



Agenda

- Meeting:** Corporate & Partnerships Overview & Scrutiny Committee
- To:** Councillors David Ireton (Chairman), Nick Brown, Chris Aldred, Karl Arthur, Michelle Donohue-Moncrieff, Kevin Foster, Richard Foster, Bryn Griffiths, Tim Grogan, Robert Heseltine, Tom Jones, Yvonne Peacock, Tony Randerson, Subash Sharma, Malcolm Taylor and Phil Trumper.
- Date:** Monday, 5th December 2022
- Time:** 10.30 am
- Venue:** Brierley Room, County Hall, Northallerton

This meeting is being held as an in-person meeting and in public. The government position is that of learning to live with COVID-19, removing domestic restrictions while encouraging safer behaviours through public health advice. In view of this, hand cleanser and masks will be available for attendees upon request. The committee room will be well ventilated and attendees encouraged to avoid bottlenecks and maintain an element of social distancing. Please contact the named supporting officer for the committee, if you have any queries or concerns about the management of the meeting and the approach to COVID-19 safety.

Please do not attend if on the day you have COVID-19 symptoms or have had a recent positive Lateral Flow Test.

Further details of the government strategy (Living with COVID-19 Plan) is available here – <https://www.gov.uk/government/news/new-guidance-sets-out-how-to-live-safely-with-covid-19>

Business

- 1. Minutes of the meeting held on 24 October 2022** (Pages 3 - 10)
- 2. Apologies & Declaration of Interest**
- 3. Public Questions & Statements**

Members of the public may ask questions or make statements at this meeting if they have given notice and provided the text to Melanie Carr of Democratic Services (*contact details below*) no later than midday on Wednesday 1 December 2022. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

If you are exercising your right to speak at this meeting, but do not wish to be recorded, please inform the Chairman who will instruct those taking a recording to cease whilst you speak.

- 4. Property Services Bi-annual Performance Update** (Pages 11 - 24)
- 5. Annual Equality and Diversity Update** (Pages 25 - 38)
- 6. Update on the Development of a new Council Plan 2023-27** (Pages 39 - 48)
- 7. Update on the Operation of the Customer Portal** (Pages 49 - 86)
- 8. Work Programme 2022/23** (Pages 87 - 88)
Purpose – To consider, amend and adopt the committee’s work programme for the remainder of the municipal year.
- 9. Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances.**

Contact Details

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Barry Khan
Assistant Chief Executive
(Legal and Democratic Services)

County Hall
Northallerton

25 November 2022

North Yorkshire County Council

Corporate & Partnerships Overview & Scrutiny Committee

Minutes of the remote meeting held on Monday, 24th October 2022 commencing at 10.30 am.

County Councillor David Ireton in the Chair. plus County Councillors Nick Brown, Chris Aldred, Karl Arthur, Michelle Donohue-Moncrieff, Kevin Foster, Richard Foster, Bryn Griffiths, Robert Heseltine, Tom Jones, Yvonne Peacock, Tony Randerson, Subash Sharma and Malcolm Taylor.

In attendance: County Councillors Mike Jordan & George Jabbour (substituting for Councillors Tim Grogan and Phil Trumper respectively)

Officers present: Nigel Smith, Deborah Flowers, Marie-Ann Jackson, Keeley Metcalfe, Matthew Robinson and Barbara Merrygold.

Apologies: Councillors Tim Grogan and Phil Trumper. .

Copies of all documents considered are in the Minute Book

11 Minutes of the meeting held on 6 June 2022

Resolved –

That the Minutes of the meeting held on 6 June 2022 having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

12 Apologies & Declaration of Interest

Councillor Yvonne Peacock declared an interest in Agenda Item 4 as a Director of Upper Dales Community Partnership. She also declared an interest in Agenda Item 5, as a fuel merchant.

Councillor Karl Arthur declared an interest in Agenda Item 5, as a Trustee representative at Selby District Association of Voluntary Service.

13 Public Questions & Statements

Mr Mark Harrison presented his public statement in relation to Agenda Item 5 - An introductory report on the use of food banks, which read:

'I am not familiar with the workings of NYCC and apologise if I have overlooked or misunderstood something in this welcome report.

I am speaking as a concerned resident and volunteer for Hambleton FoodShare. I shall not forget the desperate reaction of a child rushing towards the carrier bags of food during my first delivery.

It is good that NYCC states: "*We have four key ambitions for the North Yorkshire of 2021.*"

- 1 Every child and young person has the best possible start in life;
- 2 Every adult has a longer, healthier and independent life;..”

It seems obvious, and consistent with these ambitions, that no one should be hungry or malnourished. However, it is not apparent that this is an agreed **Goal** of NYCC.

No statements about such a goal or when it should be achieved are evident. It is not clear what is deemed to be an acceptable number of hungry or malnourished people.

Over 30 years ago, a transformation of belief took place in leading high-hazard industries. Companies switched from: “Some accidents will happen” to “All injuries and incidents are preventable.” Lives and livelihoods were saved by adopting best practices from around the world.

Loss prevention requires effective and constant management of **Plans, Organisation, Measurement, Investigation** and **Auditing**. The report includes useful numbers and descriptions but does not include, or refer to, a description of these elements of strategy which are critical for the elimination of malnourishment.

It appears from item 4.10 of the report that the main immediate causes of hunger and malnourishment are insufficient money, lack of ability/knowledge and access. It is not known if there are sufficient **Resources** within the County to achieve the goal. No shortfalls are quantified. It is not known if sufficient action has been taken with local MPs & national government to obtain the required resources.

A chronically malnourished or stressed child may learn that their welfare and development is not valued sufficiently. This is the wrong sort of investment in the future.

*“The Child who is not embraced by the Village will burn it down to feel its warmth.”
(African proverb)*

This entirely preventable, severe and chronic suffering must be averted. It appears that a radical change is required.’

In response, Marie Ann Jackson, Head of Stronger Communities confirmed the report to be considered at Agenda item 5 related specifically to an issue raised about the usage of food banks and other food support services across the county and whether the issue of increasing dependency should be considered further. She noted the report was there to help inform a decision on whether a more in depth scrutiny review should be undertaken, by highlighting information gathered from a range of food support organisations across the county over the past two years. She also noted that some of the organisations operated in the traditional food bank model, whilst others were relatively new, set up as a response to food insecurity – as distinct from food poverty – during the pandemic.

She went on to confirm the Stronger Communities team were carrying out some more detailed research regarding the efficacy of the range of food support offers available in the county - both with the organisations themselves and with the users of the services.

In regard to the two ambitions in the current Council Plan – “Every child and young person has the best possible start in life”; and “Every adult has a longer, healthier and independent life” Marie Ann Jackson noted they were underpinned by priorities for action, for example:

- A commitment to continue to focus on closing the disadvantage gap, particularly for children eligible for Free School Meals and Service Children; and
- Working with our partners to reduce disadvantage in the County; improve people’s physical health and promote positive mental health and wellbeing. We will build on existing sources of support around jobs, income and education so that people have the

same opportunities whatever their circumstances or where they live.

She acknowledged that food insecurity could manifest in a number of ways. For some it was driven by insufficient income to meet their basic needs, for others it was driven by access to affordable and healthy food, and for some their personal capacity to prepare food.

She drew attention to a government Food Strategy published in June 2022 and the ongoing work by NYCC's Public Health team to develop a North Yorkshire – whole system – plan. The plan would look at the issues of food security and sustainable production, healthier eating and nutrition and creating healthier food environments. She confirmed it was intended to involve a range of partners from public, business, health, education and community sectors, and noted that in recognition that work on those issues was an area that required additional resource, the new plan was being developed by a newly established team - Healthier Lives, Community and Economy unit, in Public Health.

She also drew attention to the Council's continued investment in a number of programmes and services that would contribute to the themes of the plan, which included:

- The Healthy Child Programme
- Healthy Schools initiative including healthy school zones
- Working with planners and advertisers in relation to healthy food options
- Healthy Weight, Healthy Lives - which reports annual progress
- The Director of Public Health Annual Report

She noted there was also a range of practical support available for people experiencing food or fuel insecurity through services such as:

- Free school meals – over 10,000 children currently
- Household Support Grants
- North Yorkshire Local Assistance Fund
- The Holiday Activity and Food programme for children who are eligible for free school meals
- Grant support for food banks and other local voluntary sector food support initiatives
- The Warm and Well service that offer support and help in relation to fuel and energy costs

Finally, she confirmed the whole system plan currently being developed would be a means to bring a range of programmes and activities together under a strategic overview, with prioritised action plans, which in turn would help clarify the roles and contributions needed throughout the whole system in relation to both prevention activities and response services.

The Chairman thanked Mr Harrison for his contribution to the meeting and confirmed the issues would be further discussed as part of agenda item 5.

14 Stronger Communities Update

Marie-Ann Jackson, Head of Stronger Communities Programme introduced the report and provided an overview of the ongoing work with the Community Support Organisations still in operation. She drew attention to the review carried out in June 2022 and the important learning from it. She also confirmed:

- The evolution of the CSOs into effective place based hubs, contributing to both prevention and health and well-being services and pressures
- Financial provision was in place to continue to work with the network of CSOs over

2022 to support them through the transition

- The close work with the NHS on transformational mental health programmes;
- A majority of partners were keen post-pandemic, to continue their contribution to the support being given and evolve in to organisations that work alongside statutory services;
- There was to be a third round of the Household Support Fund

She also highlighted that whilst focussing on the work of the CSOs, the Stronger Communities team had continued with other post pandemic related work and its broader 'business as usual' work, as detailed in section 4 of the report.

Keeley Metcalfe (Resourcing Solutions Business Partner, Human Resources and Organisational Development (CSD) provided a further progress update on key elements of the Corporate Volunteering project, which included an overview of the 15 different services where volunteers were involved and the ongoing work to create one consistent process across all services.

Attention was drawn to a number of emerging issues of concern, as detailed in section 6 of the report, and a forthcoming event on 3 November 2022 to look at financial stability and amendment of the criteria to address the fuel crisis. It was noted that the main focus was on identifying additional funding streams for the voluntary sector.

Members suggested there should be a focus on retaining the volunteers who had started at the beginning of the pandemic.

Finally, it was confirmed that:

- Take up of the Holiday Activities and Food Programme for free school meal eligible children (DfE funded) was only around 25 – 30%.
- The conversion of schools to academies accounted for some of the reduction in volunteer numbers
- An evaluation of the providers for the Food for the Future programme had been completed but the evaluation of users was still ongoing
- It was not possible to provide volunteers numbers by geography, only by organisation / service area – Keeley Metcalfe agreed to share the data with Members
- The intention of a new Volunteer Policy would be to demonstrate that the Council had all the right services in place to ensure a consistent approach for all volunteers regardless of service area

Members thanked officers for their update and it was agreed that a further update be provided in 12 months time.

15 Introduction to the Use of Food Banks

Considered: An introductory report of the Assistant Director Policy, Partnerships and Communities on the use of food banks.

Marie-Anne Jackson, Head of Stronger Communities introduced the report, which provided background to the issues across the county and context to the work of her team.

The report drew attention to the many forms of food support projects and programmes across the count, and the various national funding schemes that had become available over the previous 2-3 years.

In regard to the Food Bank Support Fund, Members considered the summary data of individuals and households supported by the 14 food projects in North Yorkshire between October 2021 and June 2022. They also noted the ongoing challenges detailed in the report, particularly those in the more rural areas where many residents were not on mains gas.

Members also noted the growing number of applications made to the North Yorkshire Local Assistance Fund over the last three years, and were pleased to note the ongoing jointly commissioned a piece of work with City of York Council to better understand the role and effectiveness of the various types of food support programmes operating across the region.

In regard to:

- The rising cost of fuel, Members noted the introduction of warm banks across the county, and County Councillor Nick Brown suggested the introduction of co-operatives in rural communities to purchase oil at a more competitive price;
- The use of food banks, Members acknowledged the stigma for some around other people knowing;
- Donations from businesses, Members recognised they were reducing, with bigger organisations working hard to reduce their waste and supermarkets cutting back on surplus;

Overall Members recognised there was an increase in demand at the same time as a decrease in provision. They therefore agreed they wanted to progress with a scrutiny review, in order to further their understanding of the different types of models and Identify best practice

The Chairman thanked the officer for her detailed introduction to the use of foodbanks and it was agreed that:

- i. A scrutiny review on the use of foodbanks be undertaken
- ii. A Task Group be formed to lead on the Review, made up of the following Members:
Cllr Bryn Griffiths
Cllr Kevin Foster
Cllr Chris Aldred
Cllr Michelle Donohue-Moncrieff
Cllr Tony Randerson
- iii. All Committee Members would support the review by carrying out site visits to the projects in their own divisions to gather sample feedback from users. They also agreed a number of questions should be circulated, to support members in their visits and to enable a fair comparison of the feedback received.
- iv. Marie-Anne Jackson would provide a list of all the projects across the county to aid Members in their visits.

16 Parish Portal Members' Dashboard and Parish Council Engagement Update

Considered – A report of the Assistant Director – Highways and Transportation, providing an annual update on the operation of the Parish Portal / Members' Dashboard and on Parish Council Engagement.

Nigel Smith - Head of Highway Operations introduced the report and provided a detailed

overview of the ongoing improvements made to the Parish Portal, which included an increase in list of services that could now be requested

Having noted the update, Members took the opportunity to raise their ongoing concerns about the lack of clarity on which complaints/issues were logged by a Councillor, the general lack of /minimal feedback on issues logged, and the sometimes incorrect update given on some issues – Councillor Tony Randerson gave street lighting updates as an example.

Deborah Flowers - Highways Customer Communications Officer reassured Members that their concerns were noted and that work continued to improve the timeliness and quality of the feedback given.

She confirmed that the new Members' Dashboard was now live and was an easy to use and effective tool to access real-time information regarding activity and service demand in individual Divisions. She also drew attention to the continued efforts to promote the Parish Portal and the available Members Dashboard training.

Members acknowledged the role and benefits arising from the weekly surgeries for Councillors, which provided an opportunity to receive progress updates on live issues across a division.

Recognising that Parish Council engagement was crucial, Members agreed KPIs around response times were important because if response times were poor, Parish Councils were likely to escalate their issue, which could further increase a Member's workload.

The Chairman thanked officers for their update and the Committee agreed to receive a further update in 12 months time.

17 Youth Justice Services Performance Update

Considered – A presentation on the Youth Justice Service provided by Barbara Merrygold, Head of Early Help, Children and Families Service.

At the meeting Members received detailed information on:

- The blending of the key principles of the national youth justice practice model with the advanced, child-centred & strength-based approach used by Children's Services;
- The Service's leading role in the national development of NHS Framework for Integrated Care;
- New funding to deliver more early prevention, targeted support and psychologically informed support for high-need children;
- Performance Indicators for first time entrants, reoffending rates and custodial sentences;
- The fully established assessment model (MAP) and the extension of the MOU pilot to 31 March 2023;
- The Service's contribution to the development of national pathfinder services for complex, high-need children in the youth justice system or at risk of entry
- The development of a bespoke 'MoMO' offer for the young people involved with youth justice;
- The ongoing work as part of Local Government Reorganisation, and;
- The ongoing work to improve progress on reducing FTEs, numbers in Custody, and re-offending rates;

It was noted that the Youth Justice Service was now located within the broader Early Help offer, supporting a single, coordinated pathway for children presenting risky or challenging behaviour.

The Chairman thanked the officer for her update and it was agreed a further update be received in 12 months.

18 Resilience & Emergencies Update

Considered – A presentation from the Head of Resilience & Emergencies providing an overview of the team's 2022/23 progress and the work being undertaken to plan and prepare for Local Government Reorganisation.

Matthew Robinson also provided a brief overview of the incidents that had occurred since the last update report, and of the North Yorkshire Local Resilience Forum – its aim and structure.

Members noted there was to be a number of changes to the legislation governing the response to major incidents. They also noted the ongoing work to ensure business continuity post LGR vesting day

In regard to future annual reports, Members agreed they wanted to receive an overview of any further changes to the legislation governing the response to major incidents, changes partnership arrangements, and a general de-brief on the lessons learnt for any major incidents.

Members discussed the benefits of communities having emergency plans in place to support them in dealing with the first 48 hours following an incident. They also recognised the risk associated with a reliance on wi-fi as a result of the switch from analogue to digital telephony. Members suggested a crib sheet with telephone numbers for key officers/service teams and external partners, would be helpful for all members.

The Chairman thanked the officer for his report and it was agreed a further report be provided in 12 months.

19 Work Programme 2022-23

The report of the Principal Democratic Services and Scrutiny Officer inviting Members to consider the Committee's Work Programme for the remainder of 2020 taking into account the outcome of discussions on previous agenda items and any other developments taking place across the county.

Resolved – That the work programme be noted for the remaining meetings in the 2022-23 municipal year.

The meeting concluded at 1.40 pm.

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Corporate and Partnerships Overview and Scrutiny Committee

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Property Update
December 2022

Property Service Objectives

1. Property portfolios that are transformed to deliver the Council's ambitions
2. Management arrangements that ensure the Property portfolios and the services that are provided by the Property Service are safe and fit for purpose
3. Achievement of value for money in the management of the Property portfolios
4. A service that demonstrates commercial awareness in controlling its costs and the pursuit of opportunities
5. A service that understands and meets the needs of its customers
6. A highly skilled, motivated and engaged workforce

Aspirations

- More efficient property service providing modern, flexible accommodation that support Modern Council principles and reflect the requirements of services.
- A service that is better able to understand and control cost, including utilities, maintenance and other services arising from improvements in the quality of data.
- Development of a more flexible traded offer that can be designed around the specific requirements of client organisations.
- A service that understands the costs of building construction and delivers Value for Money in all projects.

Savings

- Savings of £954,000 achieved since 2014, with £213,500 identified in 22/23 – total savings now £1,167,500.

Forward plans:-

- Rationalisation
 - Wider Northallerton – 50 South Parade / East Block / The Village / Morgan House.
 - Opportunities arising from LGR.
- New Ways of Working opportunities (Post Covid-19)
- Continued reviews of running costs, including energy
- Carbon reduction
- Hard FM Traded Service review of launch of NYES Property Solutions.

Challenges and Risks

- Determination of post Covid-19 working arrangements
 - Workplace implications incl:
 - Smarter working
 - Workspace / space utilisation
 - Staff working styles
- Implementation of LGR and further developments thereafter
- Service Reviews - to understand broader property requirements
- Hard FM – compliance / delivery arrangements / traded offer
- Energy – risks and opportunities incl. energy prices and market volatility
- Carbon – reduction in accordance with the 2030 commitment
- Inflation
- Resources

NYCC Property Portfolios – Summary

Workplace Portfolio

All the property used for the direct or indirect delivery of services that are not provided by Schools & PRUs

Managed by Asset and Workplace

<i>Number of properties</i>	174
<i>Floor area</i>	129,996 sq. m.
<i>Total expenditure</i>	£8,963,037
<i>Total income</i>	£1,170,872

Schools Portfolio

All community schools & community Pupil Referral Units

Managed by CYPS, the schools & the PRUs

<i>Number of properties</i>	231
<i>Floor area</i>	350,743 sq. m.

Non-Operational Portfolio

All the property not used for direct or indirect service delivery in the short, medium or long terms

Managed by Asset and Workplace

<i>Number of properties</i>	192
<i>Floor area</i>	83,128 sq. m.
<i>Total expenditure</i>	£1,014,371
<i>Total income</i>	£838,921

Total : 563,867 sq.m.

Workplace portfolio figures exclude HWRCs and OECs and includes Childrens & Families and Registrars establishments on non-operational sites.

All the figures exclude academies, although NYCC retains the freehold of most of their sites.

NYCC Property Portfolios – Performance

Workplace Portfolio – Summary

Types & numbers of property			Commentary
Property type	<i>2020-21</i>	<i>2021-22</i>	<p>The reduction in the number of properties is a result of:</p> <ol style="list-style-type: none"> 1. The rationalisation of the portfolio under Beyond 2020 Modern Council, with property released for sale and leases ended or not renewed on expiry. 2. Service transformations. 3. Some changes across the property types is as a result of tidying up of data within the property management system.
Offices	18	17	
Day centres	7	5	
Libraries	12	12	
Prevention Hubs / Children’s Centres	34	31	
EPHs	9	9	
Other	98	100	
Total	178	174	

Strategic Indicators

Indicator	<i>2020-21</i>	<i>2021-22</i>	
Running cost - per sq. m. [#] (P.S01)	£57	£60	<p>The increase in running costs are due to higher operational and maintenance costs as a result of the increased usage of spaces as Covid-19 regulations have changed over the pandemic. Workspace running costs are based on pre-Covid workspace numbers, if based on Covid numbers this would be £2,770.</p>
Running cost - per workspace ^{***} (P.S02)	£1,100	£1,200	
Maintenance backlog - per sq. m. (P.S03)	£45	£50	<p>Programme of rationalisation of the portfolio continued with properties targeted for review with one or more of:</p> <ol style="list-style-type: none"> A. having high running costs B. being subject to a service review C. being held on leases with imminent end dates or break clauses D. covered by an area review. <p>The result will be a more cost-effective portfolio that better meets the needs of users and staff.</p>
Energy use - kWh per sq. m. ⁺ (P.S.09)	150	151	
Satisfaction (P.S04)	n/a	n/a	
Risk profile (future indicator) (P.S05)			

** Offices only

No allowance has been made for the cost of capital for freehold properties.

Hybrid Working – Workspace types

Individual workspaces

Standard - in a 'room with desks'



Desk & chair.
Perspex screen.
27" monitor (most desks).
Lockers / business storage.
Most not bookable, a few bookable.

Confidential space



Desk & chair.
Room for one person to undertake confidential work or make a confidential call.
Some bookable via Outlook, some free to use.

Touch-down space



Desk or surface & chair.
For use when visiting an office before a meeting or to print documents or whilst using other facilities.
Not bookable.

Hybrid Working – Workspace types

Group workspaces

Meeting room



Traditional meeting room.
Fixed tables + chairs.
Some enabled for MS Teams hybrid meetings.
Fixed maximum capacities.
Bookable via Outlook.

Project space



Reconfigurable tables + chairs.
Large display screens.
For project work, team events staff activities, etc.
Fixed maximum capacities.
Bookable via Outlook.

