

# NORTH YORKSHIRE COUNTY COUNCIL

## EXECUTIVE

22 February 2022

### QUARTERLY PERFORMANCE AND BUDGET MONITORING REPORT

#### Joint Report of the Chief Executive and Corporate Director – Strategic Resources

#### EXECUTIVE SUMMARY

#### Background

The Quarterly Performance and Budget Monitoring Report seeks to bring together key aspects of the County Council performance on a quarterly basis. The Summary below captures the key points in this Quarterly update as set out in the main body of the attached report.

Under his delegated decision making powers in the Officers' Delegation Scheme in the Council's Constitution, the Chief Executive Officer has power, in cases of emergency, to take any decision which could be taken by the Council, the Executive or a committee. Following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, which allowed for committee meetings to be held remotely, the County Council resolved at its meeting on 5 May 2021 that, for the present time, in light of the continuing Covid-19 pandemic circumstances, remote live-broadcast committee meetings should continue (as informal meetings of the Committee Members), with any formal decisions required being taken by the Chief Executive Officer under his emergency decision making powers and after consultation with other Officers and Members as appropriate and after taking into account any views of the relevant Committee Members. This approach will be reviewed again in February 2022.

#### Revenue Budget 2021/22

There is an overall projected net underspend of £7,738k against budget for 2021/22 (**paragraph 2.2.1**). The key drivers of the financial position are set out below:

1. Responding to the COVID-19 pandemic continues to bring significant costs and responsibilities leading to overspends in several directorates, which has been largely offset by additional government funding.
2. There is a lot of volatility and uncertainty within the directorate budgets, despite a projected underspend on aggregate.
3. CYPS continues to report a forecast overspend, although this has decreased since Q2 by £1.1m to circa £2.5m, demonstrating some of the pressures the services are facing in relation to additional demand and high cost placements.
4. A breakdown of each Directorates forecast variance is provided in **Appendices B to F** with the financial position for NYES provided in **Appendix G**.

#### Capital Plan

1. An updated (Quarter 3 2021/22 to 31 December 2021) Capital Plan was reported to Executive on 25 January 2022 as part of the Budget Report for 2022/23.

### **Annual Treasury Management and Prudential Indicators**

1. External debt stood at £227.6m at 31 December 2021. The average interest rate of this debt was 4.46% (**paragraph 3.18**).
2. The forecast capital borrowing requirement for 2021/22 is £17.1m (**paragraph 3.20**) which will increase the internal borrowing position.
3. Investments outstanding at 31 December were £341.1m (£405.5m at 30 September) of which £115.1m belonged to other organisations who are part of NYCC's investment pool arrangements, with a daily average balance of £457.4m up to Q3 of 2021/22 (**paragraph 3.14 & Appendix A**).
4. For cash invested the average interest rate achieved in Q3 was 0.19% which exceeded the 7 day benchmark rate of -0.07% (**paragraph 3.15**).

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County Hall  
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9 February 2022

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**North Yorkshire**  
County Council

# Executive Performance Report

**Quarter 3 • 2021/22**





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# Executive Summary

## Introduction

The in depth focus this quarter is on the council ambition: **Best start to life, which is an area that has seen a significant number of challenges to delivery over the COVID-19 pandemic.**

The report also sets out a range of continuing strong performance of the County Council, across all Council ambitions, providing leadership and support to the communities and businesses across North Yorkshire.

## Council Ambition: Leading for North Yorkshire

### Covid-19 update

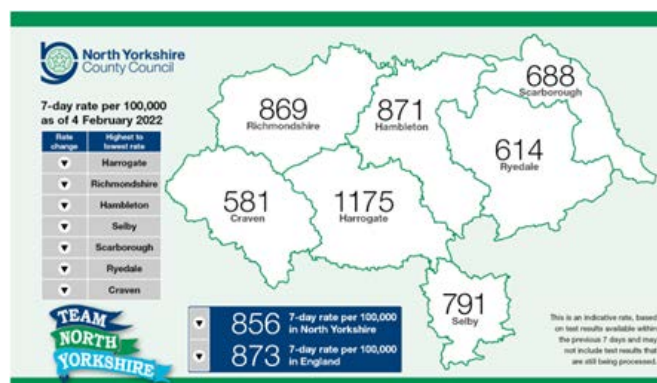
With the emergence of the Omicron variant, the COVID landscape has changed in recent months and so NYCC's role in managing COVID locally has adapted, but nevertheless remains important. Omicron's increased transmissibility has caused cases to rise to their highest levels since the pandemic began, and so containing individual outbreaks has no longer remained a viable strategy in some settings. The Public Health team and the wider council have instead played a key role in reducing community transmission of the virus as well as managing outbreaks in our most vulnerable settings such as care homes.

With guidelines for areas such as mask wearing, testing requirements and isolation periods changing multiple times in recent months, NYCC has played a lead role in ensuring that information is communicated effectively so that the council, our partners as well as the wider population are able to adhere to the latest guidance.

Despite the rapid rollout of the booster programme and the reduced severity of the Omicron variant, we have seen an increase in hospitalisations due to COVID across the county, primarily in older age groups. Furthermore, the high number of cases has put a large strain on some of our services, felt most acutely in care settings, where there have been high rates of staff absences due to COVID. Although cases and hospitalisations have now peaked in North Yorkshire, we expect to see high cases, staff absences and higher hospital pressures for weeks to come.

However, looking further forward there is cause for optimism, as the vaccination rollout has been very successful in North Yorkshire, with 89% of those aged 12 and over having had at least one dose of the vaccine. In the older, more vulnerable age groups, uptake of the vaccine has been particularly strong, with more than 95% of those aged 70 and over having had two doses of the vaccine and more than 90% having also received a booster dose. Hence, whilst COVID will be with us for years to come, in the medium term, many are now hopeful that we will be able to move to a stage where COVID will have less impact on our daily lives and the health burden that this disease places on the population can be much reduced.

Situation in North Yorkshire as at the 4th February 2022.



## Local Government Reorganisation picks up pace

With 14 months to go until the new council comes in to being on the 1 April 2023, the various work streams are beginning to pick up pace and tackle the complex task of developing detailed plans for merging 8 councils in to 1 by vesting day.

Importantly, the legal process that paves the way for the creation of the new Council, known as a Statutory Changes Order has been laid before Parliament. This is a key moment and begins the journey that will see our new Council become a formal entity.

## Stronger Communities Covid-19 Response

The Stronger Communities Covid-19 Community Grants Programme remains in place to support communities and organisations, as they continue to respond to and to rapid changes with the virus such as the impact of the Omicron variant in December. This quarter £25,985 in the form of 32 small grants has been allocated to 30 community groups and / or projects that encourage the re-opening of activities and services that aim to support communities to re-build their levels of confidence and independence.

## Financial Assistance

The Household Support Fund supported by Stronger Communities, aims to provide support to households who may need assistance with food, energy and essential living costs whilst the economy recovers. Administered by The Department for Work and Pensions (DWP), NYCC was allocated £3.5million. The Fund is delivering key areas of support:

- Direct Award – £275 shopping voucher made available to households in receipt of Council Tax Relief with a child under 19.
- Food Bank Winter Support Fund – increasing capacity of food supply to those in need (see Local Food Support).
- Warm and Well – increasing the capacity of Warm and Well to provide energy top up vouchers / direct supplier payments to those in need.

## Availability of Ultrafast Broadband

Although the percentage of the county's business and residential properties with Superfast broadband (30 Mbs+), continues to increase (currently 93%), and the gap between the coverage in North Yorkshire and that in England continues to close (4.4%), for ultrafast broadband (100Mbs+), the gap is more significant. Only 26.9% of premises in North Yorkshire are able to access ultrafast broadband, compared to 69.1% across England. An example of progress in this area is the residents of Picton, Hambleton now access ultrafast broadband speeds thanks to a mixture of fibre and wireless connectivity as phase four of the Superfast North Yorkshire rollout begins. The final phase of Superfast North Yorkshire focuses on 15,850 homes and businesses across some of our most rural areas.

## Continued Roll-Out of Free Public Wi-Fi

Following the previous roll out of free public Wi-Fi across five towns in North Yorkshire, a further seven towns have been given access to free public Wi-Fi in quarter three (Richmond, Malton, Whitby, Knaresborough, Stokesley, Selby and Pickering). A further four towns will see rollout during 2022 bringing the total to 16.

## ‘Moving Forward Together’ at the North Yorkshire Wider Partnership Conference

The North Yorkshire Wider Partnership Conference took place online for the first time on Friday 19th November 2021. 210 people from across the public and voluntary sector logged into the conference remotely to hear about Covid recovery, local government reorganisation and the findings of the Rural Commission.

## Equality, Diversity and Inclusion

As part of our 'Improve wellbeing, inclusion and feeling safe for vulnerable groups of children and young people' priority, the Growing Up in North Yorkshire (GUNY) equality section data has been shared with the Inclusive Communities Joint Co-ordinating Group to form a range of recommendations to manage prejudice based incidents in schools such as effective anti-bullying policies and practice and increased capacity to provide effective training to create inclusive environments.

A GUNY masterclass for the North Yorkshire Safeguarding Children Partnership is being held on 28th January 2022 to share data from the GUNY survey with a range of partners.

Further funding has been secured to run a GUNY survey in 2022 and again in 2024.

## Libraries

Following a successful distribution of library packs through Foodbanks in the Harrogate and Craven areas this has been extended county-wide; whilst not able to provide immediately at every foodbank the main ones have been targeted and will continue to extend. The packs contain free books (Quick Reads from the Reading Agency), Library information that includes well-being books and opening hours, a library card, and support agency leaflets. The aim is to provide information and encourage repeat visits to the library.

## Carbon Reduction

A change impact assessment tool has been developed for the LGR process and assessments will also be carried out at work stream and individual project level. In addition, a corporate climate change policy officer post has been created and the successful applicant started work in January 2022 to support actions which will progress the carbon reduction plan. The dedicated resource will ensure that this work is further prioritised within the council.

# Council Ambition: Best start to life

## Children & Families

### Partnership arrangements

This quarter has once again seen Children's Services nationally placed under the spotlight, following the deaths of children in the West Midlands and West Yorkshire. These tragic events will now form the basis of a wide-ranging independent national review, and we will look to implement any recommendations from the review and challenge our ways of working where the findings of the review suggest it is appropriate.

We have an excellent record of very strong partnership working in North Yorkshire with appropriate challenge and rigour to ensure our practice remains of high quality. This is complimented by regular quality case audits as well as looking at single and multi-agency thematic issues, and is in addition to quality assurance work undertaken by the North Yorkshire Safeguarding Children partnership. Social work practice in North Yorkshire is constantly evolving to make sure we provide support to families through adversity to the best of our abilities, and we take any and all appropriate action to keep children safe from harm. We can be confident that we are doing all we can to prevent such tragedies happening in North Yorkshire, albeit in the context that no system can ever prevent all harmful incidents to children.

It's important to remember that the events such as these are exceptionally rare, and our response should be proportionate and considered in the light of the findings of the national review commissioned by central government. Independent review of children's services in North Yorkshire by Ofsted this summer reaffirmed the quality of practice demonstrated across the service, from frontline social workers to senior leaders, commenting "vulnerable children receive effective services from skilled and compassionate professionals who protect, help and support them".



## Children's Social Care

Turning to the current picture in North Yorkshire, Quarter 3 saw a lower than expected number of contacts for the third successive quarter, with 5,032 reported. This is 5.1% fewer contacts (n=269) than in Q3 last year. Despite a relatively low number of contacts there were 1,115 referrals to Children's Social Care, 4% higher (n=41) than in Q3 last year. This suggests more families are presenting at the "front door" needing support from statutory child protection services and is a continuation of the trend first seen when restrictions began to be lifted at the start of 2021/22. Our re-referral rate (15.4% this quarter) remains very low and significantly lower than the national average (22.7%) or across statistical neighbours (20.8%). The needs of families continue to be assessed in a timely manner, with 99% of assessments completed within the /45 working day threshold. On average, an assessment is completed in North Yorkshire in 16 working days, almost half the national average (30 working days) and much lower than the average of 33 working days across statistical neighbours. The additional complexity of cases suggested when families present at the front door is manifesting itself in an increase in children subject to a Child Protection Plan, with 418 recorded at the end of the quarter (42 more, +11% compared to the end of Quarter 2).

## Family Assessment & Support teams

In some parts of the County (notably Harrogate and Selby), are facing pressure from a high number of cases, coupled with increased case complexity. The current surge in Covid-19 cases prompted by the Omicron variant has the potential to place the service under further pressure should social worker sickness absence rise as a result.

## Children in Care

This quarter has seen the number of North Yorkshire children in care remain stable at 402 (from 403 at the end of Q2), although the number of unaccompanied asylum seeker children in our care has risen to 19 (from 16 at the end of the previous quarter). The average SDQ score of children in our care rose again this quarter to 17 (from 14 at the end of 2020/21). This increase needs to be considered in the context of the wider situation. A Parliamentary briefing, published in September 2021 found that although studies had been limited, children's mental health had worsened during the pandemic and NHS data highlighted that rates of referrals to child mental health services were at record highs. It is therefore perhaps not unsurprising or unexpected to see a rise in SDQ scores across children in our care. The Service is undertaking 'deep dive' work to understand what sits behind the rise in SDQ scores, ensuring that children and young people in our care with increased mental health and wellbeing needs are supported appropriately.

This quarter has seen a reduction in the proportion of children and young people in care with an up to date health check (80.5% this quarter, 82.6% at the end of the previous quarter) or up to date immunisations (66.2% this quarter, from 70.7% at the end of the previous quarter). Some of the dip in performance over recent months is attributable to the availability of paediatric colleagues in primary and acute health, as a result of the vaccine/booster rollout to young people and the wider adult population.

## Achieving in Life

### Attendance

School attendance this quarter has been reasonably robust, given the challenge posed by a surge in Covid-19 cases in schools in the middle of the autumn term. By December, 89.1% of all school children were attending school, compared with 86.6% of school children in December last year. Although this is lower than pre-pandemic attendance rates of around 95%, it's worth noting that on currently around 6% of the school population could be expected to be absent as a result of a suspected or confirmed case of Covid-19. This would provide a "Covid-adjusted" attendance of around 89%.

## School Improvement

We continue to see slow but steady improvement in the proportion of primary schools judged Good or Outstanding by OFSTED, which rose to 82.7% (from 82.3% at the end of October). However, the proportion of secondary schools judged Good or Outstanding remained unchanged at 74.4%. The School Improvement Service has undertaken significant work this quarter to identify “at risk” schools and has agreed approximately 1,500 days of support to 235 maintained schools across North Yorkshire.

## Elective Home Education

At the end of the quarter there were 863 children in EHE. This is 38 more children (+4.6%) compared to the position at the end of the previous quarter, and 40 more (+5.2%) compared to the position at the end of Q3 last year. However, there is some indication that the increase in the number of children in EHE may be slowing, with the number of children becoming EHE in the autumn term falling to 151, compared with 277 in the autumn term in the last academic year.

## Special Educational Needs and Disabilities

At the end of December there were 3,876 EHC plans funded by North Yorkshire. This represents an increase of 68 compared to the position at the end of September (n=3,808). However, in comparison with the position 12 months ago, we have seen an increase of 12.3% (426 additional EHC plans).

There has been a varied range of demanding and complex challenges for the service this quarter:-

## Referrals to Social Care

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## Family Assessment & Support teams

In some parts of the County (notably Harrogate and Selby), Family Assessment and Support Teams are facing pressure from a high number of cases, coupled with increased case complexity. The current surge in Covid-19 cases prompted by the Omicron variant has the potential to place the service under further pressure should social worker sickness absence rise as a result.

