary freezes on Levy contributions and the expiry of Levy funds, and postponing the switch off of frameworks which were due to be closed to new learners from July 2020.

NYCC apprenticeships are continuing to be delivered virtually wherever possible and those unable to continue have been given 'break in learning' and will be resumed when the services are able to support the learning. This has currently affected 31 apprentices, 27 in Adult Care, 2 Kitchen staff in schools and 2 School Business Professionals. Payments from the levy for these learners ceased on the 1st April and will recommence when they return from their 'break in learning'. Likewise, it is not possible to begin new starts in these areas and it is estimated that some 10 new starts are delayed as a result, mainly in HAS.

Work has been completed with services to review the forecasted starts to understand any impact of COVID. A small number for 2020/21 have been impacted however these will be carried forward to 2021/23. For schools there has been reduced communications and interest since lockdown and it is envisaged some identified starts for Q2 will be delayed until Q3. Similarly, new levy transfers agreements with other organisations have decreased due to the Covid situation.

As reported previously NYCC were due to hold an annual Apprenticeship Celebration Event on the 22nd April 2020 to recognise and reward apprentices who have completed their apprenticeship. Due to COVID-19 the event had to be postponed and now looking at a new date in spring 2021.

The continued removal of the levy when it is not possible to spend it to the same extent seem unfair on employers and the county council and schools are obviously not alone in this position.

Inclusion

At the end of Q1 the council reported its gender pay gap for March 2019. The mean gender pay gap was 9.1%, down from 10.9% in 2018. The median gender pay gap was 7.1% down from 11.8% in 2018. The gender pay gap should not be confused with equal pay and the County Council has a robust approach

to this. All jobs are evaluated and pay is determined by nationally recognised job evaluation schemes implemented jointly with Unison. This means if two people are doing the same job, or a job rated the same in terms of value they are paid at the same pay rate. All terms and conditions and payments additional to basic pay are the same for all staff, in accordance with national and local agreements negotiated with the trade unions. Annual pay increases are determined by national agreements which applies to all local government.

The Council is also required to report the proportion of men and women in each quartile of the pay structure. The proportion of women in the upper quartile has increased from 65% (2017) to 70.3% in 2019. The steady decrease in the gender pay gap over the last 3 years is positive, although there is no room for complacency. Some of the factors that will have influenced this decrease include the bottom loaded NJC pay increases, and changes to the makeup of the workforce, as traded services expand and contract and TUPE in and out. Media focus is usually on the mean and median figures but for North Yorkshire the pleasing progress is the more representative distribution of women in the upper quartile, increasing from 65% to 70% in just 2 years.

The government is considering introducing mandatory ethnic pay gap reporting and in preparation the Council is encouraging staff to ensure their equality data is correctly recorded in MyView. We want to improve as an inclusive employer but have large gaps in our knowledge of our workforce, and cannot measure accurately how well our employment policies work for all parts of our workforce without more complete information.

To encourage inclusion a Black and Minority Ethnic network is being set up for employees facilitated by the Assistant Chief Executive (Legal and Democratic Services). There have been positive comments and discussion around recent intranet articles and blogs on a personal experience of celebrating Ramadan and in response to Windrush Day. The Council Leader and Chief Executive have both responded to the Black Lives Matter movement to confirm racism, and discrimination of any form, has no place in the organisation.

Technology and Change

During quarter 4, on an average weekday, 1,525 employees were using their laptops and tablets to work remotely, peaking at 2,996 (on avg.) for the week commencing 30th March when the lockdown in relation to COVID-19 began in the UK.

The average number of unique users on a Saturday or Sunday was 448 during the quarter (Q4), a rise compared to the average of 262 last quarter (Q3).

During quarter 1, on an average weekday, 3,068 employees were using their laptops and tablets to work remotely. The average number of employees working from home on a weekend was 753, a rise from 448 last quarter (Q4).

The number of staff working remotely peaked to become the highest recorded number of employees for a single day since a new secure remote access system was introduced in Q3 2018/19. Over the course of one day (29th April) 3,126 staff logged on remotely, this is over double the previous record of 1,350 on December 11th 2019

Please note that from the 13th April Citrix users are also included in the weekday and weekend averages. Citrix allows employees to connect to NYCC servers and work on their devices, this software provides another platform for flexible working and enables authorised partners to access our system. In addition to this it is important to note that data was unavailable for the week commencing the 4th May due to a system error.

As staff have been working from home on a daily basis this has meant meetings that would usually take place face to face have become virtual.


Skype has enabled staff to work more efficiently through the use of virtual meetings, video conferences and audio calls.

Property Services

Quarter 1 2020/21 and Covid-19 response

There has been extensive communication with services across the Council to review their property service delivery requirements, to enable a reduced corporate portfolio being maintained from an operational point of view. This has resulted in 72 sites being closed, and

additional cleaning being implemented across the core corporate sites that have remained open.



72 sites closed within corporate portfolio

In response to the much needed distribution of food and PPE across the County, as well as the implications of the new Health & Adult Services operating model of 8am to 8pm, there has been discussion with corporate leads to review sites across the county that are being used as distribution centres.

Work has occurred with our Hard facilities management contractors to ensure essential compliance and emergency responsive maintenance services across the corporate portfolio, schools and external clients continues to be provided. Compliance testing within buildings has been brought forward and prioritised for key sites to ensure that the number of visits is minimised during the expected peak period. A programme of forward works for all sites has been issued to contractors to enable them to have a list of future work to undertake.

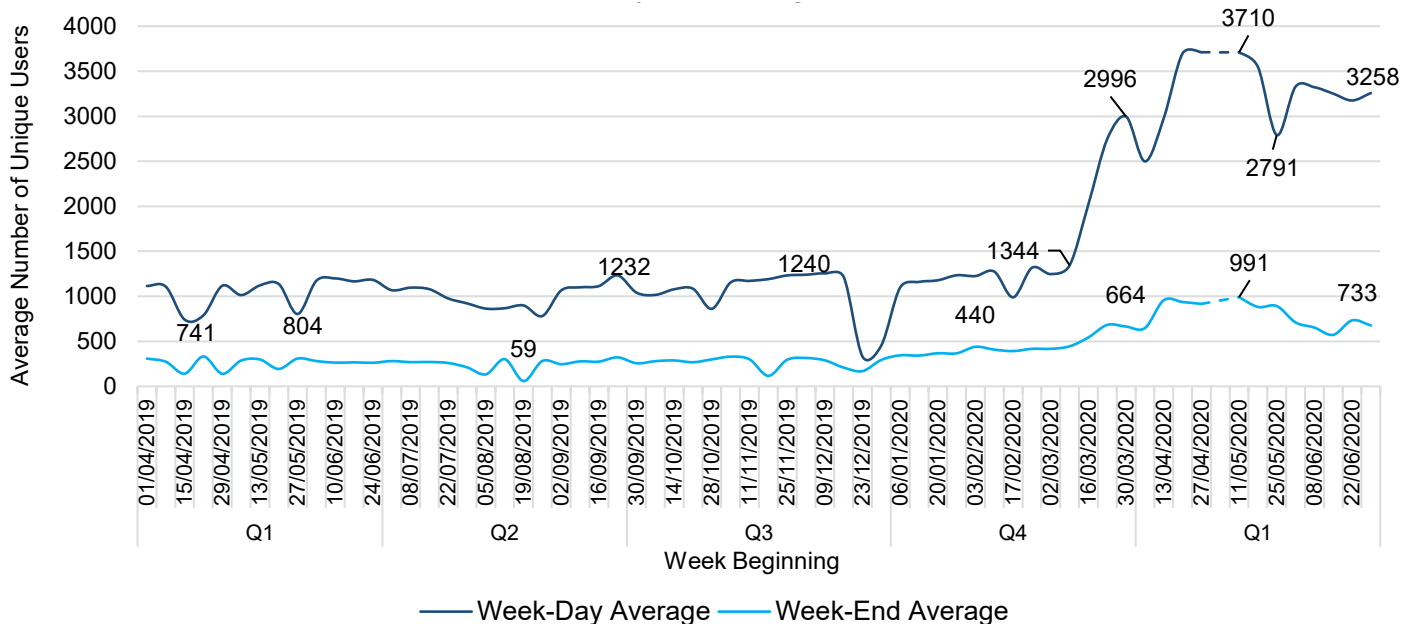
Four major capital programmes have stopped or not commenced, including the current work to the Brierley building in Northallerton. Delays in works will have a significant impact upon the programme that was planned for the summer.

Following the recent completion of a restructure of the Service the Property Service continues to make progress around its key service objectives, including the rationalisation of the property portfolio and improving the performance of the management of the property portfolio, of Hard FM (repairs and maintenance and utilities) and the delivery of capital projects and programmes.

The programme of rationalisation of the corporate portfolio has continued throughout 2019/20, with key activities this quarter including Northallerton space planning, staff engagement and construction works to the Brierley building, and works to properties in Catterick to release the lease at Swaledale House. Alongside planning future rationalisation opportunities across the service and interlinked with 2020 Modern Council. This includes the development of proposals for Ryedale and Selby.

Hard facilities management new contractors implemented with contracts commenced in February covering the infrastructure required to run properties. Communication with staff around energy usage to help promote behavioural change.

Employees working from home



Staff and Councillors are supported by professional services to work in as effective and efficient a way as possible

Procurement and Contract Management Service

Quarter 1 2020/21 and Covid-19 response

There are a range of actions that have been, and continue to be considered in responding to the impact of Covid-19. These cover both policy and operational matters. The Procurement and Contract Management Service has undertaken a review of our Forward Procurement Plans and worked with Directorates to identify those procurement projects that should continue, ones that can be paused, and ones that require us to put in place an emergency contract extension / variation due to the Covid-19 pandemic.

In response to a number of significant Covid-19 related Procurement Policy Notes from the Cabinet Office, who set out how the UK implements public sector procurement regulations, the Procurement and Contract Management Service have at speed implemented the most significant procurement policy changes seen for many years.

In particular, this includes the set-up of a Supply Chain Resilience Board to cover the Covid-19 crisis period. This is a weekly virtual decision making and monitoring board, chaired by the Corporate Director Strategic Resources and attended by Assistant Chief Executive (Legal), Assistant Directors Strategic Resources, Head of Procurement and Contract Management, Procurement Governance & Development Manager, Senior Category Managers and Directorate nominated supply chain contacts. The primary focus of the Supply Chain Resilience Board is to have oversight of the application of Procurement Policy Note 02/20: Supplier relief due to Covid-19, and take a proportionate approach and triage suppliers that most need financial support or can secure and stabilise the key Council supply chains.

The Procurement and Contract Management Service are also undertaking a key role in supporting the identification and coordination of the Council's critical PPE supply, working in collaboration with the Buying Team. This work supports the efforts to equip front

line Council staff with the correct PPE they need at the right time. This also includes feeding into regional and national procurement groups and collaboration opportunities as appropriate.

General

The Procurement and Contract Management Service continues to rise to the challenge of seeking to improve outcomes and deliver increased value for money from our spend, against the backdrop of increasing demand and reducing budgets. At the end of the 19/20 financial year, through rigorous challenge of all procurement decisions, procedures and processes the service has delivered savings of £184,000, with a further £244,000 of savings secured.

The Procurement and Contract Management Service considers economic, social and environmental well-being within any procurement for contracts above the relevant Public Contract Regulation threshold and endeavours to not only meet these legal requirements, but exceed them, through consideration of Social Value within all procurement activity. The Council continues to work to increase the numbers of local suppliers, SMEs and those within the voluntary sector in our supply chains, contributing towards better Social Value outcomes.

	As at Q4	End of year target
% of total Council spend with local suppliers	48%	47%
% of total Council spend with SME suppliers	56%	44%
% total Council spend with the voluntary and community sector	2.6%	8%

The service continues to receive excellent feedback, in quarter 4:

88% of customer satisfaction surveys were rated “fully meets expectation” or above

Legal and Democratic services

Since the Government announcement on 23 March 2020 regarding restrictions on public contact and social distancing, Legal and Democratic Services has been working with Technology and Change to roll out platforms for virtual meetings, both informal and formal. For informal meetings, Skype for business has been rolled out to all County Councillors and has been used to run a series of meetings of the Council’s 6 Area Constituency Committees as well as a range of consultative meetings with members. For formal meetings, the first virtual meeting of the Executive took place in May 2020, using Skype and OBS software to broadcast the meeting to the Council’s YouTube site. The meeting was held in a way which complied with recently released Government regulations. It is notable that in the space of only a month we have moved from holding meetings in person that were not recorded or streamed to holding virtual meetings with all of our County Councillors and an Executive that was both streamed and recorded.

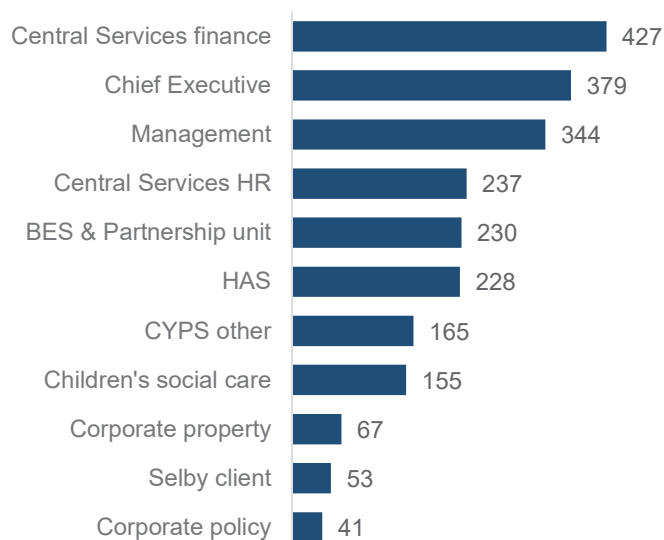
Legal Services are also trying to maintain services in providing business as usual to clients by ensuring contracts can be sealed and completed, advising on matters requiring decisions on planning applications and enabling conclusion of right to buy and other property matters. Inevitably, the Covid-19 crisis has led to a new surge in demand for legal services work resulting from changes in legislation, new government guidance and service practice. At the end of Q1 (June 2020) there were 2,353 additional hours of legal work undertaken that were directly linked to the implications of the Covid-19 emergency, covering all Council directorates, including:

- Advising and supporting HAS in relation to significant changes in the Care Act
- Ensuring vulnerable children continue to be protected by moving to online hearings for childcare matters

- Developing a new suite of template documentation to deal with new guidance on the public contract regulations and contract extensions
- Securing urgent legal agreements for property acquisitions to support the Covid-19 response
- Providing advice in relation to school closures and complex employment issues arising in connection with furlough
- Advising the District Councils on new environmental health powers to deal with closing premises
- Advising on new methods for highway inspection, but ensuring that we remain covered by Council Insurance

Of the 2,353 additional legal hours that were carried out, mainly during the first quarter of this financial year (April – June, 2020), Central Services (principally Finance, CEO and HR) accounted for almost half of the Covid-19 related legal work that was undertaken (equivalent to 1,043 hours), but the additional legal support to HAS, BES and CYPS also showed considerable numbers of additional legal hours recorded.

Covid-19 related additional legal hours worked at 30 June – main client group



Future Focus

The registrar service ceased birth registrations and marriages during the lockdown and where only registering an increased number of deaths. The number of deaths registered has now fallen to the expected level. There is a backlog of births to register with a plan to clear these by mid-August, based on figures from 2019 we can estimate in April and May, there were circa 950 birth registrations that did not take place. During the pandemic, an emergency measure allowed parents to access child benefit without registering the child.

Whilst weddings and civil partnerships resumed in July, bookings in Q2 are low especially given this is now the peak ceremony period. Based on figures from 2019 we can estimate from April to June there were circa 1,000 marriage and civil partnerships ceremonies that didn't take place. The restrictions in place mean couples are postponing their ceremonies in the hope that the current restrictions are eased. The ceremony business is an important element of the hospitality trade in North Yorkshire as it brings millions of pounds into the local economy. It is too early to predict what the eventual effect will be by March 2021.





Council Ambition: 'Growth'

'North Yorkshire is a place with a strong economy and a commitment to sustainable growth that enables our citizens to fulfil their ambitions and aspirations'

High level outcomes:

1. A larger business base and increased number of good quality jobs in North Yorkshire.
2. People across the county have equal access to economic opportunities.
3. Increased overall average median wage.

The following Growth ambition uses, along with the Customer heading, the 7 Enablers outlined under the 'Business and Environmental Services Ambition for Growth' plan as its headings. Each were designed to underpin the above 'High level outcomes'.



Customer

Complaints & Commendations

In Qtr. 1 BES received 117 complaints for the Directorate which is a decrease of 79 (37%) and the number of compliments remained at a similar level to the last quarter at 39.

[\(For more detail see appendix\)](#)

High quality places and increased housing provision

NYCC officers have been active in a range of spheres promoting good growth within the County.

YNYER Spatial Framework:

In October 2019 the Local Government North Yorkshire and York (LGNYY) Leaders noted the progress on finalising the non-statutory sub regional Spatial Framework, a project led by NYCC officers. This outlines our shared vision and priorities for growth, an overall spatial strategy and broad areas with potential for future growth. The York, North Yorkshire, East Riding and Hull (YNYERH) Directors of Development agreed to the public release of the Core Approach document in May 2020. Work is now underway on preparing Long Term Development Statements for the six Strategic Development Zones (SDZ) identified in the Spatial Framework. The SDZs provide a focus for cross boundary development solutions and the shared prioritisation of infrastructure and investment.

Local Plans and major developments:

Good progress continues to be made in supporting our Local Planning Authorities getting an up to date suite of Local Plans in place across the whole County. 50% of the 10 North Yorkshire LPAs now have adopted plans, compared to 30% in 2019. The Harrogate Local Plan was adopted in March 2020 and the North York Moors National Park Authority received its Inspector's Report on their Local Plan in May 2020, with the plan expected to be adopted in July. The Joint Minerals and Waste Plan and the Hambleton Local Plan are both in their Examination phase. NYCC officers continue to work with Selby District Council through our Better Together arrangement to progress preparation of their new Local Plan.

NYCC officers are also collaborating with a number of our Local Planning Authorities to assist major development schemes come forward, including Clotherholme urban village, which will deliver 1,300 new homes and supporting infrastructure in Ripon on the site of the former MOD barracks. Officers have also commenced work with the MOD on the development plans for Catterick Garrison. Through this approach to pre application engagement we are helping to facilitate a more efficient consenting process that better enables the delivery of high quality development including securing the necessary infrastructure and services needed to support good growth.

Economic Recovery Planning:

Working together with the Y&NY LEP and our District / Borough Councils and National Park Authorities, NYCC has been developing a range of measures to assist the economy recovering from the impacts of the Covid-19 pandemic. This includes measures to reconfigure the High Street and commercial property; deliver safe and sustainable transport and travel; and a step change in digital connectivity that will contribute to a 'Greener, Fairer, Stronger' economy.

Additionally, work has commenced on a North Yorkshire Strategic Framework for Economic Recovery that addresses eight core themes that will support our economy and communities.

Rural Commission:

NYCC is supporting the North Yorkshire Rural Commission, and has provided a housing briefing paper and technical data to assist them with their investigations and the development of an Action Plan and workable recommendations to address the crisis in rurality.

Strategic Housing data:

NYCC officers are liaising with Y&NY LEP and the NYCYER Housing Partnership with an aim to establish a co-ordinated approach to monitoring key housing data related to planned levels of growth, consents and the delivery of new homes.

The ONS housing affordability figures were updated in quarter four, however it should be noted the figures are for 2019. The data showed that housing in North Yorkshire has become more affordable since 2018 and is more affordable than the national rate, however 3 districts continue to be less affordable (Hambleton, Harrogate and Ryedale).

Scarborough and Whitby Towns Fund:

Officers are working closely with Scarborough Borough Council to support the development of Towns Fund proposals for both Scarborough and Whitby. The Town's, which were selected by Government, can each bid for up to £25m of funding to develop capital projects which will help to regenerate town centres. NYCC is participating in a range of work-streams including Culture and Heritage, Skills and Enterprise and Transport and Connectivity. Bid to Government are due to be submitted in September.

Modern integrated transport

The annual Highways Maintenance Efficiency Programme questionnaire was completed in February. As with the previous three years we assessed ourselves in the highest band in all of the 22 questions ensuring that we received the highest level of funding. The risk to funding was slightly under £5m.

Major Transport Schemes:

The Harrogate Congestion Study has been completed following a large scale consultation in 2019. The further development and design of specific measures is now underway as part of the Harrogate Transport Improvements Programme (HTIP), however some 'quick wins' are already in progress with expectation of delivery in 20/21.

The Kex Gill full business case was submitted in Quarter 3 19/20 and we are waiting for a funding decision from the Department for Transport.