1-2-1 space



Desk & chair.
Table & two chairs.
For 1-2-1s, appraisals, etc.
Maximum capacities of 2.
Bookable via Outlook.

Carbon Reduction

- Continued work by Property and Infrastructure Workstream as part of Beyond Carbon Programme
- Public Sector Heat Decarbonisation Scheme
 - Phase 1 £1.9m funding for window replacements in corporate buildings and schools – completed
 - Phase 3a heat pumps in 3 corporate sites
 - Phase 3b application submitted for further heat pumps
- Heat Decarbonisation Strategy – carbon reduction achieved through:
 - Rationalisation
 - Investment in Building Fabric and M&E
 - LED lighting upgrades
 - Feasibility studies on low carbon technologies
 - Smart Campus review Incl: EV charge points
 - De-carbonisation of heat
 - Behaviour Change

Capital Programme

- During 2021-2022
 - 34 capital projects completed with total value of £22.8m
 - Incl: New Primary School at Overdale, Scarborough, completion of work at Sherburn High, Malton School, Spofforth Primary, a combination of projects at Risedale and Thirsk, Corporate Rationalisation projects
 - 24 planned maintenance projects above £50,000 completed, value of £2.8m
 - £1.9m Public Sector Heat Decarbonisation Scheme window replacement work at 22 schools and 4 corporate sites

Traded Service

- £4.364m Traded Turnover in 2021-22
- 280 Clients
- New Traded Service offering launched April 2022 – NYES Property Solutions
- Development of a flexible service with bespoke packages and professional technical services
- Provides basis for expansion of services, including to wider geographical area

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Questions

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North Yorkshire County Council
Corporate and Partnerships Overview and Scrutiny Committee
5 December 2022

Progress Update on Equality Objectives 2021- 2025

1.0 Purpose of report

- 1.1 The purpose of the report is to provide Members with an overview of progress with achieving the Council's equality, diversity and inclusion (EDI) objectives and other EDI related work. It also details work to ensure that the new unitary authority will comply with the public sector equality duty.
- 1.2 The report covers quarters 2 and 4 of 2021 and quarters 1 and 2 of 2022.

2.0 Background

- 2.1 The public sector equality duty requires us to prepare and publish one or more equality objectives at least every four years. North Yorkshire County Council's equality objectives 2021 – 2025 were approved in June 2021 and reflect the needs of our communities post-Covid.
- 2.2 The refreshed objectives have been embedded into the performance framework and are monitored and reported through quarterly performance reporting to Management Board and Executive.

3.0 Examples of progress with equality objectives 2021 – 2025

- 3.1 Objective 1: Identify and address inequality as a result of the impact of COVID and work to support vaccine take-up across all communities.
A vaccine assurance group was set up to identify and address inequalities in the COVID-19 vaccine take up. Some targeted work has been carried out on displaced populations including making information on vaccinations available as part of the Homes for Ukraine work. We are also undertaking some more detailed projects on vaccine uptake among children in Scarborough and home-educated children.
- 3.2 Whilst working on the COVID-19 vaccine roll out, the group identified wider inequalities in the take up of vaccinations particularly in dispersed populations and populations in the Scarborough district. For this reason, two strategic groups were set up to continue and expand the work of the vaccine assurance group: the Scarborough Screening and Immunisations group and the North Yorkshire Strategic Migrant Health group.
- 3.3 The Scarborough Screening and Immunisations group brings together partners from the wider system to identify issues with uptake of screening and immunisations in different populations in Scarborough and find ways to increase it. The group has focused on doing some targeted work in a deprived area of Scarborough where vaccine hesitancy and mistrust in health services is high. The group is led by Public Health in collaboration with NHS England and Improvement and includes representatives from Harrogate District Foundation Trust (HDFT) (NY school age immunisations provider), North Yorkshire Integrated Care Board, Primary Care Networks, General Practice Managers, NYCC Early Help, Stronger Communities and the Pomoc project based in Scarborough and Ryedale. The Pomoc project supports the local Eastern European community as well as building community for all. The membership of the group is flexible and can include partners as relevant to the agenda of each meeting. The group meets every six weeks and has made significant progress.

- 3.4 In discussions with partners, it was identified that schools could be doing more to promote uptake of school-age immunisations and support HDFT in delivering those. For this reason, a joint webinar for schools in Scarborough was arranged, delivered by Public Health and HDFT to give schools practical ways of increasing uptake of immunisations.
- 3.5 As a result of this meeting, a number of partners attended a community event organised by Pomoc which was for Eastern European and other communities in Scarborough to come together and celebrate their cultures. The event was a great success and gave us the opportunity to meet people who support migrant populations in Scarborough and find out about the work they do.
- 3.6 The North Yorkshire Strategic Migrant Health group focuses on the health needs of dispersed populations across North Yorkshire which includes the need for screening and vaccinations. Interpreters and trusted voices were used to engage with migrant groups within hotel settings and bespoke translated communications were produced to support uptake and answer questions. National resources were supplied to settings through local GP and CCGs to outline broader screening and immunisation, including migrant health check information. It was noted that whilst provision of printed material in native language was suitable for some groups, others required verbal interpretation due to literacy levels. Trusted voices through services already engaged continue to offer translated information as needed. The strategic group now focuses on continuing to reduce inequalities in access to healthcare for the broadening migrant population of North Yorkshire and brings together key health partners to own risk and responsibility for this population. The group is looking towards good practice examples from other areas to further reduce inequalities of healthcare provision in this group.
- 3.7 Links have also been made with Probation Services to promote screening and immunisations and share a communications pack with them.
- 3.8 An engagement session was held with refugees in Northallerton, supported by the Refugee Council. This was a follow-up session to one held in June, coordinated by North Yorkshire County Council Health and Adult Services in conjunction with colleagues from the Humber & North Yorkshire Integrated Care Board (ICB) and Healthwatch North Yorkshire. Colleagues from these organisations met with local members of the refugee community living across Northallerton district and heard first-hand around some of the challenges faced when accessing local health systems. Having colleagues who worked within these systems present allowed for really positive discussions to take place to help provide context behind some of the individuals' experiences, as well as advice and guidance on how to move forward. The intention is that this will be the first in a series of engagement opportunities with members of the refugee community based in different districts across the county.
- 3.9 Objective 2: Identify and address inequality in outcomes for customers from ethnic minorities.
The Inclusive Communities Joint Co-ordinating Group (part of the Community Safety Partnership) has developed a multi-agency action plan to ensure there are engagement opportunities and action to mitigate against hate crime across all communities.
- 3.10 Public Health received a 12 month Government grant to expand and develop the Tier 2 Adult Weight Management service. Part of the funding was used to develop bespoke programmes for specific target groups, including ethnic minority communities. A programme aimed at the Pakistani women with the Broughton Road community in Skipton led by Craven District Council, has provided:
- initial assessments and weekly sessions in the community centre rather than the leisure centre

- women only group
- session times/days scheduled around prayer times
- Four cooking workshops with healthy options of local authentic cuisine
- Talk from social prescriber Shamim Akhtar on diabetes

- 3.11 Nine (out of 13) women completed the 12-week programme. Eight of these achieved their target of 5% weight loss and continued through the Maintenance programme. At 24 weeks, all 8 ladies completed and 7 sustained their 5% weight loss. The community group are continuing to fund ongoing exercise sessions for the ladies.
- 3.12 Public Health and Tees Esk and Wear Valleys NHS Foundation Trust are currently working on a report to consider mental health in ethnic minority communities in North Yorkshire.
- 3.13 Homes for Ukraine -The Homes for Ukraine scheme in North Yorkshire continues to resettle significant number of individuals and families with the first guest arrivals being at the end of March 2022.
- 3.14 North Yorkshire County Council continues to work with district and borough councils to visit sponsors, inspect properties and carry out safeguarding and welfare checks.
- 3.15 Our communities have responded by setting up extensive networks to support both sponsors and guests, with regular drop-in and social events, as well as language support sessions. Citizens Advice North Yorkshire, a key partner, is offering invaluable support through a dedicated phone line, as well as attendance at local events. NYCC's Early Help and Living Well teams, along with the district's housing officers, are supporting the essential signposting function by ensuring guests and sponsors can access information and guidance to apply for benefits, schools, GP registration and other appropriate referrals.
- 3.16 Refugee resettlement (Afghan ARAP/UKRS) - North Yorkshire County Council, in partnership with the district councils, has permanently resettled 127 persons (27 families) under the Afghan Relocations and Assistance Policy (ARAP) and to date 134 persons (34 families) – mainly Syrian refugees - under the United Kingdom Resettlement Scheme (UKRS).
- 3.17 Objective 3: Improve inclusion and diversity of staff working for the County
Workforce data for Q2 22/23 is provided below. (Q2 21/22 is included for comparison purposes).

	Q2 21/22	Q2 22/23
% male	23.4%	23.6%
% female	76.6%	76.4%
% of staff who have declared their ethnicity	73.4%	75.7%
<ul style="list-style-type: none"> • Of the above, % of staff who have said they are of ethnic minority 	2.2%	2.6%
<ul style="list-style-type: none"> • Of the above, % of staff who have said they are White 	97.8%	97.4%
% of staff who have declared disability / no disability	57.7%	50.6%
<ul style="list-style-type: none"> • Of the above, % of staff who have declared a disability 	4.0%	3.9%
<ul style="list-style-type: none"> • Of the above, % of staff who have declared no disability 	96.0%	96.1%
Average age of workforce	47.23	47.45
% of staff over 55 years of age	29.14%	30.01%
% of staff under 25 years of age	4.88%	4.69%
Top 5% of earners (excluding schools)		

Average age	50.5	50.4
% male	35.5%	35.8%
% female	64.5%	64.2%
% ethnic minorities (declared)	1.3%	1.0%
% White (declared)	98.7%	99.0%
% declared a disability	2.8%	2.1%
% declared no disability	97.2%	97.9%

- 3.18 Although there has been improvement with employees declaring their equality data within recent quarters, there remains further work to be done to encourage more staff to update their equality information. Technical issues at various points in the year meant that reporting of disability was not being recorded correctly and figures are therefore underreported.
- 3.19 Health and Adult Services (HAS) Human Resources and Organisational Development, in conjunction with HAS anti-racist practice group, have developed a recruitment and retention action plan to improve workforce diversity. This is a substantial piece of work with short, medium and longer-term actions with key target areas identified, and implementation is underway.
- 3.20 Key target areas for the plan:
- Training – to upskill managers to recognise some of the challenges people experience around bias etc and look at targeted training.
 - Improving recruitment practices
 - Strengthening career progression – one of the key long-term plans is to increase racial diversity at senior levels.
 - Challenging culture and encouraging conversation
- 3.21 The co-produced anti-racist statement has been included in recent HAS recruitment advertisements. The group also continues to focus on workforce development to increase understanding of anti-racist practice.
- 3.22 In addition, work is underway to improve the experience of ethnic minority newly qualified social workers (NQSWs): the diversity element of the Assessed and Supported Year in Employment Policy has been strengthened and ASYE training reviewed to increase the focus on issues of anti-oppressive, anti-discriminatory and anti-racist practice.
- 3.23 HAS Leadership Team has agreed that all roles from Service Manager upwards, as well as some other key roles, will have an ethnic minority representative on the interview panel. This will involve a 'recruitment panel pool' of people who want to do this. To assist with this, a pilot training course has been commissioned with Training and Learning to upskill those who may never have been involved in conducting interviews before due to their role e.g. frontline staff. This is good for applicants in terms of fairness and visibility but also has the dual effect of giving volunteers better insight and experience for their own future interviews. This was another area highlighted where colleagues from ethnic minorities feel further support is required. If successful, this pilot could be used to inform wider corporate/LGR work and/or other under-represented groups.
- 3.24 Leading on from the above, lived experience feedback strongly indicated a feeling that there is less support/help available when ethnic minority staff apply for internal promotions when compared to white colleagues, who may have larger internal support networks at NYCC. HAS Leadership Team therefore agreed to take positive action to upskill those interested by running targeted workshops for ethnic minority colleagues to cover application/interview skills. This has been commissioned with Training and Learning.

- 3.25 We are awaiting further government guidance on how any ethnic pay gap should be calculated and reported.
- 3.26 Work has also continued on exploring the Council's employment of disabled people, particularly people with learning disabilities and neurodivergent people. We have engaged with the Supported Employment team, District and Borough Councils, Disabled Employee Network, Ripon Disability Forum and other local government organisations across England on this issue.
- 3.27 Staff networks – four staff networks have been established and are chaired by senior members of staff. These are now open to staff across all eight councils in North Yorkshire. There are also a number of staff forums on Yammer.

Pride Employee Network	Value in Racial Diversity Network
<p>Areas of work have included:</p> <ul style="list-style-type: none"> • Visibility of networks to new employees/members of the council, and district/borough councils who are not aware of the networks or LGBTQ+ community present. • Trans/Transitioning at work policy • Gender pronouns at work – email policy, education. International Pronouns Day. • Involvement in Pride events • Gender inclusive language on forms and professional conversations 	<p>Areas of work have included:</p> <ul style="list-style-type: none"> • Black history month – podcast to celebrate • Allocated spaces for prayer in council buildings • Supporting international recruits • Providing more diversity to North Yorkshire fostering panels • HAS pilot interview panels • Islamophobia awareness month
Disabled Employee Network	Gender Equality Staff Forum
<p>Areas of work have included:</p> <ul style="list-style-type: none"> • Building accessibility – creating a consultative relationship with Property services where DEN can help to advise future building and avoid issues further down the process • Hot desking • Accessibility of the group for deaf employees 	<p>The Gender Equality Staff Forum is open to all employees, whatever their gender identity.</p> <p>Areas of work have included:</p> <ul style="list-style-type: none"> • Domestic abuse and support for staff • Increasing awareness of group

- 3.28 International recruitment: Nationally and locally, Adult Social Care has been experiencing recruitment challenges for some considerable time. There are a number of interventions underway to address this, one of which is international recruitment.
- 3.29 Since August, Resourcing Solutions and the HAS Practice Team have been overseeing an international recruitment campaign with the aim of recruiting 30 Social Workers and 5 Occupational Therapists from South Africa and Zimbabwe. The programme will have the added benefit of increasing HAS workforce diversity.
- 3.30 New recruits started arriving from late October onwards. An intensive programme of induction, training and pastoral support has been developed to wrap around new starters to ensure that their on-boarding experience is positive and well-managed.

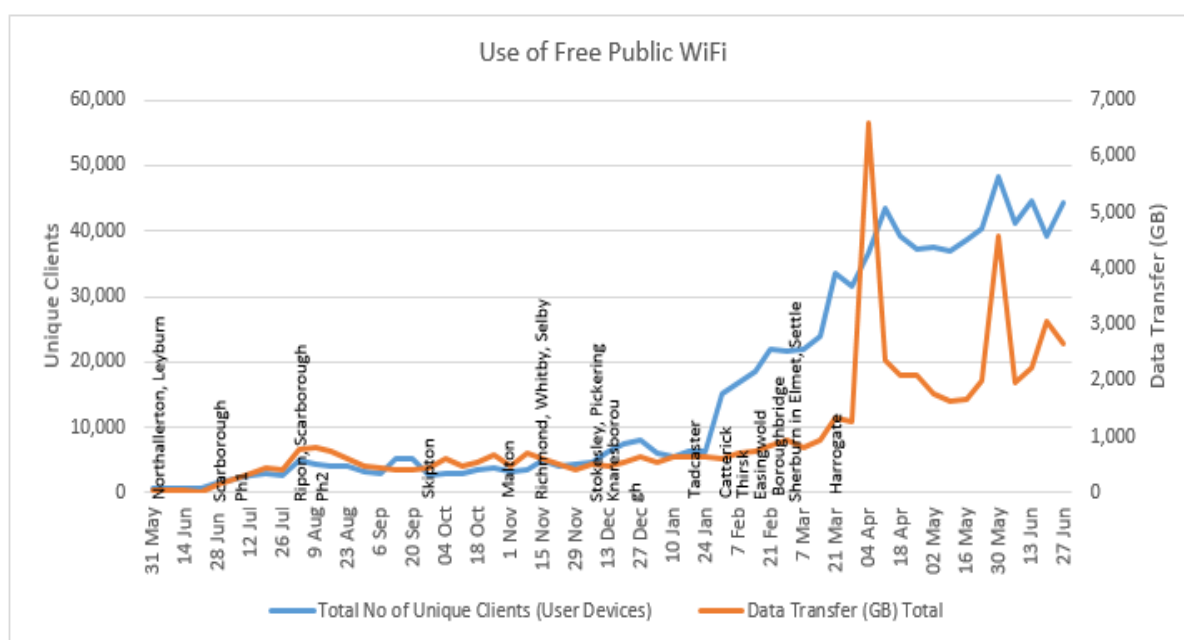
- 3.31 Training and learning: Revised EDI e-learning is in the final production stage and aims to be a more in-depth, updated approach to understanding the importance of EDI in the workplace for all new employees. It covers the legal, business and moral importance as well as providing relevant case studies, engaging videos and educational knowledge checks.
- 3.32 Mandatory EDI training for all managers has been developed and is in the pilot stage. These trainings are scheduled from October 2022-March 2023.
- 3.33 The content for an updated EDI page for the intranet is near completion following consultation with colleagues working across different areas of the council. The page will feature important existing resources on EDI such as Learning Zone training and awareness days, information about the Employee Networks and of relevant working groups/staff working on EDI.
- 3.34 A number of events, celebrations and commemorations have been marked with stories on the intranet raising awareness and knowledge about the experiences of staff and our communities. Examples include:
- Race Equality Week
 - LGBTQ+ History Month
 - Women's History Month
 - Black History Month
 - World Mental Health Day
 - International Women's Day
 - International Day for the Elimination of Racial Discrimination
 - Holi
 - Ramadan
 - International Trans Day of Visibility
- 3.35 These have also been used to raise awareness of, and recruit to, staff networks and to initiate relevant conversations on Yammer.
- 3.36 Objective 4: Improve health and educational outcomes amongst Gypsy, Roma, Traveller (GRT) communities in the county.
A deep dive around improving outcomes for children and young people with SEND and their families, including a focus on vulnerable groups (looked after children, military, English as an additional language, children in need, child protection, Gypsy, Roma, Traveller) has been undertaken and our Elective Home Education Officers are reviewing their practice in working with GRT families.
- 3.37 Traveller sites/communities are also a priority for Public Health in terms of inclusion health; a current project is to develop targeted communications about immunisation and screening, building on learning during the pandemic.
- 3.38 Using the domestic abuse safe accommodation grant, a post has been developed with Horton Housing to support early identification of domestic abuse and provide appropriate support and advice across GRT communities. The post holder, employed by Horton Housing who manage four of the County Council's seven traveller sites, started in September and has completed Independent Domestic Violence Advisor and Independent Sexual Violence Advisor training. The aim of this role is to develop relationships of trust with travellers on those four sites, with a specific focus on domestic abuse support. Whilst this role will also support the development of stronger relationships with other services, it should be noted that this will take time in order to allow the support worker to build trust and will need to be carefully managed.

- 3.39 Gypsy, Roma and Traveller History Month in June was promoted within the Council and staff were signposted to resources to help improve their understanding and awareness of relevant issues
- 3.40 Discussions continue on support for GRT communities, cross-directorate and with district council colleagues. Planning is underway to develop joint working and assess priorities for the new council.
- 3.41 Objective 5: Ensure service delivery and commissioning, particularly social care and public health, is inclusive of Lesbian, Gay, Bisexual, Trans + adults.
In 2018/19 Healthwatch North Yorkshire (HWNY) engaged with LGBT+ adults in North Yorkshire to understand their experience of accessing health and social care, with a particular focus on mental health services. Health and Adult Services' equality, diversity and inclusion group is continuing to explore how best to achieve the recommendations arising from the HWNY report including considering the Rainbow Badge scheme for health and social services and reviewing LGBT+ training and learning opportunities for staff.
- 3.42 The recommendations from the HWNY report have been included in the North Yorkshire Public Mental Health and Prevention Strategic Plan 2021-23 as well as being included in the Council's corporate equality objectives.
- 3.43 Staff attended an LGBT+ Commission Inquiry into people's experiences of health and social care. Data collection was a priority in most contributors' talks – the importance of making the invisible visible. Other priorities included training and visible signs of inclusion (e.g. images, lanyards, language). The recommendations from this inquiry session have informed the current iteration of the Health and Adult Services equality, diversity and inclusion work plan.
- 3.44 Following the well-received Trans awareness session delivered to Health and Adult Services leadership forum in September 2021, a session focussing on Lesbian, Gay and Bisexual awareness was delivered to the HAS leadership forum on 21 March 2022. The session focused on a talk from an older gay person with experience of health and social care. This talk, and the talk from the Trans person in September, were recorded and have been uploaded to a new Equality, Diversity and Inclusion library SharePoint so that they can be shared with teams. The library is open to all County Council employees.
- 3.45 The age friendly communities North Yorkshire steering group has been looking at how we can implement the findings of a recent Public Health England/Age UK report that explores the factors underlying health inequalities for LGBTQ+ people in rural and coastal communities. An initial workshop with the Office for Health Improvement and Disparities and stakeholders has been held.
- 3.46 Brief support and advice has been provided to key staff groups (social workers, foster care support workers) working with vulnerable groups (including LGBT children and young people) around how to support young people who are questioning their gender. Further access to LGBT learning, training and resources for these staff groups is currently being explored.
- 3.47 Staff also attended a webinar on a National Institute for Health and Care Research funded study whose aim has been to produce research that will improve the provision of mental health support for LGBTQ+ young people when they first start experiencing mental health problems. Learning is being shared with relevant teams.
- 3.48 Pride month was promoted and celebrated within the Council in June and staff were signposted to resources to strengthen their understanding and awareness of relevant topics. Awareness sessions were also available as part of Safeguarding Week 20 – 24 June

- 3.49 The Health and Adult Services Provider Service is developing a new programme of autism training modules which include a focus on autism and diversity, for example autistic girls and women, and LGBTQ autistic people. The modules will include the lived experience of autistic people.
- 3.50 Objective 6: Improve wellbeing, inclusion and feeling safe for vulnerable groups of children and young people.
 Growing Up in North Yorkshire survey - The Growing Up in North Yorkshire (GUNY) equality section data has been shared with the Inclusive Communities Joint Co-ordinating Group. A development session was held which has identified a range of recommendations:
- Update the managing prejudice based incidents in schools and supporting schools develop and implement effective anti-bullying policies and practice
 - Increase capacity to provide effective training for staff in schools to have an inclusive understanding of equalities, creating inclusive environments, managing prejudice based incidents and reporting hate crimes. LGBT training continues to be available through the early help training programme.
- 3.51 A Growing Up in North Yorkshire Masterclass for the North Yorkshire Safeguarding Children Partnership was held on 28 January 2022 to share the data from the 2020 GUNY survey with a range of partners.
- 3.52 Funding has been secured to run GUNY surveys in 2022 and in 2024 and 75% of schools have completed the 2022 survey. The survey will include the equality monitoring data. School and County reports are due in the autumn term 2022.
- 3.53 Funding has been secured for the Healthy Schools Award until March 2023 but with reduced capacity within the team which may impact on the development of the equality and diversity enhancement of the award.
- 3.54 67% of the schools in North Yorkshire have signed up to the Healthy Schools Programme and 87 schools have achieved an award. The Healthy Early Years award, launched in November 2021, promotes an inclusive environment and celebrates diversity. 92 Early Years settings have signed up for the Healthy Early Years Award.
- 3.55 LGBTQ + training sessions continue to be delivered through the early help training programme and for foster carers, as well as the development of online networking supported by the LGBT champions within the Early Help Team.
- 3.56 Wider youth engagement has been carried out via the youth commission to feed into work to widen the training offer around hate crime and community tensions.
- 3.57 The programme of providing effective training for staff in schools to have an inclusive understanding of equalities, creating inclusive environments, managing prejudice-based incidents and reporting hate crimes continues. Two LGBT training sessions have been delivered through the early help training programme with further sessions planned. An equalities session has also been part of the personal, social, health and economic (PSHE) education professional practice group meetings for schools. Lesbian, Gay, Bisexual and Trans training is being provided for foster carers.
- Work to review documentation developed for schools to support them to manage prejudice-based incidents and develop and implement effective anti-bullying practice has been carried out with a range of partners and was provided to schools for the autumn term 2022.
- 3.58 Children and Families Service continue to offer support to Afghan families and families seeking refugee status in bridging hotels. The Service also continues to undertake welfare and welcome visits to the sponsors and guests under the Homes for Ukraine scheme. The purpose of these visits includes ascertaining the suitability of accommodation, offering

advice and information to the sponsor, initiating DBS checks and checking that the guest family are settled and happy. Additional visits at the 5 month point from arrival have now also been scheduled. The purpose of this visit is to ensure that the children are registered and attending an education setting, to discuss any further support required and determine if the sponsor is able to continue to accommodate the family after 6 months.