## Children in Care

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### Timeliness of new EHC Plans

Timeliness of new EHC plans remains an issue and, disappointingly, performance fell back from 24% issued in 20 weeks in Q2 to 10% in Q3. Although the service has taken decisive action to address staffing pressures within the Educational Psychology service, by building capacity through 2 agencies, this will take time to deliver consistent improvement in performance. In part, the low performance in timeliness of issue in Q3 is linked to the service clearing the backlog of requests that have been impacted by a combination of the pandemic and the limited capacity of the EPs. A majority of cases in the 'backlog' will be overdue, contributing to the downturn in timeliness. The backlog of requests for advice has now been virtually cleared, and performance in terms of advice received from EPs is showing signs of improvement. For advice requested from EPs during October and November, 72.3% was received within 6 weeks of request/allocation, up from 29% in August and 45% in September. It is worth noting that the lack of EP capacity remains both a local and national issue, with over 70% of LAs reporting to DfE that they have capacity issues.

### Demand for Specialist Provision

There is an increasing level of demand on independent placements regionally and nationally, leading to children with complex Special Educational Needs and Disabilities being support internally and ultimately 'blocking' placements that can be used for other children, such as places at Children's Resource Centres (CRCs). During 2021/22 to date, the CRCs have been unable to 8 families overnight care due to complex young people being supported the CRCs due to the limited availability of specialist provision. Another side effect of the increasing demand on limited independent & non-maintained specialist provision is the spiralling cost. Since 2017/18, the number of children supported through independent & non-maintained specialist provision has remained stable at 35; in spite of this, the overall cost has increased by 32.4% (+£1,232,122) from £3,808,122 to £5,040,244.

## Council Ambition: **Forward thinking Council**

### Continued Increase in Uptake of Digital Services

During the quarter, a further service was made available on-line; a request to drop a curb. For the 23 council services that can now be access on-line, through the Customer Portal, over 83% of requests for a service were made on-line. This is the highest proportion achieved to date, and whilst other channels will remain open for those that choose to use them, this high and increasing level of digital take up, enables the authority to provide an efficient and 24 hour service.

### Separate Phone Queues Improving the Customer Experience

The introduction of separate phone queues for citizens and professionals wanting to access social care services introduced last quarter, has resulted in a better service for citizens, with improved call answering times and a decreased call abandonment rate. Furthermore, as professionals get used to the new system, and with a potential shift to e-mails to free up call handlers time to take calls from members of the public, the call answering time and abandonment time have improved for professionals as well resulting in a far better service for all.

### Reduced, but More Covid Secure Property Portfolio

With the continued introduction of new ways of working, we have seen our property portfolio continue to decrease, with work commencing to demolish East Block on the County Hall Campus, and the vacating of sites in Selby and Ryedale plus the building used by Trading Standards on Standard Way.

At the same time the setting up of Covid by design spaces in the main corporate offices and Highway sites continues. This work combined with greater roll out of the desk booking system will enable staff to book their spaces in advance of attending a building, which in turn will enable us to maintain a reduced corporate portfolio as changes to the Covid-19 situation occur.

## Implementation of the Yorkshire and Humberside Care Record

A system being developed by Technology and Change with partners in the Humber, Coast & Vale Health and Care Partnership, will enable authorised social care workers to access medical information that helps them to understand all the requirements of the people they support.

The initiative was made possible after the region won £7.5m in NHS funding to develop local care and health record initiatives, with North Yorkshire being the first authority in the region to go live with the system.

## Apprenticeships Progress

The quarter saw 10 new starters in schools and 3 of the current 9 care leavers successfully complete their apprenticeship programme. The authority has also adopted two new sets of standards for use within NYCC roles and a further set for use in maintained schools, which increases the options available and therefore hopefully in time, uptake. There are also 41 transfer levy arrangements in place for 152 apprentices, saving the authority almost £1 million over the life of those apprenticeship programmes.

During the quarter there have also been a challenge relating to:

## Absences Causing Some Limited Operational Issues

There has been a further rise in sickness absence across all services within Q3: at 2.36 days per FTE (excluding schools) it is notably higher than for Q3 in 20/21 when it was 1.82 days. The main reason causing this increase links to Covid, with Adult Services being the operationally most vulnerable area. A range of mitigations have been put in place including a pool of volunteer staff to temporarily support social care services if required.

# Council Ambition: Growth

Quarter three has seen the county, like the rest of the country continue to fight a new variant of the Coronavirus and minimise the impact of that virus on the economy and work of the council.

## Protecting the Environment in North Yorkshire

The authority continues to work with partners to draw down funding and deliver projects that protect the environment locally. This includes projects to develop a zero carbon energy system in the county with funding from the Community Renewal Fund, a carbon abatement programme as part of the government's public building decarbonisation programme, and developing a strategy to accelerate the delivery of electric vehicle charging infrastructure.

The authority is also supporting work to identify potential sites for the White Rose Forest in the county and the proposal to create a new Area of Outstanding Natural Beauty covering the Yorkshire Wolds which includes part of North Yorkshire.

## Decreasing Waste to Landfill

During quarter two, decreasing waste combined with increased recycling has helped significantly reduce the amount of waste going to landfill locally. The percentage of waste arising to landfill during quarter two fell to 0.2%, and although this fluctuates from quarter to quarter, it is well below the 9.4% figure for the last financial year and continues the long term downwards trend.

## Bus Service Improvement Plan Submitted

During the quarter the authority submitted its Bus Service Improvement Plan (BSIP) to the Department for Transport with a funding ask of £116 million. The authority is now working on the "Enhanced Partnership" plan and scheme documents which are currently out to public consultation.



## Continued Improvement of the Sustainable Transport Network

During quarter three there has been further development of local cycling and walking infrastructure plans in Catterick, Killinghall, Scarborough and Ripon. Whilst in Harrogate, the Otley Road cycle route and Harlow Moor Road junction upgrade are almost complete, with phase two of the cycle route now progressing.

## Gross Weekly Pay Increases Locally

Gross weekly pay for full time employees increased during 2021. The weekly earnings in North Yorkshire increased from £548.4 in 2020 to £584.6 in 2021. This follows a year when wages fell more sharply in North Yorkshire than the regional and national trend; however the recovery locally has been more profound, with the percentage of the population that are economically active starting to increase again in March 2021 at least one quarter before the national and regional trend, further closing the gap with the national level.

During the quarter there have also been a number of challenges:

## YorBus Patronage Hit by Temporary Driver Shortage

During October 2021 YorBus experienced an initial drop in patronage due to a combination of Covid and recruitment which lead to driver shortages. This resulted in only one of the two buses being available. As the service is still relatively small, even the absence of one driver will appear to have a disproportionate effect on patronage. However patronage growth resumed in November and continued into December, with continued positive customer feedback as new stops are added.

## Mixed Highways Performance following Covid Absences and Storm Arwen

The quarter has seen mixed performance across a number of highways operational indicators. While there has been good performance in aspects such as the response to customers' requests, the length of on-site occupancy and insurance repudiation rates; other areas such as highways inspections and the repair of street lights have seen a decline in performance during the quarter. This is currently being investigated but staff absence due to Covid and the damage caused by Storm Arwen both seem to be contributing factors.



## Council Ambition: **Healthy and Independent Living**

HAS continues to successfully provide services to those in need, but has been under intense pressure throughout the Covid Pandemic – the range of challenges include:

### **Sustained Pressure from Hospital Discharges**

Hospital discharge activity averaged 15.3 discharges per day across Q3, but increased to 17.8 per day in December, which is almost 80% above pre-pandemic levels (10 per day). The weekday discharge rate averaged over 21 per day in December, reflecting focused activity in hospitals to get patients home to spend the Christmas break with their families. The pattern was the same in 2020/21, when these levels of activity continued through to the end of the financial year, which could signal very high and sustained levels of pressure for frontline teams throughout Q4.

### **Assessments up by 34% year on year**

Assessment activity continues to be a significant pressure point, driven largely by the national discharge pathway arrangements, as frontline social care teams respond to the sustained, urgent pressure from people needing to be moved from hospital into social care. Assessment activity was 34%, or 3,525 assessments, higher in Q3 than for the same period in 2019/20 before the pandemic. In Q2, assessment activity was 42% higher than in 2019/20, but at the current rate of reduction it would take almost a year before activity returned to pre-pandemic “normal” levels.

### **Continuing care market pressures**

Demand-led pressures continue to be exacerbated by provider failures and the continuing trend of providers handing packages of care back to the local authority across all localities. The number of unsourced domiciliary care packages reported at the end of the month exceeded 100 in each month of Q3. The use of short-term placements increased further, up by 171% or 301 placements compared with the end of 2019/20, (149% or 253 placements up in Q2). Sourcing care and support continues to be more difficult and to take longer than normal, and people may experience more changes to the packages of support they receive. The main body of the report identifies new arrangements to monitor and review those cases where it has not been possible to put the identified package of care and support in place.

### **Increasing cost of care home placements**

The average cost of a care home placement for someone aged 65+ increased to £820 per week at the end of Q3, up by £14 per week compared with Q2. That represents an 8.0% (£61 per week) increase compared with the end of Q3 in 2020/21. More positively, admissions of older people (those aged 65+) to permanent care home placements (652 per 100,000 of population) continue to be lower than in 2019/20 (671 per 100,000), and the overall number of people in permanent placements (2,167) remain 6% (135 placements) lower than for the same in 2019/20.



# Council Ambition: Leading for North Yorkshire

## High Level Outcomes:

1. A confident North Yorkshire championing the case for a fairer share of resources for our communities
2. Working with partners and local communities to improve health and economic outcomes for North Yorkshire
3. Reducing the causes and impacts of climate change, now and for future generation
4. Resilient, resourceful and confident communities co-producing with the County Council

## Public Health

### National Child Measurement Programme (NCMP)

#### National data (2020/21 academic year)

The national 2020/21 NCMP data report was released in November 2021 and can be found [here](#). The data showed that overall, levels of childhood obesity nationally have risen by around 4.5% in just one year. In reception (aged 4-5 years) – the majority, 71.3% were a healthy weight; 13.3% were overweight but not obese; 14.4% of reception children were obese (including severely obese). Of Year 6 children (aged 10-11 years) – 57.8% were a healthy weight, 15.4% were overweight but not obese and 25.5% were obese (including severely obese). Obesity levels are more than twice as high in the most deprived areas as they are in the least deprived areas. Severe obesity levels for reception children are almost four times as high in the most deprived areas as they are in the least deprived areas and in Year 6 children the difference is more than five times higher.

#### North Yorkshire data (2020/21 academic year)

Due to having a smaller sample (10% of schools) measured during April-July 2021, caution must be taken when comparing this year's data to data for previous years. The data suggests that levels of childhood obesity in North Yorkshire have risen by approximately 4% in just one year. In Reception – the majority, 70.9% were a healthy weight; 14.8% were overweight but not obese; 14.3% were obese

(including severely obese). Year 6 children (aged 10-11 years) – 61.2% were a healthy weight; 15.5% were overweight but not obese; 22.1% were obese (including severely obese).

### North Yorkshire Healthy Schools and Early Years Award

The Healthy Schools Award is a programme that helps schools to adapt policy and engage pupils around a number of key themes: Active Lives, Emotional Health & Wellbeing; Food in Schools and Personal, Social & Health Education (including Relationships, Sex and Health Education).

Since its launch in October 2019, 229 schools (63% of eligible NY schools) have registered to take part. Of the schools that have signed up to the North Yorkshire Healthy Schools programme, 36% have achieved an award. Of the 82 schools that gained an award, 34 received Bronze, 26 Silver and 22 Gold.

The Early Years Award is new scheme launched November 2021. It is free for all Early Years settings (nurseries and childminders) in North Yorkshire to access as it is funded by Public Health. The scheme works in the same way as the Healthy Schools Award – it provides settings with criteria that they can map themselves against and make improvements to policy, practice and the environment (around food, active lifestyles, mental wellbeing etc.).

## Adult Weight Management

Over the contract year period of Jan – Dec 2021 the service has transitioned closer to the contracted service specification as lockdown restrictions ended in spring 2021. However, the provider are maintaining a virtual offer and will also support people who may have previously struggled to access to service (pre-COVID-19) i.e. due to childcare responsibilities, work commitments, or living in rural areas with limited transport.

The service is still very much in recovery, but it should be noted that although referral numbers have been low for half of this contract year period when compared to pre-pandemic figures, the conversion of referrals into outcomes has been positive. Of the people who complete the programme, 56% of people achieve 5% weight loss at 12 weeks, compared to the modelled estimate of 30%. Furthermore, 68% of those sustain that weight loss at 24 weeks, well above the modelled estimate of 50%. Providers are working hard to increase the percentage of referrals that go on to complete a 12 week programme, which is noticeably lower than pre-pandemic years, but the last quarter (1 July – 30 Sept 2021) has seen a noticeable spike in referrals in all areas. HASEX has now agreed to extend the current service contracts until 2024. This will help to enable a review and redesign of the service and will form part of the LGR-related work on leisure and activities.

## Sexual health

The Sexual Health services faced a number of challenges during the pandemic, when some elements of the service were paused during periods of lockdown. With parts of the service moved online, service outcomes have now in general returned to a similar level to the pre-pandemic period. There were 4,543 attendances in Q2 2021/22 within YorSexualHealth, an increase from 3,344 attendances in the equivalent period in 2020/21 and attendances are now exceeding pre-pandemic figures. Long-acting reversible contraceptives (LARC) fittings have increased when compared with Q2 2020/21, with 1,517 fittings recorded in the most recent quarter compared to 1,112 in 2020/21. Fittings had decreased due to a pausing of the service during the first lockdown,

but have now returned to a rate similar to the pre-pandemic period.

STI testing and diagnosis has increased in the most recent quarter (2,120 tests and 189 diagnoses), when compared with the equivalent quarter in 2020/21 (1,395 tests and 99 diagnoses), but remains below the equivalent pre-pandemic figures (2,896 tests and 400 diagnoses). It has been suggested by the UK Health Security Agency that the lower diagnosis rate may in part be due to lower rates of STI prevalence as a result of reduced sexual contact and due to lockdowns. In the most recent quarter, the online testing service makes up 61% of STI tests, compared to 19% in the equivalent quarter pre-pandemic. This demonstrates some of the ways in which the YorSexualHealth has adapted to maintain service provision throughout the pandemic.

## NHS Health Checks

The aim of the NHS Health Check programme is to reduce deaths due to heart disease, stroke, diabetes and kidney disease by offering regular health check-ups to those aged 40-74.

Both invites and uptake of invites have increased in the most recent year relative to the equivalent quarter last year, when activity had been reduced due to the pandemic. In Q3 2021/22, 5,378 invites were sent out, of which 2,284 were taken up, both figures more than double the equivalent figure from 2020/21. However, these remain below the equivalent pre-pandemic figures, with invites at 62% and uptake at 55% of the respective figures from Q3 2019/20. This is due to a further postponement of the NHS Health Checks programme – in December 2021 GP practices were advised to pause NHSHC delivered by primary care to ensure they had enough capacity to deliver the vaccination roll out.

To help to enable the service to resume, in Quarter 4 there will be a pilot of the digital NHS Health Checks with three GP practices. This will involve a telephone or video consultation and home or pharmacy blood pressure and weight recording. We will be updating on the Digital Health Check in the Q4 report.



## Stop Smoking Services – Living Well Smokefree and Primary Care

The model continues to perform well in terms of quality indicators meeting both the service threshold and an overall quit conversion rate (the proportion of service users who set a quit date and successfully quit at 4 weeks) of 63%, exceeding national performance conversion rate.

The GP and pharmacy stop smoking services have continued to see reduced service use due to the pressures of frontline health services throughout the pandemic. The successful quit rates for these services is 32% for pharmacy services and 34% for GP services, below the respective national rates of 43% and 48%.

The Living Well Smokefree service continues to perform well, with increased numbers of referrals and a quit success rate of 74% well above the national performance of specialist stop smoking services (57%). It should be noted that quits have not been validated by carbon monoxide (CO) monitoring due to the current remote service structure.