The authority is continuing to work with Highways England and the A64 Growth Partnership to improve the A64, with dualling approved as a Road Investment Strategy 3 pipeline scheme.

The Junction 47 scheme was developed to take into account additional developer traffic requirements. The project has been tendered and awarded with an original planned start date of march 2020 with a 12-month construction period. The start of the project has been delayed by Covid-19 requirements for social distancing on site, and restrictions on traffic management during the construction of a Nightingale facility in Harrogate, (to mitigate the impact on access to Harrogate from the A1). Discussions have been ongoing with the contractor over changes to the contract and programme to accommodate the impacts related to Covid-19.

Highways Maintenance Funding:

Highways and Transportation continue to look for ways in which more work on the ground can be completed for the budget. In 2019/20, the use of framework contracts and renegotiated rates for the disposal of tar-bound material achieved over £1.75m in efficiencies in the highways capital programme which was directed back into the delivery of more highways schemes.

An extra Pothole Action Fund (PAF) allocation of £15.2M was received this year. In addition, a proposal has been submitted to the Ministry of Housing, Communities and Local Government (MHCLG), via the LEP for a highway maintenance 'physical connectivity' package of £15.4M (including local contribution) and £6.6M (including local contribution) for Chapel Haddlesey.

The Chapel Haddlesey proposal was also submitted to Transport for the North (TfN) as part of their Economic Recovery Plan alongside the plan for improvements to the Coniston Cold bridge (£10m including local contribution), however it should be noted all requests to TfN were expressions of interest only, there is currently no pot of money available, but TfN is pulling together a combined ask to the government.

There is also a five year £25M maintenance package for the higher category network associated with the TfN Major Roads Network.

In addition, a report was presented to the Executive in July with approval given for a further £3M of Council Reserves for highway maintenance in order to help address the winter damage. This money is by way of match funding an extra £3.3 M of National Pothole Action Fund monies that the Government recently awarded the Council.

Regarding Rail transport, the Esk Valley Enhancement is progressing well. Phase 1 (6 trains per day) is complete, with the introduction of the additional services from December 2019. Work is continuing on Phase 2, with an examination of the opportunities to operate a further 7th and 8th train each day. There was some risk to the project following the failure of Sirius Minerals to secure financial package, however this now been resolved following the takeover by Anglo American.

The Quarter 1 2020/21 and Covid-19 response

The message from Highways and Transportation during the Covid19 outbreak has been "business as usual" with staff keen to deliver as close to the normal service as is possible within the restrictions imposed.

Below is comparative data from the 23rd March to the 31st May showing key highways measures.

Year	2020	2019
Number of works	4,059	4,756
Value of works (£000)	1,645	1,655
Number of safety inspections	10,174	10,269
Number of streetworks inspections	6,149	7,111
Customer calls received	1,871	4,237

Slight drops in revenue works are as a result of the expected significant drop in customer calls with there being fewer vehicles on the roads due to lockdown restrictions.

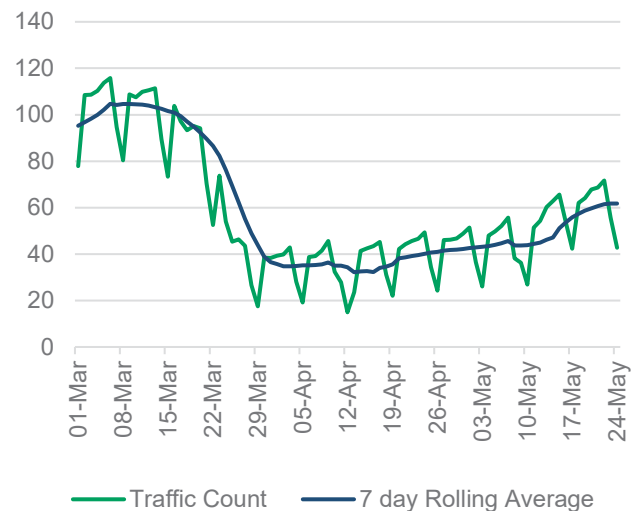
To ensure that the service continues to carry out the regular safety inspections, a risk assessment was completed in conjunction with insurance & risk management team. This resulted in a temporary change to the Highways Safety Inspection Manual allowing for highways officers to work alone thus adhering to the social distancing guidelines.

The 2020 surface dressing season is underway which will see us investing over £10m in the highway network treating in the region of three million square metres of carriageway. We have been able to achieve this by working with our maintenance partners, to develop a revised programme that will still deliver the same highway maintenance benefits whilst ensuring that we also observe social distancing guidelines.

At the end of Q1 89.8% of the public right of way (PROW) network was passable, down from 89.9% at the end of the previous quarter but since March it should be noted that there have been tensions regarding PROW and unofficial route closures as land owners have responded to the Covid-19 situation.

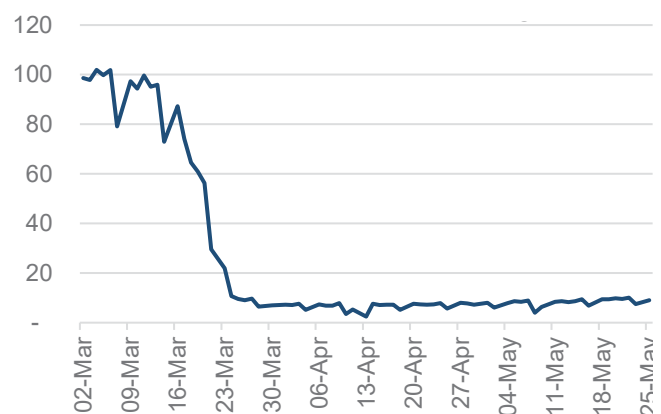
Highway usage, Bus patronage and Rail Patronage all reduced significantly when we entered lockdown in the latter part of March. The following charts show Highway traffic volumes and commercial bus patronage March – May.

Daily Road Traffic Volume (Index 100 = Average Daily Traffic 2019)



As can be seen the numbers are starting to increase with highway traffic at just over 60% of the average daily volume in 2019.

Commercial bus passengers



For commercial bus passengers, patronage levels fell quickly from lockdown and remained at c7% for most of April and May, before slowly edging up to just over 10%.

Since lockdown, the number of passengers travelling by rail is around 4-5% of pre-Covid levels, this is expected to increase as restrictions are eased. The issue of people travelling by rail to popular North Yorkshire seaside destinations and beauty spots has not yet been highlighted as a social distancing issue, as the providers are emphasising that they are specifically for essential travel.

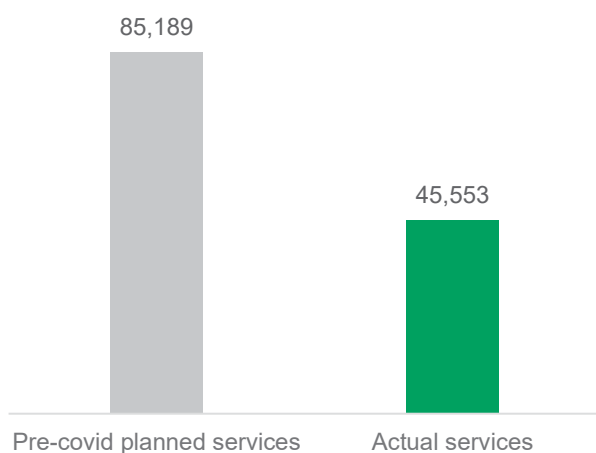
Although the number of train services was reduced to 48% of planned services at the beginning of lock-down, it increased to approximately 64% in mid-May and 67% in early July, however the number of seats available has significantly reduced, with most services only providing 20-25% of seat capacity and no standing allowed.

Although the number of services provided has reduced, overall the services being provided by the rail companies have been very reliable with punctuality / performance regularly above 90%.

From Monday 6th July there was a further uplift in services with the reintroduction of the LNER direct services to London to/from Harrogate and Skipton and some additional trains in the peak. The number of services has increased from 64 – 67% of pre-Covid levels on weekdays. Whilst the number of services has increased, capacity has significantly reduced due to social distancing, the recent change to 1m+ means that on-train capacity is at around 50% of pre-Covid levels.

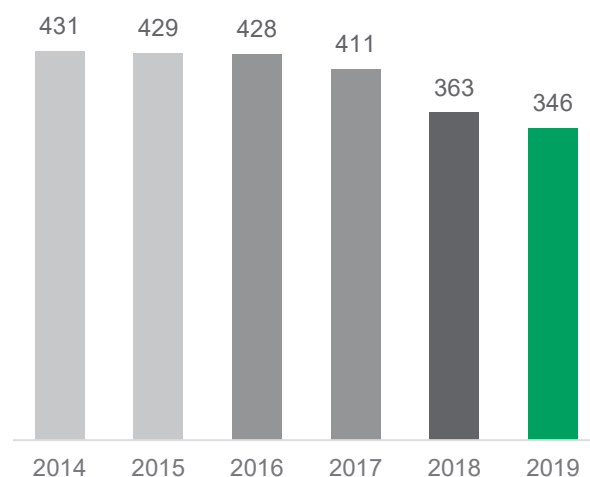
The chart below shows the number of train services that were planned to run before the Covid-19 outbreak (grey) against the number that did actually run (green), 53% actual journeys compared to pre-planned. It should be noted that with fewer trains scheduled, punctuality and reliability has been very good with very few cancellations.

Planned vs actual services Q1 2020/21



Finally, the number of people killed or seriously injured on North Yorkshire's roads in Quarter 4 was 74, bringing the total for the year to 346, which is the lowest figure for the past 6 years and shows a continuing downward trend.

Th number of people killed or seriously injured on North Yorkshire's roads



Increased Skills Levels

During the coronavirus crisis over 72,000 jobs in North Yorkshire have been furloughed under the Government's Coronavirus Job Retention Scheme, over 30% of the County's workforce, while a further 24,700 self-employed individuals have taken advantage of the self-employed income support scheme. In Craven district this figure has reached 39% of the workforce and in Scarborough Borough 36.4%. these figures are amongst the highest in the North of England.

Figures for apprentices are higher with some 40% of apprentices being furloughed or made redundant nationally.

The coronavirus outbreak will have a significant impact on the types of jobs and skills required by the economy of North Yorkshire in the future. Work has begun to better understand how these needs might be catered for and how new skills can be supported and developed to reflect the economic effects of the crisis. Sectors which provide significant numbers of jobs, particularly hospitality and high street retail, are likely to be reduced in the future, while logistics, manufacturing, food production and low carbon industries are

expected to increase. Working alongside the Local Enterprise Partnership in the development of a Coronavirus Recovery Plan we will seek to ensure that skills development and employment plays a central role and that efforts to rebuild the local economy should take the opportunity to promote better quality jobs to replace lower skilled jobs that may be permanently lost.

Keeping the workforce healthy

The Active Travel Strategy is to be re-visited in the second half of 2020 following release of the latest Government guidance on cycle infrastructure provision.

Progress with the Workplace Wellbeing Award (WWA) has been interrupted by the current pandemic. Prior to the start of lockdown 38 organisations had signed up, with 3 getting close to submitting evidence for their award. A further 2 organisations that had originally signed up to the award put their applications on hold due to circumstances within their organisations (one Company has been taken over, a school has become part of an Academy).

Staff that had been working on the WWA are currently supporting businesses to ensure they are Covid-secure

as they re-open, by helping them with health protection measures for their staff, and supporting them should there be any positive cases in their workplace.

During the lockdown period work has been undertaken to enable ease of use of public rights of way and improve walking and cycling and as the lockdown is lifted further work to enhance active travel building on existing programmes will be rolled out.

Business growth and investment

Matters around the local economy are dominated by the current Covid-19 situation and ensuring all businesses are aware of and claiming the financial support they may be entitled to.

The table below shows small business and Retail, Hospitality and Leisure Grants (RHL) paid out by Local Authorities up to and including 31st May. North Yorkshire's allocation is over **20,000 grants to a value of £242,744,000**. 90% of these grants have been paid, accounting for 86% of the total funding, (amounts allocated to councils were an estimate of the funding they required).

Local Authority	Initial Allocation	Number of hereditaments that the local authority has identified may be in scope to receive a grant as at 31 May	Number of grant payments made to hereditaments as at 31 May	Value of payments (£)
Craven	26,844k	2,087	1,879	22,000k
Hambleton	30,866k	2,620	2,400	27,585k
Harrogate	50,128k	4,153	3,803	45,995k
Richmondshire	24,068k	1,996	1,857	21,195k
Ryedale District	25,250k	1,986	1,780	20,935k
Scarborough	68,310k	5,724	4,881	55,455k
Selby	17,278k	1,527	1,424	16,310k
North Yorkshire	242,744k	20,093	18,024	209,475k

During the last 4 months, staff within the Growth, Planning and Trading Standards Service have engaged directly with over 150 businesses (often on more than one occasion) in the County in order to understand the impacts that the lockdown was having on their business and the best way to support them through the crisis. Nationally the visitor economy, manufacturing and construction have been hardest hit by the lockdown and these are sectors with significantly higher numbers of employees and levels of productivity in North Yorkshire, when compared to other parts of the country.

Working alongside the Local Enterprise Partnership and District Councils officers have played a key role in sharing intelligence and business sentiment across a wide range of agencies including Government Departments, Chamber of Commerce and Federation of Small Businesses. Officers have also played a key role in disseminating and interpreting Government initiatives to support businesses. In North Yorkshire 18,738 businesses benefitted from direct Government grants while many more have made use of Gov't backed local schemes.

Following the Corona Virus outbreak, Trading Standards dealing with additional complaints about businesses being open when they shouldn't, as well as providing advice to businesses about when and how they can reopen. (The latter is expected to increase as restrictions are eased). They also have additional demands on their time checking the safety of PPE and attending animal markets again, whilst having difficulty progressing cases due to courts being closed. Fortunately, there is very limited door stop crime in the county, but Trading Standards are expecting a spike as restrictions are eased.

Environment, Natural Tourism and Low Carbon Economy

Consultation on the draft Air Quality strategy has been completed and a report on the feedback along with suggested amendments to the draft strategy will go forward to the Executive.

The York and North Yorkshire LEP have agreed to part fund the development of a pipeline electric vehicle charging scheme for potential funding post

1st April 2021. Work is underway to identify the most appropriate locations for infrastructure improvements across the county. North Yorkshire County Council Executive has also progressed a project to identify any opportunities to deliver a number of electric vehicle charge points ahead of the LEP funding in April 2021, this work relies on the outcomes of the first stage of work for the LEP project which is expected in Summer 2020.

Work continues to progress the council's aspiration to be net carbon neutral by 2030 or as near to that date as possible, including ensuring that behaviours adopted during the coronavirus outbreak, such as home working and video conferencing, which have positive effects on the council's carbon footprint, are continued and their contribution to reduction in carbon emissions is acknowledged. Information on cost and impact of the eight areas of the draft carbon reduction plan is being collated to enable informed decision making about the next steps.

NYCC via the Local Nature Partnership (LNP) is supporting development of a comprehensive habitat map of North and East Yorkshire via remote sensing. Natural England and North and East Yorkshire Ecological Data Centre (NEYEDC) will initiate the project in July and a final product will be available by the end of 2020. The LNP supported the delivery of the LEP's natural capital study, which is now complete. The findings were included in the North Yorkshire Devolution discussions as part of a natural capital chapter.

As work to outline recovery plans for the economy emerges support for a new green, low carbon economy is increasingly highlighted as a sector with a critical role to play in enhancing the environment and creating high quality skilled jobs in the short and medium term.

A significant amount of work to understand the needs of tourism businesses has taken place during the crisis and the results of this have been fed into regional recovery planning work for both the economy and tourism industry.

During the lockdown period work has been undertaken to ensure the County Council's 6,100km of public

rights of way were open and accessible. As we move into recovery we are focusing on making sure public rights of way remain safe and free from obstructions and are removing any illegal obstructions or signage on the network.

The public right of way network's condition has improved in recent years but has declined a little in Quarter 1. We think this is because of illegal Coronavirus related closures that were reported to us and logged during the quarter. As we move into Quarter 2 we are taking action to remove these illegal obstructions and signage and we expect network condition to return to previous levels and continue improving.

Over the last few years the service has been taking a more direct approach with landowners and maximising the input from NYCC's group of countryside volunteers. However, demand (reports of defects) rose in Quarter 1 compared to the same period last year.

Alongside paths in the two national parks, the County's network of public rights of way play a key role in natural tourism. Access to the countryside and open spaces also contributes towards physical health, wellbeing and improved mental health and the Government recognised the importance of this during lockdown by encouraging councils to keep footpaths, bridleways and byways open for exercise such as walking, cycling and horse-riding. Subsequently government has announced funding to improve walking and cycling routes and as the lockdown is lifted further, work to enhance active travel building on existing programmes will be rolled out, as mentioned in the healthy workforce section above.

Super-Fast North Yorkshire

The take-up for the three months to June 2020, combining Phase 1 and Phase 2 is now at 69%. Take up has been slower than expected given the issues with accessing homes through lockdown, however visits have now re-commenced and therefore this is expected to increase, potentially to a greater level than normal due to pent-up demand. Phase 3 progress has seen over 8,000 premises completed of its expected 14,000, build work continues with the next milestone at the end of September expected to be in excess

of 9,500 premises. Phase 4, Contract Extension procurement is continuing, the public consultation closed on 4th June and all questions/queries raised from three potential suppliers and one member of the public were answered with no further actions outstanding. The Invitation to Tender was published at the end of June, with contract award expected to be in October 2020.

Local Full Fibre Broadband Networks (LFFN) has continued to build through the lockdown process with over 95km of the network has now been completed. This represents over half of the total network build.

Future Focus

Economic recovery post Covid-19

With social distancing measures, home to school transport buses will only be able to operate at about 25% of capacity. Limited return from 01 June should be manageable with some difficulty but will be a significant pressure on the service in September.

Programme of pipeline schemes for development in 2020/21 now approved by BES senior managers following consultation with the LPA's. All studies / preparation works commenced and will be completed before 31 March 2021.



Council Ambition: ‘Healthy and Independent Living’

‘Every adult has a longer, healthier and independent life’

High level outcomes:

1. People have control and choice in relation to their health, independence and social care support.
2. People can access good public health services and social care across our different communities.
3. Vulnerable people are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse.

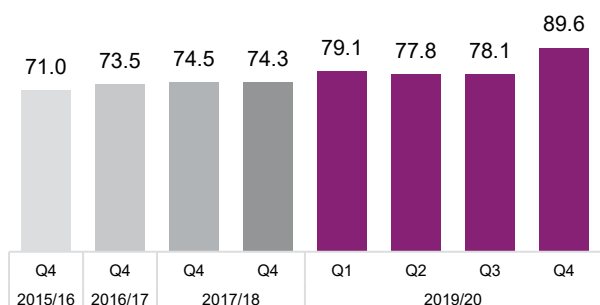
Customer

Referrals

Activity levels at the “front door” for social care showed minimal changes year on year in 2019/20. Contacts (76,800) were down by 0.7% (540 contacts), and referrals (17,850) were up by 1.4% (246 referrals). The scale of these changes remained consistent from the Q2 report through to the end of the year.

The proportion of contacts diverted away from traditional social care support by the “front door” arrangements increased significantly at the year-end:

Proportion of contacts NOT progressing to referral



This step change was driven by a number of factors:

Changes to the working arrangements of the Care & Support Team in the contact centre resulted in its referrals increasing by 22% in Q3, which continued through to the year. At the year-end the team had

received 8,952 referrals an increase of over 1,600 compared with 2018/19. The key changes for the team were an increased role in triaging referrals to adult social care and in triaging safeguarding concerns, both of which reduced the volume of new cases progressing to adult social care teams.

“Front door” referrals directly into Living Well (2,697) showed sustained, significant growth throughout the year to end up 26% higher (561 referrals) than in 2018/19.

Deprivation of Liberty safeguarding referrals (DoLS) were up 10% (300) year on year to 3,305 at the year end.

There continue to be cost pressures across the service. Although referrals have increased by 1.4% compared with the previous year, the report notes the increase in personal budgets of 8% over that time. There is significant variance too in localities, with some areas of the county also seeing increases in residential provision of 4%* since September of last year. Remedial action is taking place to reduce this pressure, including changes to the scheme of delegation for decisions about high cost care packages, actively reviewing schemes and individual support plans, reviewing care arrangements with providers and ensuring that people who are entitled to fully funded NHS care receive that funding.

Quarter 1 2020/21 and Covid-19 response

The covid outbreak impacted most significantly on demand levels in April and May. Contacts in April 2020 numbered 4,922, a reduction of 20% (1,225) compared with the previous year. Referrals into adult social care were down by almost a third year on year in April, at 953 compared with 1,414 in 2019.