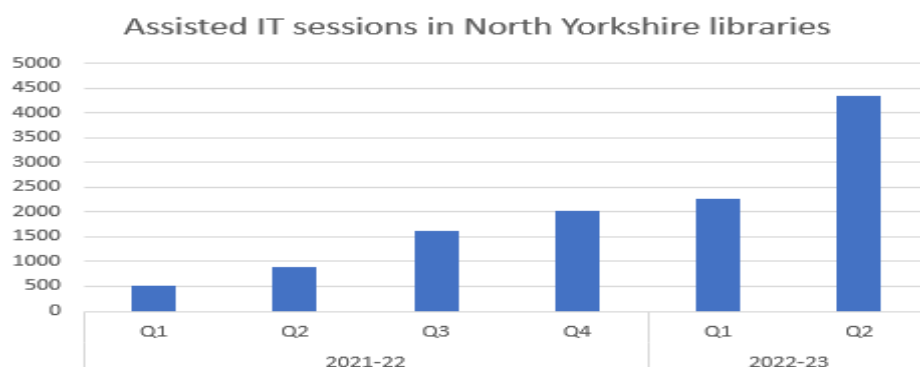
- 3.59 As of 31 October 2022, we have 365 identified sponsors offering accommodation to families. Of these Early Help have conducted welfare visits to 319 sponsors and welcome visits to 296 families and a total of 394 children. Since arrival 75 of these families have either returned to the Ukraine, moved into temporary accommodation or been re-matched with a new sponsor.
- 3.60 The new scheme for unaccompanied minors was launched in July. A clear pathway has been developed using the private fostering framework extended for children up to 18 years of age. The initial assessment of the sponsor, which includes a conversation with the parents of the child is undertaken by a qualified social worker within the FAST team supported by a children and families worker from Early Help. A visit is carried out 24 hours after the child arrives in North Yorkshire and then 6-weekly. To date only three children (two families) have applied under this scheme.
- 3.61 Objective 7: Support digital inclusion for North Yorkshire’s communities and ensure that digital access to our services is inclusive of the widest range of customers as possible, taking into account different access requirements and the needs of those who experience digital exclusion.
Free public WiFi has now been rolled out in 20 towns across the county (against an original target of 16). The public Wi-Fi service, which is a collaborative effort between the County Council and Brierley Group companies NYnet and NY Highways, will improve digital access for individuals and businesses.
- 3.62 As the roll out continued and people became aware of it, usage grew so that by Jun this year there was an average of over 42,000 devices connecting to the Wi-Fi each week and transferring almost 2,500GB of data each week. The growth in usage, and when towns came on-line can be seen in the chart below.



- 3.63 Broadband and Superfast broadband - The percentage of the County’s business and residential properties with Superfast broadband (30 Mbs+), continues to increase, and the

gap between the coverage in North Yorkshire and that in England continues to close. At the end of quarter two 2022, superfast broadband coverage in North Yorkshire reached 94.0% compared to 97.7% across England. This means the gap between broadband coverage in England and North Yorkshire has reduced from 5% to 3.7% over the last year.

- 3.64 For ultrafast broadband (100Mbs+), the gap is more significant but continuing to close. At the end of quarter two; 38.7% of premises in North Yorkshire were able to access ultrafast broadband, compared to 73.9% across England. Indicating three times the growth in North Yorkshire Compared to the rest of England.
- 3.65 Work has been undertaken to review contact details on the website to ensure that these are up to date and that they offer more than one channel of access to customers.
- 3.66 The HAS Engagement and Governance Team is working with Healthwatch North Yorkshire to gather more information on people's experiences and needs around accessible information to inform the review of the accessible information standard. A survey for members of the public has been developed and widely publicised.
- 3.67 Sessions continue to be held in libraries to improve IT skills and help people access online services. Take-up has increased month on month since Covid restrictions have been lifted and confidence returns.



4.0 Other examples of EDI related work

4.1 Corporate equality monitoring questions and guidance

The questions and guidance have been updated to reflect changing attitudes and the questions used in the 2021 Census. The purpose of this guidance is to help staff understand when and why we should carry out equality monitoring and how to do it in an appropriate, consistent and proportionate way. Promotion of the updated questions and guidance has taken place on the intranet, Yammer and through the corporate and directorate equality, diversity and inclusion (EDI) groups.

4.2 Public Sector Equality Duty (PSED) general and specific duty reporting

The PSED reporting information was updated on our website in line with the deadline of 30 March 2022.

4.3 Budget cumulative equality impact assessment

The cumulative equality impact assessment of the Council's budget 2022-23 as part of the Medium-Term Financial Strategy report was completed by members of the Corporate EDI Group.

4.4 Accessible Transport Group

Inclusion North continue to support the group and the intention is that the terms of reference and priorities for the group are co-produced. Membership includes

representatives of North Yorkshire Disability Forum, North Yorkshire Learning Disability Partnership Board and Northallerton Over-50s Forum and County Council colleagues. The group has identified bus services and taxi services as the two key areas on which they wish to focus initially. They are planning to write to bus companies to raise accessibility issues and concerns and have met with the taxi licensing officers responsible for drafting the new Taxi licensing policy in preparation for LGR in April. The group will submit a response to the draft policy consultation. A letter to the bus companies has been drafted and representatives have been invited to attend a meeting in early 2023.

4.5 People with experience of mental health services

The options appraisal for building the voice of people with experience of mental health services was completed. This work links with ongoing work by partners to build co-production into the development of mental health services, particularly the Transforming Community Mental Health Services programme.

4.6 Voice of Older People

Following the grant award process last year, Community First Yorkshire have been appointed to develop a new, diverse and inclusive network of older people's voices across the county. Their role will also be to support and advance that network and to assist older people to play an active role in countywide representation.

4.7 This is a three-year piece of work (2022-2025) that will focus on the following key work areas:

- Development of a network of older people's voices – open to any group or organisation who are comprised of, or represent, older people, and individuals aged 50 and over who reside in North Yorkshire.
- Creation of a partnership board to oversee and co-ordinate activity of the network. The structure of this board and proposals for how it should operate will be co-designed with older people.
- Creation of a central communication platform. This will act as a central point for information, queries and signposting. There will be a digital offer with information available via a website, email newsletter and e-bulletins, notifications of meetings and events, opportunities to share examples of best practice and capacity building support for local groups, including in relation to fund raising

4.8 North Yorkshire Disability Forum (NYDF) and North Yorkshire Learning Disability Partnership Board (NYLDPB):

These continue to be active and supported by the County Council. A particular focus for the latter half of 2021 was on the Government's new fund for Changing Places (fully accessible toilets) and local forums worked closely with District Council colleagues to maximise take-up.

4.9 Employment has also been a focus for both NYDF and NYLDPB. NYLDPB met with Supported Employment and the Graduate Inclusion and Diversity Officer for a preliminary discussion about employment of people with a learning disability and autistic people, and local disability forums are planning themed meetings on employment support.

4.10 NYLDPB have been running a survey about living a good life. Topics include information about finding a home, friendships and relationships, employment opportunities/support and direct payments. Self-advocates have worked with North Yorkshire Police to create an easy read leaflet about misogyny for Hate Crime Awareness Week (October 2022) and supported the council with easy read documents.

4.11 Future plans: the Chair of NYDF is meeting with the Leader of the Council and Chief Executive in December 2022, to discuss NYDF's priorities for the new council from a

disability perspective to ensure that North Yorkshire is as accessible and inclusive as possible.

- 4.12 We are currently working with the rail industry in many areas of North Yorkshire to improve accessibility of railway stations.
- 4.13 Access for All Funding (Department for Transport)
To improve accessibility to stations. Bids to the fund must be made by the train operating company with support from the relevant local authority. Bids are currently open in 5-year blocks. In 2019 – 2024
- 4.14 North Yorkshire has been successful in getting funding to make the following stations fully accessible:
- Northallerton – [new lift](#)
 - Selby – new lift and stairs, replacing a crossing that can only be used at certain times of the day
 - Malton - [works to raise platform](#)
- 4.15 For 2024 – 2029 we are working with the industry on bids for:
- Skipton – replacing the steep ramp and subway with a bridge and lifts
 - Thirsk – new bridge, lift and stairs, replacing a crossing that can only be used at certain times of the day
 - Seamer – new access to/from the station replacing a crossing that is not accessible to get to platforms
- 4.16 Addressing violence against women and girls in North Yorkshire and York
The Police, Fire and Crime Commissioner released a new strategy to prevent violence against women and girls on 30 June. Partner organisations including NYCC (cross-directorate) contributed to the development of the strategy and will continue to contribute to the implementation plan. Both the North Yorkshire Safeguarding Adults Board and Children’s Safeguarding Partnership are supporting it.
- 4.17 The strategy sets out a collective commitment from groups and organisations across the area including North Yorkshire Police, North Yorkshire Fire and Rescue Service, North Yorkshire County Council and City of York Council and has been written collaboratively following extensive consultation with these bodies, and, crucially victims and survivors themselves.
- 418 It identifies six objectives which aim to create tangible change and which the Commissioner is asking to be judged against:
- ensure all women and girls are listened to, including those from under-represented communities
 - tackle the root causes of violence against women and girls with prevention and early intervention
 - increase public confidence and trust in North Yorkshire Police
 - strengthen partnerships so we work together, across agencies, to address the challenges
 - enhance the support available for victims and survivors
 - invest in early intervention to identify and stop potential offenders and change behaviour of those who have already offended to prevent re-offending
- <https://www.northyorkshire-pfcc.gov.uk/womenandgirls/>

4.19 EDI sessions for Members

A programme of sessions focussing on the lived experience of people with particular characteristics is being developed. Members have been provided with a refresher session on the legal elements of EDI and consulted on the draft programme of sessions. A confirmed session on disability awareness has been agreed for delivery by members of the North Yorkshire Disability Forum in February 2023.

4.20 Armed Forces Covenant

A new armed forces covenant policy for the new North Yorkshire Council is under development and statutory national guidance is awaited. The Armed Forces Act 2021 enshrines the Covenant into law to help prevent service personnel and veterans from being disadvantaged when accessing public services. One key feature of the Act is to introduce a new duty to specified persons or bodies, including councils, to have due regard to the principles of the Covenant, when exercising certain housing, education or healthcare functions (excluding social care). This re-design of the covenant will be in place for when we become a new authority on 1 April 2023 and is currently being presented to key colleagues across the council to inform them of the changes this new policy will bring.

4.21 Older People: Age Friendly Communities

North Yorkshire County Council and partners have joined the national network of Age Friendly Communities, a World Health Organisation programme. This means that we have signed up to say that we're committed to becoming an age friendly community in North Yorkshire and making sure that North Yorkshire is a good place to grow old in.

4.22 Led by Public Health, the work began pre-pandemic, including co-production and engagement with older people. A strategy is being developed to direct and underpin the project.

4.23 Engagement to inform the strategy and the new Age Friendly Network has recently taken place in each district, focused on International Day for Older Persons (1st October). Commissioned by NYCC and delivered by Community First Yorkshire, the Age Friendly Network is aimed at people aged 50+ and is an opportunity for North Yorkshire's residents to share their views and speak directly to local service providers.

5.0 Local government reorganisation

5.1 Work is progressing to develop a proposed framework to ensure the new council meets its obligations under the Equality Act 2010 and the public sector equality duty.

5.2 The proposed approach to corporate equality, diversity and inclusion (EDI) which will use the themes of the LGA's Equality Framework for Local Government as a best practice model has been agreed. This will ensure that the relevant areas are targeted, monitored and progress is reviewed. NYCC's corporate EDI policy statement will be rolled over and reviewed post-vesting day. The equality objectives for the new authority will form part of the Council Plan and therefore be approved as part of that process.

5.3 Collaborative work on equality, diversity and inclusion (EDI) as part of local government reorganisation is continuing. The Corporate EDI group recently held a joint meeting with EDI reps from the District and Borough Councils to explore future joint working and moving towards the formation of a corporate group for the new authority. Monthly meetings via Teams with an emphasis on sharing practice will now take place.

6.0 Further information

- NYCC [Equality, diversity and inclusion Policy Statement](#)

- Equal opportunities information including gender pay gap information and other information in relation to our workforce diversity.
- Equality and diversity section on the NYCC website <https://www.northyorks.gov.uk/equality-and-diversity>
- Equality section on the intranet <http://nyccintranet/content/equalities>
- Information about paying due regard and templates <http://nyccintranet/content/paying-due-regard-equality-using-equality-impact-assessments>
- Online learning on Learning Zone – mandatory equality and diversity course for all staff, discretionary course on equality impact assessment.
- Directorate equality reps - <http://nyccintranet/content/equalities-contacts>
- Demographic Information - www.datanorthyorkshire.org www.northyorks.gov.uk/equal-opportunities-information
<http://nyccintranet/content/our-diverse-communities>

7.0 Conclusion

- 7.1 Equality and diversity is an important priority for the Council. Paying due regard to equality is not just a legal obligation but good customer service. We will continue to foster a positive and inclusive approach to our staff and customers, and ensure we are better informed about impacts on specific groups and geographic areas.
- 7.2 The role of Members is to challenge services to progress and embed the objectives, and to take a leadership role in communities. Progress will continue to be reported to the committee on an annual basis, or as required.

8.0 Recommendations

Members are recommended to note the report and provide comments and suggestions for additional improvements.

Report author: Deborah Hugill, Senior Strategy and Performance Officer

24 November 2022

**North Yorkshire County Council
Corporate and Partnerships Overview and Scrutiny Committee
5th December 2022**

Council Plan 2023-27

1.0 Purpose of Report

- 1.1 To update Corporate and Partnerships Overview and Scrutiny Committee on the development of the Council Plan for the new council.

2.0 Development Progress

- 2.1 The Council Plan 2023 – 2027 will require approval by full Council (on 22 February 2023) alongside the Budget and Medium Term Financial Strategy, with prior consideration at the Executive (on 24 January 2023).
- 2.2 The Policy and Equalities Group of the LGR Governance work stream were tasked with developing “a new council plan for the new council.” The group, consisting of representatives from all eight authorities, did some initial work to look at the common areas from the eight existing council plans and those of other unitary authorities. This gave some options for the structure of the new plan, that were presented to the Chief Executive and later discussed informally with Executive members.
- 2.3 It was agreed with the Chief Executive that the plan would be a four-year plan with an annual refresh, and that the plan would be developed under five themes:
- **Place & Environment:** A clean, sustainable, and attractive place to live, work and visit
 - **Economy:** A strong economy that enables residents and businesses to thrive
 - **Health & wellbeing:** All residents live happy, healthy, and active lives
 - **People:** Everyone can start well, live well and age well
 - **Organisation:** An innovative, inclusive, and enterprising council
- 2.4 The Policy and Equalities group are now working with workstreams and services to ensure the language and priorities that sit within the plan are consistent with their direction of travel. Engagement with work streams and services is currently taking place and the table below reflects the feedback received to date.
- 2.5 Draft key ambitions, outcomes, and priorities for the Council Plan are detailed in Appendix 1.
- 2.6 Work is ongoing to develop the full draft plan. The full draft plan will be circulated by email to all members of the Council as soon as possible after 19 December 2022, when there will be an opportunity to comment further.

3.0 Recommendation

- 3.1 The Corporate and Partnerships Overview and Scrutiny Committee is asked to comment on the draft key ambitions, outcomes, and priorities for the Council Plan.

Neil Irving - Assistant Director - Policy, Partnerships and Communities
24 November 2022

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Place & Environment: A clean, sustainable, attractive place to live, work and visit	A clean and environmentally sustainable place where the causes and impacts of climate change are reduced now and for future generations	Our goal is to support the region to be carbon neutral by 2034 and carbon negative by 2040. We will work with partners to make it possible and encourage residents, businesses and visitors to take climate responsible actions: <ul style="list-style-type: none"> • Mitigation: this means reducing our impact on the climate by decreasing greenhouse gas emissions. We will: <ul style="list-style-type: none"> ○ Encourage and support sustainable living in our communities and towns as well as the transport in between, including making it easier to charge electric vehicles throughout North Yorkshire. We will do this through the North Yorkshire Council Electric Vehicle Charging Strategy, as well as, promoting and encouraging active travel including walking and cycling. ○ Encourage and assist everyone to reduce, reuse and recycle waste ○ Promote renewable energy • Adaptation: preparing for the climate to change. We will: <ul style="list-style-type: none"> ○ Create a North Yorkshire Adaptation Plan to support services and residents, communities, and businesses to prepare for our climate to change. • Supporting nature: helping the natural world, on which we depend, to thrive. We will: <ul style="list-style-type: none"> ○ Promote biodiversity and support nature recovery ○ Promote sustainable land use and green spaces ○ Prioritise nature-based solutions in climate change activity ○ Develop sequestration projects and carbon capture • To protect the local environment and ensure our air, streets, beaches and open spaces are kept clean and attractive. • To reduce littering, fly-tipping and dog- fouling.
	A well connected and inclusive place that is well planned and everyone can access	<ul style="list-style-type: none"> • To seek improvement to transport connectivity and inclusion (especially east- west links). • To support and encourage an effective and efficient public transport network. • Promote and encourage active travel including walking and cycling. • To maintain safe highways. • To improve digital connectivity and inclusion. • To ensure that developments meet the needs of all and consider health and social inequality. Housing developments should also have easy access to employment and economic opportunities.

	<p>Communities are empowered to shape their own future</p>	<ul style="list-style-type: none"> • To establish around 30 Community networks across the county that will mobilise the power, resources and partner relationships that exist in our communities to deliver the most appropriate local solutions for their people and places. • To set up and support 6 area committees to discuss local issues, provide direction and local leadership. • To work closely with, and empower town and parish councils to run assets and services where they want to take on additional responsibilities and where it would be value for money for all involved. • Establish and maintain strong partnerships across North Yorkshire. • To support a vibrant and thriving voluntary and community sector in North Yorkshire.
	<p>Good quality, affordable and sustainable housing that meets the needs of our communities</p>	<ul style="list-style-type: none"> • Maintain housing supply, both market and affordable housing, whilst increasing the quality of new homes. • Prevent and tackle homelessness. • Meet housing needs, including those of vulnerable households and those with specific needs. • Ensure that people have a decent home to live in that facilitates their health and wellbeing. • Consideration and agreement of structures to support future work around decarbonisation and the retrofit of homes.
<p>Economy: A strong economy that enables residents and businesses to thrive</p>	<p>Economically sustainable and inclusive growth across North Yorkshire</p>	<ul style="list-style-type: none"> • To support and deliver major infrastructure and regeneration projects across the county to create vibrant places. • To harness North Yorkshire’s natural capital and promote the green economy. • To invest in land and buildings to support economic growth. • To encourage and support an increase in good quality jobs, high value employment, wages and skills retention. • To ensure that skills meet the needs of both existing and emerging industries including cyber, bioeconomy and low carbon sectors. • To attract and retain young people and working age adults to live and work in North Yorkshire. • To develop an ambitious economic strategy for North Yorkshire.
	<p>Culture, heritage, arts, and sustainable tourism all play their part in the economic growth of the county</p>	<ul style="list-style-type: none"> • To promote and improve North Yorkshire’s tourism, sporting and cultural offer, to provide greater year-round attractions, increase visitor spend, and be accessible for all. • To promote economically and environmentally sustainable tourism. • To promote culture, heritage, arts, theatres, museums and galleries.