Overall, the cost per quitter has reduced in 2020/21 compared to 2019/20, with the cost without pharmacotherapy falling from £710 to £550 and the cost with pharmacotherapy falling from £1,043 to £826 per quitter. This is largely due to increased service usage overall, making the service more efficient in terms of cost per quitter.

## North Yorkshire Horizons drug and alcohol support service

The service has maintained a face-to-face offer at all hubs throughout the pandemic response phases, and a remote treatment and recovery offer has been developed to complement this.

Overall numbers engaging for support with non-opiate and alcohol misuse has increased year on year. Numbers engaging for support with opiate dependence has declined year on year but is a priority for the service and partners. Overall, there has been an increase in engagement, with 2,502 engaged in the service in Q2 2021/22, compared with 2,158 in the equivalent period in 2019/20.

The number of people engaged in structured treatment interventions within the service has also increased in this financial year. Low wait times have been maintained this financial year – with only 1/676 waiting more than 3 weeks to start their first treatment intervention. The proportion of service users completing treatment and not re-presenting to the service has increased for opiate and non-opiate users compared to last quarter and has remained at a similar level for alcohol treatment.

## North Yorkshire RISE – drug and alcohol support service for young people

The North Yorkshire RISE service opened in April 2021 and has focussed on maintaining engagement by young people who transferred from the previous service; establishing relationships with partners and associated pathways and developing the service offer and brand. The service is predominantly offered on a face-to-face basis and referrals have been received from a wide range of sources including partners and self-referrals. Wait times for initial contact and first intervention have been low with all service users in the past two quarters having their first intervention within three weeks of referral.

## Local Government Reorganisation (LGR)

On the 1st April 2023 a new unitary council for North Yorkshire will come into being, with initial elections for the shadow authority being held in May 2022. The new council will bring together all the services currently provided by all eight councils in North Yorkshire. In the long term, it will help to unlock greater powers and funding from central government, via the devolution process.

The final name of the new council will be finalised in the Structural Change Order, which is a government document – currently in draft form is due to be published in spring 2022.

The Executive Board made up from representatives of all 8 councils is overseeing the change process, ensuring that on day one of the new council all services are in place and they are safe and legal operations.

In addition to the Executive Board there is also a senior officer-led 'Implementation Team'. All of the district and borough council Chief Executives are represented on

this group, alongside the county council's management board. The county council's Chief Executive has been appointed to chair the Implementation Team. The vice chair is the Chief Executive of Craven District Council.

Work streams have met and are starting to tackle moving the task of bringing the 8 councils in to one.

### Afghan Refugees

In 2021, North Yorkshire County Council in partnership with district councils resettled 93 persons under the Afghan Relocations and Assistance Policy (ARAP) and is aiming to have resettled a further 35 people by February 2022 (based upon a fair share of the national total in proportion to North Yorkshire's population, approximately 1%). The resettlement programme is funded by the Home Office. Craven, Hambleton, Harrogate, Richmondshire and Selby districts are involved. This aspect has progressed relatively smoothly due to the good partnership work built up over the years in relation to the Syrian refugee resettlement programme.

In addition 67 refugees have been resettled under the United Kingdom Resettlement Scheme (UKRS) (families chiefly from war-torn areas in the Middle East). They receive five years integration support and a range of County Council services are involved including employability support, Adult Learning and the English as an Additional Language Service for children and young people in education. The expectation, although yet to be confirmed, is that from 2022/23 the Home Office will reduce the integration support period to three years so that it is in line with the Afghan resettlement schemes. The funding level is anticipated to remain the same.

The County Council continues to provide support to the Afghan families in two bridging hotels in North Yorkshire. The bridging hotels are being used until families can be resettled in permanent housing, chiefly in other parts of the UK. Most of these families arrived in the UK in mid to late August 2021. In both areas, the children were in school as quickly as possible and ahead of later published government guidance requesting that school-aged children should be in school no later than 8 weeks following arrival in the bridging accommodation.

We continue to receive further Afghan arrivals in both hotels as and when bedroom accommodation is freed up as and when earlier arrivals leave for permanent housing. By end of December 2021, the two hotels had helped 382 refugees (229 for the Scarborough hotel and 153 for the Selby hotel, encompassing arrivals from August 2021 onwards).

The range of support offered by the two hotels includes:

- Ongoing support and guidance to schools, provided by the County Council's English as an Additional Language Team in the CYPS directorate.
- Wrap-around support provided in both hotels by the Refugee Council. This centres upon helping families with a range of general enquiries and putting them in contact with relevant agencies.
- Local Job Centre staff have arranged the Universal Credit Claims and provided general advice on employment and training in the UK.
- Mental health support is being provided through a tailored approach of group sessions on a range of topics and where required followed up with 1-2-1 support.
- North Yorkshire Youth and North Yorkshire Sport are providing a range of activities for the children and young people including at weekends and on an evening during the week.
- English language classes for the adults are being provided by our Adult Learning and Skills Service.

### Financial Hardship NY Local Assistance Fund (NYLAF) – Covid Support

Total grant spend in Q3 for this Scheme has been £8,345. Positively this is a significant reduction on Q2 grant spend at £13,285. However, with the current high infection rate and the return of restrictions due to the Omicron variant, in combination with general financial hardship caused by rising energy prices and inflation, we could expect demand to increase in Q4 for the CGS. The Scheme itself is due to close in March 2022, this decision will be reviewed closer to the time. Food remains the primary award type received and the main group supported through this Scheme continues to be those identified with a long-term health condition.

## NY Local Assistance fund (NYLAF) – Main Scheme

This quarter, NYLAF received 2,570 applications to the Fund, of these, 2,373 (92%) were approved. Total grant spend this quarter was £271,677.63 compared to £198,741.65 last quarter.

This increase is due to:

- the usual pattern of seasonal demand for energy vouchers driven and;
- the ability of applicant to receive four awards of emergency food / and or utility top-ups within a 12 months period instead of three due to the additional funding from the Household Support Fund (HSF).

Scarborough continues to be the district receiving the most NYLAF awards, followed by Harrogate.

Richmondshire continues to submit the least NYLAF applications.

The table below shows differences between Q3, 2021/22, Q3 2020/21 and Q2 2021/22. Against the two comparative periods, Q3 2021/22 has seen increased demand in all areas of the NYLAF scheme, with the exception of white goods, which has reduced slightly. Clothing vouchers have doubled since last year, and compared to just last quarter, energy vouchers have doubled and we may expect to see further increases due to rising energy costs

	Q3 2020/21 (same quarter, 12 months back)	Q2 2021/22 (last quarter)	Q3 2021/22 (this quarter)
Food Voucher	1,283	1,015	1,565
Clothing Voucher	39	46	81
Energy Voucher	1,286	604	1,395
White goods	388	288	285
Cash awards	0	0	3
Other household items	209	182	208
Furniture	201	215	273

In addition the Rainbow Centre are contracted to supply those in Scarborough with food parcels on last year, and compared to just last quarter, energy vouchers have doubled behalf of the NYLAF. This quarter the Rainbow Centre provided 288 parcels.

## Covid-19 Related Work

### Community and Recovery Grants

The Stronger Communities Covid19 Community Grants Programme remains in place to support communities as they continue to respond to and recover from the pandemic, whilst adapting their activities accordingly.

This quarter £25,985 in the form of 32 small grants has been allocated to 30 community groups and / or projects that encourage the re-opening of activities and services that aim to support communities to re-build their levels of confidence and independence.

### Household Support Fund

In Q3, Stronger Communities supported the delivery of the Household Support Fund, which aims to provide support to households who may need support with food, energy and essential living costs whilst the economy recovers. Administered by The Department for Work and Pensions (DWP), NYCC was allocated £3.5million. The Fund is delivering four main areas of support:

- Direct Award – £275 shopping voucher made available to households in receipt of Council Tax Relief with a child under 19.
- Food Bank Winter Support Fund – increasing capacity of food supply to those in need (see Local Food Support)
- Warm and Well – increasing the capacity of Warm and Well to provide energy top up vouchers / direct supplier payments to those in need.
- NYLAF – increasing the capacity of NYLAF to uplift the number of applications from 3 to 4 until the end of March 2022 (see NYLAF).

Interim monitoring information in relation to the fund will be available in Q4.

### North Yorkshire Wider Partnership Conference

The North Yorkshire Wider Partnership Conference took place online on Friday 19th November 2021. 210 people from across the public and voluntary sector logged onto the “Moving Forward Together” themed conference to hear about Covid recovery, local government reorganisation and the findings of the Rural Commission.

Feedback on the conference was positive with the content seen as informative and timely, there being a good mix of speakers and positive energy in the workshops. The negative feedback was around the move online with a feeling that something was lacking as a result particularly the networking. Formal feedback was received from 38 attendees, 73% (27) rated the conference good or excellent, the remaining 27% (10) rated it as fair.

## Resilient, resourceful and confident communities co-producing with the County Council

### Stronger Communities

#### Covid Pandemic Response

Community Support Organisations (CSOs) in conjunction with their volunteers, partners and networks to continue to provide support to our most vulnerable residents where required.

Immediate support requests for shopping and prescriptions continued to decrease this quarter, however the CSOs have continued to develop their transitional activity, in order to build the confidence and independence of those who have been shielding and / or self-isolating, and to support them to re-engage in their communities.

This quarter, the CSOs supported on average 3,129 individuals per month compared a similar level to quarter 2 (3,174). There were circa 6,440 befriending calls, advice provided 3,900 times, 700 accompanied shopping trips up from 460 last quarter. In addition at least 2,800 people participated in other activities that aim to build people's independence such as walks, exercise classes, social events, activity sessions and support sessions, compared to at least 1880 last quarter. This was delivered by on average 990 volunteers a month contributing a total of 24,395 hours over the quarter similar to the 22,188 last quarter. The level of support of the vaccination programme increased considerably this quarter in line with the booster programme, with a contribution of 6,300 volunteer hours to clinics this quarter compared to 2,216 hours last quarter.

The impact of the Omicron variant started to be seen in December 2021 as hours supporting

vaccination centres started to increase once again; the full impact of the Omicron variant on CSO activity is anticipated to unfold in Q4.

Discussions are on-going about the continuation of CSOs; they are currently retained until the end of March 2022.

#### Stronger Communities – Broader work

The re-introduction of business as usual projects and work streams continued to increase in Q3, and the Stronger Communities team continue to strengthen local community assets and infrastructure. This includes encouraging collaborations between voluntary organisations and community groups as well as stabilising, and / or building capacity within them if required. The Programme continues to provide specialist support (ranging from the time and expertise of the team, through to funded pieces of work) to around 30 VCSEs with work areas such as restructuring their organisations, re-modelling their services and providing additional capacity for fundraising.

The development of stronger working relationships with Health and Adult Services (HAS), Children and Young People's Service (CYPS) and health partners has continued to be prominent in Q3 with continued involvement in the HAS Transformation work streams and CYPS' early intervention and healthy child programmes as part of the growing community capacity work stream. CYPS launched their Get Going grants in Q3, supported by Stronger Communities.

#### Libraries

This quarter has seen a steady increase in business levels although a few libraries are still operating on reduced opening hours. Most branches are reporting an increase in use by families, certainly children's issues have held steady against 2019 figures, with November 2021 actually higher than November 2019. The Grow and Learn programme plus other events and activities, including both real and virtual class visits, have obviously played a major part in this alongside a change in behaviour patterns due to the pandemic with libraries being seen as safe and possibly as a low cost option for families facing increasing financial pressures?



Total issues are holding at circa 82% and visits have increased reaching 60% against 2019. There is still reduced access to public PCs to ensure safe use, however larger libraries are seeing an increase in both use and capacity to support. This quarter saw 20,289 sessions with 1,623 people given support.

The Christmas Reading Challenge was very successful with around 1,500 children taking part an evaluation report will follow.

Following successful distribution of library packs through Foodbanks in the Harrogate and Craven areas this has been extended county-wide; whilst not able to provide immediately at every foodbank we have targeted the main ones and will continue to extend this work as it is appreciated – and resulted in new and returned library users.

The Making Every Contact Count approach has been used in a commissioned development programme across Yorkshire and Humber by the Office of Health Improvement and Disparities to support Covid vaccination conversations in communities and what is now a winter vaccination webinar programme for Covid and flu. By the end of the training participants should:

- be ready to engage residents in conversations about Covid-19 and flu vaccinations know a range of conversational skills to help you have effective conversations
- have access to resources that can support conversations about Covid-19 and flu vaccinations

Public Health are part of the targeted community testing work for Covid-19. This involves ensuring there is accessible provision of free lateral flow device tests to 'vulnerable and under-represented groups'. Test kits are provided directly to organisations such as homeless shelters and also to community locations such as libraries for targeted collection.

We have continued with the widespread Covid-19 Local Test Site and Mobile Testing offer to make sure that we have as much equitable access across our rural communities as possible.

Presentations have been taken to North Yorkshire Safeguarding Adults Board and North Yorkshire Equality and Inclusion Partnership meeting looking at

the wider impacts of Covid-19 in particular inequalities, deprivation, ethnicity, learning disabilities etc.

### **Identify and address inequality in outcomes for customers from ethnic minorities.**

The Health and Adult Services (HAS) anti-racist practice group is growing its community of practice. Recent discussions have focussed on the recruitment and retention action plan to improve workforce diversity being developed by HAS Human Resources and Organisational Development, and on workforce development to increase understanding of anti-racist practice.

Work is ongoing to co-produce the anti-racist statement and on the Yorkshire and Humber Association of Directors of Adult Social Services (ADASS) ethnicity service take-up and insight objective which will provide useful comparative data.

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.

In April 2021 North Yorkshire County Council Public Health service received a 12 months Government grant to expand and develop the Tier 2 Adult Weight Management service. It was agreed that part of this funding would be used to invite the providers of the service to develop bespoke programmes for specific target groups, including ethnic minority communities. Craven District Council decided to develop a programme aimed at the Pakistani women with the Broughton Road community in Skipton, where they had existing relationships. The programme started on 5 November 2021 and adaptations include:

- initial assessments and weekly sessions in the community centre rather than the leisure centre
- women only group
- session times/days scheduled around prayer times
- cooking workshops with healthy options of local authentic cuisine

Nine (out of 13) women completed the programme. Eight of these achieved their target of 5% weight loss and are now on the maintenance programme.

The Inclusive Communities Joint Co-ordinating Group have held a development session to advance planning.

### Improve inclusion and diversity of staff working for the County Council.

Workforce data for Quarter 3 is provided below. (Q2 2021/22 is included for comparison purposes).

	Q2 21/22	Q3 21/22
% male	23.4%	23.5%
% female	76.6%	76.5%
% of staff who have declared their ethnicity	73.4%	74.4%
* of the above % of staff who have said they are from an ethnic minority	2.2%	2.3%
* of the above % of staff who said they are white	97.8%	97.7%
% of staff who have declared disability/no disability	57.7%	56.3%
* of the above % of staff who have declared a disability	4.0%	4.0%
* of the above, % of staff who have declared no disability	96.0%	96.0%
Average age of workforce	47.23	47.32
% of staff over 55 years of age	29.14%	29.94%
% of staff under 25 years of age	4.88%	4.85%
Top 5% of earners (excluding schools)	386	384
Average age	50.5	50.3
% male	35.5%	35.9%
% female	64.5%	64.1%
% ethnic minority (declared)	1.3%	1.3%
% white (declared)	98.7%	98.7%
% declared a disability	2.8%	2.8%
% declared no disability	97.2%	97.2%

Changes in Q3 compared to Q2 are relatively slight, and can reflect just 1 or 2 individual job moves. More analysis will follow in Q4 when a full year of data is available, including an overview of the equality dimension of HR casework (eg disciplinary and resolving issues at work). The figures this quarter show an increase in employees reporting their ethnicity, but disappointingly a decrease in numbers reporting any disability. Further work is underway to ensure there are no ongoing system issues in collecting and transferring this information.