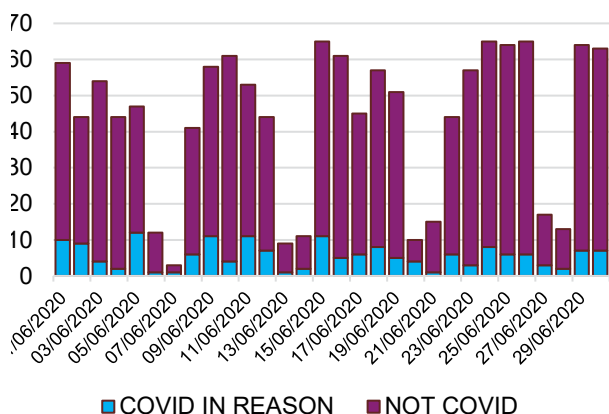
Referrals showed a further small reduction in May, down by 54 referrals to 899 - a 6% reduction on April. Activity levels started to pick up in June, with the quarter ending on 3,221 referrals which compares with 4,293 received in Q1 of 2019/20, a reduction of 25% (1,072). Referrals per day averaged 31 in April and May and had increased to 41 in June, which compares with an average of 49 for Q1 in 2019/20.

7-day working for frontline social care teams has been in place since the start of the outbreak, but this has not been met with a consistent pattern of referral activity from partners.

The chart below shows referral numbers by day during June, and the marked fall off at weekends is clearly visible. The average number of referrals received on a week day in June was 54; at weekends, this dropped to 11 per day.

Number of new referrals by day

There have also been sustained increases in business as usual activity since April. eq contact activity for



existing social care cases was up by 28% in June at 514 contacts compared with 402 in May, which equates to about 4 extra contacts per day. This activity relates to the on-going management of existing cases, where people are already in receipt of care and support from the authority.

Assessments

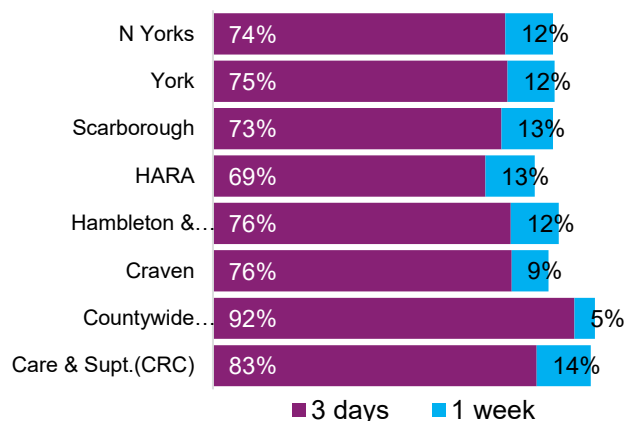
Assessment activity has been running at higher levels than normal since 1st April when the new social care operating model was introduced in response to the covid outbreak.

During 2019/20, initial assessment activity on new cases averaged 7 assessments per day. In Q1 this has increased to 9 per day, which equates to an additional 180 assessments being completed in the first three months of the year.

As part of the wider assessment and care planning activity across the directorate, 2,399 of the new combined assessment and plan documents had been completed between April and June.

Conversation & Plan Completion Timescales

Across the county, 74% of these documents had been completed within three days, and 86% within one



week. In all covid response areas, more than 80% of the documents were completed within 1 week.

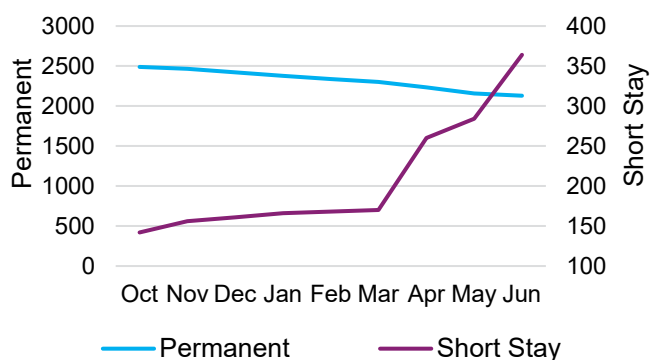
The business as usual target for assessment completion is 28 days. Across the county, over 98% of the documents were completed within that timescale, with all response areas achieving levels above 95%.

Placements

Quarter 1 2020/21 and Covid-19 response

Permanent residential and nursing placements continue to show a steady downward trend, which has continued during the covid outbreak. As at the end of June, there were 2,129 permanent placements, which is 8% (173) lower than at the end of March.

Current placement numbers 2019/20



As part of the covid response, additional capacity for short term placements was procured to ensure local health and care systems had the range of provision available to enable them to respond quickly and appropriately to the needs of people leaving hospital. The chart above shows the anticipated and significant rise in the use of short term placements during the outbreak. As at the end of June there were 367 people in short term placements, which is 194 more people than at the end of March, a rise of 114%.

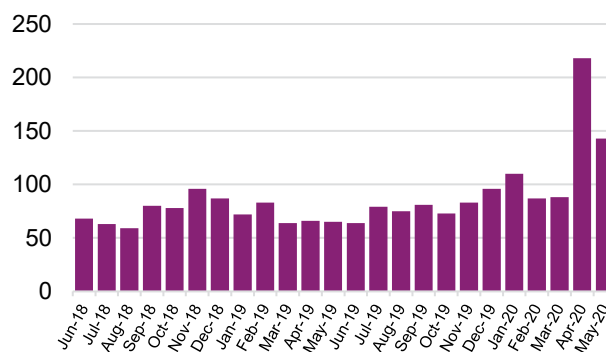
Current placements are monitored regularly to ensure people do not remain in short term bed placements longer than their needs dictate. At the end of June, 212 people (59%) had exceeded the 6-week period that defines a short term placement.

The impact of the covid outbreak is, perhaps, evidenced most starkly in the number of recorded deaths amongst people the authority had placed in long term residential and nursing care placements.

The data covers all causes of death for people in permanent placements and cannot distinguish between those who died in hospital and those who died in their care setting. The chart below provides the context of the underlying historical trend, which gives a clear indication of the scale of the change that

occurred in April within the context of recorded deaths over the last two years.

Number of deaths amongst people in residential and nursing placements



218 deaths amongst people in residential and nursing placements were recorded in April 2020. This covers both in-house and external provision. It is more than three times the number of deaths recorded in April 2019 (66) and represents an increase of 173% (138 people) on the average number of deaths per month (80) during 2019/20.

Across the authority's in-house residential provision, 11 deaths were recorded in April 2020, which compares with a monthly average of 7 deaths during 2019/20.

Amongst people receiving domiciliary care, 91 deaths were recorded in April 2020, which compares with a monthly average of 69 deaths during 2019/20 – an increase of 32% (22 people).

Complaints and commendations

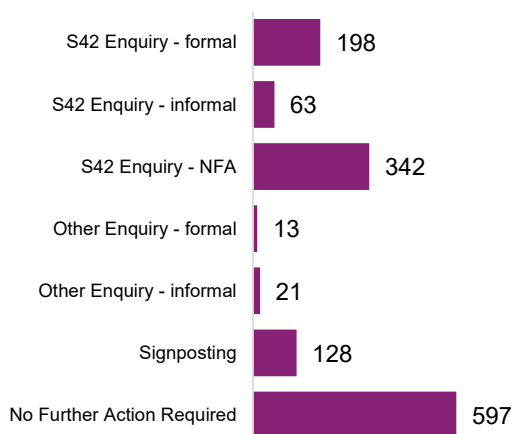
We have received a total of 89 complaints during Q1, 75 were full complaints and 14 were complaint reviews. [\(For more detail see appendix \).](#)

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

4,503 safeguarding concerns were received during 2019/20, which is an 18% (1,011) reduction on 2018/19. 791 people had a repeat concern over the year, down 24% (250) on 2018/19.

New safeguarding processes were implemented from October 2019, which introduced a triage process in the customer contact centre to help screen out and divert appropriately cases that do not meet the safeguarding threshold and to enable people to have their safeguarding issues resolved more quickly. The new approach has had a positive impact, with a significant proportion of cases reaching an early conclusion in terms of no further action (NFA) being required:

Safeguarding concern outcomes



The new approach also delivered good results against safeguarding timescale targets between October and March:

- The average time taken between receiving a safeguarding concerns and making a decision on its outcome following Information Gathering was 13 days, against a target timescale of 15 days. This is based on 1,359 completed Information Gatherings since 1st October.
- The average length of time for the completion of a Section 42 Enquiry was 4 weeks, against a target timescale of 12 weeks.

The Making Safeguarding Personal approach aims to engage people in discussions about their safeguarding situations in a way that enhances involvement, choice and control, and identifies the best way to respond to the situation. Part of the process involves asking them if there are specific outcomes they would like the process to achieve.

1,603 people were involved in an enquiry in 2019/20. 81% of them (1,298) were asked if they wished to express a desired outcome. Whilst this is broadly in line with the 83% coverage achieved in 2018/19, it represents a 50% increase (434) in the number of people asked to express an outcome.

72% (1,147) of those asked in 2019/20 went on to express and outcome, compared with 75% (789) in 2018/19.

At the end of the enquiry process, 68% (780) of these people felt that their outcome had been fully achieved, with a further 29% (334) feeling it had been partially achieved. This is slightly higher than the 65% (514) of people who felt their objective was fully met in 2018/19.

Where anyone expresses a negative response in terms of the expressed outcome (32 people in 2019/20), the Safeguarding Team reviews a sample of these cases to identify areas for improvement or further investigation as appropriate.

Quarter 1 2020/21 and Covid-19 response

Safeguarding activity in April 2020 showed a marked reduction with 234 concerns received during the month, which compared with an average of 284 concerns received per month for the last 3 months of 2019/20. Activity levels increased during May, with an average of 72 concerns received each week, which is consistent with the last quarter of 2019/20 (71 per week). June saw a reduction in activity levels, with the average per week dropping to 59 compared with 56 per week in April.

Weekly reporting is in place to monitor the on-going level of safeguarding activity during the covid outbreak, and these updates are shared with the multi-agency membership of the Safeguarding Adults Board.

Throughout the outbreak period, the new safeguarding processes have continued to ensure that the majority of concerns are resolved appropriately during the information gathering stage, with 19% of concerns progressing to the enquiry stage compared with 22% for the period between October and March when the new arrangements were implemented.

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

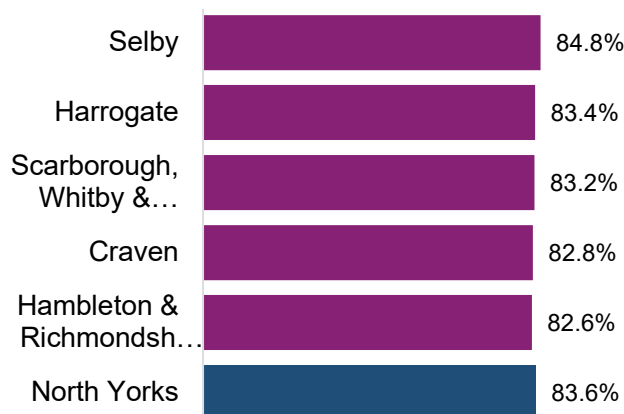
Reablement

2,385 completed reablement services were recorded in 2019/20, which is marginally lower than the 2,389 reported for the same period in 2018/19. The average size of a support package reduced slightly between quarters, down from 9.3 to 9.2 hours per week, which compares with 10.1 hours for the same point in 2018/19. The average duration of an intervention increased slightly 4.1 to 4.2 weeks, again well below 4.6 weeks reported in 2018/19.

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.

The proportion of these people who had not subsequently returned for social care support by the end of Q4 was 83.6% (1,512) which is broadly in line with the 83.4% achieved for the whole of 2018/19.

% of reablement clients not receiving a subsequent service after 90 days



87.6% of people supported of people supported had no on-going social care needs after their reablement intervention, which compares with 86.5% reported at the end of Q3.

Reablement activity in Q1 was down 45% year on year, with 291 involvements completed during the quarter compared with 526 in Q1 of 2019/20. The average size

of an intervention (weeks of support x hours per week) was 35.7 hours in Q1 compared with 38.4 hours for 2019/20 as a whole.

Personal Budgets (PB)

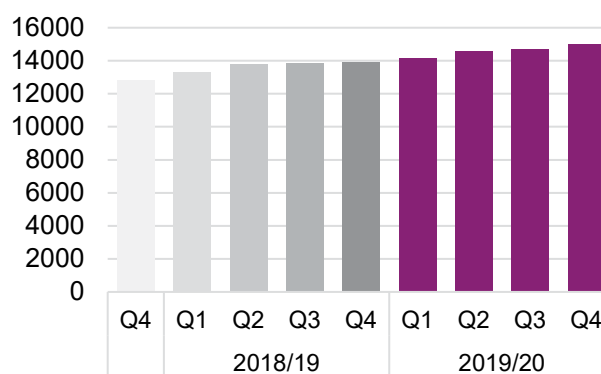
The use of PBs budgets aims to enable people getting support from social care to have more choice and control over the services they receive.

The number of people with a PB, including people with learning disabilities were up by 4% (145 people) to 3,853 in the 12 months to March 2020.

Monthly performance reporting for HAS 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.

The average PB for open cases in this category increased by £0.3K to just below £15.0K between Q3 and Q4. This represents an 8.1% increase year on year, compared with the 5.4% increase reported in Q3.

Average PB for community services cases excluding LD clients



In Harrogate, the average PB was £16.8K in Q4, mirroring the local cost pressures of care home places. However, 60% of PBs in Harrogate remained below the county average of £15K.

The strength-based reassessment focus introduced by mental health teams from September produced a year on year reduction of 13% in the average PB (£1.4K) by the year end.

Quarter 1 2020/21 and Covid-19 response

As at the end of June, the average PB for non-LD service users had increased to £15.4K, an increase of 2.7% since the end of March, which is indicative of the

application of the annual inflationary uplift that is usually applied at this time of year. The average PB for people with learning disabilities was £33.9K. Since March, the total number of current PB cases has decreased by 120 to 3,703, a reduction of 3.1%.

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

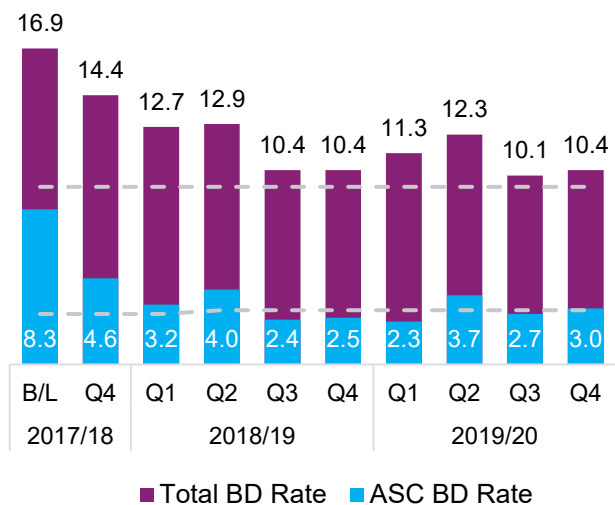
Integration – Delayed transfers of Care

The most recently published data (Feb 2020) shows North Yorkshire had reduced the level of delayed transfers of care attributable to social care to a point just above the challenging target set by the government for reducing.

We have sustained very low levels of days, achieving performance levels better than the target in four of the last six quarters and came within 0.1 of meeting a very challenging target again in the most recently published data.

In February, adult social care related delays amounted to 438 days in the month, which is represented by the 3.0 bed bays per 100,000 of population for Q4 in the chart below. This represents a 63% reduction (761 days) against the baseline (B/L) figure in the chart – the target reduction is 65% to 2.9 bed bays per 100,000 of population.

Bed days per 100K of population



In terms of delayed days, the target seeks a reduction from approximately 1,200 days in the month down to 430 days. Consequently, February’s performance fell just short of the target level.

Quarter 1 2020/21 and Covid-19 response

The national delayed transfers of care (DTC) submission site has not collected monthly submission files from hospital trusts since February 2020. This reflects the new transfer of care arrangements put in place as part of the covid response, which have reshaped the working arrangements between hospitals and local authorities to facilitate the speedy and safe discharge of people from hospital during the covid outbreak.

Future Focus

Outbreak Management Plan

Work is progressing to develop an overall approach for the management of Covid-19 outbreaks, that will include a test and trace service.

Whilst the core contact tracing elements will be managed by the regional and local teams of NHS Test and Trace, there is a significant role for local authorities and partners to support the overall programme.

Public health (Upper Tier) local authorities are required to produce a Covid-19 Outbreak Control Plan by the end of June, based on 7 core themes:

- Planning for local outbreaks in care homes and schools;
- Planning for local outbreaks in other high risk places;
- Identifying methods for local testing to ensure a swift response, accessible to the entire population;
- Assessing local and regional contact tracing and infection control capability in complex settings;
- Integrating national and local data and scenario planning through the Joint Biosecurity Centre Playbook;
- Supporting vulnerable local people to get help to self-isolate; and,
- Establishing governance structures.

The local response is being led by the Director of Public Health, supported by named officers for each theme to lead scoping discussions and the development of action plans. Key points of progress include:

- Work has started to map high risk settings and to consider how they can be proactively engaged in prevention planning;
- A multi-agency meeting has been held to share thoughts and discuss development work with relevant partners; and,
- A date has been set for an initial meeting of a Members' Board.



Focus on Council Ambition: ‘Best Start to Life’

‘Every child and young person has the best possible start in life’

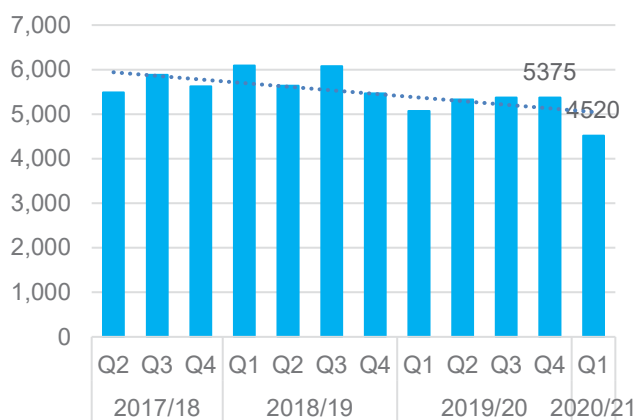
High level outcomes:

1. Education as our greatest liberator with high aspirations, opportunities and achievements.
2. A happy family life in strong families and vibrant communities.
3. A healthy start to life with safe and healthy lifestyles.

Customer – Level of demand

Children & Families

Contacts received by MAST – quarterly comparison



Demand at the ‘front door’ into the Multi-Agency Screening Team (MAST) has remained very stable for the last three Quarters with remarkably similar numbers of contacts. This pattern is unusual with previous years seeing seasonal fluctuations such as a significant increase in the number of contacts in Q3 (associated with the start of the new academic year), followed by a reduction in Q4.

However, the quarterly average of 5,286 contacts per quarter in 2019/20 broadly represents a return to the levels of demand typically seen prior to 2017/18.

Quarter 1 2020/21

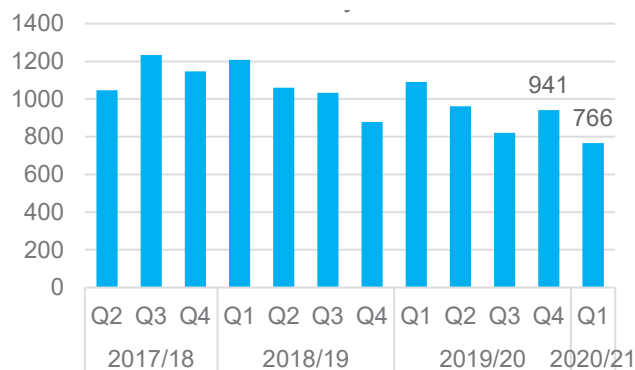
The chart above shows a significant reduction in the number of contacts received by MAST in Quarter 1. At 4,520, the number of contacts in Quarter 1 2020/21 is 11% less than in the corresponding period in 2019/20.

The primary reason for the reduction in contacts to MAST relates to the general closedown of schools during the Post Covid-19 lockdown. In the 11-week period prior to the lockdown, schools were responsible for 980 (20%) of the contacts, whereas in the subsequent 11-week period that dropped to 280 (8%).

The number and outcome of contacts from schools will continue to be closely monitored in coming weeks as schools slowly reopen to more pupils.