	An environment where new and existing businesses can thrive and grow	<ul style="list-style-type: none"> To support and attract new and existing businesses. To ensure businesses have access to and are able to benefit from business support services. To create a fair trading environment which enables businesses to thrive. To invest in modern technology to create jobs. To utilise improving digital infrastructure to support businesses.
	North Yorkshire is well represented on the national stage	<ul style="list-style-type: none"> To champion the case for a fairer share of resources for North Yorkshire and raise the profile of North Yorkshire on the national stage. To influence government policy. To realise the potential of devolution. To maximise access to external funding.
Health & Wellbeing: All residents live happy, healthy, and active lives	People have a good quality of life and enjoys active and healthy lifestyles	<ul style="list-style-type: none"> To encourage people to make informed choices about their health and encourage active and healthy lifestyles. To improve mental health and wellbeing. To maintain and develop high quality, inclusive sport and leisure facilities. To develop new, integrated models for the delivery of leisure services that meet rural and urban needs. To maximise the potential of natural assets and environment within North Yorkshire to improve physical and mental health. To support a more active environment that makes it easier to move more and which prioritises opportunities for safe play, walking and cycling. To develop a centre for public health excellence including in research, training, and behavioural science.
	Equality in health and wellbeing outcomes across North Yorkshire	<ul style="list-style-type: none"> To reduce health and social inequalities through healthy place-shaping and targeted work with groups, communities and neighbourhoods. To address the wider social, economic and environmental determinants which influence health inequalities and compromise the health, well-being and life chances of children and young people, such as child poverty, home and road safety.
	In times of need, support is provided to those that require it	<ul style="list-style-type: none"> To administer support through ongoing schemes such as funds/ grants/ benefits. To support those that need help including refugees: access to suitable accommodation, access to support services, access to education etc. To ensure people of all ages know where to get information, advice and support when they need it.

	<p>People can access good public health services, including social prescribing and social care across our different communities</p>	<ul style="list-style-type: none"> • To support and develop care providers -, working with the NHS across the county to ensure people have the services they need. • To work with a range of organisations from the health, independent and voluntary sectors to develop a sustainable, diverse and innovative care market that meets the varied needs of the people of North Yorkshire and ensures quality and dignity for all. • To work with the NHS to develop integrated models of commissioning and service delivery in each area of North Yorkshire to ensure that the people of North Yorkshire have a cost efficient, effective and joined up health and social care provision. We will work closely with local health partners to optimise local discharge pathways, in response to the COVID-19 pandemic and beyond, to make sure people make a safe and timely transition from health to social care.
<p>People: People can start well, live well and age well</p>	<p>People feel (and are) safe, protected, and free from harm</p>	<ul style="list-style-type: none"> • To keep all people safe from harm or abuse • To safeguard children, as well as supporting families in difficulty to ensure they receive help at the earliest opportunity and working with families to set clear outcomes to enable them to stay together. • Our Looked After Children’s strategy sets out how we will deliver our duties as corporate parents. Where it is unsafe for a child to remain at home, we will provide safe, stable and secure permanence arrangements and ensure that children are well supported to leave the care system. • To safeguard adults, with individuals, organisations, and communities all playing a part in preventing, identifying, and reporting neglect or abuse. • To deliver effective community safety and public protection functions, tackling crime, domestic abuse, anti- social behaviour and unsafe and unfair trading practices.
	<p>People can achieve their full potential and have equal access to economic opportunities</p>	<ul style="list-style-type: none"> • To work in partnership with school leaders to champion educational excellence so all children attend inclusive provision that is good or outstanding, have high aspirations and are supported to achieve their full potential. • To create a strong partnership with Teaching School Hubs (TSH) in line with national developments. • To ensure sufficient school places in the right locations of the right quality. • To promote sustainability of small schools by supporting financial management, collaboration, curriculum delivery and quality of education. • To focus on closing the disadvantage gap, particularly for children eligible for Free School Meals and Service Children.

		<ul style="list-style-type: none"> • To support schools in preparation for the Ofsted inspection framework. • To work with school leaders to improve the attendance of vulnerable groups. • To work with school leaders to reduce the use of fixed term and permanent exclusions to improve outcomes for children and young people. • To strengthen the early identification and the range of education provision for children with SEND. • To work with school leaders to raise the outcomes for children and young people including SEND, identifying schools showing significant levels of under-achievement. • To strengthen our work with partners and communities to improve outcomes through our Childhood Futures programme. • To ensure that there are clear pathways for people after education through the promotion of apprenticeships, training, work placements and further education including adult education.
	Vulnerable people are supported by drawing on the family strengths or those of the most appropriate networks	<ul style="list-style-type: none"> • To provide early intervention, our education providers, Early Help team and health partners will work with children and families to overcome their challenges, thrive and be able to sustain this long term. • To provide safe and healthy care within fostering and connected / kinship care households. • To tackle loneliness and isolation. • To embed the approach of working with people to help them draw on their strengths and assets, including what others around them, in their relationships and their communities, are, or could be, doing to support them. This is part of a programme to ensure confident and consistent practice that meets people's needs. In particular, we will focus on improving support for carers and people with mental health issues.
	People have control and choice in relation to their independence and social care support	<ul style="list-style-type: none"> • To support people to live independently in their home of choice by preventing, reducing, and delaying the need for longer-term social care services. • To support people to access preventative services, technology and supported housing, which helps them to live more independently.
Organisation: An innovative, inclusive, and enterprising council	Good quality, value for money services that are customer focussed and accessible to all	<ul style="list-style-type: none"> • To maintain a local office in every former district area and establish around XX additional local customer access points across North Yorkshire to provide access to council and partner services. • To provide good customer service and understand the needs of our customers. • To ensure customers can access services in the most appropriate way, with customers being able to self-serve where they are able to do so. • To ensure services provide value for money.

	<p>A well led and managed, financially sustainable, and forward-thinking council</p>	<ul style="list-style-type: none"> • To deliver a successful transformation programme. • To rationalise our property including making it more energy efficient and environmentally sustainable. • To operate on a commercial basis where it is appropriate to do so, and invest in council owned assets to drive revenue generation opportunities to fund Corporate Plans. • To be 'digital by choice', where possible to provide services online and also provide an alternative option for those who are unable to access the internet. • To use data to inform decision making. • To ensure technology, organisational development and the corporate estate supports innovative, enterprising and inclusive working. • To deliver SMART projects to provide more efficient services.
	<p>An inclusive council that demonstrates its values, behaviours, and leadership principles</p>	<ul style="list-style-type: none"> • Working together to be one new council, with visible, respectful and accountable leaders to support strong performance and innovation providing a welcoming environment for all • Listening to colleagues, providing open engagement, sharing ideas and acting on what we say • Valuing each other and committing to having an inclusive workplace culture in which everyone can thrive and reach their full potential • Being an employer of choice, with our ways of working, providing learning opportunities for everyone, with attractive career pathways and progression
	<p>A carbon neutral council</p>	<p>We are working towards our goal of the council becoming operationally net zero by 2030. To achieve this we will reduce North Yorkshire Council's operational emissions:</p> <ul style="list-style-type: none"> • Property and assets: we will ensure that council assets support our climate change objectives through improved energy efficiency of our properties including heating, ventilation, water use, electricity use for power and lighting • Fleet: transitioning our fleet vehicles to low carbon or zero carbon options • Business mileage: where possible reduce the amount of miles travelled in employees' own vehicles by encouraging alternatives such as active travel, public transport and virtual meetings. • Procurement and commissioning: understanding and lessening the emissions embedded in goods and services associated with our operations.

		<ul style="list-style-type: none">• Waste and circular economy: ensure that wherever possible council waste is reduced, reused and recycled. Where possible we will reduce our use of single use plastics.• Climate Change Awareness Training for staff and members• Embedding in policies and decision making: embed climate change into every service and into policy and decision making so that taking climate responsible actions becomes 'business as usual'.
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Overview and Scrutiny

December 2021

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Website Overview 1 Nov 2020 – 31 Oct 2021

16,175,719 page views – up 1,298,054 (+9%) on Nov 2019 to Oct 2020

- 794,353 (5%) visits to the homepage
- 346,973 (2%) using the site search

Top 10 pages by views Nov 20 – Oct 21		Nov 19 – Oct 20	
Coronavirus – data	530,408	Jobs and careers	478,233
Jobs and careers	441,648	Coronavirus - news	283,556
Road cameras and weather conditions	356,585	Libraries	279,046
School term and holiday dates	238,949	Road closures and diversions	215,437
Coronavirus - news	194,228	Coronavirus - advice and information	191,334
Libraries	179,165	My Account	176,584
My Account	171,570	School term and holiday dates	161,936
Coronavirus - advice and information	170,947	Road cameras and weather conditions	152,888
Road closures and diversions	142,761	HWRCs	105,088
HWRCs	106,703	Contact Us	82,944

Social Media – 1 Nov 2020 – 31 Oct 2021

Top single post by views per channel

Twitter – 335,453

Facebook – 136,640

Instagram – 5,841

LinkedIn – 5,648

Dec 20 – Marcus Rashford retweets our pandemic funding support for families

Oct 21 – Sutton Bank closed due to lorry shedding its load of pork

Jul 21 – Paid for out of county messaging asking people to test before visiting

Jun 21 - NY Highways launches

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Marcus Rashford MBE @MarcusRashford · Dec 10, 2020
North Yorkshire County Council

North Yorkshire CC @northyorksc - Dec 8, 2020
Replying to @MarcusRashford
Thanks @MarcusRashford. We've launched a £1.4m scheme to provide food and other support to families as part of a range of funding to help those hardest hit by the pandemic: northyorks.gov.uk/news/article/m...

10 63 788

North Yorkshire County Council
Published by Dan Morris · 14 October at 13:06

UPDATED - Sutton Bank has now been cleared following the wagon shedding its load earlier.



North Yorkshire County Council

UNLOCK SUMMER

Keep North Yorkshire safe...
... please **test before you travel.**



northyorksc

northyorksc If you're travelling to North Yorkshire please help keep everyone safe by doing a lateral flow test before you travel.

Around 1 in 3 people who have coronavirus do not show any symptoms.

Find how to order or collect a test at northyorks.gov.uk/asymptomatictesting

If you have coronavirus symptoms please book a PCR test.

Thank you for keeping North Yorkshire

View Insights

476 likes

JULY 6

North Yorkshire County Council
10,187 followers
5mo ·

From today our newly created company NY Highways takes over everyday maintenance and larger improvement schemes across the county's network of almost 5,800 miles of roads.

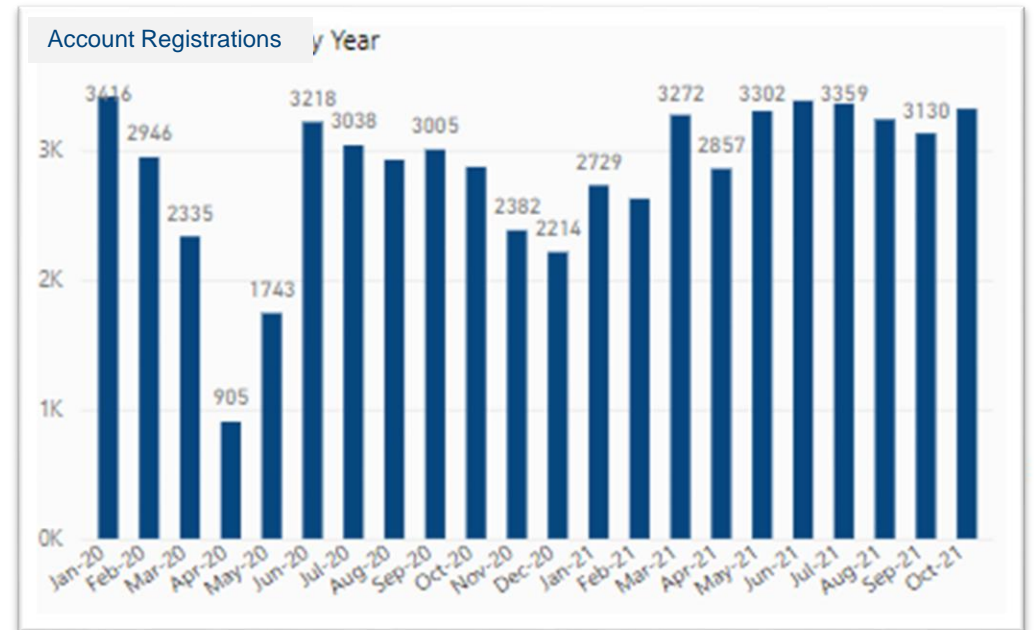
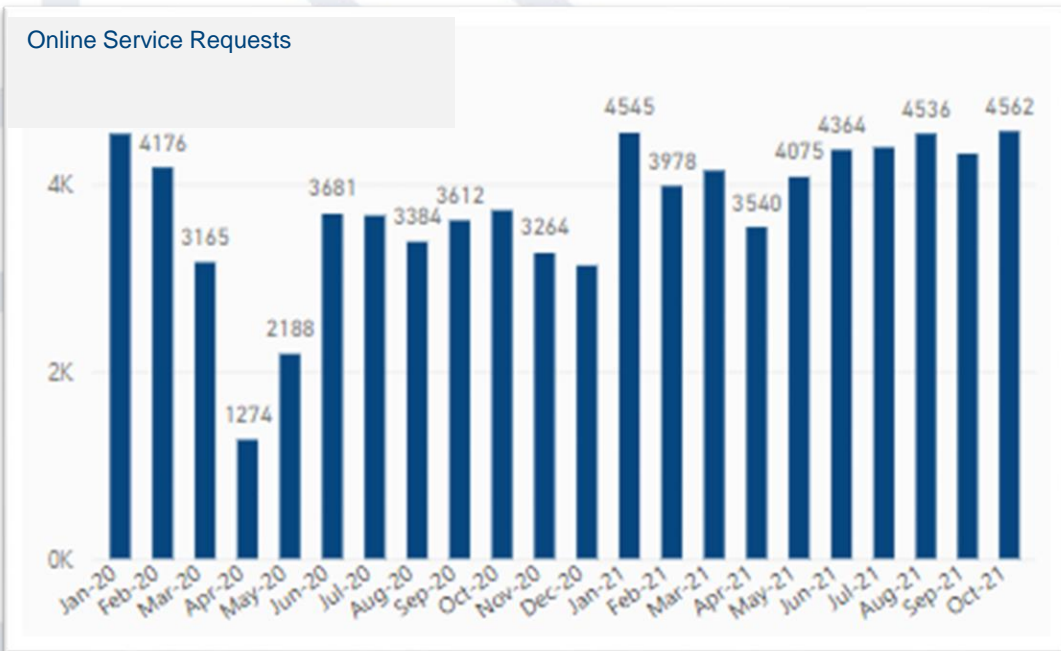
State of the art safety measures are at the forefront as a new fleet of highways maintenance vehicles take to the roads.

Read the full story at <https://lnkd.in/d3seynp>



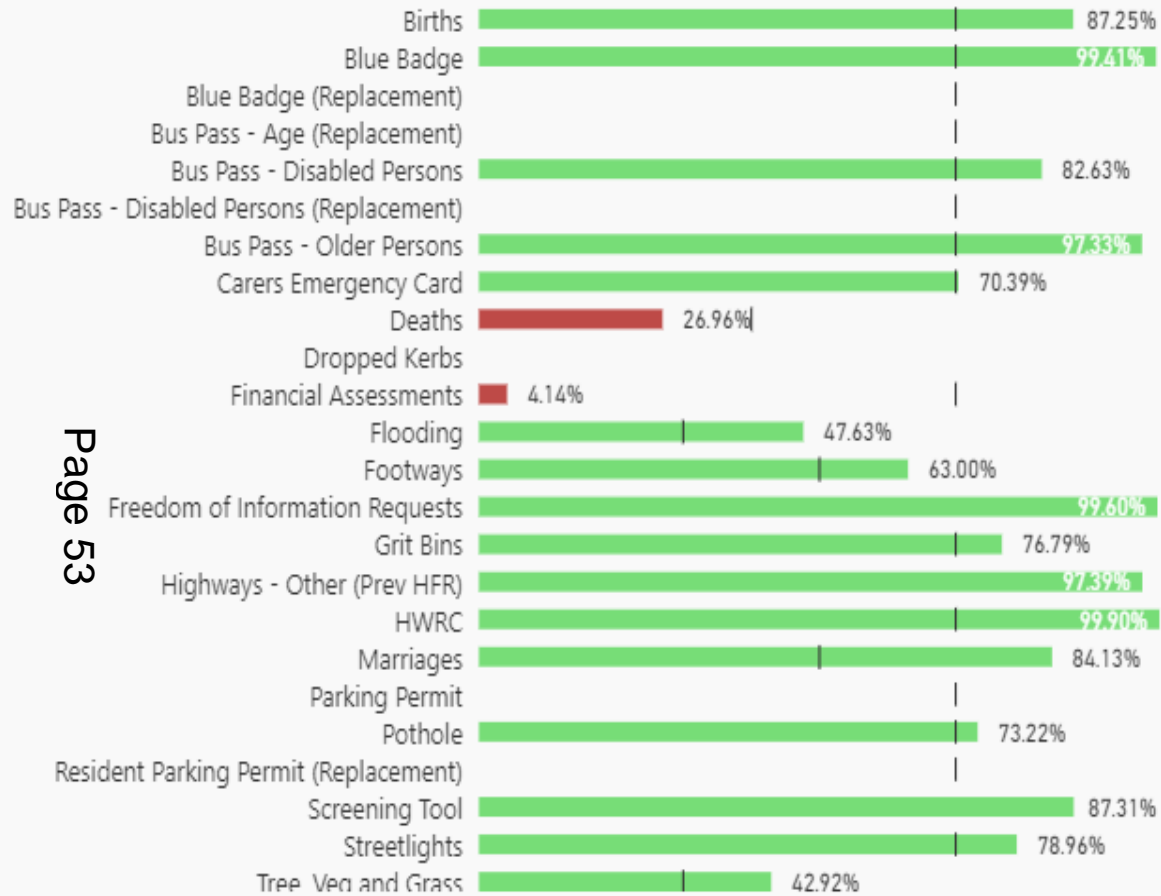
Customer Portal Usage Nov 2020 to Oct 2021

- ✓ 35,779 new account registrations in (31,547 in 2019-2020)
- ✓ On average, customers submitted 1.64 repeat service requests each (1.72 in 2019-2020)
- ✓ 72,196 digital service requests made (59,019 in 2019 -2020), 41,000 of these by registered users
- ✓ 11,927 new subscriptions to marketing emails which is 35% of all registrations
- ✓ Total 120,884 customer accounts by the end of October 21

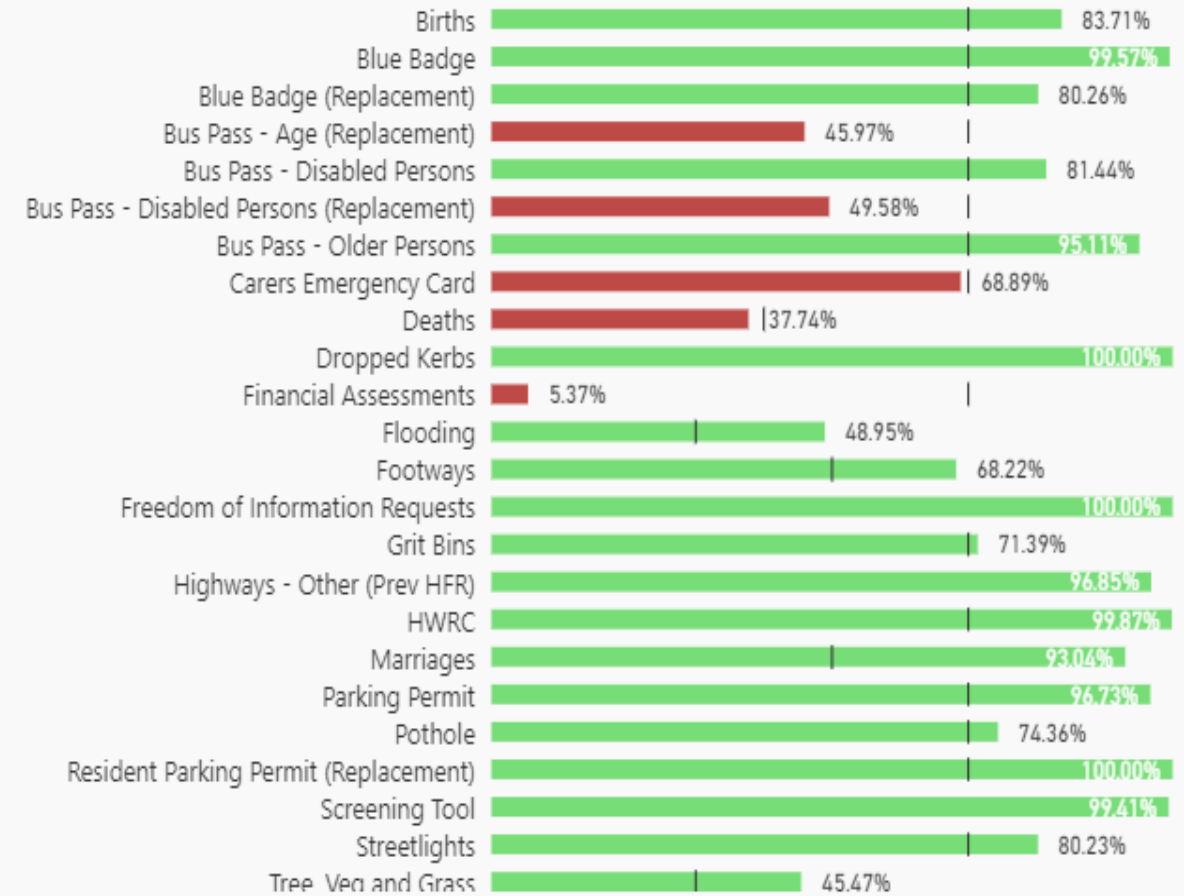


Portal KPI summary

Monthly Performance



Month in Review



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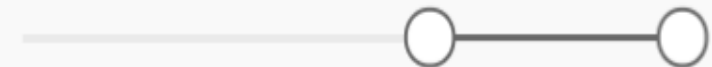
Monthly Performance