Of those reporting, there has been a small improvement towards a more balanced workforce in terms of men and women, and an increase in the proportion of the workforce reporting as ethnic minority. The proportion declaring a disability is unchanged. The very small increase in the profile of the top 5% earners is the result of the numbers who comprise that top 5% decreasing, rather than any real underlying change. The ethnicity and disability percentages of the top 5% of earners remain unchanged from Q2.

We are awaiting further government guidance on how any ethnic pay gap should be calculated and reported.

The equality dimension of HR casework will be collated and reported on an annual basis.

As referenced in the previous objective, work continues on the HAS recruitment and retention plan for minority ethnic staff, with active engagement from the HAS anti-racist practice group and HAS equality, diversity and inclusion group. As at January 2022, the groups are helping to prioritise the actions within the action plan.

Public health, Engagement and Governance are considering the adoption of public health apprenticeship roles as part of the second phase of the team restructure. The apprenticeship training includes a level 6 qualification i.e. Degree and will widen participation for people for whom further education or undergraduate study is challenging or prohibitive for financial or other reasons.

### Ensure service delivery and commissioning, particularly social care and public health, is inclusive of Lesbian, Gay, Bisexual, Trans+ (LGBT) adults.

Following the well-received Trans awareness session delivered to HAS leadership forum in September 2021, a session focussing on Lesbian, Gay and Bisexual awareness is being planned for the first HAS leadership forum in 2022. This will include a presentation from an older gay person with experience of health and social care.

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 and from the recent Trans awareness session, including considering the Rainbow Badge scheme for health and social services and reviewing LGBT+ training and learning opportunities for staff.

The recommendations from the HWNY report are being included in the new North Yorkshire Public Mental Health and Prevention Strategic Plan 2021-23 (in development) as well as being included in the Council's corporate equality objectives.

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.

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.

### **Improve wellbeing, inclusion and feeling safe for vulnerable groups of children and young people.**

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.

A Growing Up in North Yorkshire Masterclass for the North Yorkshire Safeguarding Children Partnership held on 28 January 2022 to share the data from the 2020 GUNY survey with a range of partners.

Funding has been secured to run a GUNY survey in 2022 and in 2024.

36% of schools who have registered with the North Yorkshire Healthy Schools award programme have achieved an award.

The Healthy Early Years award was launched in October 2021 and promotes an inclusive environment and celebrates diversity.

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.

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.

### **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.**

We are currently exploring opportunities to work 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.

### **Reboot North Yorkshire**

Work on Reboot North Yorkshire continues to progress. Work that commenced in Q2 has continued in Q3, particularly focussing on enlisting the support of our local communities and voluntary sector groups as Community Partners to allow a network of community Reboot Projects to grow and develop across the county. Working with internal colleagues and external partners, 415 devices have been gifted to socially isolated individuals to date, with an additional 200 devices distributed to school children.

Reboot North Yorkshire continues to work closely with Citizens Online and their Digital Champion Coordinator for North Yorkshire, who is in post until March 2022.

### Other examples of equality related work

**Accessible Transport Group** – progress to establish this group was delayed before Christmas but work is underway to restart meetings. 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.

### Engagement with disabled and older people:

- **People with experience of mental health services:** The options appraisal for building the voice of people with experience of mental health services was completed and will be shared shortly. 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
- **Voice of Older People** – the grant award process for an organisation to build a new network and partnership board for older people was completed shortly before Christmas. With the key aim of supporting older people to develop a strong and diverse voice on issues important to them and engage effectively with statutory agencies, the successful organisation will work closely with older people to establish the network and agree priorities for action.
- **North Yorkshire Disability Forum and North Yorkshire Learning Disability Partnership Board:** these continue to be active and take part in meeting, both virtually and in-person (small local groups) and to contribute to County Council discussions, press conferences, workshops and so on. 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.

### International Day of People with Disabilities and UK Disability History Month

– International Day of People with Disabilities took place on 3rd December 2021, and the UK Disability History Month from 18th November to 18th December.

The theme for International Day of People with Disabilities was 'Fighting for Rights in a post-Covid era' and celebrated the challenges, barriers and opportunities for disabled people in the context of a global pandemic. Since March 2020 everyone has been affected by Covid-19 and the changes brought in to respond to it, but many of these changes have had a **disproportionate impact on the lives of disabled people** and worsened the existing inequalities faced by disabled people.

Disabled people from across North Yorkshire shared their messages for International Day of People with Disabilities and spoke up about the impact of the pandemic and the rights they are fighting for in a post-Covid era.

[International Day of People with Disabilities 2021 | North Yorkshire Partnerships \(nypartnerships.org.uk\)](https://nypartnerships.org.uk)

### Reducing the causes and impacts of climate change, now and for future generations

A corporate Climate Change Policy Officer post was created and a recruitment process carried out. The successful applicant started work in January 2022 and will support actions to progress the carbon reduction plan. The dedicated resource will ensure that this work is further prioritised within the council.

Climate change leads from the county council and all district councils came together as part of work to progress local government reorganisation (LGR) and will be working to establish a single carbon footprint measurement and carbon reduction plan for the new unitary council. This working group will also support all the work streams to embed climate change into their working practices.

A high-level climate change impact assessment has been completed for the LGR process and assessments will also be carried out at work stream and individual project level.



Carbon literacy online training has been developed jointly with the LEP, District Councils and National Park Authorities and is being adopted by each of these organisations on their individual learning platforms.

### Property

BEIS has recently extended the completion deadline for window replacement works funded by Public Sector Heat Decarbonisation Scheme (PSHDS) until 30 June 2022. This will enable the one, difficult site to be completed and fully utilise the grant available. Six of the 24 schemes are currently still being completed and all but one are expected to be finished by 30th March 2022.

£1.3m is being spent on works in schools and £600,000 on corporate properties. The carbon savings are estimated at 400 t/CO<sub>2</sub>e per annum (61 t/CO<sub>2</sub>e of this relates to corporate properties.)

Initial feasibility studies for decarbonising heating and ventilation are completed and currently work being reviewed as to the next step. Some of these have contributed towards our recent successful PSHDS phase 3 grant application for £403,000 for installation of air source heat pumps in three corporate properties.

Work is ongoing to plan for future phases of the funding scheme so that the council is well-placed to bid when funding windows open. We have contributed to LEP consultation on the PSHDS future phases.

Work is ongoing to develop our future property rationalisation – which will be ongoing – as well as opportunities starting to be linked to local government reorganisation (LGR). A number of co-location projects funded by One Public Estate are in progress across North Yorkshire and York. These are beginning to be linked into LGR discussions. All future property requirements are, of course, linked into New Ways of Working engagement with staff and Modern Council future development.

Properties for LED lighting upgrade have been identified, with initial work being progressed within three highway depots and a library.

A business case for moving to green electricity supply is being drafted for presentation at the Beyond Carbon board.

The final report arising from collaborative work with the University of York in relation to our approach to carbon reduction in our property estate has been received.

A number of possible projects in relation to solar panels and battery storage are at an early stage of exploration with the private sector.

### Business travel

Review by the Energy Saving Trust of fleet telematics is planned for April 2022. Replacement of vans due for renewal with battery electric vehicles will also commence in April 2022.

A review of the keyworker car lease scheme and approach to home charging will be completed by April 2022.

Work to explore the installation of 10 charging points at County Hall is underway with a bid to the Beyond Carbon programme funding being prepared. This would sit alongside the bid to convert a number of pool cars to electric vehicles. The review of the pool car booking system will be completed in March 2022.

A Driving at Work strategy to reduce fuel use is to be drafted as part of the local government reorganisation Waste, Fleet and Highways Fleet sub-work stream.

### Transport

An Electric Vehicle Deployment Study has been completed which identifies the number of publicly available charge points required by 2030. It also identifies barriers to delivery and ways to mitigate them. The next phase of work is to establish where charge points should be located, how we can overcome the aforementioned barriers to delivery and what policy changes will need to take place to achieve this; The EV Infrastructure Rollout Strategy development commenced as of 18 October 2021 and it is expected to take 6 months. This does not mean that we will wait 6-12 months to start delivering charge points but at least a portion of this work needs to be complete before we do. There is also the issue of funding delivery.

### Communications

A programme-level communications plan, both internally and externally, has been developed for Beyond Carbon covering the next year.

Staff awareness and behavioural change programmes are included in this, although a series of road shows for main corporate offices has had to be postponed due to Covid.

### Carbon sequestration

Work is near completion to finalise the brief for consultants to undertake options appraisal for forestry planting on County Council land. This work should be commissioned early in Q4.

After further consideration, it was decided not to pursue a White Rose Forest revenue grant application, pending the outcome of the forestry options appraisal referred to above. However, it may be appropriate to bid for revenue funding for more detailed site/project appraisals of planting opportunities on NYCC land in the future.

Discussions are progressing on the scope and resources required to produce a Tree Strategy for the County Council that will cover management of trees and woodland resource.

Discussions are ongoing with:

- North Yorkshire and York Local Nature Partnership on potential input to peat restoration activity in the county
- Yorkshire Marine Nature Partnership on potential opportunities for marine carbon sequestration
- On how to support schools with their tree planting pledges made as a result of the COP26 schools event held by the Property Energy Team in November.

### Brierley Group

All Brierley Group companies are following the Council's approach of reducing carbon in their respective business areas. For example:

- NY Highways have started to pursue the initial innovations projects outlined in their 5-year carbon plan including the installation of off-grid power to strategic locations
- Brierley Homes are designing all schemes to Future Homes Standards and working with low carbon consultants such as Align Property Partners to identify opportunities to include renewable heating

technologies such as heat pumps in developments.

- Yorwaste continue to work towards ISO 50001 Energy Management Accreditation and exploring the potential for solar.
- Align are registered low carbon consultants and continue to work on several sustainability and low carbon projects.

### Deliver a modern communications Network

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 3, superfast broadband coverage in North Yorkshire reached 93.0% compared to 97.4% across England.

This means the gap between broadband coverage in England and North Yorkshire has reduced from 6.0% to 4.4% in 2 years.

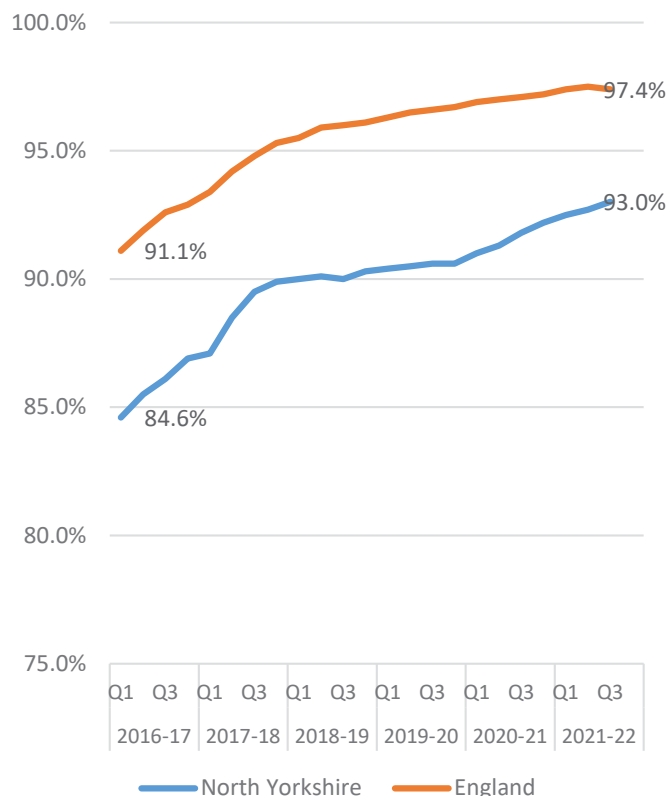
### Wi-Fi Roll-Out

Residents of Picton, Hambleton now access ultrafast broadband speeds thanks to a mixture of fibre and wireless connectivity as phase four of the Superfast North Yorkshire rollout begins. The final phase of Superfast North Yorkshire focuses on 15,850 homes and businesses across some of our most rural areas.

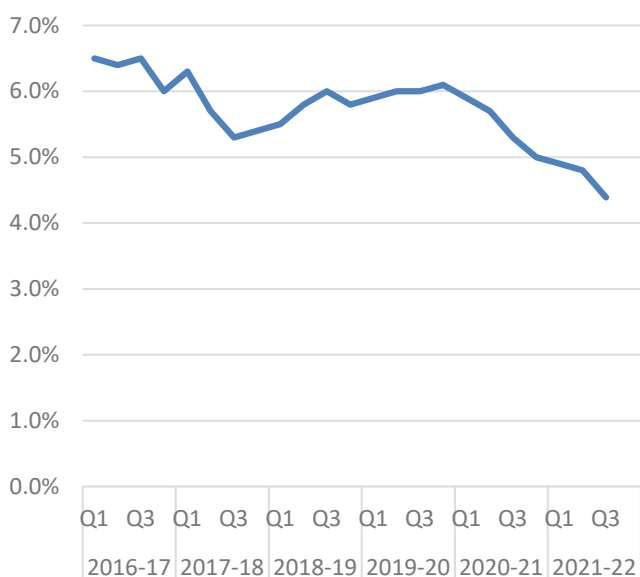
On a recent visit, Rishi Sunak, MP for Richmond (York's), enabled the broadband, which will now offer speeds of up to 1Gbps.



## Broadband Coverage (30Mbs+)



## Broadband (30Mbs+) Gap (England/North Yorkshire)



However, it should be noted, for ultrafast broadband (100Mbs+), the gap is more significant. Only 26.9% of premises in North Yorkshire are able to access ultrafast broadband, compared to 69.1% across England.

## Public Wi-Fi

In partnership with the council's wholly owned company NYnet, free public Wi-Fi funded by the LEP is being launched across 16 market towns around the county to support recovery and growth for communities and businesses. The work which involves installing a small antenna and power box on streetlight columns that transmit the public Wi-Fi service, is a collaborative effort between the Council's Technology and Change service, Brierley Group companies, NYnet and NY Highways, as well as the authority's business and environmental services and traffic management teams.

Following the previous roll out of free public Wi-Fi across five towns in North Yorkshire. (Northallerton, Scarborough, Leyburn, Ripon and Skipton), a further seven towns have been rolled out in quarter three (Richmond, Malton, Whitby, Knaresborough, Stokesley, Selby and Pickering).

A further four towns (Harrogate, Tadcaster, Thirsk and Settle) will see rollout during 2022, bringing the total to 16 towns by the end of the project.

	Q2	Q3	2022
Northallerton	✓		
Scarborough	✓		
Leyburn	✓		
Ripon	✓		
Skipton	✓		
Richmond		✓	
Malton		✓	
Whitby		✓	
Knaresborough		✓	
Stokesley		✓	
Selby		✓	
Pickering		✓	
Harrogate			
Tadcaster			
Thirsk			
Settle			



## Future Focus

**Stronger Communities:** In light of the LGR decision, formal adoption of the Programme's 10 year People, Place and Power Strategy will be delayed until May 2022 as reported previously. Work however continues to further develop the strategy and to engage with partners for their feedback. The Programme's independent evaluation for 2020/21, Shaping the Future 3 was completed in Q3 and work continues to evaluate the CSOs with the volunteer survey element going live in November 2021 (results due in Q4).

**Community Awards:** The 2022 community awards will be launched in Q4.





# Council Ambition: 'Best Start to Life'

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

## High level outcomes:

1. **Achieving: High aspirations, opportunities and achievements**
2. **Safe Life: Protected and free from harm**
3. **A happy family life: Strong families and vibrant communities.**
4. **A healthy life: Safe and healthy lifestyles**

## Customer

### Impact of 2 years of Pandemic

As we approach the second anniversary of the discovery of Sars-Cov-2 virus and the ensuing pandemic, it is perhaps timely to look back at the impact upon service users and service delivery. The last 24 months have been defined by uncertainty and change not seen in at least two generations, which in turn has led to unprecedented challenges for service delivery across the council and, for the first time since the Second World War, nationwide school closures and the profound dislocation of the education of children and young people.