Children’s Social Care

Referrals received by CSC – quarterly comparison



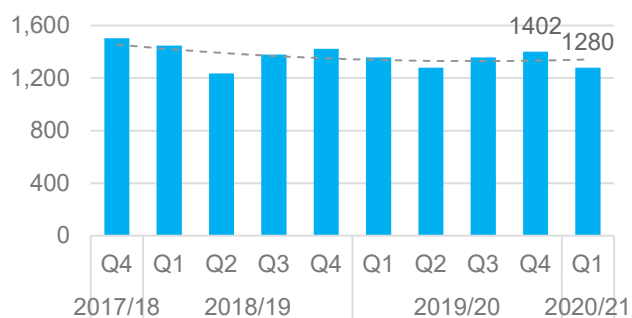
Quarter 4 saw an increase in referrals to Children’s Social Care to 941. This is 14.8% (n=121) higher compared with Q3. However, the total number of referrals in 2019/20 was 9% (n=368) lower than seen in 2018/19.

Quarter 1 2020/21 and Covid-19 response

The chart above shows the number of quarterly referrals received by Children’s Social Care. As with contacts to MAST, there has been a significant reduction in Quarter 1 with a 30% (1,090 to 766) reduction compared with the corresponding period in 2019/20. A 26% reduction in the number of referrals can be observed in the first 11 weeks of lockdown (n=609), compared with the 11-week period prior to the 23rd March 2020 (n=822).

Early Help

Ongoing Early Help cases (Households) – quarterly comparison



The number of open cases (Households) increased again in Q4, to 1,402. There were five successive monthly increases in the number of cases (Oct 19-Feb 20). This has led to a position at the end of March 2020 where the number of cases was only 1.4% fewer than the number 12 months previously.

Quarter 1 2020/21 and Covid-19 response

As illustrated in the chart above, the number of ongoing Early Help cases have decreased by 8.7% (n=122) between Quarter 4 and Quarter 1, from 1,402 to 1,280. This decrease is primarily as a result of a significant drop (49%, n=505) in the number of requests for service received; down from 1,029 in the 11-week period up to 22nd March 2020 to 524 in the 11-week period from 23rd March.

Schools are generally the largest source of requests for service into the Early Help Service. In the 11 weeks

prior to 23rd March, 33.5% (n=345) of requests for service came from schools compared with 10.3% (n=54) in the 11-week period from 23rd March. This equates to 26 fewer requests for service each week from schools relating to households. Over the lockdown period (23 March to 31 May) when only children of key workers and vulnerable pupils were in school a total of 53 requests for service were received. This compares with 232 requests for service from schools in the same period last year.

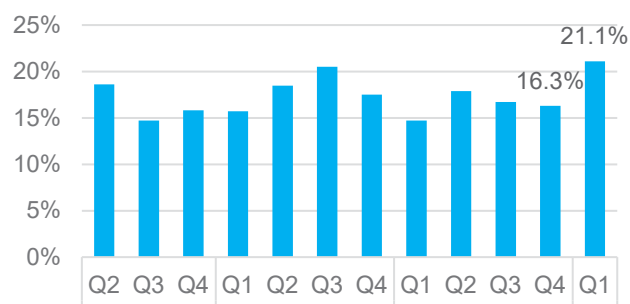
Complaints and commendations

40 complaints were received in Quarter 1, a decrease of 33 compared to Q1 when there were 73. (for more detail see appendix)

A healthy start to life with safe and healthy lifestyles

In Q4 performance across a range of measures relating to Children’s Social Care remained strong.

Rate of re-referral to Children’s Social Care – quarterly comparison

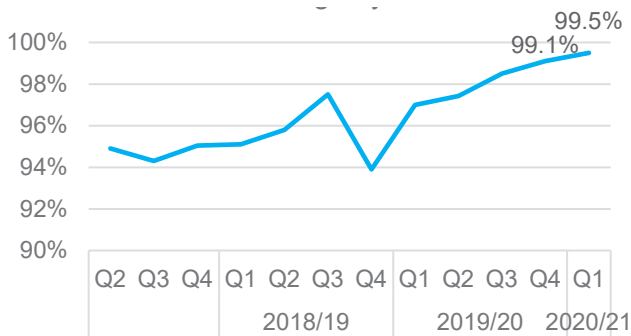


Despite the increase in the number of referrals in Q4, the re-referral rate remained very good with the Q4 rate of 16.3% (153/941) matching that of the full year. This rate is better than the rate of 17.8% seen in 2018/19 and much better than those reported nationally or across statistical neighbours at 22.6% and 20.0% respectively (2018/19 most recent data available).

Quarter 1 2020/21 and Covid-19 response

The re-referral rate increased significantly to 21.1% (162/766 referrals) in Quarter 1, the highest quarterly figure in recent years. The increased re-referral rate coincided with the significant decrease in the number of referrals. The increased re-referral rate is an indication of the pressures felt in some households during lockdown.

% of C&F Assessments completed in 45 working days – quarterly comparison

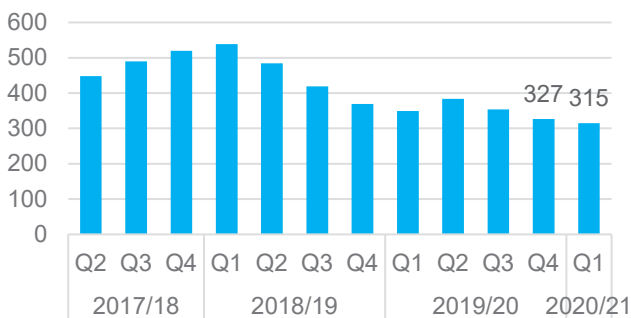


Teams continue to deliver outstanding performance in terms of completion of children & family assessments within the statutory timescale; 99.1% of assessments in Q4 completed within the specified 45 days. This compares with 83% nationally and 86% across statistical neighbours.

Quarter 1 2020/21 and Covid-19 response

The timeliness of assessments has remained very strong throughout Quarter 1, with performance improving to 99.5%.

Number of children subject to a Child Protection Plan – quarterly comparison



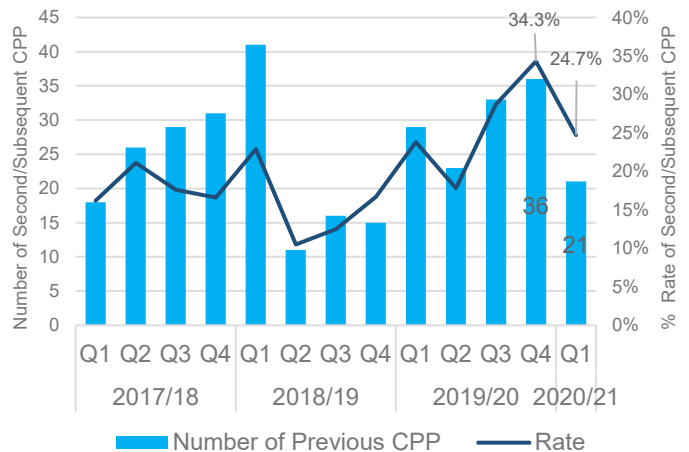
The number of children subject to a Child Protection Plan (CPP) has continued to reduce over the course of Quarter 4, falling by a further 7% (n=27) this quarter to 327. The number has now decreased in 6 out of the last 7 quarters and is back close to the level last seen in June 2016.

Quarter 1 2020/21 and Covid-19 response

Quarter 1 has continued the trend seen in recent Quarters, with a reduced number of children subject to a Child Protection Plan. The number at the end of

Quarter 1 2020/21 (n=315) is a reduction of 34 (-10%) from the number seen in the corresponding Quarter 12 months previously.

Number of children subject to a 2nd or subsequent Child Protection Plan – quarterly comparison



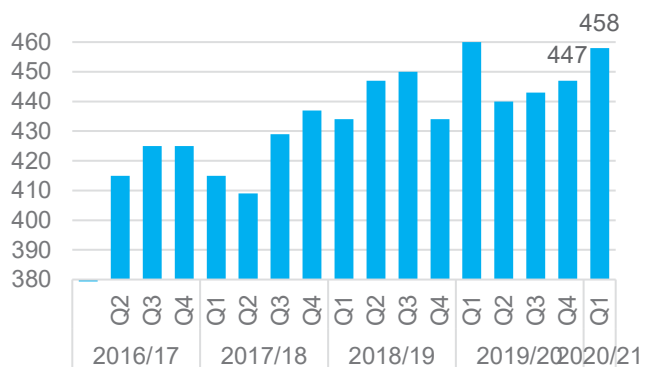
We have seen a steady increase in the rate of second or subsequent CPP over the last 6 quarters, albeit from a very low base (10.5% (n=8) in Q2 2018/19). We have seen an increase in both the rate and number of second or subsequent CPP to a peak of 34.3% (36 repeat CPP) in Q4 2019/20. This contrasts with rates of 20.8% nationally and 24.8% across statistical neighbours in 2018/19.

It is important to view the rate in the context of a general reduction in the number of new CPP. For example, across 2019/20 there were 468 new CPP which was 33 fewer new CPP than in 2018/19. Had we seen the same number of new CPP in 2019/20 as in 2018/19, the rate of second or subsequent CPP for 2019/20 would have fallen to 23.7% (almost 2% lower than the rate of 25.4% reported for 2019/20). The impact of sibling groups on the rate must also be considered – a family with 4 children approaching crisis for a second time may necessitate all 4 children to go back on a CPP, which can adversely impact the percentage rate.

Quarter 1 2020/21 and Covid-19 response

In Quarter 1, we have seen a welcome decrease in the rate of second or subsequent CPP to 24.7%, with 21 second or subsequent plans out of a total of 85 new CPP.

Number of Children in Care - quarterly comparison



Quarter 4 has seen a further rise in the number of children in care, up to 447 from 443 at the end of Quarter 3. During 2019/20 there have been 152 admissions to care compared with 139 discharges.

Whilst our numbers are relatively high compared with the position typically seen in North Yorkshire during 2016 and 2017, our rate of 38.1 per 10,000 children remains very low compared with the latest rates available for our statistical neighbours (61.6), region (74.0) and national (65.0).

Quarter 1 2020/21 and Covid-19 response

The number of children in care has increased by 2.5% (n=11) during Quarter 1, from 447 on 1st April to 458 on 30th June. During Quarter 1 there were 38 admissions compared with 27 discharges.

This increase is largely due to the impact of Covid-19; lockdown has meant family networks who would ordinarily support the child have been unable to do so, resulting in child being brought into care. This has been discussed with the Chief Social Worker with a view to producing Government guidance on this issue for practitioners.

Number of Domestic Abuse referrals to Children’s Social Care – monthly figure



Concern was expressed when the lockdown was announced regarding a potential increase in incidents of domestic abuse.

The chart above shows the number of monthly referrals related to domestic abuse in each of the last 12 months. In the first 2 full months (April and May) following lockdown there were 124 referrals related to domestic abuse, of which 27 (21.8%) were re-referrals. 26.7% (124/464) of all referrals in this period related to domestic abuse. In contrast, in the 2 full months preceding lockdown (January and February) there were 74 such referrals, of which 11 (14.9%) were re-referrals. 11.6% (74/640) of all referrals in this period related to domestic abuse.

The data indicates a 67% increase, from 74 to 124, in the number of referrals relating to domestic abuse to CSC between the periods highlighted.

Education as our greatest liberator with high aspirations, opportunities and achievements

SEN population

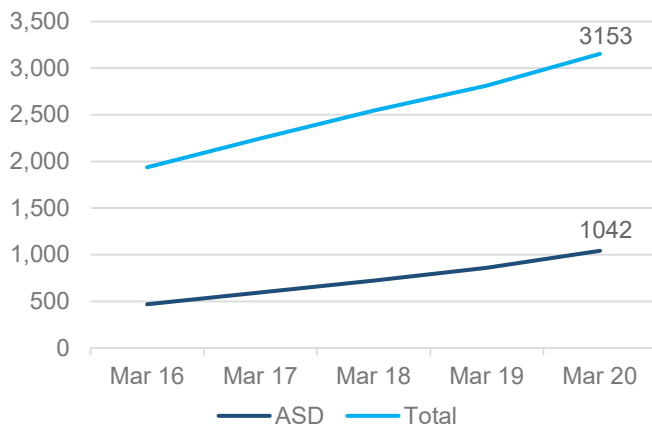
The staff in the SEN team are adapting well and using virtual means to undertake their statutory duties. Virtual panels have been set up to make decisions on issuing of EHC plans.

There were a total of 3153 North Yorkshire funded EHC plans at the end of Q4 2019/20 a 12% increase on the same point last year (n=2813). Since the introduction of the new SEND code of practice in 2014, there has been a 68% increase in EHC plans issued by North Yorkshire, compared to 58% regionally and 49% nationally from January of 2015 to January 2019. EHC plans have continued to be finalised since lockdown and as of the end of April there were a total of 3182 EHC plans funded by North Yorkshire.

As is the case nationally, the most prevalent need of children receiving an EHC plan are those with Autistic Spectrum Disorder (ASD), currently making up 33% (n=1042) of the total number of North Yorkshire EHC plans. This has been addressed as part of the recently developed Strategic Plan for SEND (Special Educational Needs and Disabilities) which will implement a targeted provision model for this need and

other specific special needs across North Yorkshire with a focus on a high level of support for children in a mainstream setting.

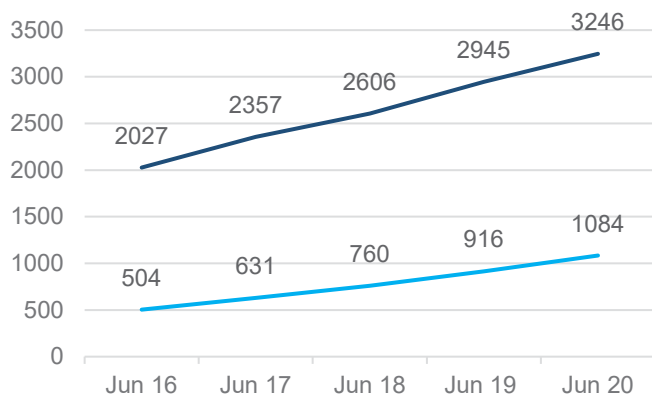
Total EHC plans funded by North Yorkshire at end of March in each year shown and number with a primary need of ASD



Quarter 1 2020/21 and Covid-19 response

EHC plans have continued to be finalised during lockdown. There were a total of 3246 North Yorkshire funded EHC plans at the end of Q1 2020/21, a 10% (n=301) increase on the same point last year. The percentage with a primary need of ASD remained at 33% (n=1084).

EHC plans funded by North Yorkshire at end of June in year shown and number for a primary need of ASD



New EHC Plans

The total number of new EHC plans issued in Q4 of 2019/20 financial year was 119, there were 64 new EHC plans issued in Q4 of 2018/19. This rise has contributed to a 26% increase in new EHC plans

issued in 2019/20 (n=489) compared to 2018/19 (n=388).

There has been a significant drop in the rate of new EHC plans produced within 20 weeks in Q4 of 2020 when compared to previous quarters, down from 96.9% of new EHC plans being issued within 20 weeks in Q4 of 2018/19 to 60.5% in Q4 of 2019/20. This rate is slightly above the National rate of 58%, although there has been an increase in the number of new EHC plans being issued, 64 in Q4 of 2018/19 and 119 in Q4 of 2019/20. There has been a major restructure within the Inclusion Service recently and this is likely to have had an impact on this indicator. As the new structure becomes more bedded in, this indicator will be monitored for an improvement.

Quarter 1 2020/21 and Covid-19 response

There were a total of 81 new EHC plans issued in Q1, which was a lower number than is typically produced at this time of the year. Typically, it is closer to 100 produced and there was a high of 132 issued in Q1 of 2019/20.

Unusually, the highest proportion of new EHC plans were not issued for children with Autism Spectrum Disorder in Q1. 28% (n=23) of all new EHC plans were issued for a primary need of Social, Emotional and Mental Health (SEMH), followed by 26% (n=21) for ASD. For example, 32% (138/435) of all EHC plans issued in the 2019 calendar year were for ASD, whereas 26% (114/435) were for SEMH. This warrants further monitoring and analysis to understand whether there has been a more long-term shift in prevalence of types of need in the North Yorkshire population.

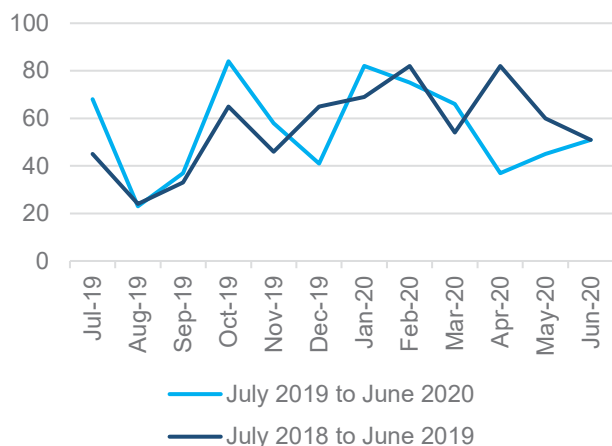
Since the start of lockdown, the timeliness of production of new EHC plans has taken a downturn. North Yorkshire has been one of the most efficient local authorities in the country for production of new EHC plans within a 20-week period, with proportions issued within that timescale often being above 90% in a quarter, however, this has dipped to 35% in Q1 of 21/20. We would expect this rate to pick up as we progress out of lockdown and staff who were redeployed during this period return.

Requests for Assessments

Work on requests for assessment for an EHC plan have been continuing, despite lockdown. There were a total of 133 requests in Q1 of this year, down on the approximately 200 that we have had in the same period of previous years. There have been a total of 667 requests for assessment in the 12-month period since the end of Q1 2019/20 (30th June 2019). There was a similar amount of requests in the 12-month period of the previous year. Based on the trend throughout this year, if lockdown had not occurred, we would have expected a higher number of requests this year than the previous year.

Approximately 15% (102/667) of requests in the past 12-month period to the end of Q1 did not result in an assessment, well down on the 30% (206/676) refused an assessment in the same period of the previous year. This suggests that more requests for assessment are being submitted appropriately.

Requests for assessment (EHC plan) received in month shown



Exclusions from education

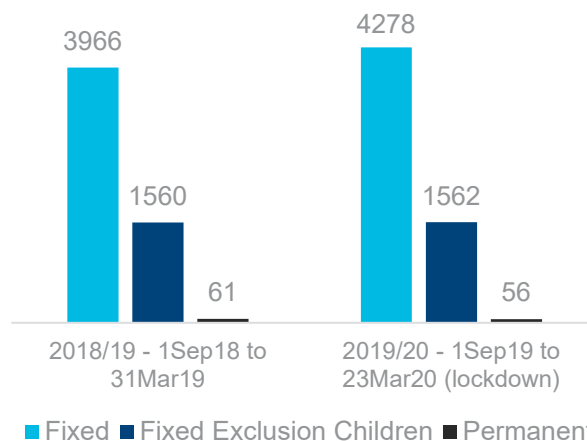
There has been an 8% decrease in the number of permanent exclusions. In the 2019/20 academic year up to 23rd of March 2020 (date of Covid-19 lockdown), there had been a total of 56 permanent exclusions from education. This is slightly down (-8%) on the total number of 61 to the end of Q4 in 2018/19.

A similar number of children are being excluded from education for a fixed period of time. There were a total of 1562 children fixed-term excluded a total number of 4278 times in 2019/20 to the end of Q4, a similar

number to the same period of 2018/19 (1560 children fixed term excluded 3966 times in total).

There is a commitment from CYPS to ensure that children remain in education which relies upon good communication with school leadership. This is evidenced through the steady reduction in permanent exclusions there has been since 2017/18 but there is also a focus on improving attendance and reducing the number of children on partial timetables. CYPS has identified initiatives such as the ladder of intervention which involves working with schools to identify children with Social, Emotional and Mental Health difficulties and supporting them to embed positive change. CYPS has also applied approaches to improve behaviour in schools and initiated 'Thrive', which offers practical strategies to identifying a child's emotional development and provides action plans to improve behaviour.

Fixed-term exclusions (incidents and children excluded) and permanent exclusions from education by end of Q4 in each academic year shown

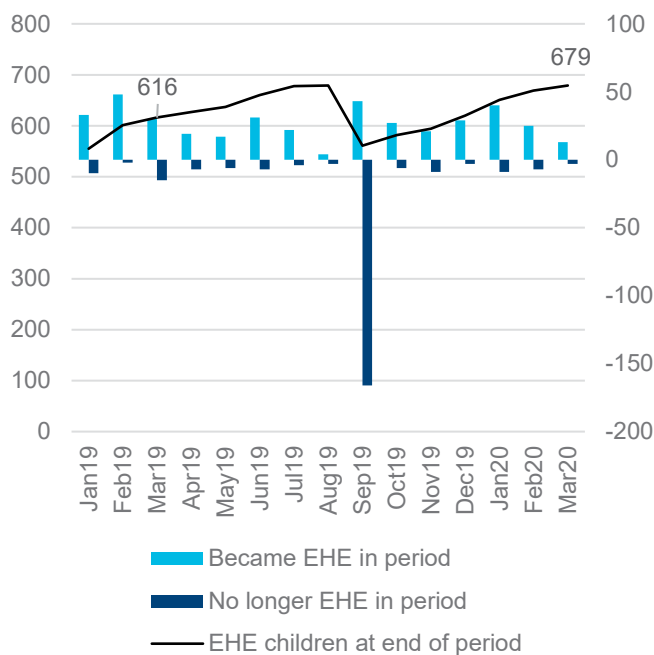


Electively Home Educated

As of 23rd March 2020, there were a total of 679 children recorded as being Electively Home Educated (EHE) in North Yorkshire. This number is up from 616 (+10%) at the end of March 2019. Approximately 29% of those children educated at home at the end of March 2020 were EHE for a reason of stress or anxiety.