01/11/2019 31/10/2020



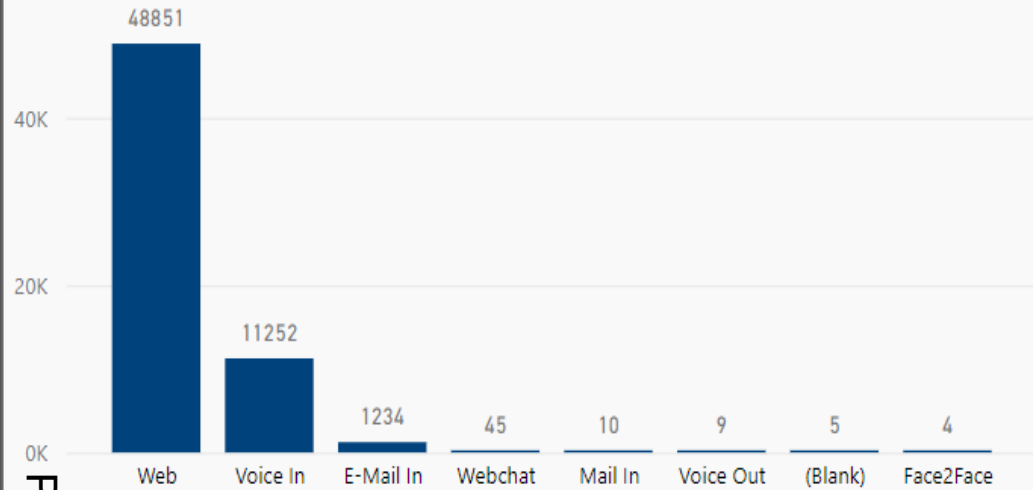
Month in Review

01/11/2020 31/10/2021



Digital Demand November 20-October 21

Total Requests by C



Information Request | **Service Request**

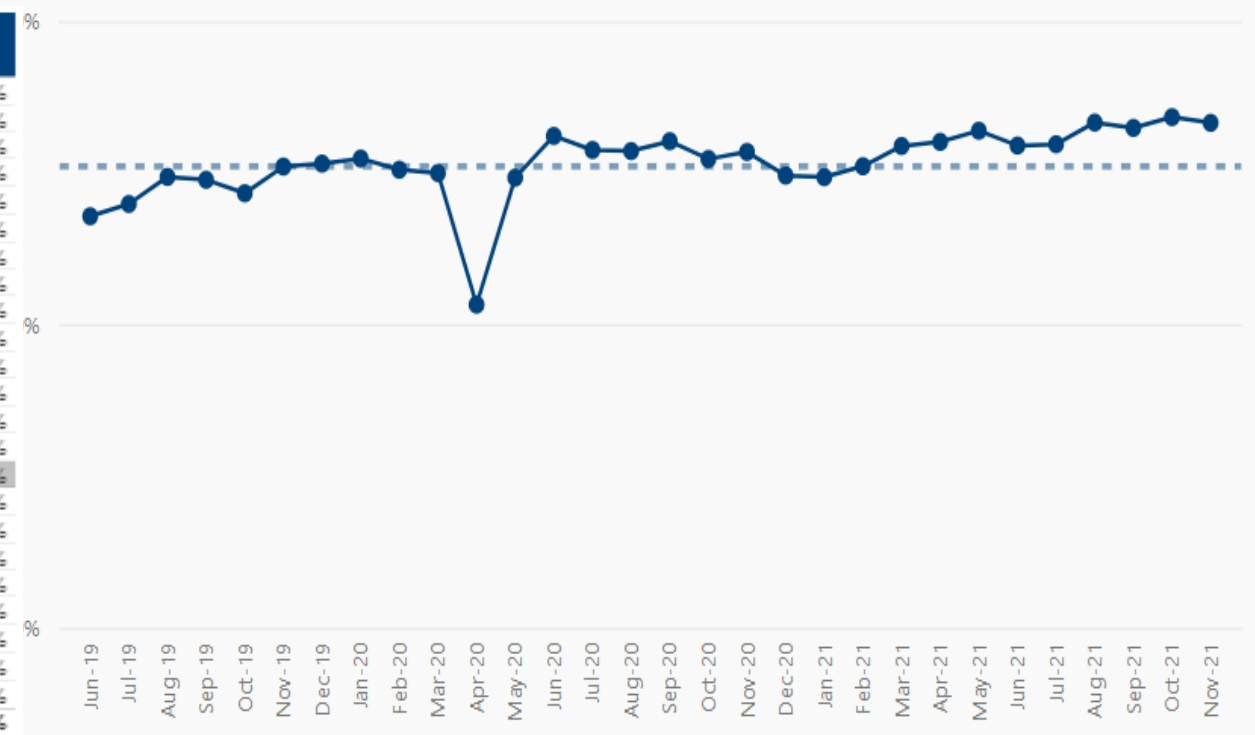
Select Date
 01/11/2020 | 31/10/2021

KPI Name
 All

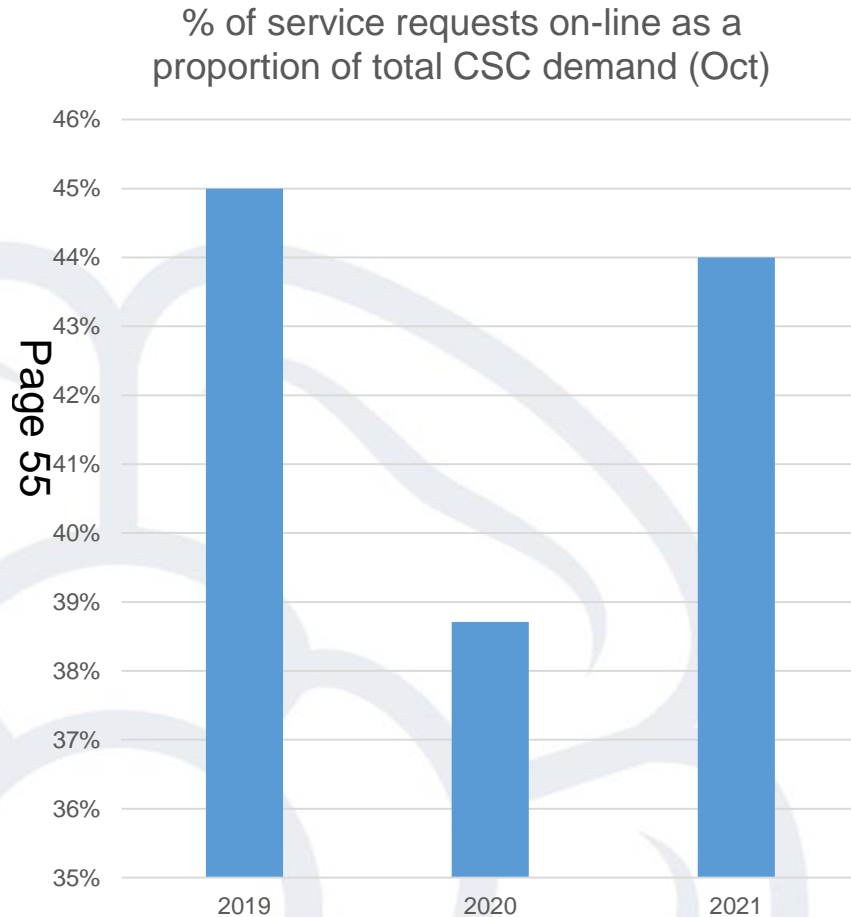
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KPI Name	Web Requests	Non-Web Requests	Total Requests	Digital %
Blue Badge	9902	43	9945	99.57%
HWRC	9554	12	9566	99.87%
Births	4671	909	5580	83.71%
Bus Pass - Older Persons	4417	227	4644	95.11%
Pothole	2773	956	3729	74.36%
Streetlights	2686	662	3348	80.23%
Deaths	2394	3950	6344	37.74%
Highways - Other (Prev HFR)	2092	68	2160	96.85%
Flooding	1974	2059	4033	48.95%
Tree, Veg and Grass	1434	1720	3154	45.47%
Footways	1361	634	1995	68.22%
Bus Pass - Disabled Persons	1312	299	1611	81.44%
Carers Emergency Card	817	369	1186	68.89%
Grit Bins	706	283	989	71.39%
Screening Tool	672	4	676	99.41%
Marriages	548	41	589	93.04%
Parking Permit	474	16	490	96.73%
Financial Assessments	398	7008	7406	5.37%
Freedom of Information Requests	296	0	296	100.00%
Bus Pass - Age (Replacement)	194	230	424	45.75%
Blue Badge (Replacement)	61	15	76	80.26%
Bus Pass - Disabled Persons (Replacement)	59	62	121	48.76%
Resident Parking Permit (Replacement)	56	0	56	100.00%
Total	48851	12559	61410	79.55%

Overall Digital Trend



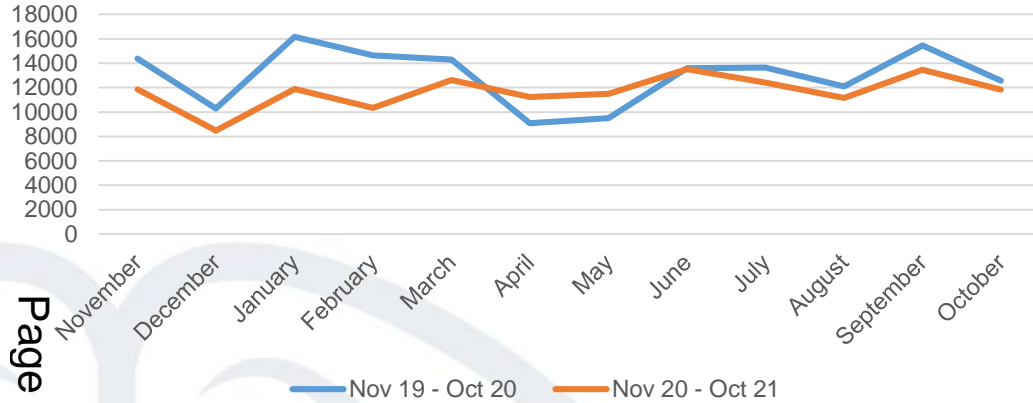
Impact of Covid on the % of service requests on-line



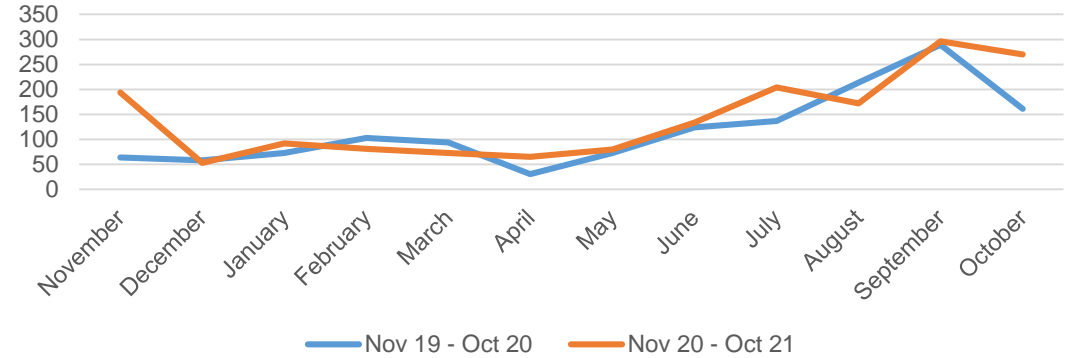
- High Volumes of Social Care Demand – few on-line services available
- Covid Services did not have on-line options
- Many services were adjusted during covid i.e. Birth registration, Death Registration and Ceremonies – Customers were calling for reassurance
- Numbers have not recovered fully as a result of the Continued high demand for Adult Social Care.

CSC - Frontline

Frontline Calls Offered

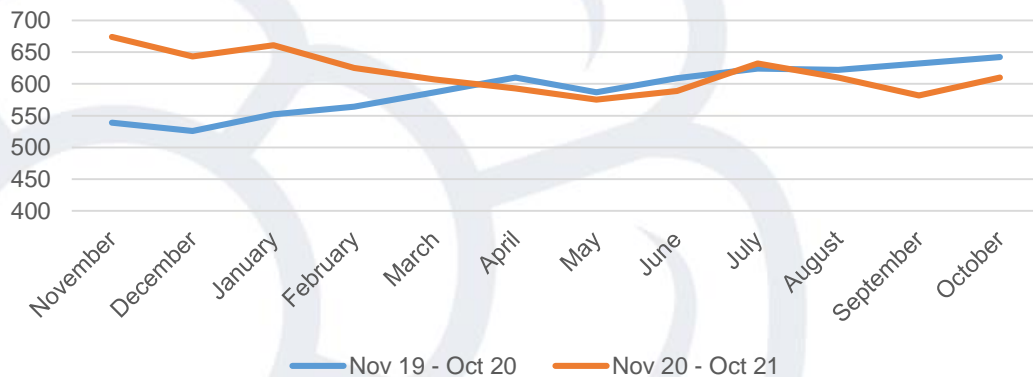


Frontline Average Speed of Answer



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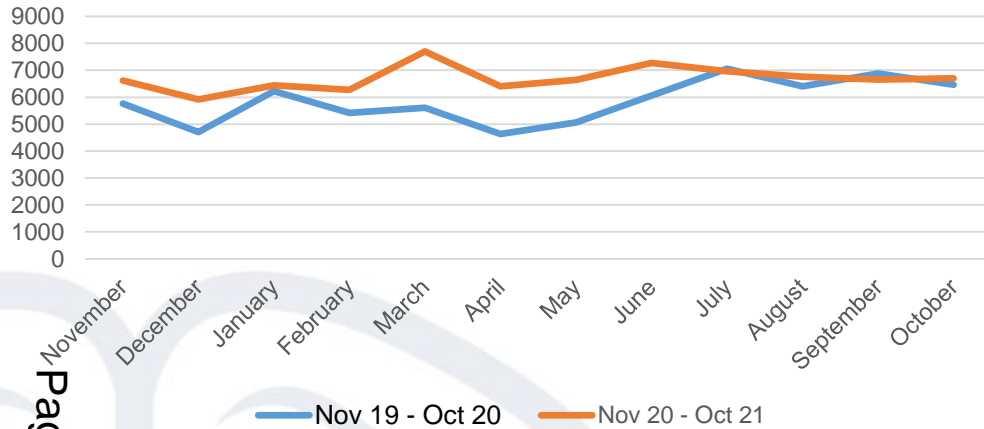
Frontline Average Handling Time



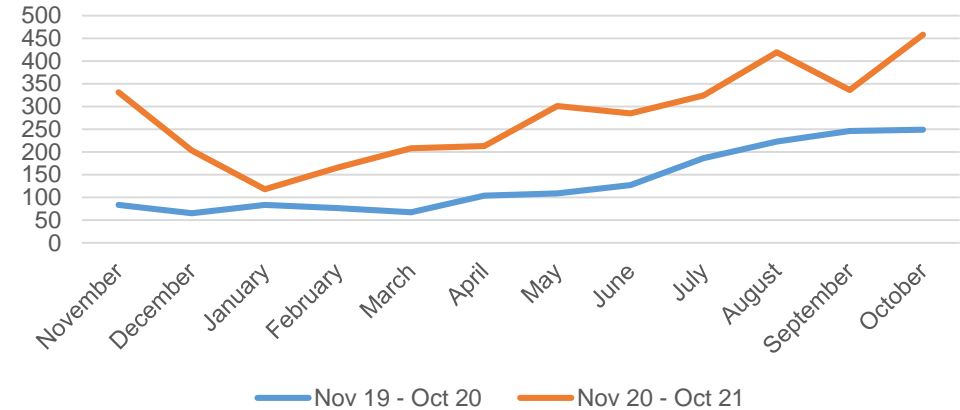
- October demand was 6% down on previous year and 12% down from September
- The average handling time was 5% down on previous year although increased from last month. New team members have joined and are reducing their time nearer to target
- The average speed of answer has continued to recover and improved against last month

CSC - Social Care

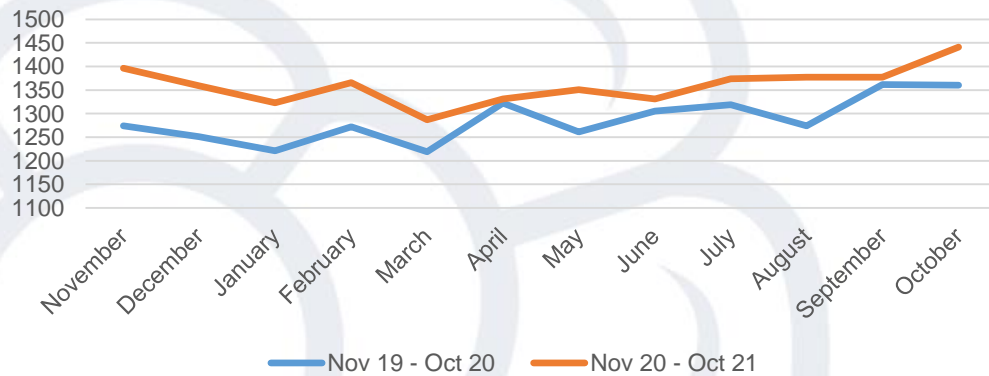
Social Care Calls Offered



Social Care Average Speed of Answer



Social Care Average Handling Time

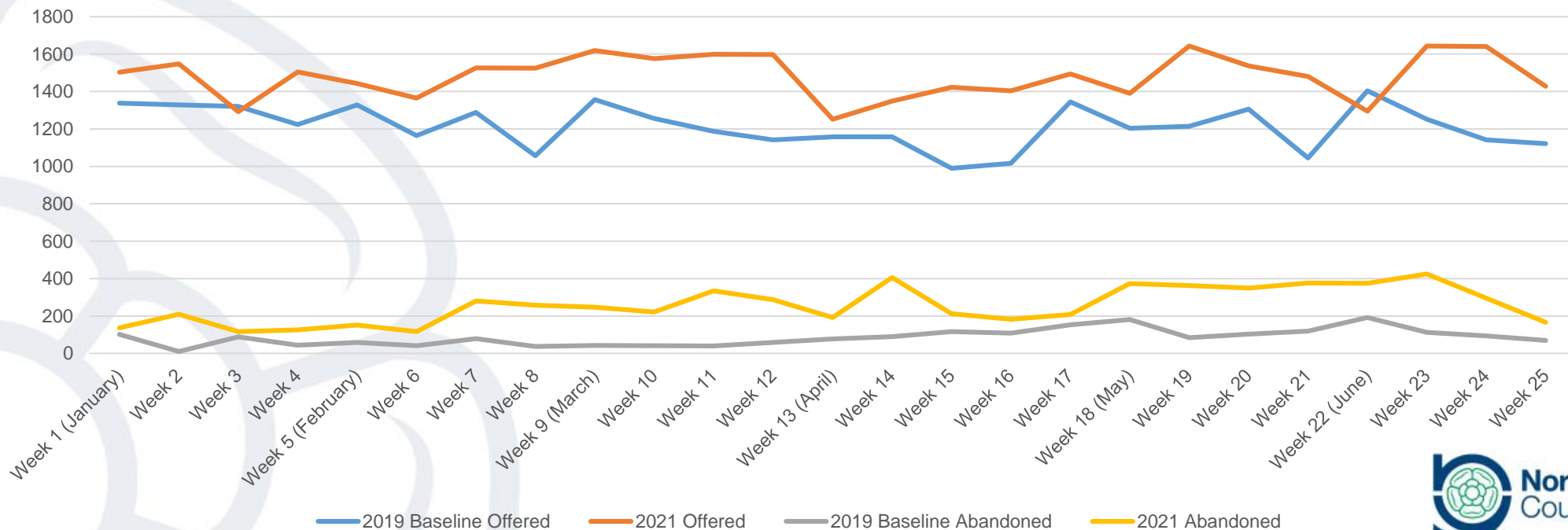


- October demand was 3% up on last year over the phone.
- An increase demand on the e-mail channel from professionals has resulted in more capacity being directed to off phone tasks which has shown a reduced performance overall on phones.
- Average speed of answer has continued to increase and this is also reflected in a continued increase in average handle time both measures are at the highest point in rolling year

Social Care Demand

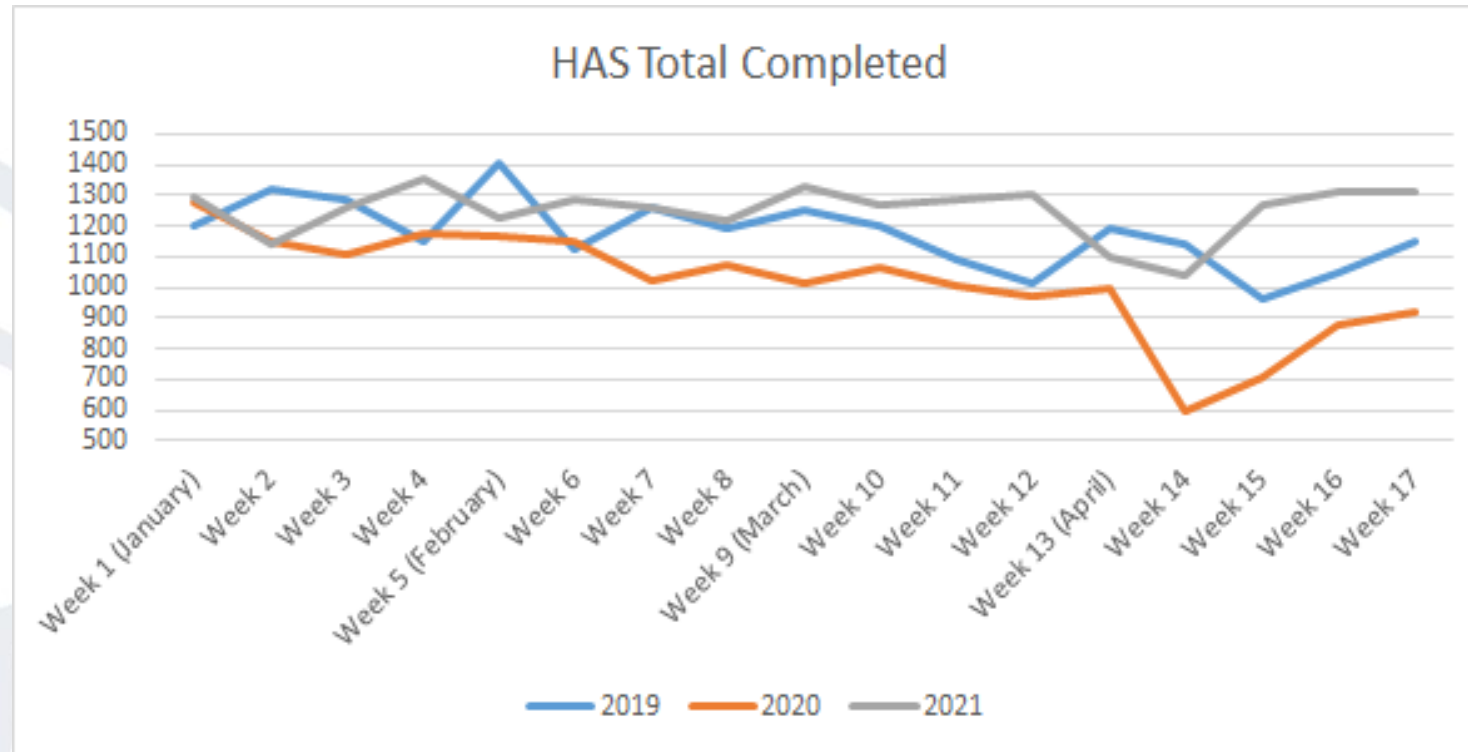
- CSC has processed 7% more work with same FTE for the same period in 2019
- HAS Demand has increase by 22%
- Abandonment rate has risen by 10% - Now 17.5%
- Some Customers are waiting as long as 15 Min to get through
- Corporate Citizen SLA is 1min 30 sec to answer and 5% abandonment