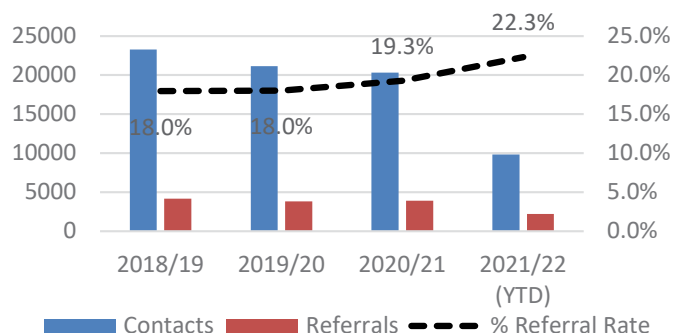
### Children & Families Services

Throughout the pandemic, Children & Families have continued to receive a robust service; however, there are strains on the 'system'. North Yorkshire's Children & Families Practice Model is predicated on the importance of keeping families together and building on the strengths of family networks. As a result, the level of support provided by a social worker is more intensive and wider-reaching than other authorities, resulting in more complexity be held within the service. This, combined with the increase in the referral rate is putting North Yorkshire Social Work team under increasing pressures.

We have seen direct impact of the pandemic upon the wellbeing of children and their families, with both an increase in demand for statutory child protection

services and the complexity of the challenges faced by families in crisis. We have seen the proportion of contacts at the "front door" that result in a referral to Children's Social Care increase from 18.0% in 2019/20 to 19.3% in 2020/21 to 22.3% across the first 9 months of 2021/22.

### Referral Rate



Although this increase may at first seem insignificant, the impact can be seen when aggregated over a typical quarter of 5000 contacts:

- In 2019/20, 5,000 contacts would result in 900 referrals to Children's Social Care
- In 2020/21, 5,000 contacts would result in 965 referrals to Children's Social Care
- In 2021/22, 5,000 contacts would result in 1115 referrals to Children's Social Care

This example highlights that with no increase in demand at the "front door", Children's Social Care would nevertheless see a 24% increase in referrals in 2021/22 compared to 2019/20.

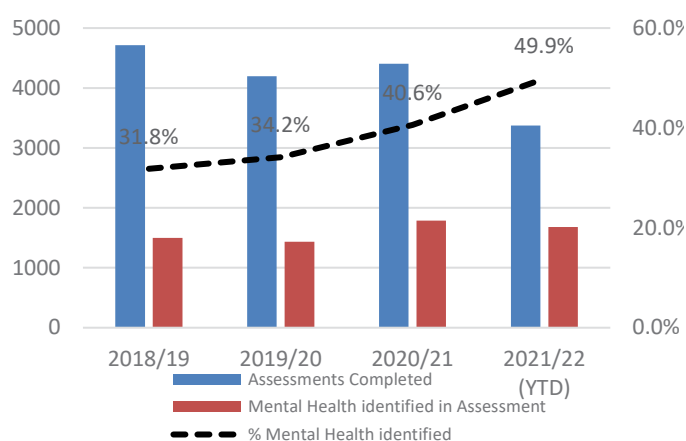
As already alluded to, services are having to deal with increasingly complex cases, in which poor mental health is increasingly a factor. A recent study undertaken by the mental health charity Mind focuses on the impact of the pandemic on young people's and adults' mental health. The study found that:

- People who struggled before now struggle more
- Hope is here for many, but anxiety remains
- Coronavirus has heightened inequality
- Young People are Finding it hard to cope
- People urgently need more support

The surveys undertaken as part of the study found that nearly a third (30%) of adults' and over a third (34%) of young people's mental health has become much worse over the course of the pandemic, with *'lack of personal contact with loved ones, loneliness and worries about getting or spreading coronavirus [making] people's mental health worse.'* The study also found that those living on benefits had been hit the hardest – *'people receiving benefits were more likely to experience poor mental health before the pandemic. They're now more likely to have seen their mental health decline, reinforcing mental health inequalities'*.

In North Yorkshire, we have seen the number of Children and Family Assessments where the mental health of either the child or parent/carer is identified as a factor has increased by over 10 percentage points, up from 31.8% in 2018/19 to 49.9% in 2021/22 to date. It is worth noting that this is likely to be driven by an increased awareness of mental health needs and how these are recognised through an assessment.

### Assessments with Mental Health identified



Over recent quarters we have seen a steady increase in the number, complexity and duration of care proceedings before the courts. The number of open cases has risen from 31 in Q3 last year to 59 at the end of Q2 this year (most recent data available). This is the highest number of open cases in at least 3 years. Driven by the increased complexity, we are now seeing proceedings take on average 36 weeks to reach a conclusion. This is much higher than pre-pandemic, where average case duration was consistently in the range 20 to 26 weeks.

Compared to the picture pre-pandemic, we have seen the number of cases being brought before the courts double, and the duration of these very complex cases increase by around a third. This means that our social workers are supporting and keeping children safe for a much longer duration in very challenging circumstances.

### Achieving in Life

In the education sector we have seen two years like no other, with schools closed to the overwhelming majority of pupils for more than four half terms. When aggregated across the school population, this equates to over 8 million days of face-to-face learning that have been lost. Schools have risen to the challenge, providing high quality remote learning to pupils. However, school attendance remains a challenge and in December around 90% of all school-aged children were attending school. This compares to attendance in the region of 95% pre-pandemic.

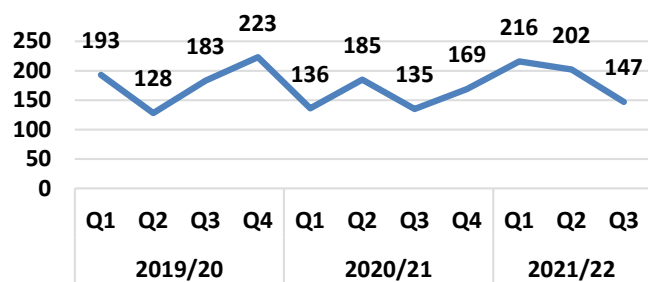
### School Improvement

Restrictions associated with the pandemic have hampered the ability of the School Improvement Service to directly support schools. In part this has been due to restrictions preventing site visits. However, from September 2021 meetings with Headteachers, Chairs of Governors, Senior Education Advisors, chaired by a member of the School Improvement Leadership Team, were held with all 235 maintained schools, with the schools deemed at greater risk supported first.

## Special Educational Needs

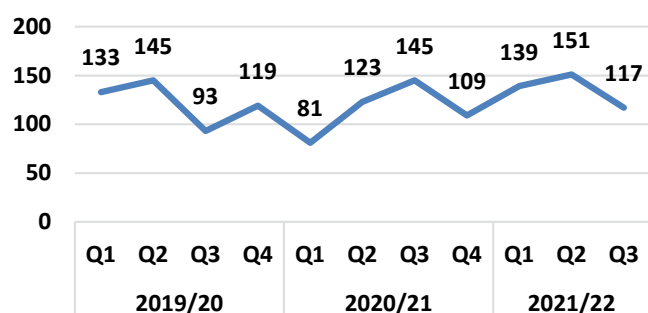
The Special Educational Needs Service has grappled with high demand for statutory assessment over the last two years, with on average 177 requests per quarter. Looking ahead, statistical analysis suggests that the service can expect to receive between 135 and 210 request per quarter in the medium term.

### Requests for Statutory Assessment



Unsurprisingly, this high demand for assessment has resulted in high numbers of new EHC plans, which have averaged 120 per quarter over the last 2 years.

### New EHC Plans



The Special Educational Needs Service has worked tirelessly to ensure that children supported via Education, Health and Care Plans were able to access the support that they needed throughout the course of the pandemic. Whilst schools were closed to most pupils, the attendance of pupils with an EHCP remained consistently higher than the national average for children with an EHCP. Since the start of the 2021/22 academic year (based on data for the first half term from the DfE data collection), attendance rates are slightly below the regional and national averages.

	Autumn Term 2020	Spring Term 2021	Summer Term 2021	Autumn Term (first half term)
North Yorkshire	83%	55.5%	88.2%	83.5%
Y&H	77.10%	43.6%	84.8%	84.8%
National	80.10%	55.5%	86.8%	85.1%

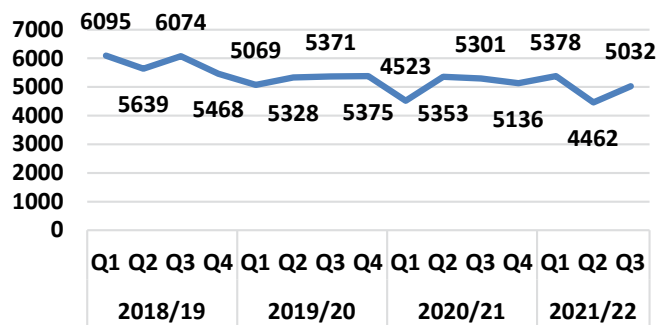
A further impact of the pandemic has been to exacerbate staffing challenges relating to Educational Psychology Service. This has had a profound impact in the timeliness of completion of statutory assessments. The Inclusion service has been investigating ways to address this issue, and agency/locum Educational Psychologists have been commissioned to bring service delivery back to level of performance families expect and deserve.

## Current Picture

### The 'Front Door'

Focussing on performance in the most recent quarter we have seen the MAST screen 5,032 contacts, an increase of 12.7% (570 additional contacts) compared to the last quarter. However, compared with the same quarter last year, we have seen a reduction of 5.1% (269 fewer contacts). It's worth noting that Q3 2021/22 has seen a lower number of contacts than the same quarter in any of the preceding 3 years. Over the first three quarters of 2021/22 we have received around 2% fewer contacts (n=305) than in the same period in 2020/21. This reduction has been driven in a large part by a reduction in contacts from schools, which have reduced by around a fifth (20.8%, n=-174) compared to the number of contacts received pre-pandemic. Much of this shift can be attributed to shift in focus of the Early Help strategy, which empowers schools and other agencies to lead on family issues where appropriate, with the Early Help service offering support and guidance when needed.

## MAST – Quarterly Contacts



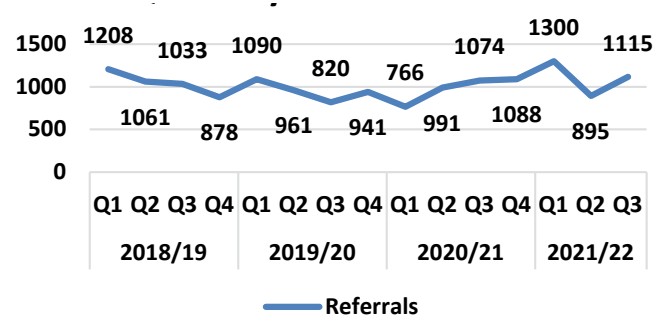
## Referrals to Children's Social Care

Despite a relative downturn in the overall number of contacts received, the number of referrals to Children's Social Care has remained within expectations, with 1115 received this quarter. This is 3.8% (n=41) higher compared with Q3 last year. For the year to date we have received 3310 referrals, an increase of 16.9% (n=479) compared to the same period in 2020/21 and by 15.3% (n=439) compared to the first three quarters of 2019/20. This suggests that a higher proportion of families are presenting with issues that need to be assessed and supported by statutory services. This is borne out by the proportion of contacts leading to a referral, which has risen from 18.5% over the first 9 months of 2020/21 to 22.3% in the first 9 months of 2021/22.

However, our rate of re-referral remains consistently low at 15.4% this quarter. This contrasts positively with the rate nationally (22.7%) or across the statistical neighbour group (20.8%).

The picture in the short and medium term remains clouded with uncertainty. This is due to the impact of high inflation, particularly around the cost of fuel and heating, squeezing the incomes of the most vulnerable coupled with impact of the Omicron Sars-Cov-2 variant on communities.

## Quarterly Referrals to CSC

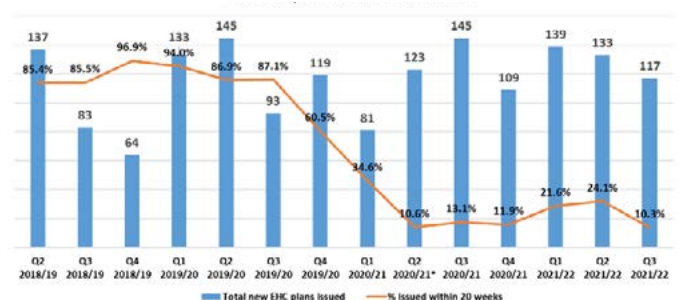


Timeliness of assessment remains one of the core strengths of the Children and Families service, and performance in Q3 was no exception, with 98.8% completed in the statutory 45 working day target. The DfE recently published findings from the Children In Need Census (which reflects activity in the 12 months to March 31st). This reveals that North Yorkshire was among the 3 best performing LA nationally. The data also highlights that social workers in North Yorkshire complete assessments on average within 16 working days, almost half the national average (30 working days) and much lower than the average of 33 working days across statistical neighbours.

## Education, Health and Care Plans

At the end of December there were 3,876 EHC plans funded by North Yorkshire. This represents an increase of only 14 compared to the position at the end of September. However, in comparison with the position 12 months ago, we have seen an increase of 12.3% (426 additional EHC plans). The rate of increase in the proportion of EHC plans with a primary need of Autistic Spectrum Disorder (ASD) has remained stable at 1.6 percentage points between December 2020 and December 2021. 35.7% of all EHC plans have a primary need of ASD (n=1385), up from 34.1% at the end of December last year (n=1178).

## New EHC Plans issued and timelines





## Assessing Families' Needs

Timeliness of new EHC plans has continued to be well below the performance of previous years. The rate of new EHC plans being issued within 20 weeks of a request was 10.3% (12 new EHC plans on time of 117 issued), compared to 13.1% in Q3 of 2020/21 and a high of 87.1% in Q3 of 2019/20. It's worth noting that across the 2021 calendar year saw a record number of new EHC plans, with 498 issued. This compares with 468 in 2020 and 435 in 2019.

Addressing the deterioration in the timeliness of new EHC plans is a key priority for the Inclusion service. A key issue impacting performance has been the staffing challenges faced by the Educational Psychology service. This has resulted in significant delays in the completion of the psychological assessment, a key part of the statutory process. Two external agencies have been commissioned, in addition to 10 directly employed (until 31 March 2022) locum Educational Psychologists to address this issue. Although the service has taken decisive action to address staffing pressures within the Educational Psychology service, by building capacity through 2 agencies, this will take time to deliver consistent improvement in performance. In part, the low performance in timeliness of issue in Q3 is linked to the service clearing the backlog of requests that have been impacted by a combination of the pandemic and the limited capacity of the EPs. A majority of cases in the 'backlog' will be overdue, contributing to the downturn in timeliness. The backlog of requests for advice has now been virtually cleared, and performance in terms of advice received from EPs is showing signs of improvement. For advice requested from EPs during October and November, 72.3% was received within 6 weeks of request/allocation, up from 29% in August and 45% in September. It is worth noting that the lack of EP capacity remains both a local and national issue, with over 70% of LAs reporting to DfE that they have capacity issues.

## SEND Locality Hubs

The service is continuing to develop a new digital EHC plan, which is expected to bring efficiency gains. It is anticipated that technical work will be completed by March 2022, with plans in place to pilot the new system in the summer term. The pilot will run

alongside training for colleagues across health, care and education, prior to a full launch from September 2022. Future development will include developing a parent portal so families can input directly into the plan, improving accessibility and transparency.