Trend data in February suggested a potential total of 730 EHE by the end of July, before the Covid-19 lockdown.

Children of school age Electively Home Educated (EHE) in North Yorkshire and those becoming EHE in each month



The Inclusive Education Service in CYPS provides specialist support to children identified as having underlying special needs which may contribute to anxiety at school. The service consists of educational psychology and social, emotional and mental health support, which can also offer advice to schools and parents. This collaborative approach to the special educational needs of children is provided with the goal of keeping children in school and supporting parents and providers before a child becomes disengaged from education or is 'off-rolled' from a school.

A recently released survey of 132 LAs in England undertaken by the Association of Directors of Children's Services (ADCS) suggested that approximately 0.5% of the English school aged population were educated at home. The rate in North Yorkshire as of March 2020 is 0.8%.

Ofsted Outcomes

As of the end of March 2020, 80.0% of Primary School pupils and 79.9% of Secondary School pupils attended a school judged as good or outstanding by Ofsted compared to 82.4% of primary school pupils and 74.5% of Secondary School pupils across the Yorkshire and Humber region. This is a drop in this

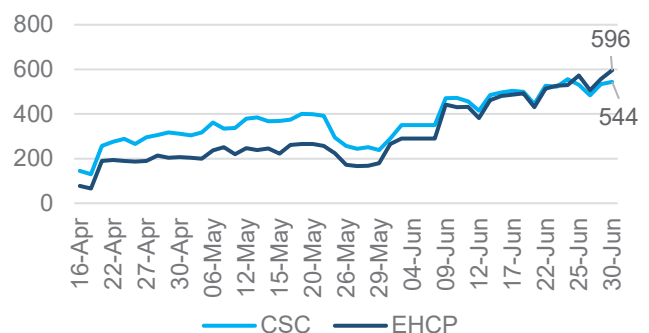
outcome across primary schools (-1.8%) and the same rate in secondary schools at the end of Q3. The national trend of pupils in schools with most recent Ofsted judgements of 'Good' or 'Outstanding' outcomes is slightly upwards, 87.9% in primary schools at the end of Q4 (87.7% at Q3) and 79.5% in secondary schools (79.2% at Q3).

School Attendance of Vulnerable Groups

Children of keyworkers and those children categorised as vulnerable have attended school throughout the period of lockdown. The 1st of June saw the return to primary schools in North Yorkshire of pupils in Reception, Year 1 and Year 6. As of 30th June, approximately 20% of all children in North Yorkshire were in school. This has resulted in an overall spike in children returning to school but also an increase in vulnerable groups returning. Attendance of vulnerable children in schools has continued to increase through Q1.

As of 30th June there were 544 children known to social care attending school and 596 children with an EHC plan attending school. A pattern has emerged of a dip in attendance on a Friday, followed by an increase in attendance on the following Monday. The number of vulnerable children attending school has approximately doubled since the wider opening of schools on 1st June.

Children from vulnerable group categories recorded as attending school in North Yorkshire at date shown



As there are 1,257 children with EHCPs who typically would attend a mainstream school in North Yorkshire, the challenge for the service is ensuring that the 661 not attending as at 30th June continue to get the support that they need.

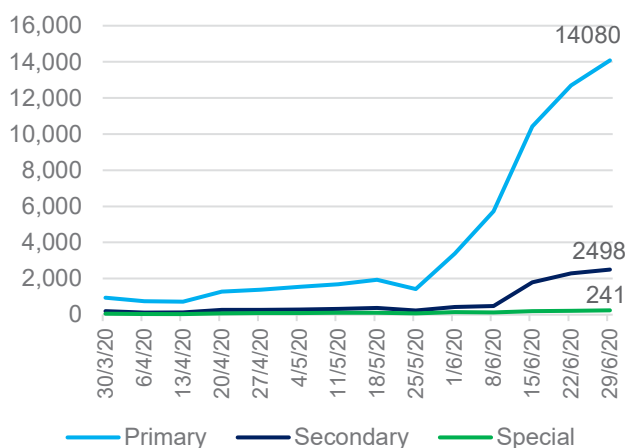
Early Years and School attendance

As a consequence of the lockdown measures which saw all school and child care provision close from 23rd March, the Education and Skills Service has worked closely with our childcare providers and schools to support them to remain open for vulnerable children and children of critical workers where places are needed. Attendance has fluctuated throughout this time which mainly reflects parents changing working patterns.

1st June saw the return to 257 primary schools in North Yorkshire of pupils in Reception, Year 1 and Year 6. This has resulted in an overall spike in children returning to school but also an increase in vulnerable groups returning. Vulnerable groups include children who are known to Children’s Social Care and children who have an EHC plan. As of the last Monday of Q1 20/21, there were a total of 1266 children recorded as vulnerable attending a primary, secondary or special school in North Yorkshire. This is an increase of over 1000 since the beginning of lockdown.

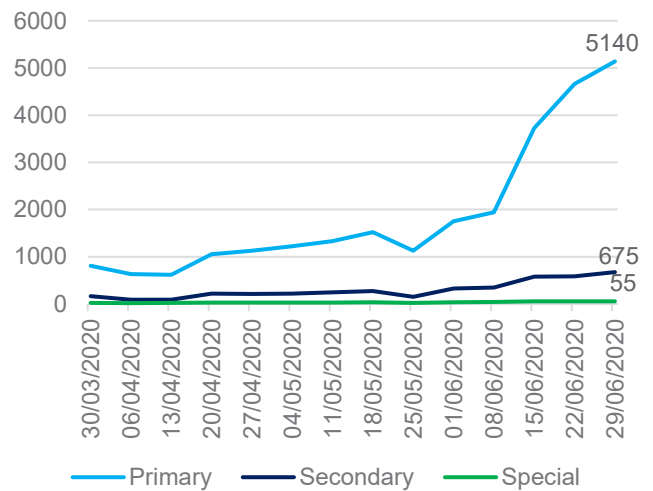
The chart above shows attendance at all settings which remained open for Primary, Secondary, Special and PRS settings.

All pupils



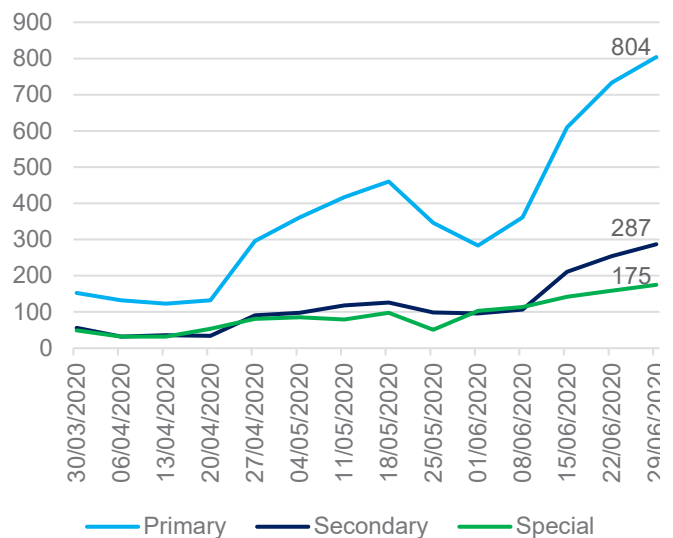
The chart above shows the numbers of children of critical worker’s attendance by setting

Critical workers children



The chart above shows the number of children who meet the Govt. definition of vulnerable attendance by setting.

Vulnerable children



Services review attendance daily and are working to enable more children identified as vulnerable to attend school. As shown in the above chart, the number of vulnerable children attending school increased significantly as a consequence of the Government advising schools that they could start opening for some children from 1 June 2020.

Through the period of lock down our school offer has been extended to seven days a week to enable Critical Workers to arrange for child care and enable them to continue to work. There have been a total of 16 hubs established across the County, which have allowed parents to book a place at the hub as required. In total this has delivered 579 sessions since lock down which we are proud has helped critical workers in such an important way.

Future Focus

Covid-19 recovery will be a significant focus for the Directorate over the coming months, whilst this will be largely guided Govt Guidance, work across the sector and review of performance and outcomes over recent months.

Appendix

1. Modern council - Customer feedback



Stage 1 complaints received:

Q3 18/19	Q4 18/19	Q1 19/20	Q3 19/20	Q4 19/20	Q1 20/21
22	23	33	18	27	21

Low numbers of complaints are received by the directorate, so it can be difficult to see trends. Generally, though there are no areas of specific concern in any particular service.

However, in Q1 there is a cluster of 12 complaints in relation to school admission appeals. This is due to the onset of COVID-19 and a delay in guidance on what processes we must adhere to, followed by seeking appropriate legal advice to clarify exactly what we must do. This has ultimately meant that some appeals will only be heard in September/October this year, resulting in an increase in complaints.

Timescales have improved over the last 3 quarters. There was a dip to 56% in Q3 (7 cases over), rising to 88% in Q4 (2 cases over) and 100% in Q1.

44% of cases were upheld/partly upheld in Q1, a drop from 55% in Q4 and 58% in Q3.

Service and Care remains the top root cause of complaints for Central Services, though this dropped a little in Q4. Otherwise the profile of root cause categories, which has remained much the same for several years, changed in Q1 with the introduction of more COVID-19 causes and a drop in communication issues.

Although there were only 3 cases solely to do with COVID-19 (for example food boxes and delivery of newspapers) other complaints included elements that were related to COVID-19 so 26% of root causes fall within that category.

The sudden rise and fall in 'Environment' root cause has no particular reason. The seven root causes (21% of cases for Q4) did not relate to each other at all.

The number of compliments received rose slightly in Q4 (232) from Q3 (222) then dropped dramatically to 48 in Q1. This is because the majority of compliments for Central Services are usually in relation to the Registration Service and COVID rules meant that much of this service stopped operating during that time.

Timeliness

This quarter 15 of 17 complaints were dealt with within timescales (88%), up from 9 of 16 last quarter (56%).

Root cause

- Service and care 32% (46% Q3)
- Communication 24% (35% Q3)
- Environment 21%
- Disagree with decision/action 15% (4% Q3)
- COVID-19 3% (1 case)
- Pricing and charges 3% (4% Q3)
- Staffing 3% (8% Q3)

Learning

Remedies this quarter include apologies, system/tracking improvements for DBS checks, staff training, working with a group of school children to reduce plastic packaging and an explanation around the use of libraries and how this affects noise.

Ombudsman

Two cases were received this quarter, both regarding education appeals. One was closed after initial enquiries with no further action.

The other was upheld. It was in relation to home to school transport and fault was found with stage one of the appeals process, though it was acknowledged these faults did not cause significant injustice to the complainant as the stage 2 appeal to committee was carried out correctly. The stage one process will be reviewed to ensure it is followed correctly and that review letters are more detailed.

2. Modern Council - Primary indicators table



Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel																																																																																																						
2.1. Percentage of contacts received via online services	<p>Q4 2019/20</p> <p>19% of all contacts</p> <p>32% of transactions</p> <p>50% of customer transactions</p> <p>84% of services in the portal</p> <p>Q1 2020/21 data is not yet available.</p>		Target of 70% by 2020	<table border="1"> <thead> <tr> <th>Portal services</th> <th>Target</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Bus pass - Older persons</td> <td>50%</td> <td>62%</td> <td>99%</td> <td>93%</td> <td>98%</td> </tr> <tr> <td>Bus pass - Disabled persons</td> <td>40%</td> <td>68%</td> <td>84%</td> <td>74%</td> <td>82%</td> </tr> <tr> <td>Blue badge</td> <td>70%</td> <td>95%</td> <td>96%</td> <td>98%</td> <td>98%</td> </tr> <tr> <td>Notice of marriage</td> <td>50%</td> <td>81%</td> <td>80%</td> <td>86%</td> <td>82%</td> </tr> <tr> <td>Births</td> <td>70%</td> <td>86%</td> <td>85%</td> <td>91%</td> <td>92%</td> </tr> <tr> <td>Deaths</td> <td>40%</td> <td>33%</td> <td>36%</td> <td>36%</td> <td>37%</td> </tr> <tr> <td>Flooding</td> <td>30%</td> <td>37%</td> <td>38%</td> <td>41%</td> <td>42%</td> </tr> <tr> <td>Streetlights</td> <td>70%</td> <td>72%</td> <td>75%</td> <td>83%</td> <td>78%</td> </tr> <tr> <td>Tree, veg, grass</td> <td>30%</td> <td>38%</td> <td>37%</td> <td>33%</td> <td>32%</td> </tr> <tr> <td>Footways</td> <td>50%</td> <td>50%</td> <td>51%</td> <td>48%</td> <td>54%</td> </tr> <tr> <td>Pothole</td> <td>70%</td> <td>66%</td> <td>65%</td> <td>70%</td> <td>74%</td> </tr> <tr> <td>Grit Bins</td> <td>70%</td> <td></td> <td></td> <td>66%</td> <td>67%</td> </tr> <tr> <td>HWRC</td> <td>70%</td> <td></td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Online assessment</td> <td>50%</td> <td>71%</td> <td>71%</td> <td>77%</td> <td>92%</td> </tr> <tr> <td>Carers Emergency Card</td> <td>70%</td> <td>76%</td> <td>70%</td> <td>71%</td> <td>75%</td> </tr> <tr> <td>Number</td> <td></td> <td>12140</td> <td>14156</td> <td>16091</td> <td>16424</td> </tr> </tbody> </table>	Portal services	Target	Q1	Q2	Q3	Q4	Bus pass - Older persons	50%	62%	99%	93%	98%	Bus pass - Disabled persons	40%	68%	84%	74%	82%	Blue badge	70%	95%	96%	98%	98%	Notice of marriage	50%	81%	80%	86%	82%	Births	70%	86%	85%	91%	92%	Deaths	40%	33%	36%	36%	37%	Flooding	30%	37%	38%	41%	42%	Streetlights	70%	72%	75%	83%	78%	Tree, veg, grass	30%	38%	37%	33%	32%	Footways	50%	50%	51%	48%	54%	Pothole	70%	66%	65%	70%	74%	Grit Bins	70%			66%	67%	HWRC	70%		100%	100%	100%	Online assessment	50%	71%	71%	77%	92%	Carers Emergency Card	70%	76%	70%	71%	75%	Number		12140	14156	16091	16424	➔
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2.2. Staff absence (sickness) rate	<p>Q1 1.42 days lost per FTE (NYCC only – excluding schools).</p> <p>Q1 1.13 days lost per FTE (full workforce)</p>		<p>9.2 days lost annually per FTE all English authorities</p> <p>10.0 days lost annually per FTE county and single tier councils</p> <p>LGA workforce survey 2018/19</p>	<p>Excluding schools, the Q1 figure is down on Q4 (2.17), and down from Q1 19/20 (1.71).</p> <p>The Q1 full workforce figure is down on last quarter (2.07) and down from Q1 figure 19/20 (1.73).</p> <p>From March there may have been an impact from Covid related absences. From the start of lockdown these are not recorded as sickness absence, but are recorded and reported on separately as self-isolation.</p> <p>There are now many staff working at or remaining at home, including those in the vulnerable group and shielding due to medical reasons.</p>	➔																																																																																																						
2.3. Staff turnover rates	Q1 Leavers – NYCC staff only (excluding schools) 135 (1.88%).		<p>13% annually all English authorities</p> <p>LGA workforce survey 2018/19</p>	This figure has decreased on Q4 (259, 3.59%) and decreased on Q1 19/20 (170, 2.31%). It is expected that this will drop further from Q2 onwards as a consequence of the economic situation, and the reduced availability of alternative jobs locally. Involuntary leavers are down at 11 from 21 last quarter.	➔																																																																																																						
2.4. Spend on agency staff	<p>Q1 - £46,595 (full workforce)</p> <p>Q1 - (excluding IR35) £0</p>		Average annual spend pre-IR35 across comparable authorities was £3m (2016/17).	<p>Total spend was substantially down on both Q4 19/20 (£143,926) and Q1 19/20 (£234,681).</p> <p>Zero spend excluding IR35 compares to Q4 (£7,433) and Q1 19/20 (£48,863).</p> <p>The vast majority of agency spend continues to be on Mental Health and Best Interest Assessors.</p> <p>This position should continue until services return to a new normality.</p>	➔																																																																																																						

2. Modern Council - Primary indicators table



Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
2.5. Spend against apprenticeship levy	<p>Q4 2019/20 Levy Deduction Core council – £178,597 Community & VC Schools – £200,135 Total - £378,732</p> <p>Q1 2020/21 Levy Deduction Core council – £189,675 Community & VC Schools – £185,847 Total - £375,522</p> <p>Levy Deduction April 17- Jun 20 Core Council – £2,224,989 Community & VC Schools - £2,675,363 Total - £4,900,352</p> <p>Q4 2019/20 Levy Spend Core Council – £127,989 Community & VC Schools - £18,110 Total - £146,099</p> <p>Q1 2020/21 Levy Spend Core Council – £187,541 Community & VC Schools - £22,629 Total - £200,570</p> <p>Levy Spend April 17 – Jun 20 Core Council – £1,089,526 Community & VC Schools - £151,611 Total - £1,241,137</p> <p>Q4 2019/20 Number of Starts Core Council – 18 Community & VC Schools - 3 Total – 21</p> <p>Q1 2020/21 Number of Starts Core Council – 9 Community & VC Schools - 7 Total – 16</p> <p>Number of Starts April 17 – Jun 20 Core Council – 309 Community & VC Schools - 63 Total – 372</p> <p>Q4 2019/20 Number of Completions Core Council – 19 Community & VC Schools - 0 Total – 19</p> <p>Q1 2020/21 Number of Completions Core Council – 9 Community & VC Schools - 7 Total – 16</p> <p>Number of Completions April 17 – Jun 20 Core Council – 71 Community & VC Schools - 25 Total – 96</p> <p>Q4 2019/20 Unspent Levy Funds Core Council – £0 Community & VC Schools - £252,130 Total – £252,130</p> <p>Q1 2020/21 Unspent Levy Funds Core Council – £0 Community & VC Schools - £195,459 Total – £195,459</p> <p>Unspent Levy Funds April 19 – Jun 20 Core Council – £0 Community & VC Schools - £723,957 Total – £723,957</p>		<p><i>Nationally Apprenticeship starts reported to date have decreased to 198,600 from 214,200 in the first two quarters of 2018/19, a decrease of 7.3%.</i></p> <p><i>Apprenticeship standards represent 74.3% of Apprenticeship starts since their introduction in September 2014, the number of starts on standards has now been 588,800.</i></p> <p><i>Higher starts represent 23.2% and those at level 6 and above represent 9.6%.</i></p> <p><i>Science, technology, engineering and manufacturing (STEM) subjects represent 31.3% Business, administration and law related subjects continue to be most popular, accounting for 29.2% of starts.</i></p> <p>Information taken from the DfE Apprenticeship and Traineeships, England: March 2020.</p>	<p>Cumulative Levy Deduction</p> <p>Cumulative Apprenticeship Levy Spend</p> <p>Cumulative Apprenticeship Starts</p> <p>Cumulative Apprenticeship Completions</p> <p>Cumulative Unspent Levy Funds</p>	

3. Growth - Customer feedback



In Quarter 4 there were a total of 187 complaints received in relation to Business and Environmental Services, an increase of 25 (13%) from the previous quarter. For the same period, the Directorate also received 38 compliments. In Qtr. 1 we received 117 complaints for the Directorate which is a decrease of 79 (37 %) and the number of compliments remained at a similar level to the last quarter at 39.

110 (52%) of this Qtr. 4's complaints are recorded against Highway Operations and in Qtr.1 that figure had decreased to 59 (50%). These continue to include complaints about street lighting faults, notification of roadworks, management of roadworks, condition of footways and roads. In the instances where these complaints are due to the actions of contractors carrying out the work on our behalf, the issues are taken up as appropriate and performance is monitored. Interestingly in Qtr.1 very few of the complaints were due to Covid-19 and related to the normal types of complaints you would expect to see such as the cutting of grass verges, inappropriate parking and surface dressing.