Demand Against Baseline



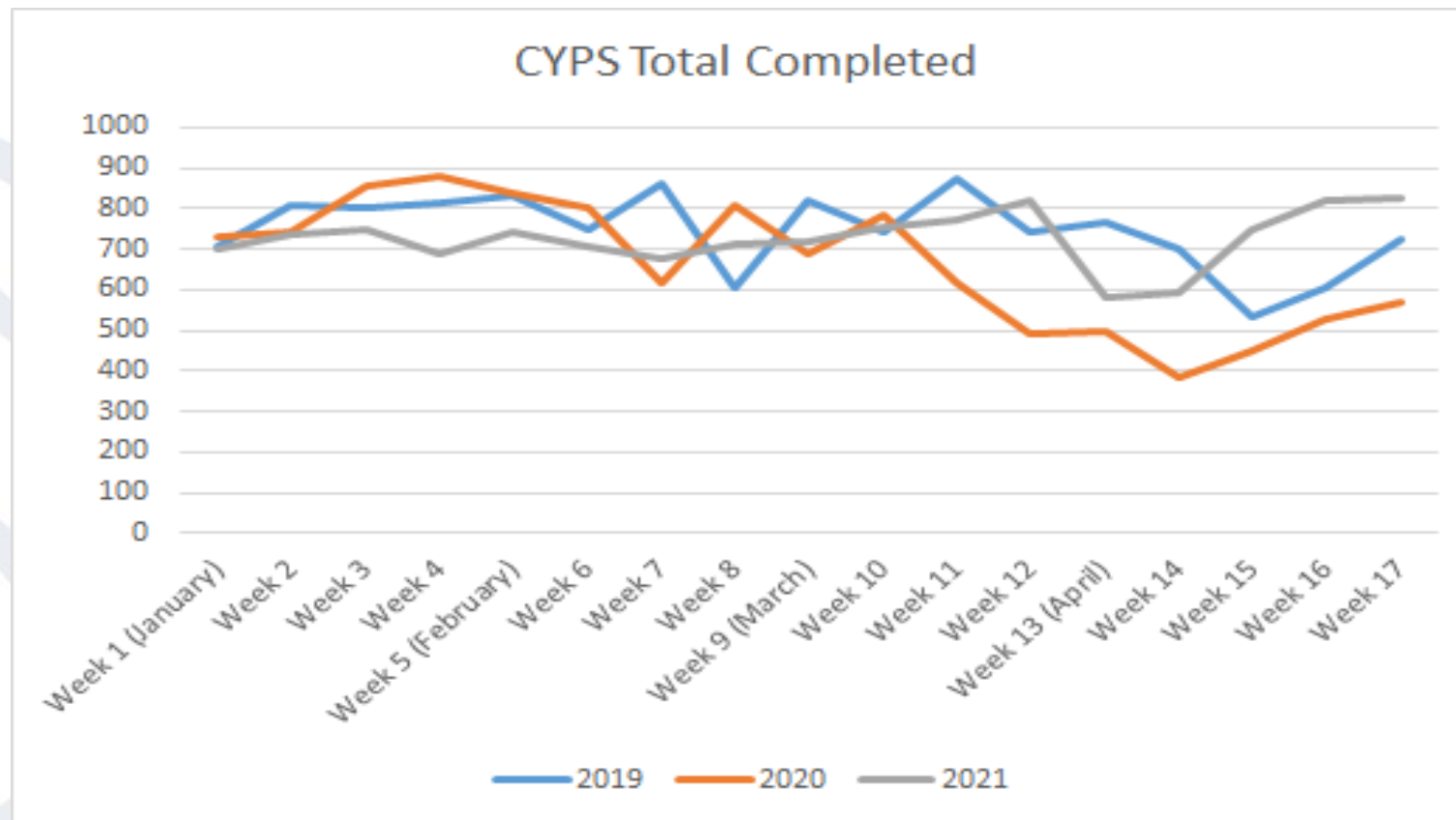
Complete HAS Demand

HAS demand has increased by 6% contacts per week compared to the corresponding weeks in 2019 and a 23% increase compared to 2020 (April 2020 reduction was a result of initial lockdown for Covid19)



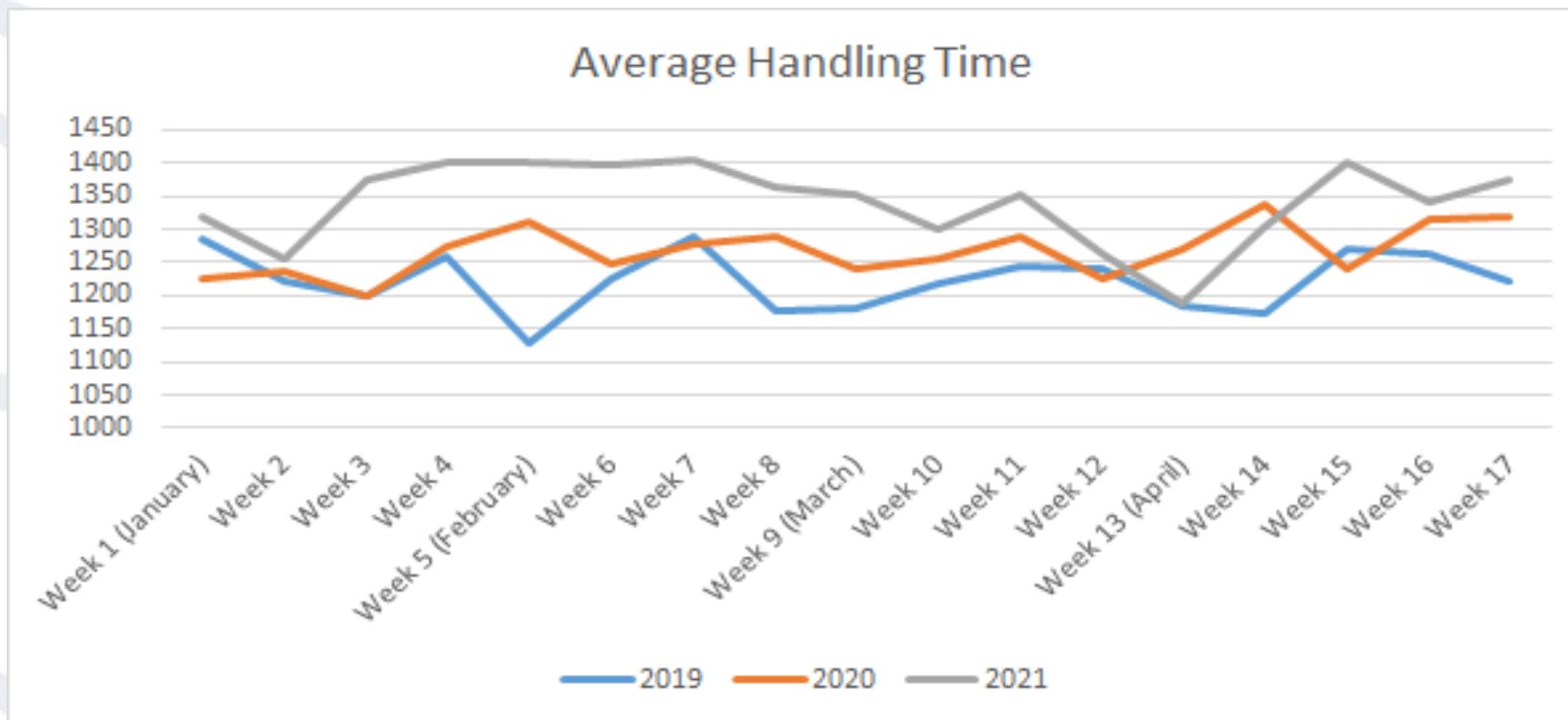
Complete CYPS Data

CYPS demand has reduced by 3% contacts per week compared to the corresponding weeks in 2019 and a 9% increase compared to 2020 (April 2020 reduction was a result of initial lockdown for Covid19)



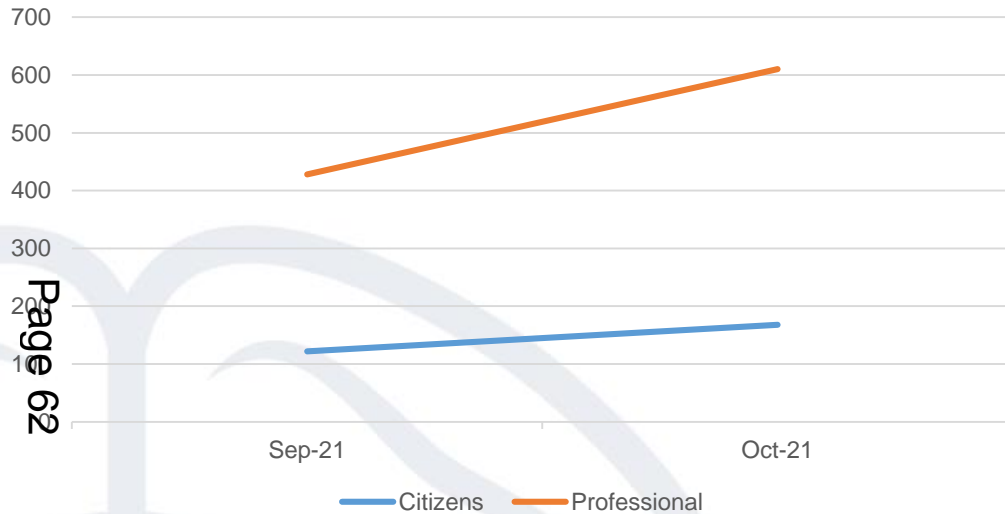
Social Care Average Handling Time (AHT)

The AHT for Social Care calls has been significantly higher in 2021 compared to previous years. Factors are varied and range from complexity based on changing population needs, changing guidelines, additional information being required to be captured, behaviour changes due to working from home and remote peer reviews being required. AHT has increased by 10% compared to 2019 and by 6% compared to 2020



CSC – Citizen and Professional Queues

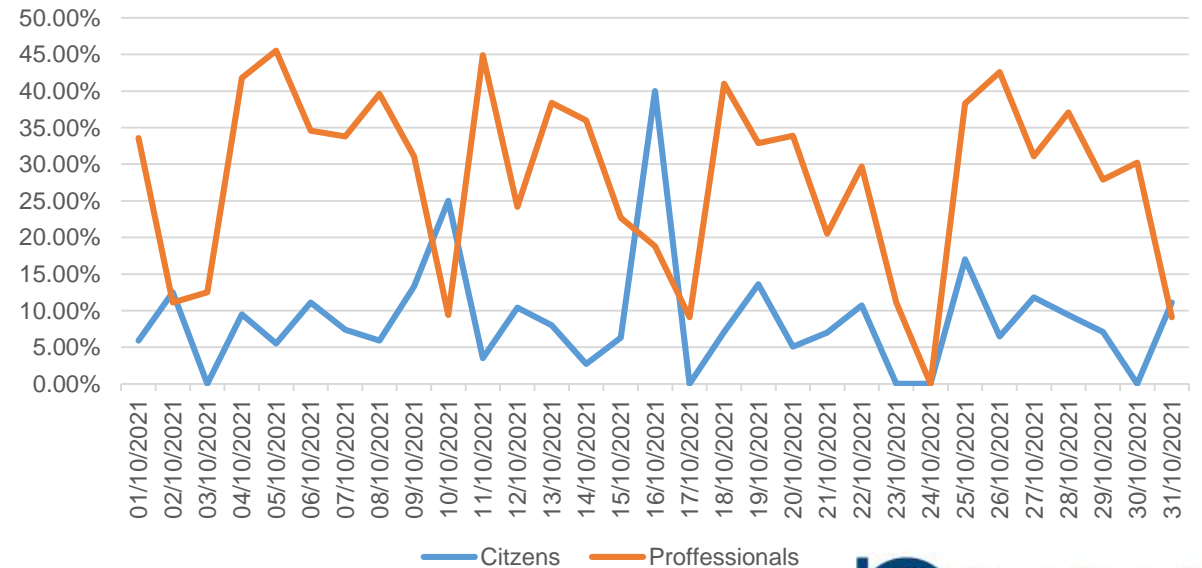
Average Speed of Answer



- October was the second full month of the citizen and professional social care queues.
- The average speed of answer on the citizen queue in October was 168 seconds and 610 seconds for professionals.

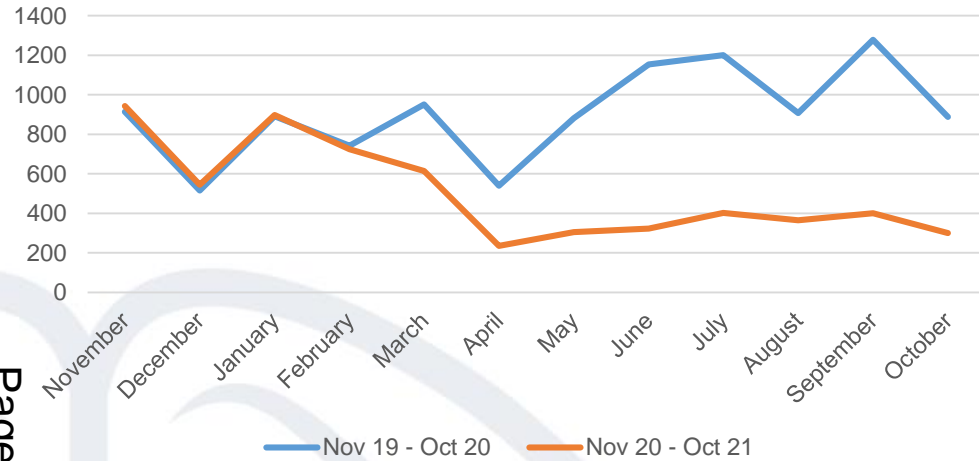
The abandon rate on the citizen line was 8.6% and 33.9% for Professionals for October compared with 7.9% and 24.3% for September.

Abandon Rate October

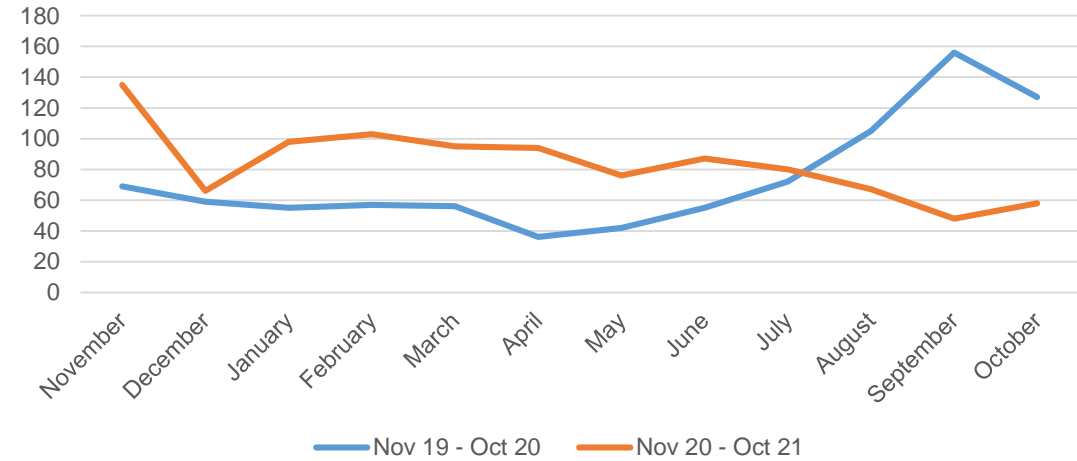


CSC – Web Chat

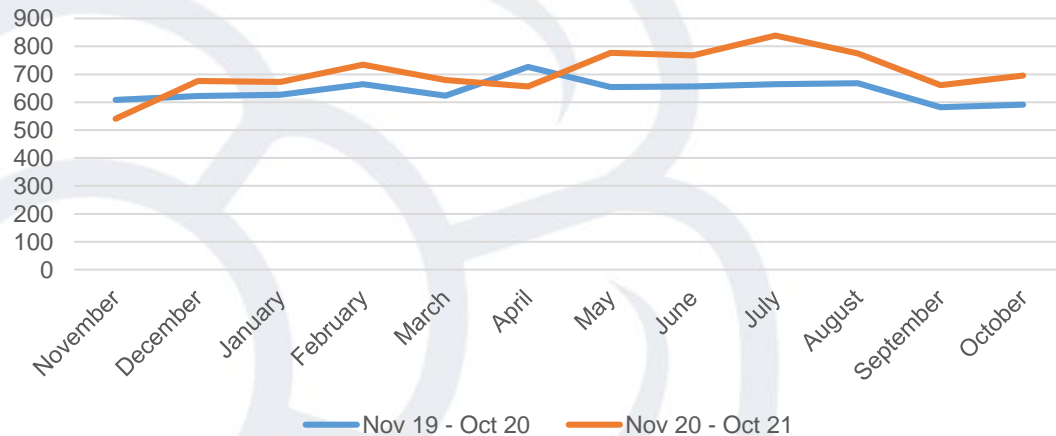
Web Chats Offered



Web Chat Average Speed of Answer



Web Chat Average Handling Time



Web Chat continues to not be visible on the contact us page which is reducing the number of Web Chats we are receiving

Improving customer experience

including accessibility

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Accessibility update

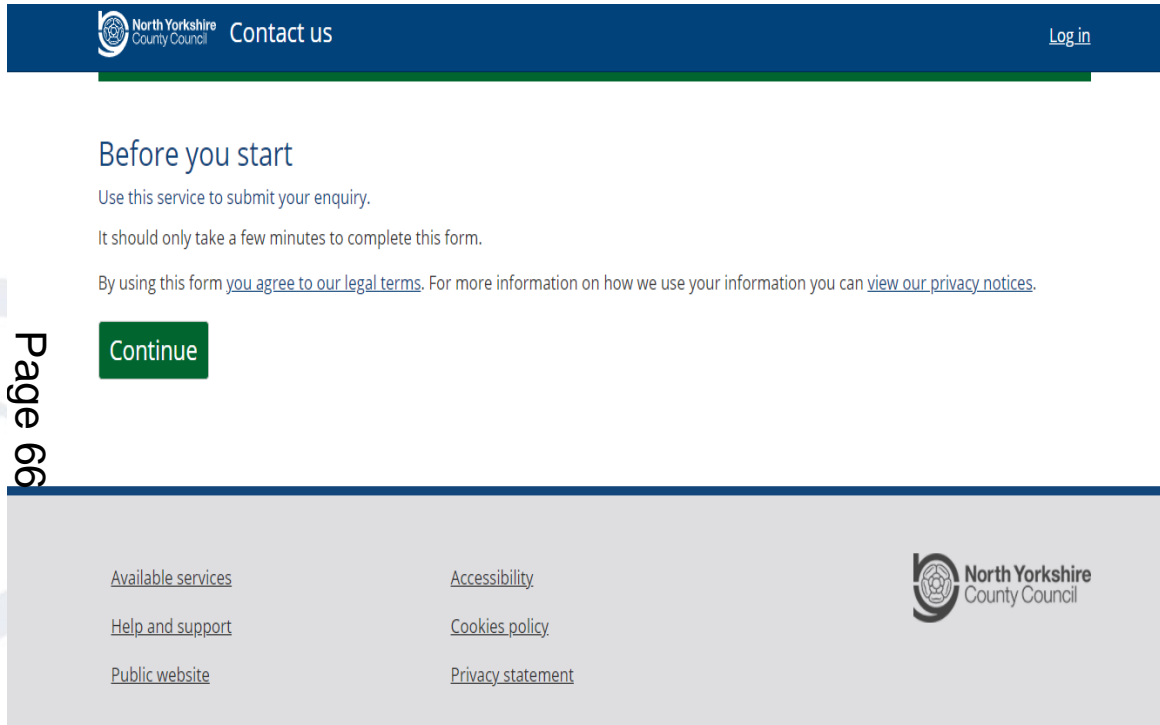
- Each services should have 2 or more access channels – telephone is not always the best channel
 - Customer Service centre becomes the accessibility co-ordination hub
- If a customer has a need for a specific access channel the customer should be able to stay on that access channel even into the back office – this is the risk at the moment.

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Need to consider the access channels available to support customers in other teams.

Initial Changes Made On-line to Improve Accessibility

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North Yorkshire County Council Contact us Log in

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It should only take a few minutes to complete this form.