Following their launch in September 2020 the SEND locality hubs are now fully established. Visits to schools have resumed, enabling the implementation of quality assurance procedures. The service has also instigated scheduled "deep dives" examining specific specialisms in each area. The approach is a blend of stakeholder feedback, observations and scrutiny of practice and evaluation of impact, designed to support the team planning process.

Locality boards are now fully established across the County and function as a commissioning partnership between Education and Skills, Inclusion and the community of education leaders. Each board is charged with identifying local need and implementing support services to meet that need.

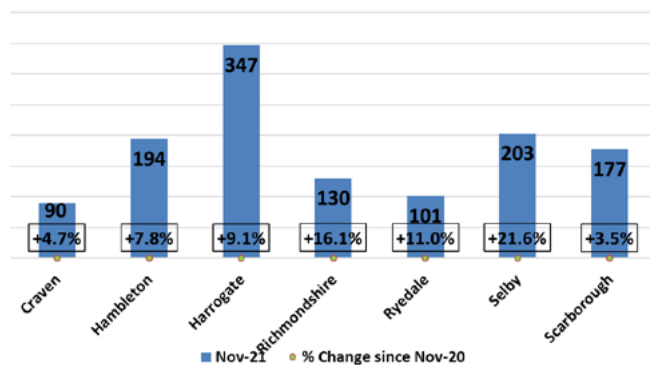
In the last academic year the SEND hubs supported 789 children. This has increased to 1249 children by the end of Quarter 3. Schools are becoming increasingly confident engaging with SEND hubs, as they see the positive impact pupil mental health, well-being and learning.

		No. of Cases held by Hubs	% change since Q2
		Q3 2021/22	
SEND Hub Locality	Craven	139	+13.9%
	Ham/Rich	329	+9.7%
	Harrogate/Kna/Rip	303	+11.0%
	Scarborough/Whi/Ryedale	353	+10.3%
	Selby	185	+12.8%
	Not Yet Known	26	+85.7%
	Total	1335	+11.9%

## Home to School Transport for pupils with SEND

At the end of November there were 1246 SEND children accessing home to school transport, more than ever before. This is an 11% increase (+118 children) compared to the picture 12 months ago. Increases have been recorded across all 7 districts, the biggest percentage increase being in Selby (+22%, +35 children).

### Home to School Transport for pupils with SEND



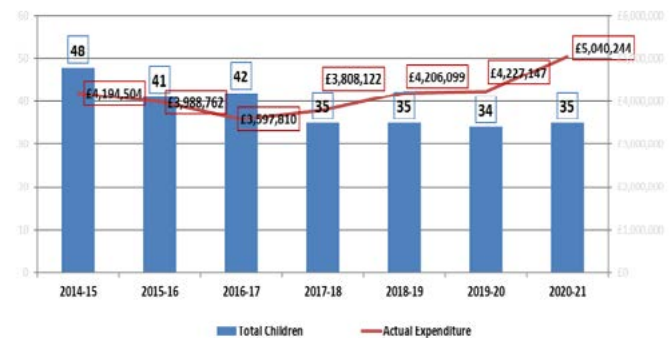
We have seen an increase in the use of non-maintained and out of county providers of 113% in the last 5 years, from 76 at the end of 2016/17 to 162 at the end of 2020/21. This increase is primarily in response to managing need for specialist placements.

## Specialist Provision

The DfE high needs benchmarking dataset details that our level of provision is around the lowest quartile in comparison to other authorities. The accessibility challenges created by our sparse geography will accentuate those challenges.

A consequence of our relatively low level of specialist provision is that our historic level of spending was relatively low – which in turn contributes to a lower revenue funding settlement – with North Yorkshire receiving the 3rd lowest level of High Needs DSG amongst all local authorities. It had been hoped that the LA would receive £3 million from the HNCPA (High Needs Provision Capital Allocations) (based upon our pupil population). However, the final allocation has been confirmed at £716k, which will add to the pressures and challenges faced by the service.

## Independent and non-maintained residential out of authority placements



It should be mentioned here that there is an increasing level of demand on independent placements regionally and nationally, leading to children being support internally and ultimately 'blocking' placements that can be used for other children, such as places at Children's Resource Centres (CRCs). During 2021/22 to date, the CRCs have been unable to 8 families overnight care due to complex young people being supported the CRCs due to the limited availability of specialist provision. Another side effect of the increasing demand on limited independent & non-maintained specialist provision is the spiralling cost. Since 2017/18, the number of children supported through independent & non-maintained specialist provision has remained stable at 35, in spite of this, the overall cost has increased by 32.4% (+£1,232,122) from £3,808,122 to £5,040,244.

## A healthy start to life with safe and healthy lifestyles.

### Early Years – Grow and Learn

The Grow & Learn project, which aimed to improve early years speech and language and two targeted communities closed in June 2021 has been subject to evaluation this quarter. Early analysis highlights number of successes for the project, which include:

- Take up of 2 year old early years funding increased from 82% in the summer of 2019 to 87% at project closure
- The proportion of children involved with the project who's speech and language skills assessed as "green" increased from 11% (13 children) at the start of the project to 51% (63 children) at the end of the project

The evaluation of the project has identified a number of further deliverables, including the wider roll-out of an early year's speech and language pathway and development of community-based partner organisations across the County.

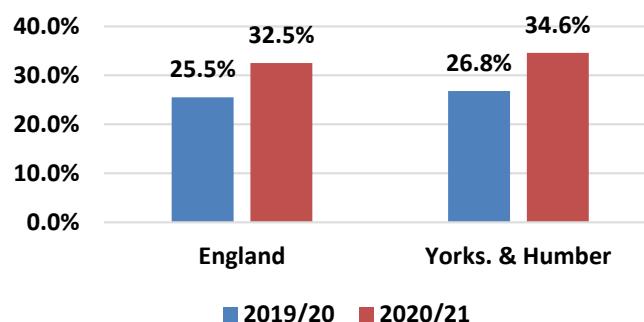
Development of a new Early Years strategy is continuing. This includes work with the LGA to gain an understanding in how to frame a sector-leading strategy. Focus groups with parents/carers, early years providers and service leaders are planned for early 2022 to develop and finesse key ambitions and deliverables for early years in North Yorkshire.

### Child Measurement Programme

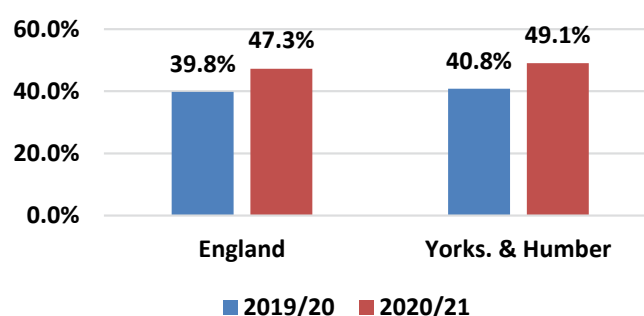
The results from the 2020/21 National Child Measurement Programme were published in November. As a result of the impact of the pandemic on schools, only a statistically representative sample of measurements were taken this year, and results at local authority level have not been published.

National and regional data suggests a marked increase in the proportion of children overweight or obese between 2019/20 and 2020/21, by between 7% and 8% in both Reception aged children and children in Year 6. Regionally, almost half of all children in Year 6 are believed to be overweight or obese.

### Proportion of Children Overweight or Obese – Reception



### Proportion of Children Overweight or Obese – Yr6



The stark findings of the 2020/21 measurement programme highlights the impact of pandemic-related restrictions and school closures on the health of children and young people, through a combination of reduced opportunities for physical exercise and poor dietary choices in the home.

### Occupational Therapy

The Children's Occupational Therapy service provides assessment and intervention to children with a range of disabilities and illnesses. This ranges from Children with low-end needs, through to those with the highest level of dependency or end of life care.

At the end of December 2021, the service was holding 369 open cases, including 95 children who were receiving a six-monthly or annual review. This compares with 263 open cases at the end of February 2021, an increase of 40% (n=106). This is reflective of regional and national trends. The removal of some support as a result of pandemic-related school closures in the last 12 months is thought to have led families to seek out additional support from other services, such as Occupational Therapy, as families

struggle to provide full-time care for their child with specialist needs.

Positively, the waiting list for assessment has fallen from 78 children at the end of February 2021 to 59 and the end of December. Systems to improve screening and triage have been implemented to reduce waiting times, in addition to increased virtual assessment, and more intensive case support from senior Occupational Therapists and team leaders. It should be noted that all cases triaged as urgent are allocated immediately, without resort to a waiting list

The increase in cases has placed the service under some pressure, with caseloads currently averaging 46 per FTE. This is substantially higher than would be considered ideal, and plans are in place to recruit 2 additional Occupational Therapists with the aim of reducing average caseloads to 30 per FTE.

### Children's Resource Centre

Our three Children's Resource Centres (CRCs) continue to support children and young people with long term, complex disabilities and healthcare needs. At the end of the quarter, a total of 77 children were receiving direct support. However, the service is struggling to meet demand, and currently cannot offer to 8 families serviced by the Morton-on-Swale CRC overnight care and a further 4 families serviced by the Cherry Tree Lodge CRC who cannot access their full allocation of overnight care. There are a combination of factors behind this, including difficulties recruiting to vacant posts, staff absence (often Covid-19 related) and a high number of very complex children who have had to enter care due to Ofsted registration of their placements or emergency situations. Managers are working hard to address these issues longer term, but pressures on the CRCs are unlikely to turnaround until these children can be moved into appropriate longer term placements.

## Achieving: High aspirations, opportunities and achievements

### School Improvement

The overall picture of Ofsted inspections in North Yorkshire as at 1st January 2022 is shown below

	% Settings Good (G) or Outstanding (O)	% Pupils attending G/O schools
Primary School	82.7%	80.7% (National: 88.6%)
Secondary school	(National: 88.2%)	82.1%
Primary & Secondary Schools	(National: 87.4%)	79.6% (National: 85%)
Nursery	100%	100%
Pupils Referral Unit	100%	100%
Special Schools	72.7%	72.7%

At the end of December 81.2% of all schools were judged by Ofsted to be Good or Outstanding. Despite the barriers to providing effective support to schools brought about by the pandemic, we continue to see slow but consistent progress in both the proportion of good or outstanding primary schools (82.7% in December compared to 82.3% at the end of September) and the proportion of children attending good or outstanding primary school (82.1% in December, compared to 80.7% at the end of September).

This quarter has seen the School Improvement service have undertaken significant engagement and mapping with schools to plan and agree approximately 1,500 days of support to 235 maintained schools across North Yorkshire. This exercise has enabled the service to better understand the needs of individual schools. By developing an improved collaborative approach the service will be able to work proactively, rather than reactively, to identify problems at an earlier and support schools to take decisive action.

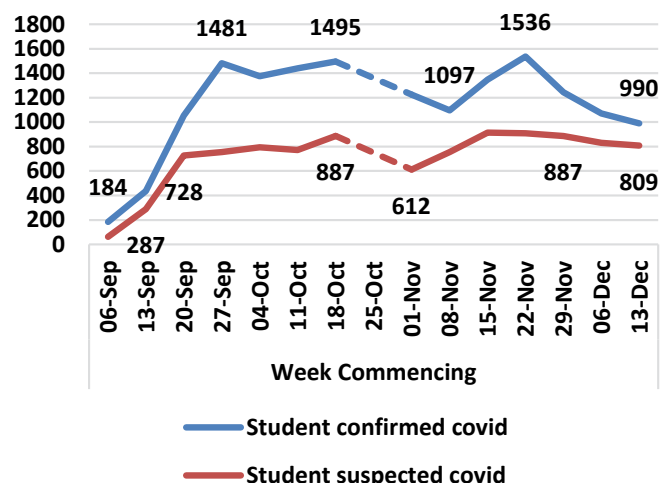
### Covid-19

This quarter has been something of a rollercoaster in terms of the number of students testing positive for



Covid-19. September started from a very low base, with only 246 confirmed or suspected cases at the start of the term, rising to an average of almost 2500 students with, or suspected to have, Covid-19 on any given day by the third week in November, before falling steadily over the last three weeks of term to an average of around 1800 in the last week of the autumn term.

### Covid Cases in Schools – Autumn Term 2021-22

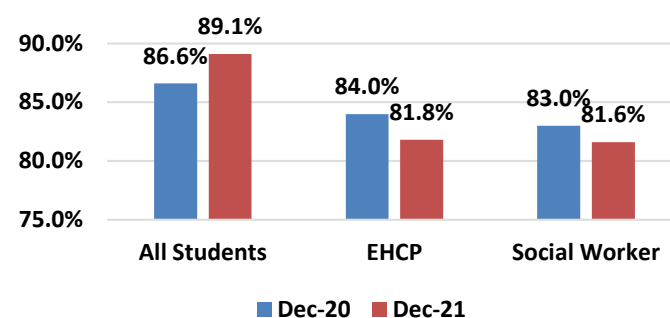


### Attendance & Exclusions

Given that across much of the autumn term on average almost 3% of the school pupil population was absent as the result of a suspected or confirmed case of Covid-19, overall attendance has remained very robust, and in December was 89.1%. This is much better than the figure of 86.6% reported in December 2020, and equates to an additional 1870 children attending school.

Attendance of children with an EHCP (81.8%) and of those children with an allocated social worker (81.6%) was lower in December compared with December last year (84.0% and 83.0% respectively).

### Attendance at School



There were 1,254 suspensions (formally known as fixed term exclusions) in the third quarter, 121 fewer than in Q3 in 2020/21. The closure of schools to most pupils in the first 3 months of the 2020/21 financial year means that meaningful year to date comparison can't be drawn between 2020/21 and 2021/22.

The Inclusion service has developed a host of services and support mechanisms to reduce suspensions. These include the offer of new social, emotional and mental health focussed training to all schools to better equip schools to support pupils with their learning rather than resorting to suspension or exclusion.

Turning to permanent exclusions, we have seen a steady reduction in numbers in recent years, from a peak of 106 in academic year 2017/18 to only 27 in the 2020/21 academic year. In the first term of the 2021/22 academic year we have seen 20 permanent exclusions. This compares to 13 in the same period in the 2020/21 academic year and 27 in the autumn term in 2019/20.

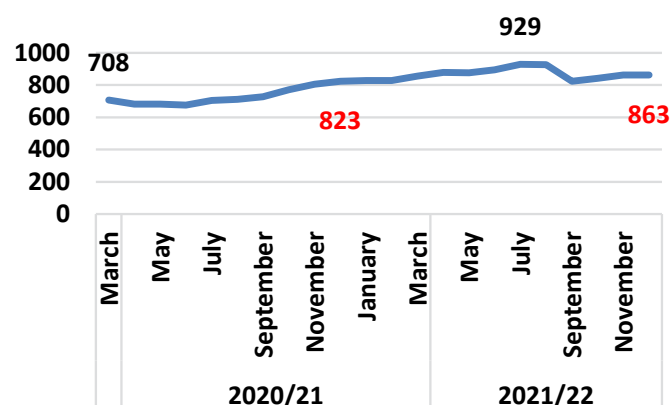
A review of the preventative Pupil Referral Service model (introduced in September 2020) is planned to ensure it is being used proactively by secondary schools for pupils at risk of exclusion. Work is also underway to create a School Support pathway to identify, support and challenge schools with the highest exclusions rates. Meetings with the highest excluding schools have been taking place (since September 2021) and action plans agreed with each school.

The service is also developing Targeted Mainstream Provisions (TMP), so pupils at risk of exclusion can access preventative places, enabling access to intensive support with SEND or Social and Emotional Mental Health (SEMH) needs. The aim of this new initiative is to enable children to move back into their original school in the medium term or a more suitable long-term setting (following a full review of their learning needs).