Qtr3. reported a high number of complaints were due to poor quality of communication, 27 (16%). This has been picked up by Management Team with guidance and advice being sent to officers and the figure for Qtr. 4 is 7, just 3%. There has been a slight increase in Qtr.1 to 10 (7%) This will of course be monitored and re-enforced when necessary both with NYCC staff and our Partners.

Covid-19

Since the start of April they have been 72 queries and 19 complaints regarding the effect of Covid-19 on BES services. These have been in regard of closure of HWRC's (33 in Qtr.1) and the operation of them since they have re-opened and what types of vehicle are accepted.

There has been an increase in compliments in the period and of the 39 received, 1 were regarding work undertaken in relation to Covid-19, including work to assist with social distancing, the operation of HWRC's or the maintenance of bridleways.

Response timescales have been maintained and 93% of Stage 1 complaints were responded under the 20 working day target.

Timeliness

91% of Stage 1 complaints were answered within the set timescale which is an increase from 88% in Q3. In Qtr.1 there was small increase to 93% which meant that only five complaints were responded to out of the set timescales. Both of the Stage 2 complaints have been investigated. One relating to a Transport issue was not upheld and the Public Rights of Way related Stage 2 was partly upheld. The action from the one was for an apology to be given to the customer and review of procedures.





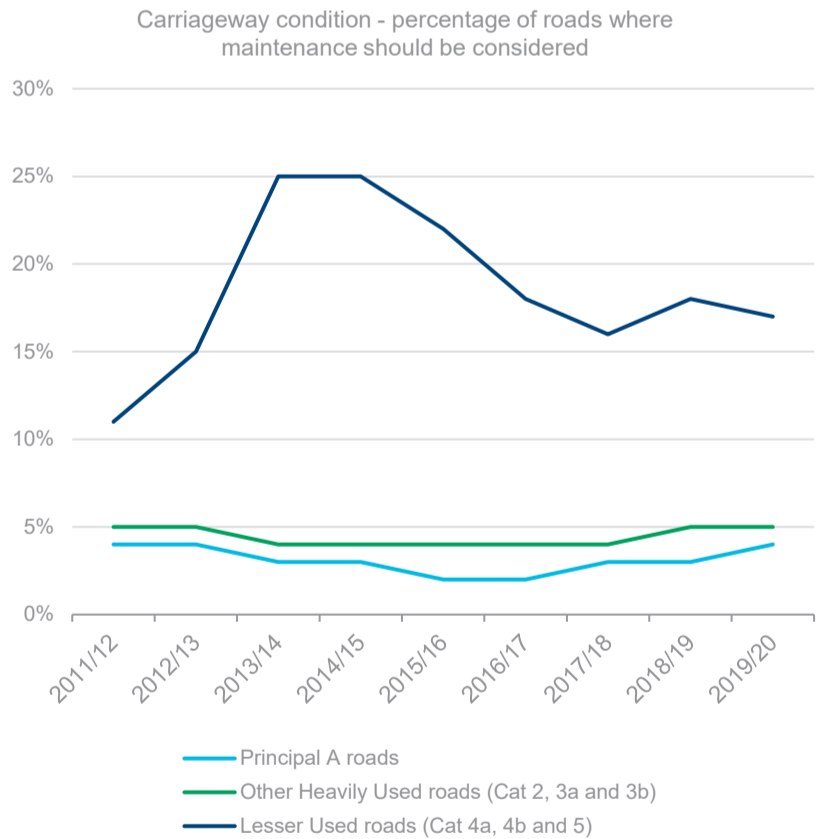




Learning

From the very low recorded learning identified figure of just six cases out of 248 in Qtr.4 and four cases out of 117 in Qtr.1 there is clearly a need to undertake more work in this area. Dialogue has already started with the main correspondence contacts in the Directorate.



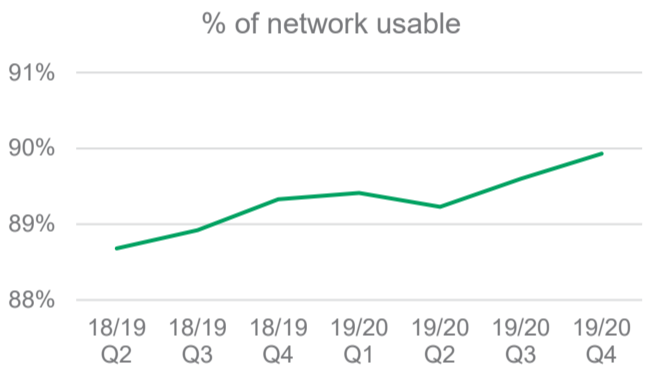




Ombudsman

There were three LGSCO complaint investigations received in Qtr. 4 and a further one in Qtr.1 which is a decrease. However, two of these were not investigated and the third is awaiting notice from the LGSCO. The LGSCO stopped taking complaints in early March before recommencing work on existing May which explains why no further cases have been received

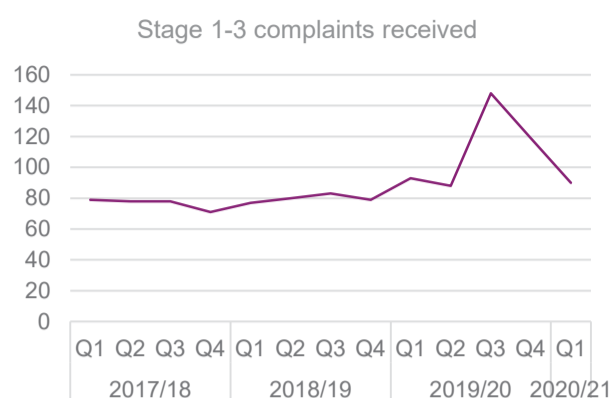
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4.1. Total employee jobs in North Yorkshire Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed and farm based agriculture.)	265,000 ('15) 270,000 ('16) 270,000 ('17) 265,000 ('18) (revised by NOMIS this quarter, was previously 280,000)	County wide economic indicators	Using job density (all jobs per resident aged 16-64) as a comparator. <table border="1"> <thead> <tr> <th></th> <th>2012</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>NY</td> <td>0.85</td> <td>0.95</td> <td>0.96</td> </tr> <tr> <td>Y&H</td> <td>0.73</td> <td>0.81</td> <td>0.81</td> </tr> <tr> <td>GB</td> <td>0.78</td> <td>0.86</td> <td>0.86</td> </tr> </tbody> </table>		2012	2017	2018	NY	0.85	0.95	0.96	Y&H	0.73	0.81	0.81	GB	0.78	0.86	0.86	Jobs density in NY rose by 13% between 2012 and 2018 compared to 10% national growth rate. This follows a long period of stability during 2002-2012 – which mirrored the national position.																																																												
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4.2. Gross Value Added per head of population. GVA (Income) made up of compensation of employees, gross operating surplus, mixed income, taxes on production, less subsidies on production. Source: ONS Regional GVA dataset (tables 2,3)	£20,354 (2014) £20,919 (2015) £21,761 (2016) £23,315 (2017) £23,374 (2018 provisional)	County wide economic indicators	NY in top quartile for Y&H unitary councils and counties Y&H £22,559 in 2018 (provisional) England £29,356 in 2018 (provisional) UK £28,729 in 2018 (provisional)	GVA per head has been slowly declining compared to the UK and English averages over last 18 years. <table border="1"> <thead> <tr> <th></th> <th>1999</th> <th>2008</th> <th>2018 (provisional)</th> </tr> </thead> <tbody> <tr> <td>UK</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>England</td> <td>103.3</td> <td>102.9</td> <td>103.0</td> </tr> <tr> <td>Y&H</td> <td>83.4</td> <td>83.1</td> <td>79.2</td> </tr> <tr> <td>NYCC</td> <td>83.2</td> <td>83.3</td> <td>82.1</td> </tr> </tbody> </table> NY falling behind England and UK figures over the long term.		1999	2008	2018 (provisional)	UK	100	100	100	England	103.3	102.9	103.0	Y&H	83.4	83.1	79.2	NYCC	83.2	83.3	82.1																																																								
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4.3. Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c Affordability ratios calculated by dividing house prices by gross annual residence-based earnings, based on the median and lower quartiles of both house prices and earnings002E`	7.34 (2014) 7.78 (2015) 7.91 (2016) 8.21 (20 17) 8.13 (2018) 7.66 (2019) (All figures revised this quarter)	County wide economic indicators	NY 2% more affordable than England, but 23% less affordable than Y&H. 3 Districts less affordable than England average.	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="5">Resident in area</th> </tr> <tr> <th>2002</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Craven</td> <td>7.24</td> <td>8.12</td> <td>7.71</td> <td>7.93</td> <td>7.62</td> </tr> <tr> <td>Hambleton</td> <td>8.84</td> <td>8.85</td> <td>8.99</td> <td>9.57</td> <td>8.96</td> </tr> <tr> <td>Harrogate</td> <td>9.05</td> <td>10.06</td> <td>10.15</td> <td>10.29</td> <td>9.04</td> </tr> <tr> <td>Richmondshire</td> <td>7.25</td> <td>8.10</td> <td>7.40</td> <td>7.25</td> <td>7.4</td> </tr> <tr> <td>Ryedale</td> <td>8.61</td> <td>8.44</td> <td>8.96</td> <td>8.98</td> <td>8.91</td> </tr> <tr> <td>Scarborough</td> <td>6.08</td> <td>5.82</td> <td>5.91</td> <td>6.33</td> <td>6.17</td> </tr> <tr> <td>Selby</td> <td>5.73</td> <td>5.97</td> <td>6.42</td> <td>6.77</td> <td>6.72</td> </tr> <tr> <td>North Yorkshire</td> <td>5.00</td> <td>7.32</td> <td>7.71</td> <td>7.61</td> <td>7.66</td> </tr> <tr> <td>Yorks & Humber</td> <td>3.54</td> <td>5.78</td> <td>5.90</td> <td>5.95</td> <td>5.89</td> </tr> <tr> <td>England</td> <td>5.11</td> <td>7.72</td> <td>7.91</td> <td>8.00</td> <td>7.83</td> </tr> </tbody> </table>		Resident in area					2002	2016	2017	2018	2019	Craven	7.24	8.12	7.71	7.93	7.62	Hambleton	8.84	8.85	8.99	9.57	8.96	Harrogate	9.05	10.06	10.15	10.29	9.04	Richmondshire	7.25	8.10	7.40	7.25	7.4	Ryedale	8.61	8.44	8.96	8.98	8.91	Scarborough	6.08	5.82	5.91	6.33	6.17	Selby	5.73	5.97	6.42	6.77	6.72	North Yorkshire	5.00	7.32	7.71	7.61	7.66	Yorks & Humber	3.54	5.78	5.90	5.95	5.89	England	5.11	7.72	7.91	8.00	7.83					
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4. Appendix - Growth - Primary indicators table					
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
4.5. The number of North Yorkshire Lower Super Output Areas (LSOAs) that are within the 20% most deprived nationally.	2010 - 18 LSOAs 2015 - 23 LSOAs 2019 - 24 LSOAs	County wide economic indicators	NY ranked 127th least deprived out of 151 upper tier LAs. Ranked 125th least deprived in 2015. Craven ranked 28th and Ryedale 30th out of 317 lower tier LAs for the 'Living Environment' domain. 143 NY LSOAs in worst 20% in England for the 'Indoor' part of this indicator: housing in poor condition and without central heating. This is the third consecutive increase - from 86 LSOAs in 2010 and 134 in 2015. 153 out of 373 NY LSOAs in worst 20% in England for the 'Geographical Barriers to Services': road distance to shops, GPs, etc.	Pockets of deprivation across NY. One LSOA (covering part of Eastfield ward in Scarborough) is within the most deprived 1% in England, but this is an improvement from three LSOAs in 2015. 24 NY LSOAs now fall within the most deprived 20% in England, an increase from 23 in 2015. 20 of them are in Scarborough town. The two most deprived in the county are in Skipton South ward. The number in the second most deprived quintile (worst 20% - 40%) has remained stable at 34 in both 2015 and 2019. For 'Geographical Barriers to Services' the LSOA which covers the Dales ward to the north of Kirkbymoorside is the 2nd most deprived LSOA in England. Changes in rank indicate changes in deprivation relative to other parts of England but not necessarily absolute changes in deprivation.	
4.6. Highways Maintenance Efficiency Programme – annual rating.	Level 3 (Jan 17) Level 3 (Feb 18) Level 3 (Feb 19) Level 3 (Feb 20)		DfT no longer publish data on the performance of other authorities	22 out of 22 questions attained level 3 in 2019/20 self-assessment ensuring 100% of the funding available.	
4.7. National Highways and Transportation survey: KBI23 - Satisfaction with the condition of highways	33.4% (2016 – 3rd quartile) 36.7% (2017 – 2nd quartile) 30% (2018 – 2nd quartile) 34% (2019 – 2nd quartile)		2nd quartile among 31 counties and larger unitaries (Cornwall, East Riding) in 2019 NHT survey:	Satisfaction with road condition increased for all Shire authorities. The increase in North Yorkshire was slightly less than average (13.3% vs 21.6%) but we still remain in the top half of comparable authorities.	
4.8. Road condition: % principle A roads where maintenance should be considered.	2% (2016 survey) 3% (2017 survey) 3% (2018 survey) 4% (2019 survey)		Single list indicator. Average for English LAs was 3% (2018/19) (RDC0120)		
4.9. Road condition – % of other heavily used roads where maintenance should be considered. (Cat 2, 3a and 3b roads less A roads.)	4% (2016 survey) 4% (2017 survey) 5% (2018 survey) 5% (2019 survey)		Local indicator – not directly comparable. However for B&C class roads in 2017/18 (RDC0120), NYCC at 5%, England at 6%.		
4.10. Road condition – % of lesser used roads where maintenance should be considered. (Cat 4 and 5 roads.)	18% (2016 survey) 16% (2017 survey) 18% (2018 survey) 17% (2019 survey)		Local indicator and not directly comparable. However, for unclassified roads in 2018/19 (RDC0130), the overall figure for England is 6%.		
4.11. KSI – number of people killed and seriously injured on roads (NY only, calendar years)	448 (2012-2016 avg) 431 (2014) 429 (2015) 428 (2016) 411 (2017) 363 (2018)		Data from Public Health England for KSI during the period 2016-2018 places NY at 65.9 KSI per 100,000 population, against a Y&H figure of 49.1, and an England figure of 42.6.	Nationally there are no targets for Road Safety; therefore the 95 Alive partnerships monitors against a 5 year baseline average.	

4. Appendix - Growth - Primary indicators table

Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
4.12. Trading Standards: % of high risk inspections undertaken	<p>0% (20/21 Q1)</p> <p>78% (19/20)</p> <p>99% (18/19)</p> <p>96% (17/18)</p> <p>84% (16/17)</p>		Local measure – no comparative data available	<p>The high risk inspection profile is as follows:</p> <p>Q1 - 15%</p> <p>Q2 - 35%</p> <p>Q3 - 70%</p> <p>Q4 - 100%</p> <p>The Q1 outturn is 0%.</p> <p>This is a consequence of the Covid19 outbreak and in line with government guidance issued by the Food Standards Agency which called for all inspections to be deferred until further notice. There is a local plan in place to re-introduce inspections once the government guidance changes.</p>	
4.13. County matter' planning applications determined within 13/16 week timescales or within agreed extension of time (EoT). 2-year rolling measure	<p>92.5% (up to 03/20)</p> <p>87.8% (up to 12/19)</p>		<p>England average figure for the 2 year rolling measure up to 12/19* is 91.9%</p> <p>(Source: Ministry of Housing, Communities and Local Government, Table P151b.</p> <p>NB: 6 month time lag on national data*</p>	RAG rated against statutory target of 60%. This is the statutory measure which includes allowance of an extension of time.	
4.14. PRoW Network condition: % of network passable	<p>89.93% (19/20Q4)</p> <p>89.6% (19/20Q3)</p> <p>88.23% (19/20Q2)</p> <p>89.41% (19/20Q1)</p> <p>89.33% (18/19Q4)</p> <p>88.92% (18/19Q3)</p> <p>88.68% (18/19Q2)</p>		Local measure – no comparable data available.	<p>Suggestion that a different approach to obstruction cases has started to increase the proportion of the network deemed usable (not blocked).</p> <div style="text-align: center;"> <p>% of network usable</p>  </div>	
4.15. The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	<p><u>2019/20</u></p> <p>Q4 123 (1.1%)</p>		<p>National NEET 2.8% (March 2020)</p> <p>Y&H NEET 3.1% (March 2020)</p> <p>National Situation Not Known 2.3% (March 2020)</p> <p>Y&H Situation Not Known 2.3% (March 2020)</p> <p>NYCC Situation Not Known 7.1% (March 2020)</p> <p><u>2018/19</u></p> <p>Q1 145 (1.3%)</p> <p>Q2 74 (0.7%)</p> <p>Q3 101 (0.9%)</p> <p>Q4 105 (0.9%)</p>	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures although it has increased slightly since the last quarter. The percentage of 16-17 year olds with unknown education, training or employment status has now decreased but is still above the regional and National figure of 2.3%.	
4.16. Number of employers signed up to healthy workplace initiatives.	27 employers		Internal dataset, no comparators available.	An increase from 14 at the end of Q1	
4.17. % waste arising to landfill (former NI193)	<p>8.7% (19/20)</p> <p>8.8% (18/19)</p> <p>24.0% (17/18)</p> <p>39.7% (16/17)</p> <p>40.0% (15/16)</p>		Internal dataset, no comparators available.	From Q1 to Q3 for 19/20 the % of waste arising to landfill was 10.6%. During Q3 AWRP was closed for its annual maintenance, which identified some additional repairs, so some waste was sent to contingency, which was landfill. In Q4, we have not had any contingency requirements, so all waste has been delivered to Allerton Park.	

5. Healthy and independent living - Customer feedback



We have received 119 complaints during Q4, 86 were full complaints and 33 were complaint reviews.

We were finding that requests to review were not being responded to in a timely manner and communications with the complainant were not satisfactory.

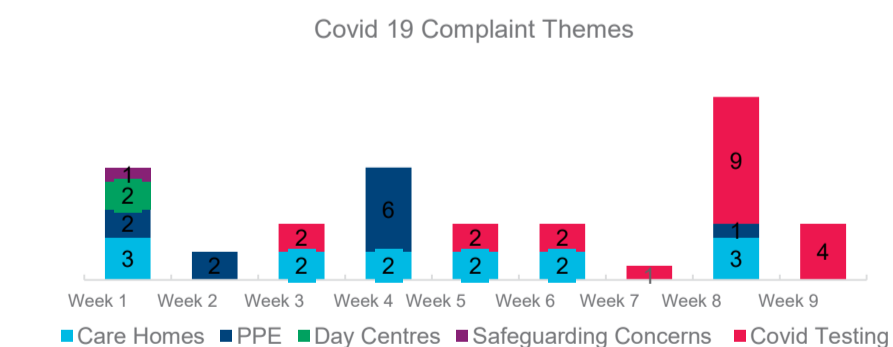
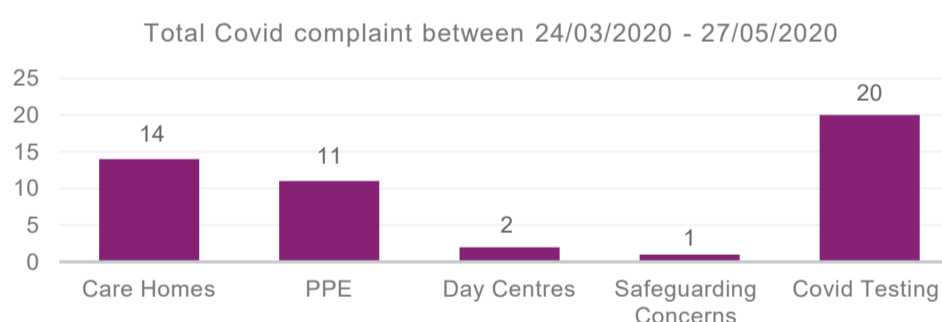
By creating the complaint review we have set a 15 working day timescale in which to respond to any further concerns or appeals complainants have made as a result of their response. We give the service area 10 working days to assess if there is anything further we can add, if so, they provide us with a draft within the timescale set. If not, we provide a response directing the complainant to the Local Government and Social Care Ombudsman.

It is an opportunity for us to ensure that we have both responded correctly and as fully as possible.

Complaints received over the last 3 years have continued to increase. There has been a 23% increase from the annual total last year, Q3 data will have significantly contributed to this overall increase. It is difficult to pinpoint the exact reason for this increase in complaints; there may be a general shift in public awareness and/or attitude towards complaining.

The recent Covid 19 pandemic has seen a rise in complaints which previously we had not encountered. These cover PPE, testing and access to care homes amongst others. For comparison, in 2019 from 1st March – 30th April 2019 we received a total of 52 complaints; in the same period for 2020, we have received 68 complaints, of which 26 were Covid-19 related.