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[Help and support](#) [Cookies policy](#)
[Public website](#) [Privacy statement](#)

North Yorkshire County Council



Search our website

[Do it online](#) [My account](#)

 [Accessibility](#)

Easy to locate on the website

- **Customers can request additional support to access services**

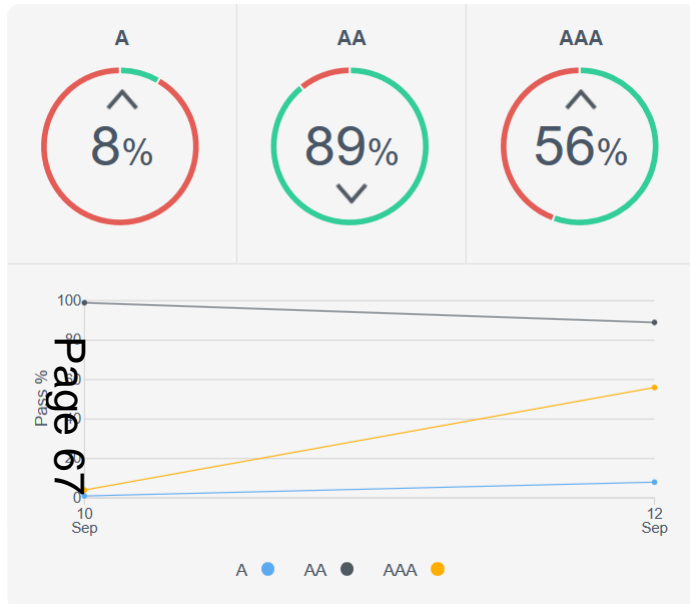
Sitemorse reports – page overview

Current overall score



[Accessibility >](#)

12/9/2019 report



22/9/2020 report



12/8/2021 report

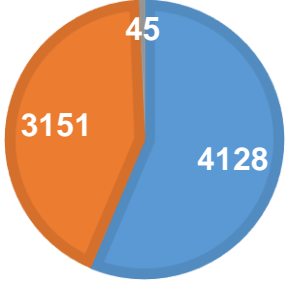


- Compliance at AAA standard has significantly increased from 56% to 99% of pages which is particularly difficult to achieve.
- Compliance at AA standard has increased slightly from 89% to 91% of pages.
- Overall accessibility score of 6/10 has been maintained.
- The score does not reflect our legal requirement – a significant number of A standard errors are caused by PDF content that is exempt which an automated checker cannot measure

PDF removal work

Around 3100 PDFs remain causing errors (down 750 on 2020) 43% of our site.

■ HTML pages ■ PDFs ■ other



Type	Approx Number (%)	Status
General	1,000 (32%)	All either: <ul style="list-style-type: none"> • Still chasing feedback from service • Comms working through transferring to content • Removed since scan Accessibility statement will be updated on 23 Sep with latest position, with more time to complete if needed.
Minerals planning evidence database	1,000 (32%)	Legally required, accessible versions will replace these when plan next updated but most exempt due to age.
Legal notices	500 (16%)	Legally required, cannot remove or make accessible.
HAS provider bulletin	250 (8%)	Awaiting outcome of T&C analysis on potential separate site/portal. Not aimed at public.
Consultations	250 (8%)	Currently removing older than 12 months, remaining ones included in accessibility statement, alternative format on request.
Covid related	100 (4%)	Temporarily allowed due to urgency, to remove
Jobs & Careers	100 (4%)	Flagging with recruitment team for review

Page 6



CSC Live Services Nov 2020 – Oct 2021

Blue Badge Hidden Disabilities

Problem

Customers applying under the wrong criteria were being refused and having to re-apply under the correct criteria – poor, time consuming experience.

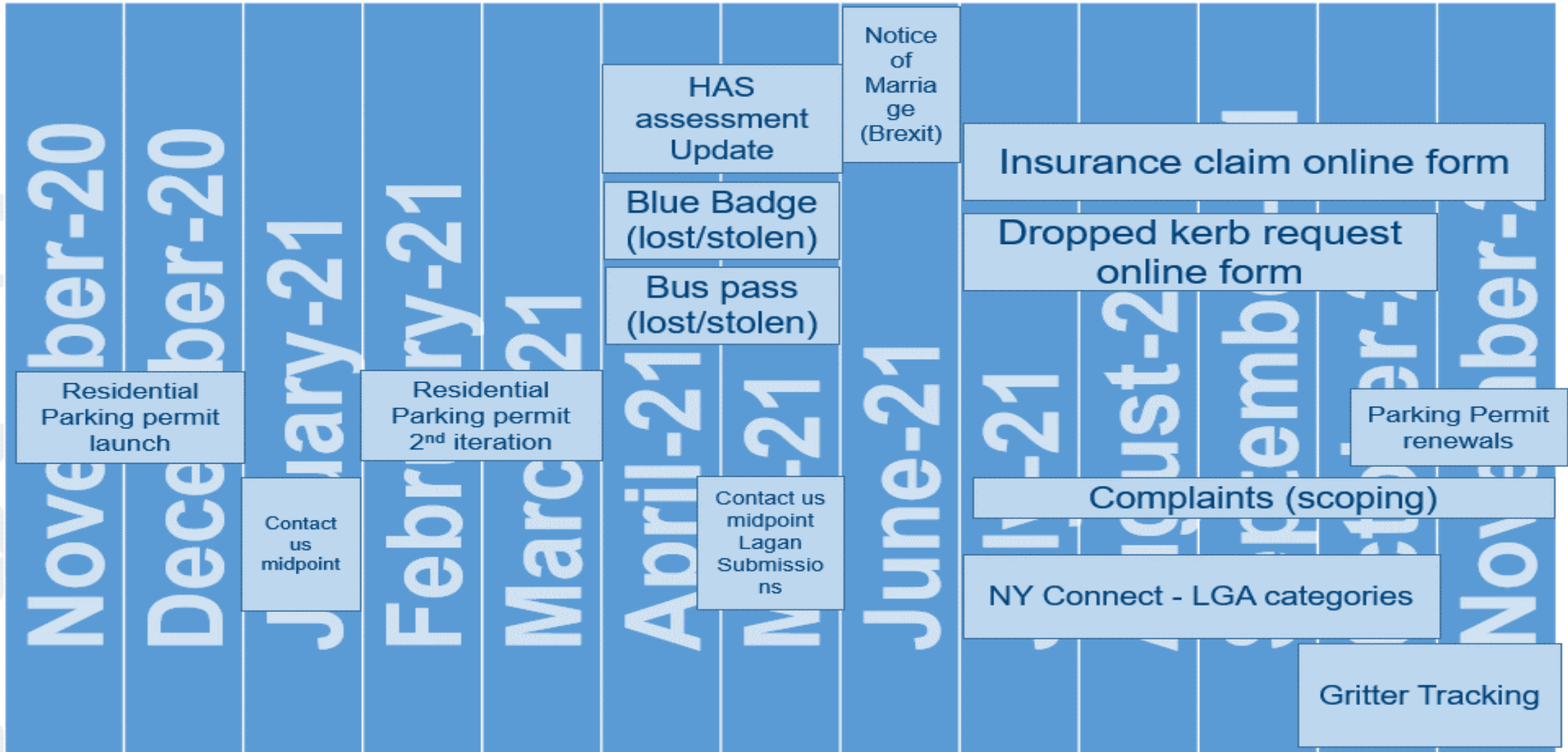
Improvements Completed

- If a customer now applies under Hidden Disability incorrectly, the advisor can put the application through if its clear there is evidence to show that customer is eligible under 'Walking'
- So far this has prevented 51 customers having to reapply and has also saved these applications having to be dealt with twice – savings so far over 4.5 months - circa £349
- As well as savings this has provided a much improved customer journey and will reduce complaints to NYCC and MP letters from those who have been told they are not eligible

Month	Apps received	Rejected	Accepted	Wrong category discretionary approvals	Total approved	% Approved	% increase
Jun-21	131	21	50	7	57	44%	6%
Jul-21	131	35	39	15	54	41%	11%
Aug-21	103	16	38	8	46	45%	7%
Sept -21	89	23	19	7	26	29%	8%
Oct -21	75	14	20	7	27	36%	9%

New Services Launched – Providing alternative access channels for customers

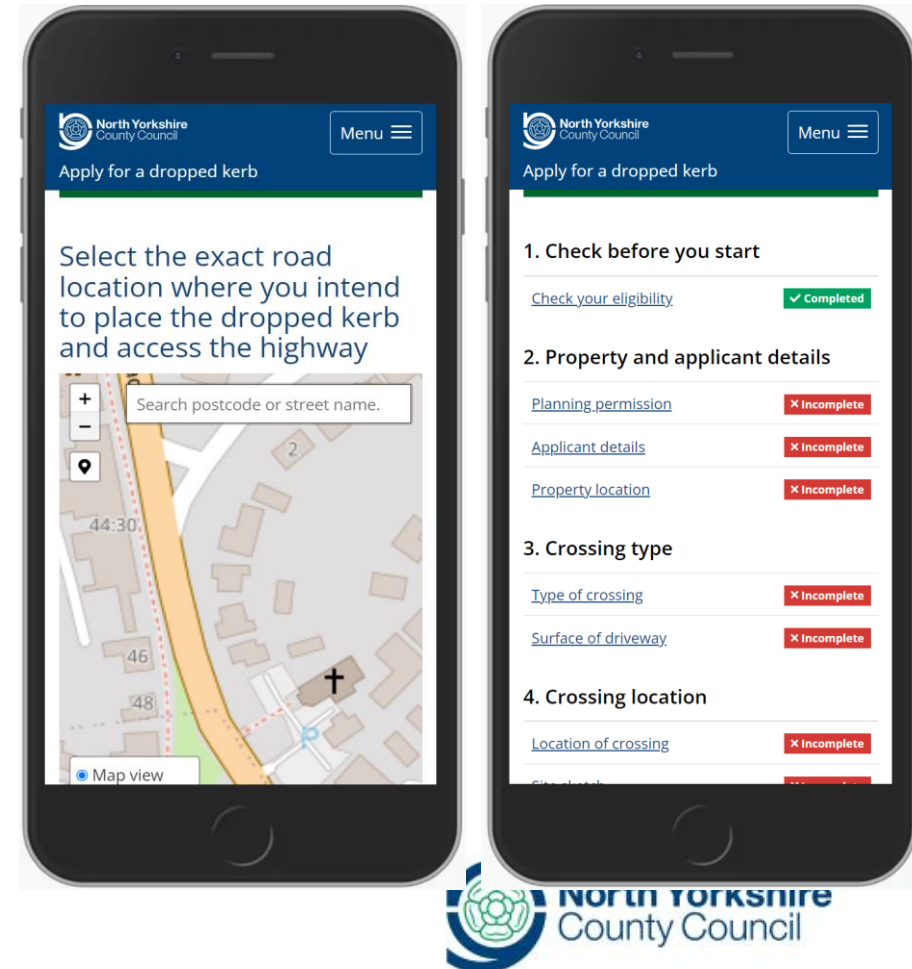
Year at a glance – Customer Portal



CSC Live Services October 2021

Dropped Kerbs

- 15th October – new online application
- 41 online requests have been made since go live 100% online
- Paper exception route is currently a temporary one – a long term solution is being worked on to align with our Accessibility policy and can be reused with other services.
- Estimated savings for this service moving fully online (with an expected low number of paper exceptions) across the CSC and highways service areas are £13,707 – with further possible savings predicted by reduced calls into the CSC.



CSC New services 2021

Launch of CSC handling inbound calls for Credit Control

- In October we moved Credit Control calls into the Customer Service Centre to support the Credit Control Team focus efforts on collecting debit.
- This move has seen over 45% of customers currently calling the credit control number making payment via the automated telephone payment system

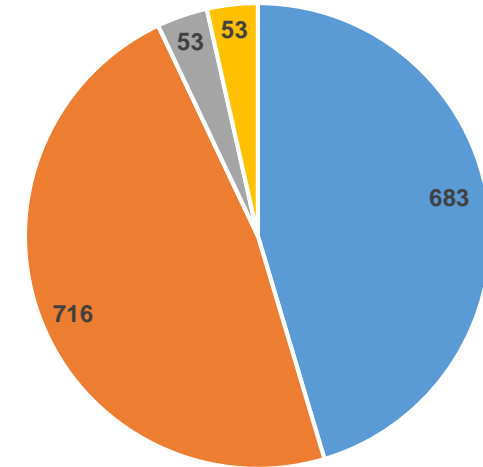
Page 3
30% of 716 are queries on invoices which the CSC can triage back to the service area that raised the invoice for review

3 The remaining are 494 customer calls which need support to make a payment – These calls are currently still going to Credit Control.

- **Next steps**

- CSC to...
- Start taking payments
- Post out direct debit mandates
- Leaving only 53 of the previous contacts – those customer needing support with financial difficulties going to the credit control team

Credit Control 8 Oct to 12 Nov 2021



- Automated Payment
- Phone Payment
- Setup Direct Debit
- Financial Difficulties

Household Support Fund

Rapid Solution Design

High Level Customer Journey: Digital

Below is the flow of how we will facilitate the digital direct award claim process. To the right are examples of the online form that we are building to support this process

Page 75

Before you start

The Household Support Fund (HSF) is designed to help people afford basic essentials over winter. It's available to assist households, through small grants, helping them with things such as food, clothing and utilities.

You can use this form to request your voucher or request a replacement letter if you've lost it.

Only those who have been contacted by letter are eligible for a voucher.

Before you complete this form, please make sure you have:

- the letter that states you are eligible for a voucher;
- details of the person the letter is addressed to, including their name and address.

Further information about household support fund is available on our website.

By using this form you agree to our legal terms. For more information, please see our privacy notices.

Continue

Do you have the letter which states you are eligible for a voucher?

Yes

No, I've lost it

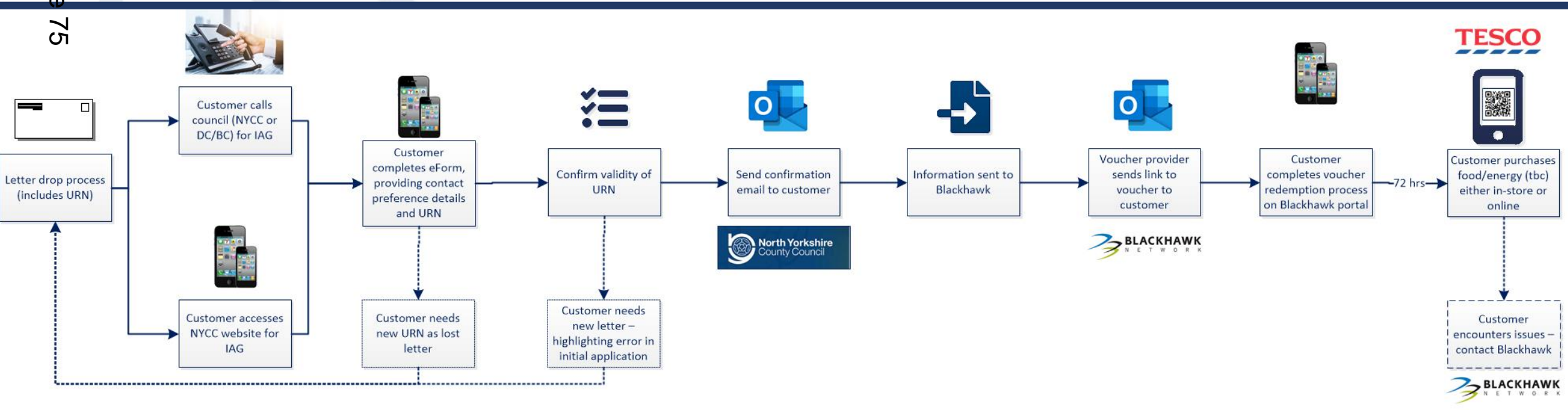
No, I've not received a letter

Enter the unique reference number

It's printed on your Household Support Fund letter

Where do I find this?

Continue Back



Rapid Solution Design

High Level Customer Journey: Non-digital

The non-digital route will be for processing claims where the recipient is unable to complete the online journey themselves. Therefore, this form will be provided to the CRC and partners to complete on the claimant's behalf.

The form differs from the point of view that the claimant explains which vouchers they'd like to receive.

North Yorkshire County Council Household Support Fund

Before you start

The Household Support Fund (HSF) is designed to help people afford basic essentials over winter. It's available to assist households, through small grants, helping them with things such as food, clothing and utilities.

You can use this form to request your voucher or request a replacement letter if you've lost it.

Only those who have been contacted by letter are eligible for vouchers.

Before you complete this form, please make sure you have to hand:

- the letter that states you are eligible for a voucher; and
- details of the person the letter is addressed to, including email address or mobile telephone number.

[Further information about household support fund is available on our website](#)

By using this form you agree to our [legal terms](#). For more information on how we use your information you can [view our privacy notices](#).

Continue

Are you eligible for a voucher?

Yes

No, I've lost it

No, I've not received a letter

Which supermarket do you like to redeem your voucher? (It only be accepted by your chosen supermarket.)

Asda

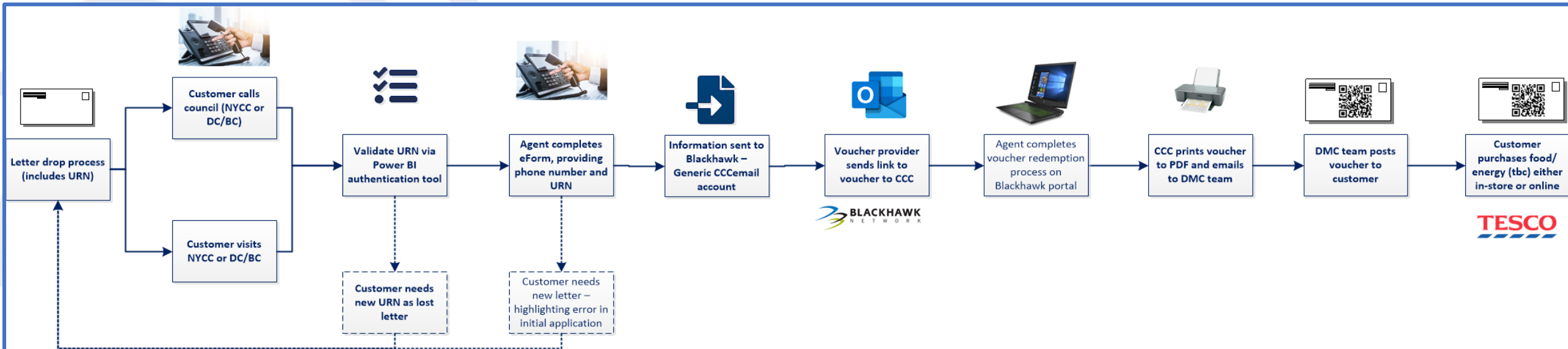
Morrisons

Sainsbury's

Aldi

Marks & Spencer (M&S)

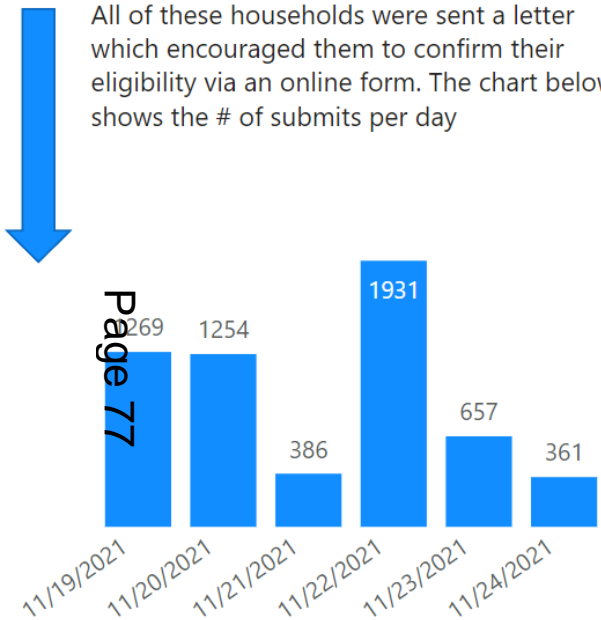
Waitrose



8372

Eligible Households

All of these households were sent a letter which encouraged them to confirm their eligibility via an online form. The chart below shows the # of submits per day



70.8%

HSF Uptake Overall

98.5%

% Digital Uptake

5,927

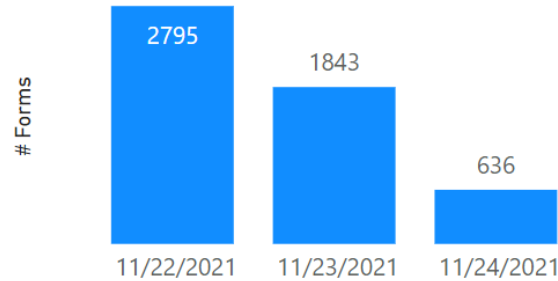
Total # Forms

91

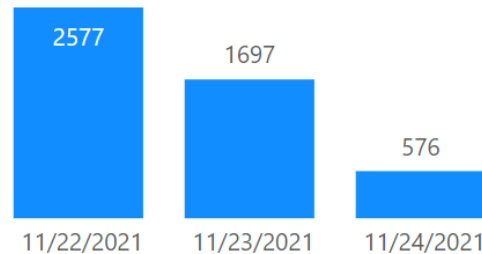
non-digital

Successful Form Submissions

Where the form was submitted successfully, we responded per below by email

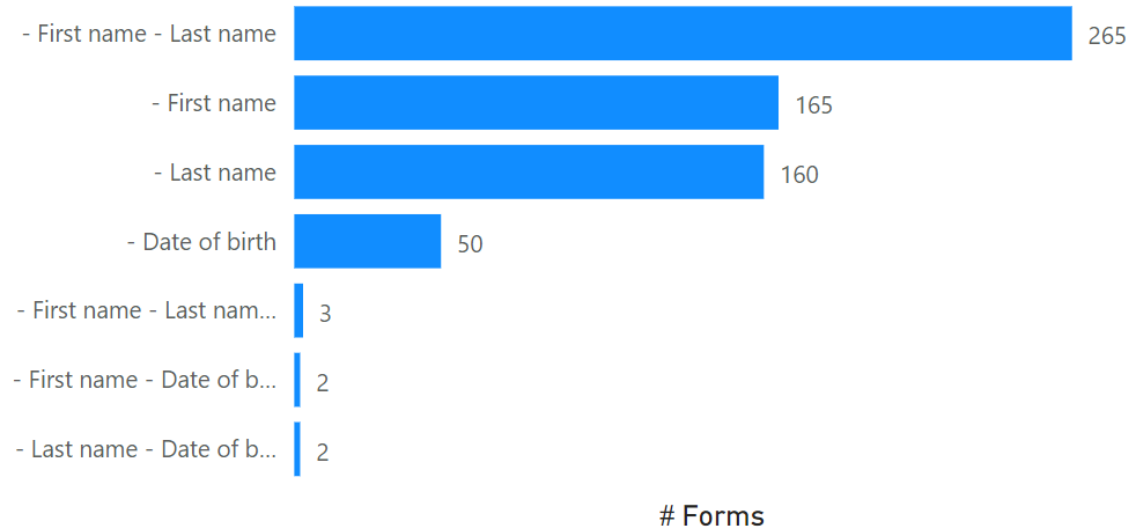


We've confirmed by SMS for those who have asked for it; below is the number of SMS



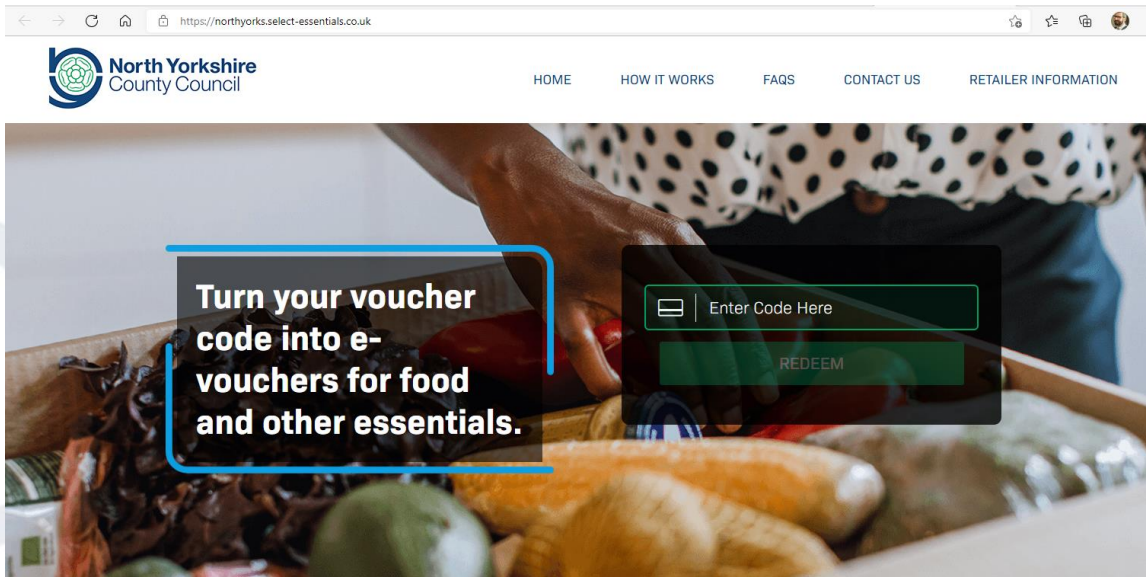
Triage & Complex Claims

Where forms were submitted and there has been an issue in the information captured, that information is below. We have a process to contact these again and resolve the issues.