### Elective Home Education

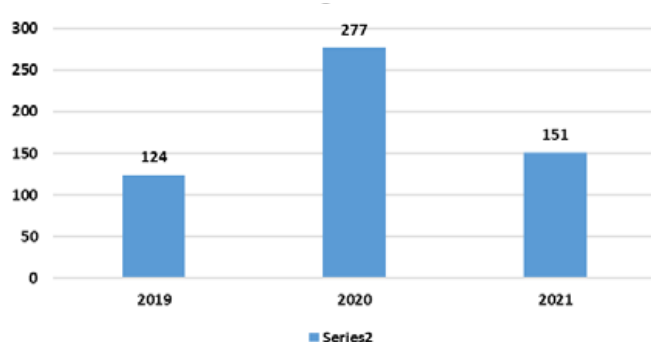
At the end of the quarter there were 863 children in EHE. This is 38 more children (+4.6%) compared to the position at the end of the previous quarter, and 40 more (+5.2%) compared to the position at the end of Q3 last year.

## Children in EHA



However, there is some indication that the increase in the number of children in EHE may be slowing, with the number of children becoming EHE in the autumn term falling to 151, compared with 277 in the autumn term in the last academic year. When converted to a rate per 10,000 pupils, the rate in the most recent autumn term (19.6 per 10,000) is statistically similar to the rate recorded in the autumn term before the pandemic (16.2 per 10,000 in autumn term 2019/20). The emergence of the Omicron variant and its unknown vaccine resistance and severity may result in a further increase in EHE in the spring term.

## Children Becoming EHE – Autumn Term



The service has been in communication with schools to highlight the importance of them contacting their locality EHE Advisor as soon as they are aware a parent/carer is considering EHE so that a 'pre-decision' meeting can be held prior to parents making a final decision to ensure it is an informed decision. We are seeing a gradual increase in the number of these meetings, which is positive. Further work will be undertaken in the Spring term to reinforce this message and EHE Advisors are building positive

relationships with schools. We have seen a mixed response from parent/carers to the EHE Advisors. Some have been very positive about the support available and the new Local Offer. However, a number of other parents/carers have refused to engage with the advisors. We now have an EHE pathway in place, which provides parents with a 4-week period to make improvements to home education provision, and should no improvement be made, the local EHE pathway outlines a range of other options, including the use of statutory school attendance orders.

## Education Other Than At School

The Education Other Than at School (EOTAS) team were working with 12 children, 10 of which are of secondary school age. This compares with 2 children supported by the service at the end of the previous quarter. Review by the team of the 10 additional cases highlights that:

- State education was not deemed suitable for 3 of the children on health grounds
- There was no suitable provision to meet the needs of the remaining 7 children. Had EOTAS not been put in place, the authority would have been at risk of being deemed as not providing education

It should be noted that the decision to offer EOTAS is seen as the last option, and is only considered when all other options have been exhausted and all cases are reviewed by a multi-disciplinary team on a two-weekly basis. Work is also underway to review why we have seen an increase in cases as a consequence of a lack of suitable provision for some children and young people.

## North Yorkshire Coast Opportunity Area

The North Yorkshire Coast Opportunity Area Programme has been funded by the Dept. for Education since 2017 and is focused on improving social mobility in Scarborough, Whitby and Filey. Funding has been provided to continue the programme until August 2022. The DfE are currently reviewing further funding of the programme, although no decision has yet been made.

The 21/22 academic year has seen the programme focus on work to embed change in priority areas. These include teacher recruitment, a reduction in

exclusions, and better outcomes in early year's education. The programme has contributed to improvements in outcomes for children since 2016, particularly in attainment in the early years through to the end of primary school. Our work on teacher recruitment and in the early years have featured in Insight Guides that the DfE have produced to promote the achievement of the Opportunity Area programme.

The programme has also responded to the challenges that the pandemic has created for schools by providing additional funding to support good mental health and to help students to catch-up, particularly in reading and maths.

Looking ahead, we will look to support the implementation of initiatives and strategies to support the continuation of projects that are making a positive difference. This will include Locality Boards and the ongoing work of the Childhood Futures programme.

A new joint strategy for the North Yorkshire Adult Learning Service and City of York's York Learning Service has been written with a plan for this to go to public consultation in February 2022. This strategy will aim to place the services at the gateway to engagement with learning and provide a clear line of sight between learner need and the skills needs of the economy. The strategy will seek to protect investment in community learning by seeking collaborative opportunities to benefit learners and communities. This will be underpinned by new robust governance arrangements.

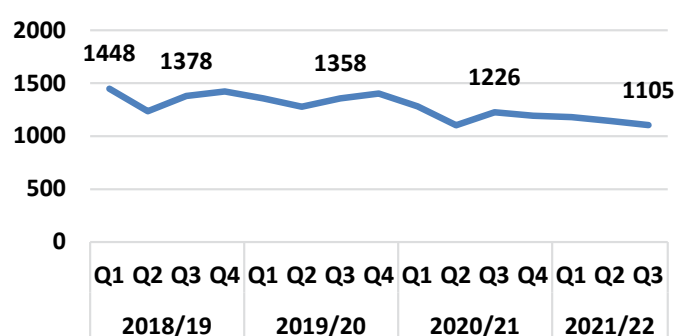
The Adult Learning Service has been able to utilise 98.6% of its Education and Skills Funding Agency (ESFA) allocation resulting in minimal clawback of funding in the 2021/22 academic year. Significant work has been completed to support greater budget accountability, but a large rolling deficit is faced by the service and also by its High Needs Personalised Learning Pathway (PLP) provision. Currently 97% of ESFA income is spent on staffing against a sector average of 65%. Proposals for addressing this will be tabled in January 2022. Alongside of this work there has been a review of PLP finances, including the development of clear processes and procedures for PLP activities. Further work will get underway in

January working with the wider Inclusion service to determine a clear vision and form a strategy for the PLP.

## A Safe life: protected and free from harm.

We continue a reduction in households that are directly supported by our Early Help service, with 1105 households recorded at the end of the to the end of the previous quarter, and a reduction of 10% (n=121) compared to the end of Q3 last year.

### Open Early Help Cases (Households)



The reduction in households receiving direct support from the Early Help service may be attributable to the impact of the Early Help strategy, which sees partner organisations play a bigger role in supporting families, without recourse to multi-agency intervention where appropriate.

The Early Help Service continue to support Children's Social Care colleagues by delivering interventions to support families. At the end of December 2021 the Early Help Service were delivering interventions in 284 cases – an increase of 3% from the figure at the end of October 2020. Early Help Children & Families Workers are also now undertaking care assessments to contribute to Education, Health and Care Plans where the child is unknown to the Children & Families Service.

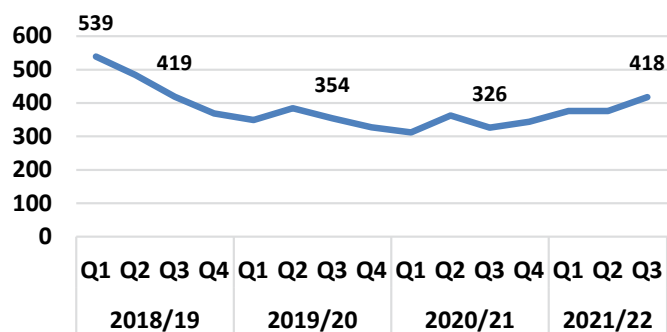
The timeliness of Early Help Assessments continues to be strong with 95.7% of Initial Assessments completed within 20 working days in December 2021, compared to 90.5% in the same period in 2020. In addition, 97.1% of Assessment Reviews were completed within 6 weeks, compared to 81.3% for the same period in 2020.

In May of last year the Early Help Service adopted and launched the Solihull Approach to parenting online courses. Over the last 18 months a total of 1,013 'learners' have registered and 691 individual learners have started at least 1 parenting course.

### Child Protection Plans

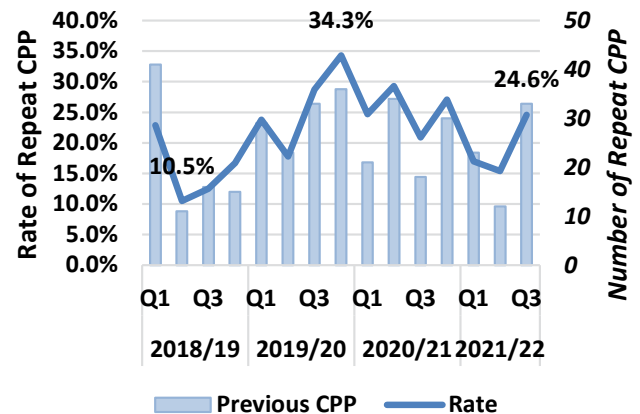
Following two quarters of stability, the number of children subject to a Child Protection Plan (CPP) has climbed to 418 at the end of this quarter. This is an increase of 28.2% (n=92) compared to Q3 last year. Analysis of monthly data suggests a rising trend, with the number of children subject to a CPP expected to rise to around 435-450 by the end of March 2022. Although such an increase may seem alarming, it should be noted that the expected range of open CPP in the pre-pandemic era was between 350 and 450 at any given point. Given the increased number of referrals in the first three quarters of this year (3310 referrals, compared with 2,831 in the same period last year), and the additional complexity of cases being reported by social workers, the increase in open CPP is not unexpected.

### Number of Open Child Protection Plans



Whilst the rate of second or subsequent plans remained high this quarter at 24.6% (33 of 134 new plans), the rate for the year to date stands at 19.6% (68 of 347 new plans). This compares favourably with the same period last year, which saw a rate of 27.0% (76 of 282 new plans). The Family Assessment & Support service retains a keen focus on second or subsequent CPP and each case is reviewed for learning points.

### Rate and Number of Repeat Child Protection Plans

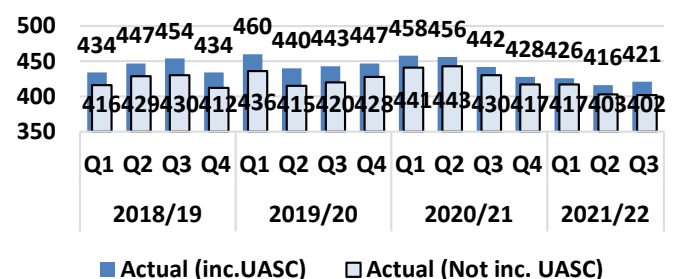


The number of children in care, excluding unaccompanied asylum seeker children (UASC), remained stable this quarter at 402 (from 403 at the end of Q2). This remains the lowest quarterly number of children in care in the last 4 years and evidences the approach of the service to keep children with families where it is safe to do so. The overall number of children in care including UASC rose by 5 this quarter to 421, driven by an increase in the number of UASC from 13 at the end of Q2 to 19 at the end of Q3.

It should be noted that the rising numbers of children subject to an open Child Protection Plan, coupled with the increased complexity of cases, may result in an increase in the number of children in care, as their needs escalate and greater intervention is required to ensure their safety and wellbeing.

### Children in Care

#### Number of Children in Care (Incl. & Excl. UASC)

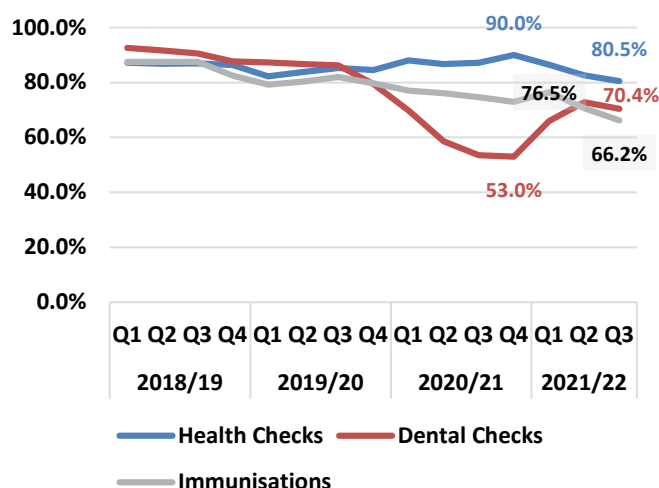


Over the last six months the service has redoubled its efforts to ensure children and young people in our care have access to dental services. This work is now delivering real improvements, and the proportion of children and young people in care with an up to date



dental check has risen from a low of 53% at the end of 2020/21 to 70.4% at the end of this quarter.

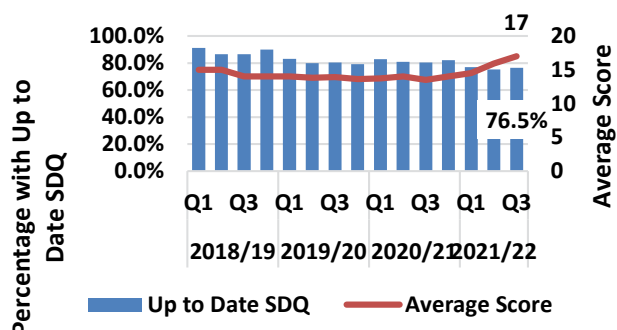
### Health of Children in Care – Percentage with Up to Date Health Checks



This quarter has seen a reduction in the proportion of children and young people in care with an up to date health check (80.5% this quarter, 82.6% at the end of the previous quarter) or up to date immunisations (66.2% this quarter, from 70.7% at the end of the previous quarter). Some of the dip in performance over the last six months can no doubt be attributed to the availability of paediatric colleagues in primary and acute health as a result of the vaccine/booster rollout to young people and the wider adult population.

### Strengths and Difficulties Questionnaires (SDQs)

#### Up to Date SDQs and Average Score



Strengths and Difficulties Questionnaires (SDQs) are completed for every child in care over the age of 3 to allow the service to understand their mental health and emotional well-being. Over recent months we have seen average SDQ scores rise from 14 at the end of 2020/21 to 17 at the end of this quarter. Given the

strains and pressures on wellbeing brought about by the pandemic this increase is not unexpected. The rise in average scores needs to be considered in context. SDQ scores are a relatively blunt tool and should not be used as a screening or diagnostic tool. Rather, it provides an indication of the wellbeing of the individual and should be used with other information to inform interventions. The service has developed innovative services to support emotional wellbeing, including the Psychologically Informed Partnership Approach (PIPA), in which clinical psychologists work directly with children and young people in our care. Currently around 1 in 5 children and young people in our care are working with the PIPA team.

### Leaving Care Service

Our Leaving Care service continues to provide innovative and sector leading support to young people. 98.5% of care leavers (n=325) were housed in suitable accommodation at the end of the quarter (compared to 88% nationally), whilst 64.5% (n=213) were engaged in education, training or employment (ETE), compared to just 52% nationally). It's worth noting that the proportion of care leavers in ETE is now higher than at the start of the pandemic (63.7% in March 2020). Given that the 16-25 age group have borne the brunt of the economic impact of the pandemic, the efforts of the Leaving Care service to secure opportunities for young people in this climate should be celebrated.

### Children with Disabilities

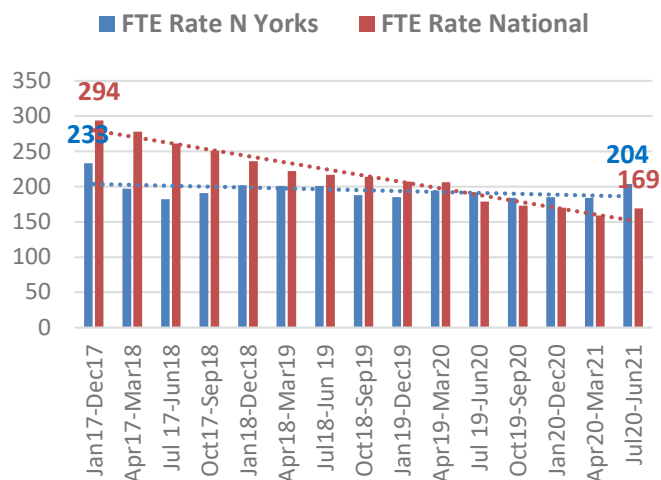
The initial review of support for children with disabilities across Children's Social Care has now been completed and a number of recommendations have been developed following a number of workshops. The recommendations, including an identification of training needs, will be taken forward to into the new calendar year to shape our services for children with disabilities.