We have received a further 22 Covid-19 related complaints in the subsequent weeks. The majority of these were received in Week 8, and were from MP's and related to the issue of testing (13). We have worked with the relevant service areas to develop responses that can be sent quickly.



Q1 2020/21

We have received a total of 89 complaints during Q1, 75 were full complaints and 14 were complaint reviews.

Root cause

Q4 2019/20 - Communication 16(19%), Disagrees with decision/action 31(36%), Pricing and charges 6(7%), Service and care 16(19%) Staffing 10(12%) Safety 3(3%) Covid-19 4(5%)

Q1 2020/21 - Communication 4(5%), Covid-19 5(7%), Disagrees with action/decision 26(35%), Pricing and charges 12(16%), Safety 7(9%), Service and care 15(20%), staffing 6(8%).

Timeliness – In Q4 we closed 76 cases and 91% were closed within our timescale set. This quarter we hit our 90% target.

5 draft responses were received late from the services areas; the escalation process was followed.

This quarter has been very difficult for HAS, there have been significant changes to working patterns. Most of the service areas concentration has been directed towards adapting working methods to the evolving Covid-19 pandemic.

As a team we have worked hard to liaise between complainant and service area, this is so both parties have a realistic understanding of what is expected and we are here to help where possible.

1 complaint was complex and required input from the legal team before it could be responded to.

During Q1 66 complaints were closed only 83% were closed within timescale.

Learning – There has been a lot of work throughout the year to highlight the role of the Customer Response Team, raise the profile of the importance of effective, customer focused, complaint responses in a timely manner. Last year, (2018-19) our overall response time against target was 79%. This year, (2019-2020) our response time is 92% which is great achievement considering the number of complaints that we have received has steadily increased (+23%)

A review of how Local Government & Social Care Ombudsman cases were being handled by the Directorate took place. There were concerns it was fragmented and key colleagues were not being included. A new process has been introduced which has allowed greater ownership and a clear and robust approach to be followed. This has resulted in more detailed responses, and provision of case notes, evidence and supporting documents to be provided. This has resulted in favourable decisions for the Directorate by the Ombudsman on a couple of recent cases, which endorses the new working practice and ensures that we continue to build on our response times and overall relationship with the Ombudsman.

Ombudsman – On the 25th March we received confirmation that all new and open cases would be suspended until further notice in response to the Covid-19 pandemic. The Customer Response Team has continued to accept and progress any enquires received from the Ombudsman and adopted a “Business as Usual” approach. Following receipt of the LGSCO survey, at the beginning of May, to ascertain the Authority’s position and capacity in regard to LGSCO cases, we advised and responded that we would work with them on a case by case basis and accept both new and suspended case investigations. On 27th March 2020 the Ombudsman restarted work on existing cases that they had with North Yorkshire county Council.

During Q4 we received 2 investigations enquiries and currently have 7 open cases (including those received in Q4):

- 1 is with us but currently suspended until further notice.
- 6 are with the LGSCO awaiting decision.
- 6 cases were closed in Q4:
- 2 closed after initial enquiries
- 1 not upheld – no maladministration
- 2 upheld: maladministration and injustice
- 1 upheld: maladministration, no injustice

During 2019/20 there were a total of 21 LGSCO cases closed with the following outcomes:

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


During Q1 we received 2 new enquiries which gives us a total of 9 LGSCO cases open.







- 2 are with the service area and still within time.
- 1 is at final decision which we are currently preparing the remedy.
- 6 are with the LGSCO pending decision

6. Healthy and independent living - Primary indicators

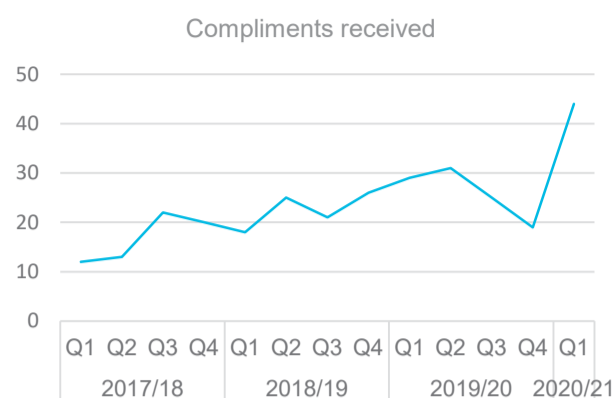
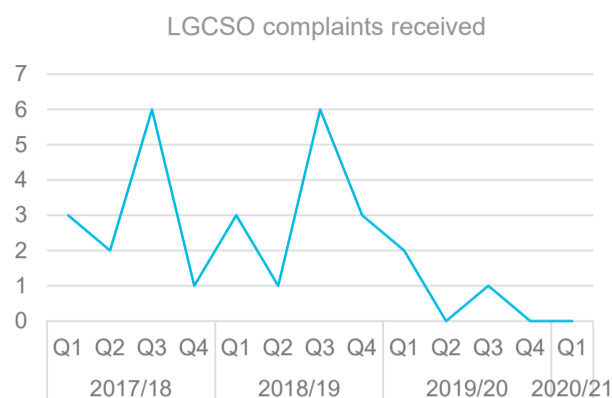
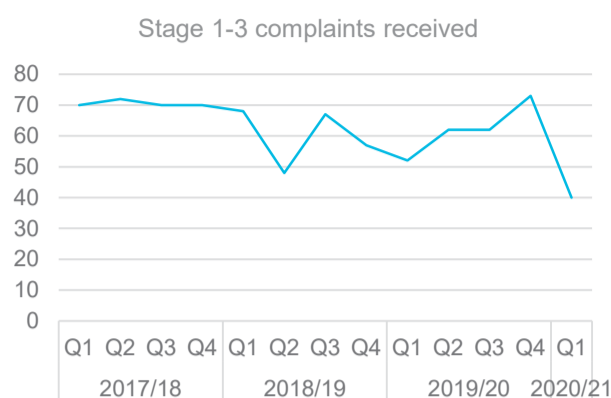


Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
6.1. 2A(1) - aged 18-64 admissions to residential and nursing care homes, per 100,000 population (year-end projection)	19.0 2019/20 10.3 June 2020		Nat: 13.9 YHR: 15.1 (2018/19 full year) 18.0 Q1 2019/20	2019/20 outturn ranked amber as the projected year-end figure is higher than the most recent published national and regional averages for 2018/19, but shows improvement year on year. 2018/19 NYCC ASCOF outturn = 22.7	
6.2. 2A(1) - aged 65+ admissions to residential and nursing care homes, per 100,000 population (year-end projection)	658.5 2019/20 424.5 June 2020		Nat: 580.0 YHR: 644.3 (2018/19 full year) 646.3 Q1 2019/20	2019/20 outturn ranked green as the projected year-end figure shows significant improvement year on year and is slightly above the most recent published regional average for 2018/19. 2018/19 NYCC ASCOF outturn = 776.7	
6.3. Referrals to Adult Social Care (ASC) as % of ASC contacts	23.2% 2019/20 20.3% June 2020		n/a 22.7% Q1 2019/20	2019/20 outturn ranked green as current performance shows a small increase year on year but maintains the significant improvement made against baseline. 2018/19 Q4 = 22.7% 2015/16 baseline = 29.0%	
6.4. % of referrals resulting in no further action (incl: NFA, case closed, no service required, support declined)	39% 2019/20 n/a Q1 2020		n/a 46.3% Q1 2019/20	2019/20 outturn ranked amber as year-end performance has moved outside the acceptable range (25-33%) but remains below the higher levels recorded during the year. 2018/19 = 32%	
6.5. % of assessments resulting in no service provision	17.0% 2019/20 n/a Q1 2020		n/a	New calculation method, which excludes cases where no service has been provided but the person assessed has received support in the form of information, advice or guidance.	-
6.6. % of reablement clients not receiving a subsequent package of social care support within 91 days	83.6% 2019/20 n/a Q1 2020		n/a Not reported in Q1	2019/20 outturn ranked green as this maintains the year on year improvement secured in 2018/19. 2018/19 Q4 = 83.4% This measure cannot be reported in Q1 as sufficient time has not elapsed for service provision started during the quarter.	
6.7. Reablement packages delivered in the period as % of all weekly services delivered in the period	9.1% 2019/20 6.7% June 2020		n/a 8.6% Q1 2019/20	2019/20 outturn ranked amber as the proportion remains below 10% but shows some improvement year on year. 2018/19 = 8.9% Q1 2020: Reablement delivery grows steadily during the year.	
6.8. Clients receiving a review/reassessment in the year as a % of all open clients during the year	58.3% 2019/20 20.9% June 2020		n/a 20.0% May 2019	2019/20: Performance ranked red as it declined during the second half of the year to fall short of the 72% target and just below the 2018/19 outcome of 58.5%. To maintain the focus on this measure the target for 2020/21 has been set at 75%, which requires performance throughout the year to be maintained at the levels achieved in the first 7 months of 2019/20. June 2020: performance ahead of monthly target trajectory = 18.75%	
6.9. Over 65s with an open weekly social care service as a % of the population aged over-65	2.8% 2019/20 2.8% June 2020		n/a 3.1% Q1 2019/20	2019/20 outturn ranked green as the level remains broadly the same as 2018/19. 2018/19 = 2.9%	
6.10. Rate of total DTOC bed days per 100,000 population	10.4 (Feb 2020) n/a Q1 2020		6/16 in CIPFA group (Dec 2019 – Feb 2020) (Mar-May 2018 12/16, where lower = better)	2019/20 outturn ranked amber as the rate of total delays has reduced significantly against the baseline of 16.9 but remains short of the government's target of 9.5. Despite an increase in delays between quarters, performance shows year on year improvement. Social care delays in February 2020 were 3.0 per 100,000 of adult population against a government target of 2.9. 2018/19 = 11.1	
6.11. % of residential/nursing beds for older people above NYCC rate	54.0% 2019/20 53.0% June 2020		n/a 49% Q1 2019/20	2019/20 outturn ranked red as the rate remained above the 2018/19 outturn from Q2 onwards and showed an increase each quarter. 2018/19 = 49%	
6.12. Rate of safeguarding concerns per 100,000 population	906.0 2019/20 133.2 June 2020		Nat: 943 (2018/19)	2019/20: 15% (792) reduction in the number of concerns received during the year. 2018/19 = 1066.0	

6. Healthy and independent living - Primary indicators						
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel	
6.13. % of safeguarding concerns progressing to enquiry	49% 2019/20	Green	Nat: 39% (2018/19)	2019/20 outturn ranked green as the provisional year-end figure is significantly lower than 2018/19, bringing it more in line with the most recently published national data.	Down	
NEW PROCESS % of safeguarding enquiries progressing to Informal/Formal discussions	19.3% June 2020		21.7% 2019//20	Safeguarding processes were significantly changed in October 2019 to ensure a more rapid resolution of concerns with the aim of avoiding unnecessary progression to a formal enquiry. 2018/19 = 19%		
6.14. % of completed DoLS applications granted	47% 2019/20 35% June 2020	Green	Nat: 54% (2018/19) 53% Q1 2019/20	Provisional year-end data for 2019/20 indicated a continuing downward over the last three years, bringing local performance into line with the authority's group of comparator authorities. Applications were up 10% (301) year on year to 3,305. 2018/19 = 49% (local data)	Down	
6.15. Smoking prevalence in adults	12.0%		England = 14.4% CIPFA: 11.8% to 17.7%	Smoking prevalence is significantly lower compared to England. Among 16 similar areas, North Yorkshire has the 2nd lowest rate. There are around 60,000 smokers in NY.		
6.16. Excess weight in adults	62.9% (2018/19)	Yellow	England = 62.3% CIPFA: 60.7% to 66.7%	Excess weight is not significantly different from England. Among 16 similar areas, North Yorkshire has the 7 th lowest rate.	Right	
6.17. New STI diagnoses (excluding chlamydia aged < 25)	450 per 100,000	Green	England = 851 CIPFA: 417 to 641 per 100,000	North Yorkshire has a significantly lower STI diagnosis rate than England. Among 15 similar areas, North Yorkshire has the 3 rd lowest rate. In North Yorkshire, the rate has been increasing for the past 7 years such that the rate in 2018 is 30% higher than in 2012, compared with a 2% increase nationally.	Up	
6.18. Cumulative percentage of the eligible population aged 40-74 offered an NHS Health check	93.3%	Green	England = 90.0% CIPFA: 56.2% to 98.4%	North Yorkshire has offered significantly more NHS health checks compared with England. Amongst 10 similar areas, North Yorkshire has the second highest rate. Since January 2018, North Yorkshire has progressed from being significantly lower than England to being significantly higher.	Up	
6.19. Cumulative percentage of the eligible population aged 40-74 who received an NHS Health check	43.3%	Yellow	England = 43.3% CIPFA: 28.0% to 63.6%	Eligible population aged 40-74 in North Yorkshire who has received an NHS health Checks is similar compared with England. Amongst 16 similar areas, North Yorkshire has the 6 th highest rate. The long term trend for people receiving a check is increasing.	Up	
6.20. Successful completions of treatment for opiate use	6.5%	Yellow	England = 5.8% CIPFA: 3.4% to 10.2%	Successful completion of treatment for opiate use is slightly higher than England. North Yorkshire is 6 th highest of 16 similar areas. The completion rate is marginally reduced from the previous year, with the long-term trend being broadly unchanged.	Right	
6.21. Successful completions of treatment for non-opiate use	27.2%	Red	England = 34.4% CIPFA: 21.8% to 42.8%	Successful completion of treatment for non-opiate use is significantly lower than England. North Yorkshire is 13 th highest of 16 similar areas. The completion rate is reduced from the previous year, with a static long-term trend.	Right	
6.22. Successful completions of alcohol treatment	34.8%	Yellow	England = 37.6% CIPFA: 24.6% to 51.9%	Successful completion of treatment for alcohol use is not significantly different from England, having been lower. North Yorkshire is 9 th of 16 similar areas, up from 14 th . The completion rate is increased from the previous year.	Up	
6.23. Suicide rate	10.8 per 100,000	Yellow	England = 9.6 per 100,000 CIPFA: 7.8 to 12.1	The suicide rate in North Yorkshire is not significantly different from England. It is joint 5 th highest in a group of 16 similar areas. There were 9 additional suicides in 2015-17 compared with 2014-16.	Right	
6.24. Excess winter deaths index	26.2%	Yellow	England = 21.6% CIPFA: 14.2% to 28.9%	There were 26.2% more deaths in winter months compared with other times of year in North Yorkshire, versus 21.6% in England. North Yorkshire was 4 th highest among 16 similar areas. The index was higher in winter 2016/17 compared with the previous year, but this is a volatile indicator, dependent on many factors such as weather and flu viruses. The long-term trend is flat.	Right	
6.25. Successful quitters at 4 weeks (smokers)	1,379 per 100,000 smokers	Red	England = 2,070 per 100,000 CIPFA: 101 to 2,723	The rate of smokers successfully quitting at 4 weeks in North Yorkshire is significantly lower than to England. It is 10 th of 15 similar areas. The rates have been significantly lower compared to England from 2013/14 to 2017/18. The quit rate was slightly lower in 2017/18 compared with the previous year.	Down	
6.26. Percentage of physically active adults	70.7%	Green	England = 67.2% CIPFA: 64.8% to 74.8%	The proportion of physically active adults in North Yorkshire is significantly higher than England. It is 5 th highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2018/19. The rate is not significantly changed from 2016/17.	Right	
6.27. Proportion of dependent drinkers not in treatment	77.2%	Yellow	England = 82.4% CIPFA: 77.2% to 88.2%	The estimated proportion of dependent drinkers who are not in treatment is lower in North Yorkshire compared with England, but the difference is not statistically significant. North Yorkshire has the lowest proportion compared with 16 similar areas.	Method change prevents comparison	

6. Healthy and independent living - Primary indicators 					
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
6.28. Number of Living Well referrals	Q4 2019/20: 995		Q1 2019/20: 881 Q2 2019/20: 716 Q3 2019/20: 1,189 Q4 2019/20: 995 Quarterly target: 725	The number of Living Well referrals is 995, 17% lower than for Q3, reflecting the early period of the coronavirus restrictions. To achieve the 2019/20 total of 2,900 referrals, a target of 725 is needed per quarter. Actual referrals are 3,781 referrals; a 35% increase on previous year. Growth in referrals from health has been maintained (now 40%).	
6.29. Life expectancy at birth (male / female)	Male: 80.7 Female: 84.2		M: England = 79.6 CIPFA: 79.2 to 80.8 F: England = 83.2 CIPFA: 82.7 to 84.2	Life expectancy at birth for both males and females are significantly higher compared with England, from 2001-03 to 2016-18. For males, North Yorkshire is joint 2 nd highest among 16 similar areas, and for female, it is joint highest. Historic improvements in life expectancy have stalled: female LE in NY has not increased in 4 years and male LE is up by 0.1y in the past 3 years, with similar patterns seen nationally.	
6.30. Slope index of inequality in Life Expectancy at birth (male / female)	Male: 6.4 Female: 4.8	1 st (best) quintile	M: England = 9.5 CIPFA: 5.5 to 9.5 F: England = 7.5 CIPFA: 4.0 to 7.9	The slope index of inequality in life expectancy at birth for both male and female are within the 1 st (best) quintile in England. For males, North Yorkshire is joint 4 th among 16 similar areas, and for females, it is 4 th .	
6.31. Life expectancy at 65 - (male / female)	Male: 19.3 Female: 21.8		M: England = 18.9 CIPFA: 18.5 to 19.7 F: England = 21.2 CIPFA: 20.7 to 22.1	Life expectancy at 65 for both male and female are significantly higher compared with England, from 2001-03 to 2016-18. For males and females, North Yorkshire is 6 th highest among 16 similar areas.	
6.32. Flu vaccination coverage 65+	73.6%		England = 72.6% CIPFA: 71.4% to 76.7%	Benchmarked against goal: <75% >=75% Government policy is to recommend immunisation for people aged 65 years and over and those under 65 years in at risk groups. The ambition is to achieve 75% uptake in those aged 65 years and over, which North Yorkshire didn't meet. It is 9 th among 16 similar areas.	

7. Best start to life - Customer feedback



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.

Quarter 4

73 complaints were received in Quarter 4, an increase on Q3 (n=9). Two Corporate complaints have escalated to Stage 2. There were no statutory complaints considered at Stage 2. One request for a Stage 3 Panel Hearing was received under the Statutory process. This is currently on hold, with the complainant’s agreement, due to the current situation.

At stage 1, overall 31% of complaints were upheld.

19 compliments were received during Q4 (decrease = 8 from Q3) related to support provided to families from Inclusion support, School Improvement, Disabled Children’s Service, Fostering, IRO Service, Leaving Care and Safeguarding & LAC.

Timeliness

In relation to Corporate Stage 1 investigations, 64% were completed within timescale in Quarter 4, a reduction from Q3 (77%). This reduction in performance appears predominantly due to the impact of Covid-19 with timeliness at 90% in January then falling sharply in mid February (30%) and recovering later in March to 69%.

In relation to Statutory Stage 1 investigations 55% were completed within timescale, a decrease from Q3 (79%). Again this was largely due to the need to focus social work teams on Covid-19 support from mid February onwards.

The two Stage 2 corporate complaints received during Q4 have not yet been completed due to officer capacity. There were no Statutory Stage 2 complaints during this period.

Root cause

Common themes during Q4 remained Disagreement with decision/action taken, Quality of communication and Service and Care (all 31%)

Learning

Work is nearing completion on the revision of formal escalation processes, which should improve overall timeliness in normal times. The intention to provide training to new managers following major restructures in all parts of the Directorate is temporarily on hold. It is intended to arrange “virtual” sessions with the Complaints Team to create the opportunity to brief new managers over the summer. Guidance has been refreshed and will be reissued shortly. The importance of good communication with service users will again be stressed.

Ombudsman

No LGCSO decisions or enquiries were received during Q4 or Q1. A draft decision relating to a case investigated pre-lockdown is currently awaited.

Quarter 1 - Impact of Covid-19

The number of new complaints received during Quarter 1 (n=40) was lower than in this time period in previous years and decrease on Q4 (n=33). 15% of these complaints related to delays experienced by service users directly as a result of Covid-19 response workload. Two Corporate complaints were escalated to Stage 2 and one request for a Stage 3 Panel Hearing under the Statutory process is now being progressed using video technology at the complainant’s request. At Stage 1 overall 13 complaints were upheld.

Timeliness

Investigation of Statutory Stage 1 complaints completed in timescale improved from 55% (Q4) to 75% in Quarter 1 although there were delays in the investigation of Corporate complaints with 55% completed to timescale during the same period. It is hoped that the two outstanding Stage 2 investigations will be completed by end July.