Rapid Solution Design Voucher Provider

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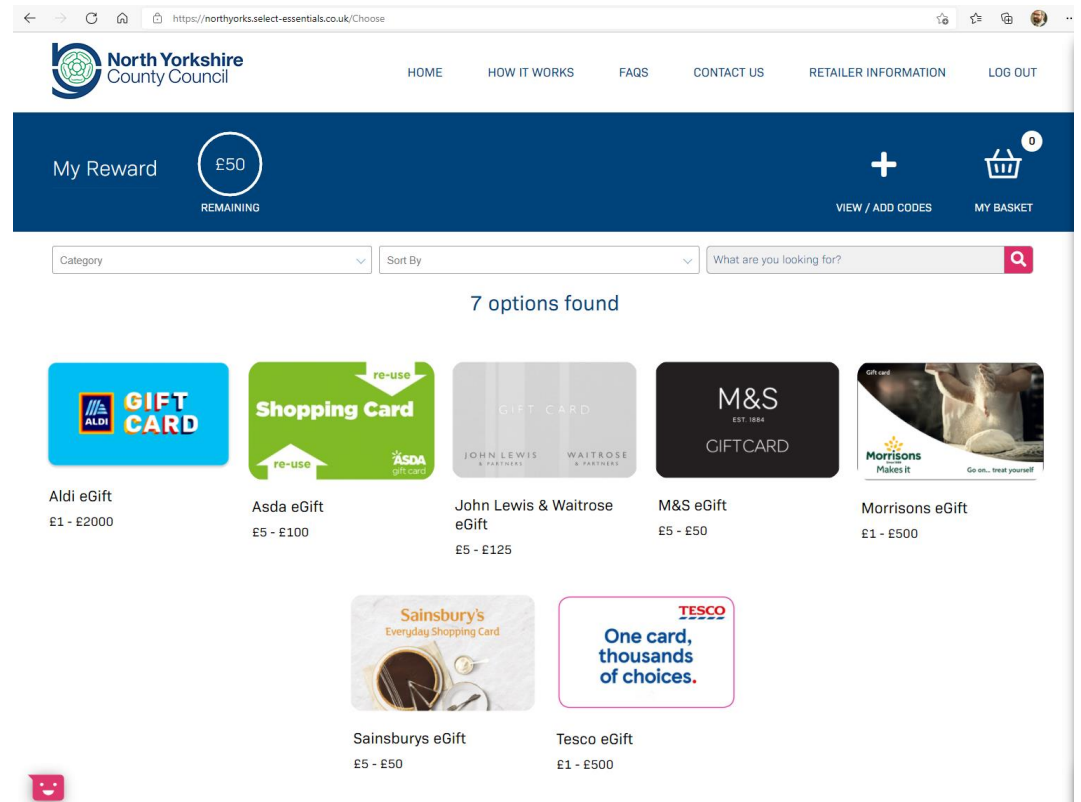


How it works

More than one Select Code to redeem? No problem, just add your codes one at a time, then you'll be able to spend them together.

Help us improve by sharing your feedback. (Please use the contact us page for any enquiries)

Process for voucher provider
Landing page on the left, voucher selection below



Continuing to support the COVID response

Care Home Support

The customer service team have continued to make weekly calls to all care home and Domiciliary Care Provider in North Yorkshire to ensure they have everything they need.

Working with the HAS commissioning team we have been able to flag any concerns and offer support where required

In the last 12 months the CSC has completed 36,689 care calls to Care homes



CSC continuing support service 2021

Community Support line a year in review

CSC has handled 2579 inbound calls via the community support line from 1 November 2020 to 31 October 2021.

Top demands for the year...

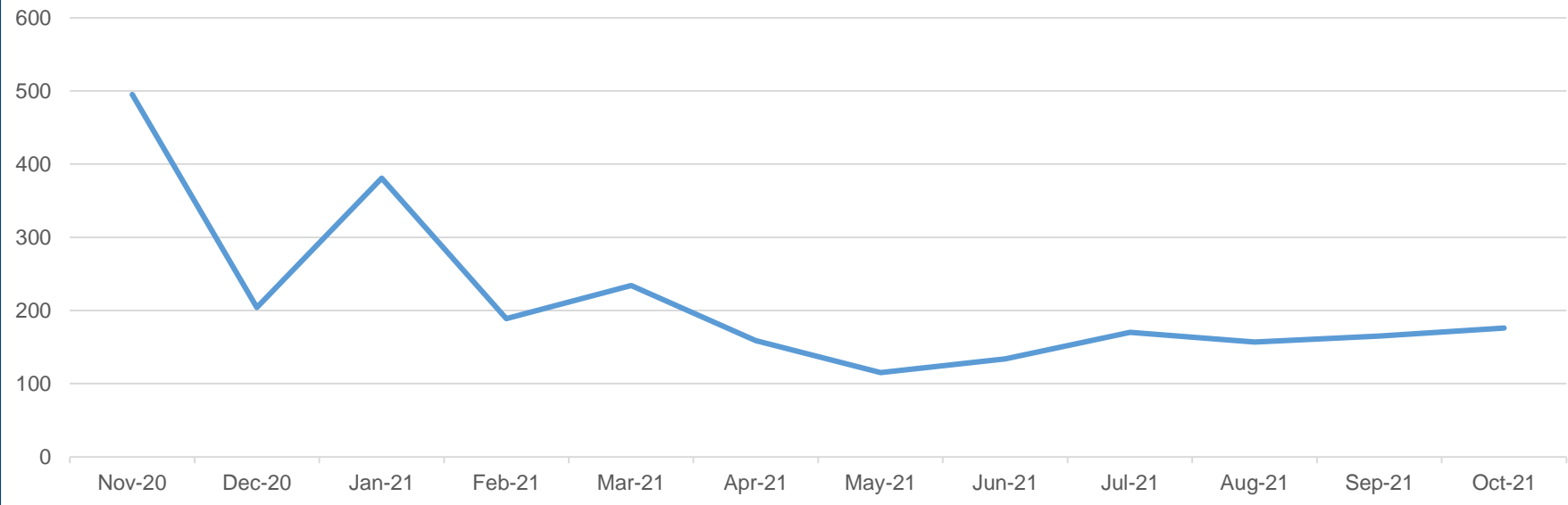
184 food shopping

129 prescription collections

22 covid-19 support grant

19 priority shopping slots

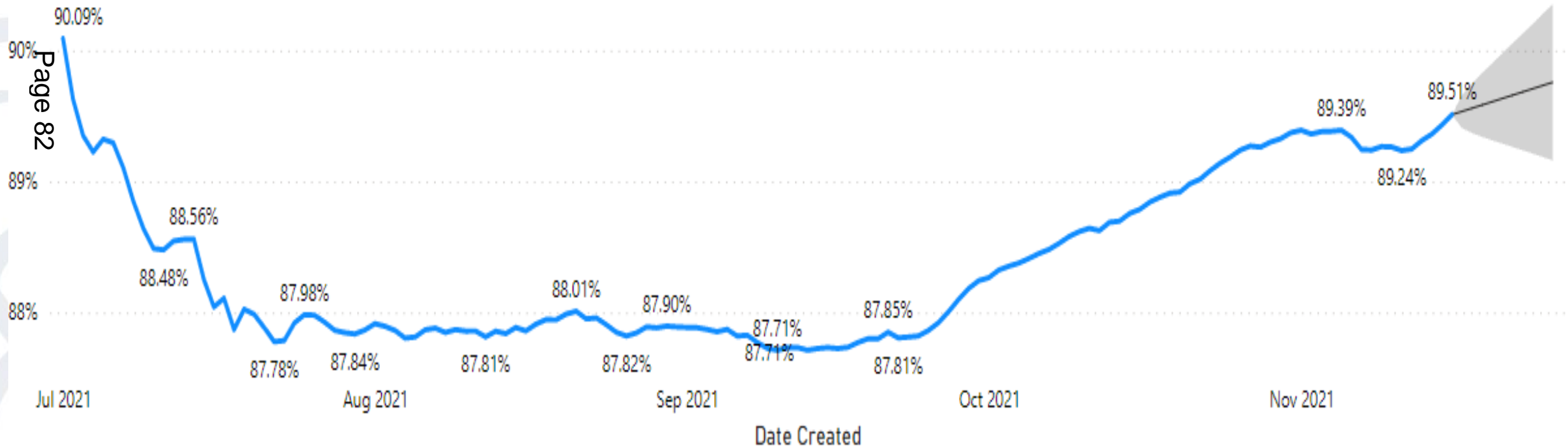
Community support queue call volumes



Contact Tracing

The CSC has made over 10,000 contact tracing calls over the year.

% Cumulative successful cases (All cases, North Yorkshire)



Outbound Postal Mail.

Lockdown 3 Covid-19 guidance email / mailing impact

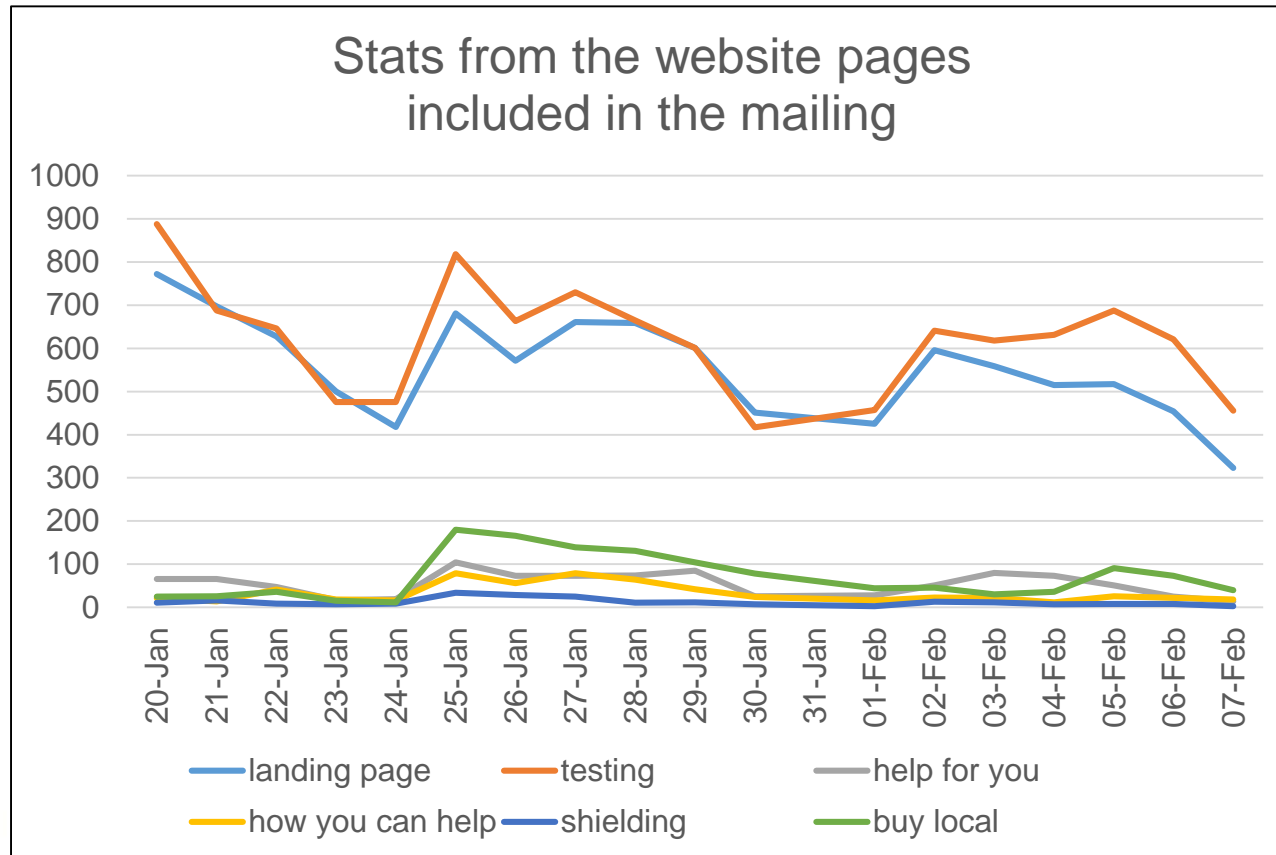
Did activity on the website alter when the postal mailing went out?

Page 83

On 25 Jan there was an increase in viewings on the pages that were mentioned in the postal mailing. It is highly likely to be as a result of the mailing landing on doorsteps.

The mailing relies on the post person delivering the mailing which is likely to be along with any other mail shots they have.

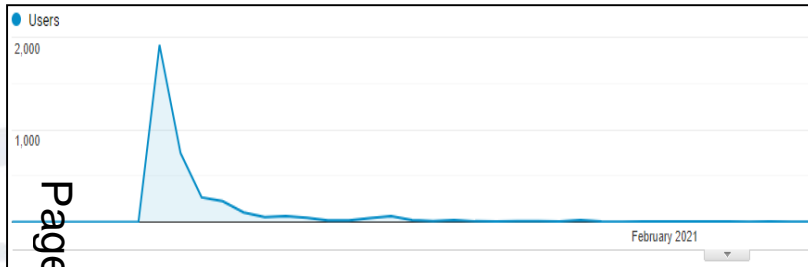
Anecdotal evidence that the mailing wasn't received when asking family, friends and colleagues



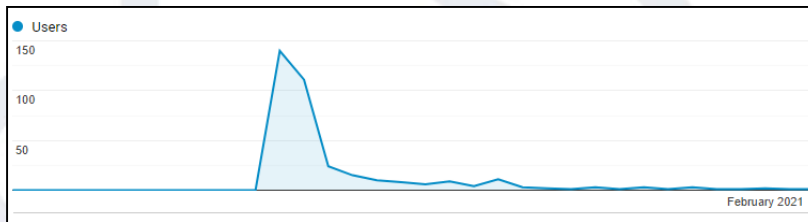
Outbound E-Mail Campaign – Impact on the Website

Lockdown 3 Covid-19 guidance email / mailing impact

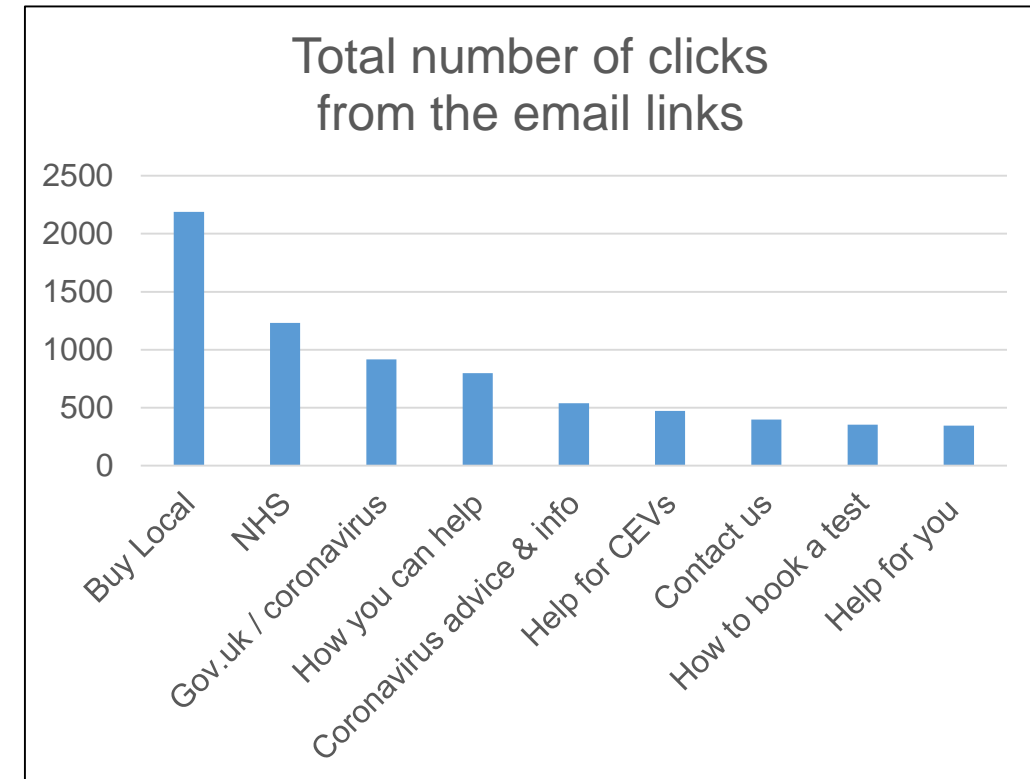
Did customers use the links to the website from the email?



8 Jan spike



12 Jan spike



On 8 Jan customers went on to visit...

44 visits went to <https://www.northyorks.gov.uk/contact-us>

27 visits to <https://www.northyorks.gov.uk/my-account>

11 visits to <https://www.northyorks.gov.uk/get-touch>

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Innovation & Transformation Awards **2021**

WINNER

www.theforum.social

Questions

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Email: Robert.ling@northyorks.gov.uk

Corporate & Partnerships Overview and Scrutiny Committee Remit

Scope

- The Council's corporate organisation and structure, resource allocation, asset management, procurement policy, people strategy, equality and diversity, performance management, communication and access to services.
- Partnership working, community development, community engagement, community strategies and community safety.
- This Committee is the Crime & Disorder Committee for the purposes of Part 3 of the Police and Justice Act 2006.

Agenda Briefings (Attended by Group Spokespersons only) - will be held at 9.30am on the day of the committee meeting

Corporate and Partnerships Overview and Scrutiny Committee 2022-2023 Work Programme

Committee Meeting – 12 September 2022 @ 10:30am - Deferred

Committee Meeting – 24 October 2022 @ 10:30am

Stronger Communities	Bi-annual update on work of the Stronger Communities team and progress update on the corporate volunteering project – Marie-Ann Jackson, Head of Stronger Communities & Keeley Metcalfe, NYCC Resourcing Solutions Business Partner
Customer Access	Update on the Operation of the Parish Portal and Parish Council engagement – Nigel Smith, Head of Highway Operations
Youth Justice	Performance Update – Steve Walker, YJS Planning & Development Officer
Resilience and Emergencies	Annual overview of the National Resilience Standards and NYCC's current performance, together with an overview of ongoing Resilience and Emergencies work – Matt Robinson, Head of Resilience and Emergencies
Work Programme 2022/23	Consideration of the work programme

Committee Meeting – 5 December 2022 @ 10:30am	
NYCC Property Services	Bi-annual Performance Update – Jon Holden, Head of Property Services
Council Plan Development	Progress update on implementation of Council Plan Priorities – Simon Moss, Strategy & Performance Team Leader
Equality and Diversity	Overview of progress with achieving the Council’s new Equality and Diversity objectives – Deb Hugill, Senior Strategy & Performance Officer
Customer Access	Update on the Operation of the Customer Portal - Robert Ling, AD Technology & Change
Work Programme 2022/23	Consideration of the work programme
Mid Cycle Briefing – 16 January 2023 @ 10:30am	
Work Programme 2022/23	Consideration of the work programme for the remainder of the municipal year
Committee Meeting – 12 March 2023 @ 10:30am	
Annual Workforce Plan	Review of Annual Plan – Justine Brooksbank, Assistant Chief Executive (Business Support)
Community Safety	Bi-annual Update on Community Safety Plan Delivery & Partnership Working – Odette Robson, Head of Safer Communities & Chair of CSP
Brierley Group Update	Vicki Dixon, AD Strategic Resources (BES & CS)
Investment Strategy	Update on NYCC’s Investment Strategy & its Investments – Karen Iveson, AD Strategic Resources
Stronger Communities	Bi-annual update on work of the Stronger Communities team and progress update on the corporate volunteering project – Marie-Ann Jackson, Head of Stronger Communities & Keeley Metcalfe, NYCC Resourcing Solutions Business Partner
Draft Work Programme 2023/24	Consideration of the draft work programme for the coming municipal year
Mid Cycle Briefing – 17 April 2023 @ 10:30am	
Work Programme 2022/23	Consideration of work programme