Root cause

Themes during Q1 related mainly to Communication (delays in responding or quality of communication accounted for 34% of complaints) with Quality of Service and Care (34%). Only one complaint related directly to Covid-19 support.

44 compliments and 5 commendations were received, the majority related to the service’s support and response to the Covid-19 situation. Examples include:

“We have been so impressed and grateful for the NYCC and our own school’s response - it has been absolutely fabulous during these unprecedented times.” (Parent)

“Super impressed with North Yorkshire and the way its kept in touch, helped with the financial side of things and answered any questions so quickly. Thank you so much for making this whole situation so smooth and stress free.” (Childcare provider)

“Thank you for your time and support with everything going on it means a lot, you are amazing and i appreciate everything your all doing. so grateful don’t know what I would do. you always know what to do and how to help every time you all smash it and doing the best you can with everything going on” (Care Leaver)

“We would like to express our gratitude for the help and support by your services to my daughter-in-law, particularly AC who has been an absolute lifeline in difficult times. Without this help, my daughter-in-law would’ve found her daily life almost impossible to cope with” (parent)

“I just wanted to drop you a line to let you know how impressed I have been with the work of two social workers who have been supporting us with some of our most vulnerable families. “A” has led this with an expertise and dedication that I have rarely seen in social care. She has trail blazed social care in a new era and has made the impossible possible during this Covid crisis.” (Headteacher)














“Thank you for your messages, I personally appreciate them very much and would like to thank you and your staff for the support you provide to us, you are all doing an excellent job.” (Headteacher)





“I felt it important to say thank you for the clear and energetic leadership you have shown to North Yorkshire’s education community during this uniquely challenging time.” (Headteacher)

8. Best start to life - Primary indicators table



Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
8.1. Smoking at the time of delivery	2018/19 10.5% (equates to 528 women)	C	England = 10.6% CIPFA: 8.5% to 16.4%	Smoking status at time of delivery continues to fall but is still significantly higher than England. Among 16 similar areas, North Yorkshire has 11 th highest rate. If NY had the lowest rate of similar areas (Leicestershire, 8.5%), about 116 more infants would have a better start to life.	↓









8. Best start to life - Primary indicators table						C B A
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel	
8.2. The percentage of children aged 4 or 5 (reception) who have excess weight	<u>2018/19</u> 23.4%		England = 22.6% CIPFA: 17.7% to 25.6%	The proportion of children in Reception classes with excess weight has increased and is similar to England. North Yorkshire is ranked 5 th out of similar areas.		
8.3. The percentage of children aged 10 or 11 (Year 6) who have excess weight	<u>2018/19</u> 30.6%		England = 34.3% CIPFA: 27.0% to 35.5%	The proportion of children in Year 6 classes with excess weight has increased but remains significantly lower than England. North Yorkshire is ranked one of the best out of similar areas.		
8.4. The rate of children and young people admitted to hospital as a result of self-harm (10-24 yrs)	<u>2018/19</u> 496.4 per 100,000 population (440 10-24 year olds)		England = 440.0 per 100,000 CIPFA: 259.5 to 1,002.0 per 100,000	There were 440 admissions for self-harm in this age group in 2018/19. Some individuals may have been admitted on more than one occasion, so the number of people admitted is likely to be lower. North Yorkshire is 10 th highest among 16 similar areas (previously 6 th highest). The rate of admissions is marginally down but remains significantly higher than England.		
8.5. Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	<u>2018/19</u> 108.6 per 10,000 (1,055 admissions)		England = 96.1 per 10,000 CIPFA: 75.2 to 124.9 per 10,000	There were 1,055 admissions for injuries in children aged 0-14, down from 1,190. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. The rate of admissions is broadly stable in North Yorkshire, but falling nationally. North Yorkshire has the 4 th highest rate among similar areas (previously highest).		
8.6. The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<u>2018/19</u> 93.6 per 100,000 population (110 admissions)		England = 88.3 per 100,000 CIPFA: 58.4 to 153.6 per 100,000	There were 110 admissions for mental health conditions in 2018/19, up slightly from 92. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. Admissions in North Yorkshire are not significantly different from England and are 7 th highest among 15 similar areas. Admission rates have been similar for the past 7 years.		
8.7. First time entrants to the youth justice system aged 10-17 (per 100,000 population)	<u>Jan-Dec 18</u> 202 per 100,000		England = 239 per 100,000 CIPFA: 72 to 298 per 100,000	The figure of 202 per 100,000 10-17 population equates to 109 young people. The rate has decreased for the past 3 years and is lower than the regional (245) and national (238) rates.		
8.8. The percentage of children reaching a Good Level of Development in the Early Years Foundation Stage Profile	<u>2018/19</u> 72.8%		England = 71.8% CIPFA: 69.6% to 76.0%	This is a key indicator in relation to school readiness. North Yorkshire is marginally above the national performance for pupils achieving a Good Level of Development and performance has improved steadily over the last 3 years, with a small improvement seen last year. It is 3 rd highest among 16 similar areas.		
8.9. The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 1	<u>2019</u> Reading 74.0% Writing 68.0% Maths 74.0%		<u>2019 National</u> Reading 75.0% Writing 69.0% Maths 76.0%	Performance in reading, writing and maths has declined slightly between 2018 and 2019. North Yorkshire remains below the national position for maths, but is now slightly below in reading and writing.		
8.10. The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 2	<u>2019</u> 63.0%		<u>2019</u> 65.0%	The percentage of children achieving the expected level in Reading, Writing and Maths has improved by 1% in 2019. The 2% gap between North Yorkshire and National has remained the same.		
8.11. Progress 8 score at Key Stage 4	<u>2019</u> 0.10		<u>2019 national</u> 0.00	The progress 8 score at Key Stage 4 is significantly above the national average.		
8.12. Average Attainment 8 score at Key Stage 4	<u>2019</u> 48.6		<u>2019 national</u> 44.5	The Attainment 8 average score at Key Stage 4 is significantly above the national average.		
8.13. Persistent absence as % of school population (primary/secondary)	<u>2018/19 2 Term</u> Primary: 7.3% Secondary: 13.2%		<u>2018/19 National 2 Term</u> Primary: 8.4% Secondary: 12.7%	The percentage of primary pupils who are persistently absent continues to be lower (1.1%) than the national average. At secondary schools the percentage of pupils persistently absent has increased slightly and is now 0.5% higher than national	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"></div> <div style="text-align: center;"></div> </div> <div style="display: flex; justify-content: space-between; width: 100%; font-size: small; margin-top: 5px;"> P S </div>	

8. Best start to life - Primary indicators table						C B A
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel	
8.14. The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	<u>2019/20</u> Q4 123 (1.1%)		National NEET 2.8% (March 2020) Y&H NEET 3.1% (March 2020) National Situation Not Known 2.3% (March 2020) Y&H Situation Not Known 2.3% (March 2020) NYCC Situation Not Known 7.1% (March 2020) <u>2018/19</u> Q1 145 (1.3%) Q2 74 (0.7%) Q3 101 (0.9%) Q4 105 (0.9%)	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures although it has increased slightly since the last quarter. The percentage of 16-17 year olds with unknown education, training or employment status has now decreased but is still above the regional and National figure of 2.3%.		
8.15. The number of open early help cases (Prevention)	<u>2020/21</u> Q1 2,463		<u>2019/20</u> Q1 2,421 Q2 2,298 Q3 2,448 Q4 2,591	The number of ongoing Early Help cases have decreased by 4.9% between Quarter 4 and Quarter 1, from 2,591 to 2,463. This decrease is primarily as a result of a significant drop (49%) in the number of requests for service received; down from 1,029 in the 11-week period up to 22nd March 2020 to 524 in the 11-week period from 23rd March. Schools are generally the largest source of requests for service into the Early Help Service. In the 11 weeks prior to 23rd March, 33.5% (345) of requests for service came from schools compared with 10.3% (54) in the 11-week period from 23rd March.		
8.16. The total number of children subject to a child protection plan (rate per 10,000)	<u>2020/21</u> Q1 26.8 (315)		<u>2017/18</u> Q1 36.4 (427) Q2 38.2 (448) Q3 41.8 (490) Q4 44.4 (520) <u>2018/19</u> Q1 46.0 (539) Q2 40.1 (478) Q3 36.0 (422) Q4 34.5 (369) <u>2019/20</u> Q1 29.8 (349) Q2 32.6 (384) Q3 30.1 (354) Q4 27.8 (327)	Following unprecedented growth in the number of open CPP through 2017/18 and Q1 of 2018/19 we saw a steady reduction over the remainder of 2018/19. Prior to the Covid-19 pandemic 2019/20 had been characterised by relative stability in the rate of CPP. Since March 2020 we have seen a reduction in open CPP, linked to lower demand at the front door during lockdown. It remains plausible that we will see further reductions in the number of open CPP in Q2 2020/21 before picking up again towards the end of Q3 2020/21		
8.17. The total number of Children in Need (DfE Definition)	<u>2020/21</u> Q1 1,743		<u>2017/18</u> Q1 2,697 Q2 2,631 Q3 2,886 Q4 3,031 <u>2018/19</u> Q1 2,858 Q2 2,904 Q3 2,842 Q4 2,667 <u>2019/20</u> Q1 2,668 Q2 2,747 Q3 2,456 <u>2019/20</u> Q4 2,368	The number of Children in Need (CiN) refers to all children with an open involvement with children's social care. Quarter 1 has seen a decrease in the number of Children in Need. It is worth noting that this is likely to be directly linked to the Covid-19 outbreak and the reduction in contacts being received by the MAST leading to fewer cases being referred to Children's Social Care.		

8. Best start to life - Primary indicators table





Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
8.18. The total number of looked after children	<u>2020/21</u> Q1 457		<u>2017/18</u> Q1 415 Q2 409 Q3 429 Q4 437 <u>2018/19</u> Q1 434 Q2 447 Q3 454 Q4 435 <u>2019/20</u> Q1 460 Q2 440 Q3 443 Q4 447	The number of children in care remains rose by 2% at the end of Q1, up by 10 compared to the position at the end of March. Of the 457 LAC reported at the end of the quarter, 15 were unaccompanied asylum seekers (UASC).	
8.19. The percentage of referrals to children's social care that are repeat referrals	<u>2020/21</u> Q1 21.2%		<u>2016/17</u> Target 20% <u>2017/18</u> Q1 12.0% Q2 18.6% Q3 14.7% Q4 15.8% Full year: 15.2% <u>2018/19</u> Q1 16.1% Q2 18.4% Q3 20.5% Q4 17.5% Full year 18.2% <u>2019/20</u> Q1 14.6% Q2 17.9% Q3 17.7% Q4 16.3% Full year 16.3%	Q1 saw an increase in the re-referral rate to 21.2%. Although this represents a worsening picture in North Yorkshire, this remains better than the national rate of 22.6%	
8.20. The percentage of pupils who attend a good or outstanding school	<u>End March 2020</u> Primary 80.0% Secondary 79.9%	Primary Secondary	<u>End March 2020</u> Primary 87.9% Secondary 79.5%	At the end of Q4 the percentage of pupils attending a good or outstanding school continues above national at secondary, but below national at primary.	
8.21. The percentage of Education Health and Care Plans (EHCP) issued in 20 weeks (excluding exceptions)	<u>2018/19</u> Q1 94.7% <u>2019/20</u> Q4 34.6%		<u>National</u> 58%	There has been a significant drop in performance, down from 94.7% of new EHC plans being issued within 20 weeks in Q1 of 2018/19 to 34.6% in Q4 of 2019/20. This rate is now below the National rate of 58%. There were 438 new EHC plans issued in the past four Quarters, compared to 417 in the same period of the previous year. There has been a major restructure within the Inclusion Service recently and this is likely to have had an impact on this indicator. As the new structure becomes more embedded, this indicator will be monitored for an improvement.	

8. Best start to life - Primary indicators table						C B A
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel	
8.22. The number of children receiving SEN support	Jan 2020 Primary: 12.4% of school population Secondary: 9.6% of school population Jan 2019 Primary: 12.1% of school population Secondary: 8.5% of school population		<u>National</u> Primary 12.6% of school population Secondary 10.8% of school population Jan 2019	The percentage of the school population receiving SEN support continues to increase and the gap to national is reducing.		
8.23. School Readiness: the percentage of children with free school meal status achieving a good level of development at the end of reception	<u>2018/19</u> 51.0%		<u>2018/19 National</u> 57.0%	The actual percentage of FSM pupils achieving a good level of improvement has improved but is significantly worse compared with England.		
8.24. Percentage of young people with a qualification by age 19 (Level 2 / Level 3)	<u>2018/19</u> Level 2: 86.3% Level 3: 62.2%		<u>National</u> Level 2: 82.2% Level 3: 57.2%	North Yorkshire remains above the national average for both Level 2 and 3. The percentage of students achieving a level 2 has reduced slightly over the 2 years but this is matched nationally and regionally.		
8.25. The percentage of care leavers aged 19, 20 and 21 that are in education, employment or training	<u>2020/21</u> Q1 55.5%		<u>2018/19</u> Q1 63.9% Q2 66.5% Q3 71.5% Q4 68.3% <u>2019/20</u> Q1 72.0% Q2 71% Q3 66% Q4 63.4%	Performance has reduced in Quarter 1 to 55.5%, whilst this remains higher than the latest national figure of 51% it is now in line with our stat. neighbour average of 55.4%. This is likely to be a result of the lockdown and the impact that this has had on employment and education.		
8.26. Rate of children with an Education Health Care Plan as % of school population	Jan 2020 Primary: 1.6% of school population Secondary: 1.4% of school population Jan 2019 Primary: 1.5% of school population Secondary: 1.3% of school population		<u>National</u> Primary 1.6% of school population Secondary 1.7% of school population Jan 2019	The percentage of the school population with an EHC plan continues to increase and the gap to national is reducing.		
8.27. GCSE 9-5 pass in English and Maths (Basics) at KS4	<u>2018/19</u> 47.4%		<u>National</u> 39.8%	North Yorkshire remains above the national and regional averages		
8.28. Persistent absence as % of school population (primary/secondary)	<u>2018/19 2 Term</u> Primary: 7.3% Secondary: 13.2%		<u>2018/19 National 2 Term</u> Primary: 8.4% Secondary: 12.7%	The percentage of primary pupils who are persistently absent continues to be lower (1.1%) than the national average. At secondary schools the percentage of pupils persistently absent has increased slightly and is now 0.5% higher than national	P  S 	

8. Best start to life - Primary indicators table



Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel
8.29. Exclusion rate as % of school population (fixed-term/permanent)	Children Fixed-term excluded at least once 2018/19 to end Q4. 1545, 1.86% of school population 2019/20 to end Q4 1533, 1.86% of school population Permanent Exclusions: 2018/19 to end Q4. 61, 0.07% of school population 2019/20 to end Q4 54, 0.065% of school population		National 2017/18 academic year: Fixed-term child: 2.33% Permanent: 0.1% North Yorkshire 2017/18 academic year: Fixed-term child: 2.48% Permanent: 0.12%	There have been fewer permanent exclusions from North Yorkshire schools in the 2019/20 academic year to the end of Q4 than the same point in 2018/19. Levels of fixed-term exclusions are however similar to last year. National benchmarks are available for 2017/18 academic year only.	
8.30. Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates	<u>2019/20</u> Q4 – Academic Year 19/20 80.6%		<u>2018/19</u> Q1 18/19 69.0% (Academic Year 17/18) Q2 18/19 78.5% (Academic Year 18/19) Q3 18/19 78.2% (Academic Year 18/19) Q4 18/19 68.8% (Academic Year 18/19)	2018/19 academic year performance to date shows a significant increase on the position at the same time in the 2017/18 academic year. The 19+ Education and Training Funded Learners overall achievement rate has increased by 5.7%.	
8.31. Proportion of Education, Health & Care plans placed in independent/non-maintained out of authority specialist settings (i.e. non-maintained special school & independent special school)	<u>2019/20 to end Q4</u> 4.4% (144 of 3246 EHC plans)		<u>2016/17</u> 3.4% (76 of 2245 EHC plans) <u>2017/18</u> 4.0% (101 of 2545 EHC plans) <u>2018/19</u> 4.6% (128 of 2813 EHC plans) <u>2019/20 to end Q3</u> 4.4% (136 of 3057 EHC plans)	There is an increasing trend in children being placed in Out of Authority independent or non-maintained special school, increasing by 79% between 2016/17 and 2018/19.	
8.32. Under 18 conceptions (annual)	<u>2018</u> 12.8 per 1,000		England = 16.7 per 1,000 CIPFA: 10.8 to 17.1 per 1,000	The under 18 conception rates in North Yorkshire have been significantly lower than England from 1998 to 2018. The number has reduced from 366 in 1998 to 96 in 2017, but increased slightly to 122 conceptions in 2018. North Yorkshire has the 4th lowest rate amongst 16 similar areas.	
8.33. Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	<u>2018/19</u> 93.2%		England = 88.8% CIPFA: 66.4% to 95.1%	The percentage of face-to-face new birth visits undertaken within 14 days by a health visitor in North Yorkshire is significantly better compared to England. It is the 4 th highest among 15 similar areas.	Face-to-face new birth visits undertaken within 14 days by a health visitor (%)
8.34. Eligible infants that receive a 12 month review by 15 months of age (%)	<u>2018/19</u> 97.2%		England = 82.3%* CIPFA: 63.4% to 97.4% *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of infants that receive a 12 month review by 15 months of age in North Yorkshire is significantly better compared to England. It is the highest among 15 similar areas.	-
8.35. Eligible children receiving a 2-2.5 year review by the time they were 2.5 years (%)	<u>2018/19</u> 95.9%		England = 77.6%* CIPFA: 42% to 95.9% *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of children who received a 2-2½ year review by the time they turned 2½ years old in North Yorkshire is significantly better compared to the England average. It is the highest among 15 similar areas.	-
8.36. Reception aged children completing a check (%)	<u>2018/19</u> Q4 57.3% <u>2017/18</u> Q4 66.2%		Local measure - no benchmarking data available	2017/18 data showed 66.2% for same quarter last year, so a little lower. Cumulative towards an annual target of 85%, so just below track. This is under review as part of re-commissioning.	

8. Best start to life - Primary indicators table						C B A
Primary Indicators:	Latest data / figure	RAG status	Benchmarking data	Comments	Direction of travel	
8.37. Year 6 children completing a check (%)	<u>2018/19</u> Q4 30.5% <u>2017/18</u> Q4 30%		Local measure - no benchmarking data available	2017/18 data showed 30.0% for same quarter last year so broadly similar. Cumulative towards an annual target of 85%, so below track. This is under review as part of re-commissioning.		
8.38. Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review	<u>2018/19</u> 97.7% (4,393 children aged 2-2.5 years old)		<u>2018/19</u> England: 90.3% CIPFA: 75.4% to 100%	The proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme in North Yorkshire is significantly higher than the England proportion.		
8.39. % of Care Leavers (aged 19, 20 or 21) that the local authority is not 'in-touch' with	<u>2020/21</u> Q1 98.1%		<u>2018/19</u> Q1 98.7% Q2 98.7% Q3 98.8% Q4 98.8% <u>2019/20</u> Q1 98.2% Q2 97% Q3 97% Q4 97.5%	Performance for Care Leavers in-touch with the local authority is remaining consistently strong. Whilst it does fluctuate from one Quarter to the next, it is considerably stronger than the latest national figure of 93% (based on the 7% not in-touch).		
8.40. % of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<u>2020/21</u> Q1 94.2%		<u>2018/19</u> Q1 93.7% Q2 92.4% Q3 93.9% Q4 95.7% <u>2018/19</u> Q1 92.7% Q2 91.7% Q3 91.4% Q4 91.5%	We continue to perform strongly compared to the latest national average (84%) and the latest statistical neighbour average (83.5%). Quarter 1's figure of 94.2% is higher than any quarter last year.		
8.41. The percentage of parents/carers who strongly agree/agree that the Education, Health & Care Plan identifies realistic and positive outcomes for their child.	<u>End Q1 2020/21</u> 84.1%		<u>End Q4 2019/20</u> 85.4%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.		
8.42. The percentage of parents/carers who strongly agree/agree that the Education, Health & Care Plan identifies the right support to achieve the outcomes.	<u>End Q1 2020/21</u> 80.9%		<u>End Q4 2019/20</u> 81.5%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.		
8.43. % of respondents who we either satisfied or very satisfied with the involvement from the Children & Families Service	<u>End Q1 2019/20</u> 96.9%		<u>2018/19</u> Q4 95.3% Q3 98.6% Q2 96.7% Q1 96%	Overall, service user feedback is positive. We consistently see more than 95% of service users completing family feedback responding that they are either satisfied or very satisfied with the service that they receive.		