We are currently in the process of implementing a more robust approach to monitoring performance across the Disabled Children's Service, with a focus on improving oversight and raising the profile of Disabled Children's Services. This is timely as Disabled Children's Services are seeing demand increase, with 408 children and young people currently supported by the Disabled Children's Services – an increase of 52 (14.6%) from a low of 356 in November 2020.

## Youth Justice Service

Following the introduction of the Youth Outcomes Panel (YOP) in May 2017, the rate of First Time Entrants into the criminal justice system in North Yorkshire decreased significantly. The rate (per 100k of the 10-17 population) decreased from 330 in the 12 months ending 31 March 2017 (the last set of figures prior to the commencement of the YOP) to 182 in the 12 months ending 30 June 2018. At that time, the national rate was significantly higher at 261. From 2018 to early 2021, the rate in North Yorkshire was broadly stable at around 185-194 per 100,000 population. However, the 12 month period to 30 June 2021 has seen the rate rise to 204 per 100,000. This is in contrast to a national picture which has seen the rate of first time entrants slowly fall from 251 per 100,000 in the 12 months to September 2018 to 169 per 100,000 in the 12 months to June 2021.

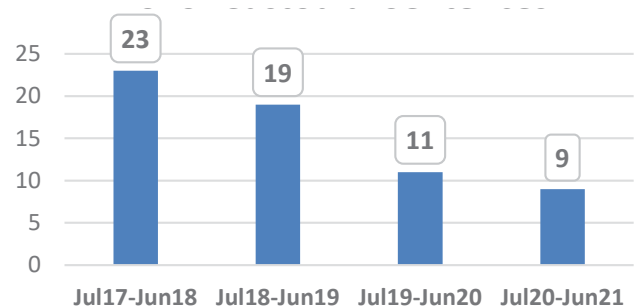
### Entrants into the criminal justice system 2017-2021



Analysis of the latest cohort has identified the over-representation of young people from Scarborough District and particularly young females. A project is currently underway to identify similar coastal towns, compare performance data to understand if similar issues are being experienced elsewhere and identify best practice to address the issues found in Scarborough district.

The picture in respect of custodial sentences is much more positive. The most recent data covering the 12-month period to June 2021 highlights a rate of 0.16 per 1,000 population (10-17 year old). This relates to 8 young people who received 9 custodial sentences and matches the figure in the 12 months March 2021 which was first time that the annual number of custodial sentences in North Yorkshire had been under 10.

### Number of Custodial Sentences



## Future focus

*There are a number of school reorganisations which will require approval in the coming months. The amalgamation of Woodfield and Grove Road primary schools in Harrogate is currently subject to public consultation, with the matter expected to come before the County Council Executive in February 2022. A consultation on the proposed closure of Weaverthorpe primary school began 7 January 2022. The outcome of the consultation is expected to come before the Executive to determine whether or not to proceed with the publication of statutory proposals in March 2022. Finally, the listening period for the proposed closure of Baldersby St James Primary School has ended. The school is an academy under Hope Sentamu Learning Trust and as such the process is being managed by the Trust and the DfE. A ministerial decision on closure is expected in January or February 2022.*

*A new framework for the inspection of SEND services has been developed by Ofsted, with the first inspections under the new framework expected from April 2022 onwards. The new framework will:*

- Introduce a continuous cycle of inspections*
- Focus sharply on the experience of children and young people with SEND and their families*
- Focus more prominently on the quality, integration and commissioning of education, health and care services for children and young people with SEND and their impact on improving outcomes*

*The inspection is a “Local Area” inspection – it covers all services provided by the local authority (LA) (including Public Health) and the Clinical Commissioning Group (CCG) for children and young people with SEND. Inspectors will visit a range of early years, education, health providers and specialist services within the local area.*



The inspection will evaluate a local area's effectiveness in commissioning and delivering services to children and young people with SEND based on the three main aspects of the Local Area SEND Inspection Framework:

- Identifying children and young people's SEND
- Meeting the needs of children and young people who have SEND
- Improving outcomes for children and young people who have SEND

Inspections will begin from a baseline that local leadership has a realistic view on how effective they are in meeting their duties and responsibilities in relation to SEND. In preparation for the inspection we are carrying out quality and improvement, and self-evaluation activity.

The NHS Children and Young People Mental Health Transformation Programme includes targeted support for high-need, complex and risky children involved with the criminal justice system. The next major phase is development of a multi-disciplinary "Framework for Integrated Care", based upon a consistent, collaborative model of trauma-informed practice across the partnership.

The bid, submitted in September, for funding from NHS England was successful, and North Yorkshire will now play a leading role in one of the 7 national pathfinder projects. The key points of this new provision are:

- A new strategic regional coordinating body will be formed
- Two major practice pilots will be developed, in Hull and North Yorkshire
- North Yorkshire Youth's "Change Direction" project will be supplemented with additional funding (c. £80k), and will include workforce development for NY Youth to embed trauma-informed practice in their offer.
- Our successful Trusted Relationships targeted mentoring project will receive additional funding, and further funding secured to fund a coordinator/developer post
- Full-time PIPA psychologists will be embedded across YJS, enabling further embedding of trauma-informed practice with the most risky and vulnerable children.

The complete effect of this investment will be very substantial. We are reinforcing and upskilling across the spectrum of intervention, building upon established success. The youth justice partnership will see immediate benefits from the PIPA expertise, consistent with previous piloting and the learning from our national exemplar No Wrong Door model.





# Council Ambition: 'Forward thinking Council'

'Innovative and forward thinking Council'

## High level outcomes:

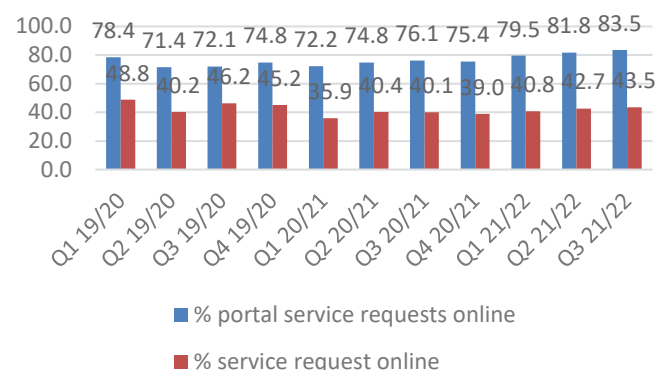
1. Customers easily and effectively access the County Council services they need
2. Challenging ourselves to change, innovate and deliver value for money support services to improve the customer experience
3. We have a motivated and agile workforce working efficiently and effectively to drive innovation
4. Operating on a commercial basis, where this is prudent and appropriate, to deliver a return, which supports service delivery to those most in need

## Customer – Easy and effective access to County Council services

### Accessing services digitally

The proportion of digital service requests increased again for the fourth quarter in a row, this quarter 43.5% of all customers transactions (13,030 out of 29,961 customer requests) were made online. This tends to increase each quarter as more services become available digitally. The top requests via telephone are HAS social care referrals and CYPs social care referrals, which do not have a digital option.

### Digital Service Requests



This quarter an additional service, dropped curb requests, was added to the customer portal, taking the total to 23 services. The rate of customers making requests via the portal continues to increase with 83.5% of customer requests being made

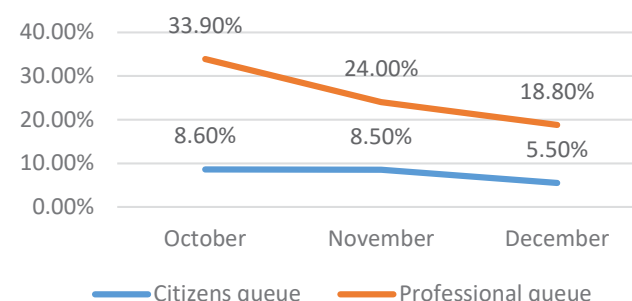
this way, (up from 81.8% the previous quarter and 76.1% from the same period last year).

### Citizen and Professional Social Care Queues

In quarter 2 we reported on the introduction of separate queues for citizens and professionals to prioritise social care calls from citizens. Quarter 3 was the first full quarter of operation for this system.

The average speed of answer for professionals was still significantly higher than citizens. However, this has decreased each month with the difference reducing from over 7 minutes higher in October, to nearly 5 minutes in November and then 3 minutes in December.

### Abandonment Rate



The abandonment rate for professionals was also significantly higher than citizens but this has reduced during the quarter. On average across the quarter the abandonment rate for citizens was 7.5% and 25.6% for professionals.

The prioritisation of calls from members of the public has resulted in professionals moving to emails as a preferred channel over phones, resulting in an increase in the number of emails received. In December email demand was up by 14% on the same month last year. This means that urgent calls from citizens can be prioritised and none urgent contacts from professionals dealt with as appropriate. Next quarter a more structured form will be launched for professionals, this will allow professionals to contact the centre 24/7.

Around 15% of contacts in December were for information for a person who has an allocated worker. It is highly likely that if the professional could have accessed this information themselves, they would not have needed to contact the Customer Service Centre. It is expected the developing work on the Yorkshire and Humber Care Record, which will allow social care staff to access health data, and health staff to access social care data through a secure portal, will reduce professional contacts.

The system for the Yorkshire and Humberside Care Record is being developed by Technology and Change with partners in the Humber, Coast & Vale Health and Care Partnership, after the Yorkshire and Humber region won £7.5m in NHS funding to develop local care and health record initiatives. North Yorkshire is the first authority in the region to go live with the system with all North Yorkshire GP practices joining the programme to enable access to relevant medical information about people already being supported by the adult social care service. The system is currently being piloted with HAS staff.

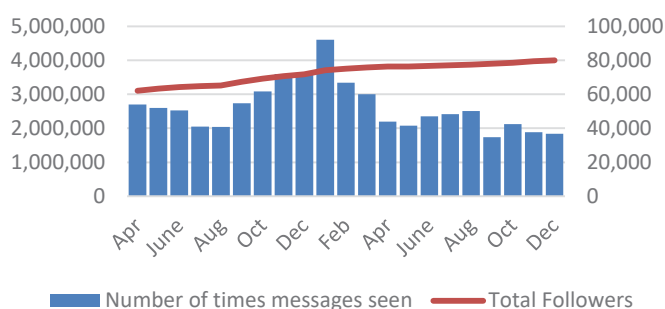
## Website & Social Media

Covid continues to be the dominant theme across our digital channels. Last quarter's data showed a clear decline in interest and move back towards more normal levels of use across our channels, consistent with the move to a phase of "living with Covid". While the rise of the Omicron variant has had some impact, this only seems to have initially slowed the decline, which has then continued with the occasional exception.

For example, while we have continued to see declining views on our Covid case data webpage and daily social media heat-map of current cases (although both

still have higher views than other information), there was a clear spike after the Christmas break as cases jumped to around the 2,000 per 100,000-population mark.

## Social Media



During the quarter the Council has changed its approach to the use of anonymous tracking cookies on the website. These cookies enable us to see which pages are popular, how they are used and how well they are working; in turn this enables us to make improvements to pages and thereby improve the customer experience. To ensure we remain legally compliant and follow best practice, people now ignoring the choice to accept or reject cookies have to count as having rejected them. This means that although they can still access the information on the website, the authority doesn't know what pages are being viewed. As an indicator of the impact of this change on our data, views of the website homepage appear to have halved since the change in approach.

Looking across Q3 on the website, we can see the continued decline of interest in Covid-related information in October. In November, while the level of decline looks similar, we actually experienced a significant increase in use around highways pages as a result of Storm Arwen and other winter events which is hiding the initial impact of the changes to cookies. In December, however, we can clearly see the combination of the cookie issue and Covid decline to leave us with almost 30% less views of pages (or at least measurable views of pages).

Year	2021	2020	% Change
July	1,330,963	1,498,691	-11%
Aug	1,100,619	1,241,826	-11%
Sept	907,925	1,171,863	-29%

## Challenging ourselves to change, innovate and deliver value for money support services to improve the customer experience

### Property

#### Covid-19

Work has continued as part of a wider Modern Council piece of work to review usage of main corporate office bases. This has included the setting up of Covid by design spaces in the main corporate offices and Highway sites, plus greater roll out of the desk booking system to enable staff to book their spaces in advance of attending a building. The office planning has occurred alongside communication with services to review and monitor their property service delivery requirements, to enable a continued reduced corporate portfolio being maintained from an operational point of view as changes to the Covid-19 situation occur.

#### General

In addition to the above, Covid-19 has continued to have a significant impact upon the Property Service's BAU and staffing resources. This has included, for example, in the management of Hard FM contractors and the delivery of individual schemes within the capital programme.

The Property Service has, however, continued to progress areas of its key service objectives for 2021/22, including review of forward savings, further development of Property action plan of possible future opportunities for carbon reductions, as well as involvement and planning as part of any transition from Covid to post Covid working arrangements. Updated Property Procedure Rules have been agreed by the Executive and Full Council and have now been implemented. There are currently 284 live Property transactions cases (covering areas such as acquisitions, capital receipts, valuations, leases,

licences, rent reviews, redeployment etc.) being worked on, with 12 achieving legal completion to finalise the transaction in Q3.

The programme of rationalisation of the corporate portfolio has continued with the implementation of business cases for phase 1 reviews across sites utilised in Selby, Ryedale and wider Northallerton. This has included the vacating of the building used by Trading Standards on Standard Way, alongside sites in Selby and Ryedale, plus contributing to the discussions around smarter working opportunities as a result of the Covid-19 situation.

Work has commenced on the demolition of East Block on the County Hall Campus following listed building consent and the appointment of a contractor.

Delivery of the largest CYPS capital construction programme of work for a number of years continues. From April 2021 to March 2022 35 projects will have been completed at a total of over £23 million.

Work is ongoing at schools and corporate properties to provide energy efficient double glazed windows, utilising the £1.9 million funding obtained via the Public Sector Decarbonisation Scheme (PSDS). The PSDS funded works were significantly affected by supply chain issues and the pandemic and have required significant levels of staffing resource.

Hard facilities management contractors work continues to further develop contract management processes, alongside re-procurement of 3 of the Hard FM Framework contracts (General Building – Responsive Maintenance, Fire and Intruder Alarms and Fixed Electrical Inspection and Testing and Portable Appliance Testing) and 1 year contract extensions the other 9 Framework contracts. Work also continues to enable the launch of the new Property Traded Service - NYES Property Solutions on the 1st April 2022.

Finally, an application for round 3 of the Energy decarbonisation grant Public Sector Decarbonisation Scheme has been submitted for just over £400,000, with the outcome due in early 2022.

## Corporate Resources

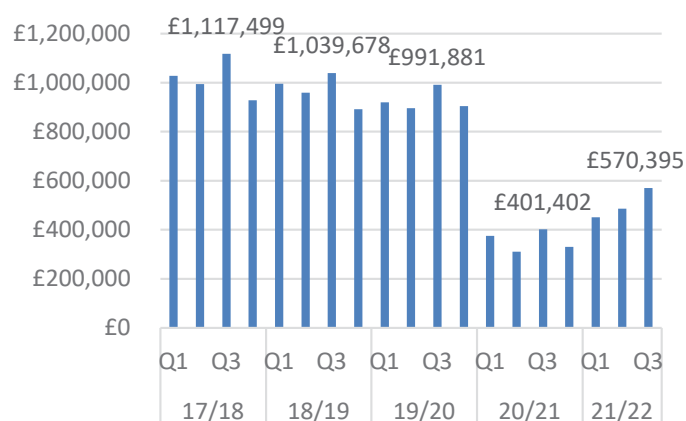
Staff are encouraged to look for opportunities to reduce the use of corporate resources in areas such as mileage and printing.

### Staff Travel

During Quarter three 2,350 staff drove 1.39 million miles at a cost of £570,395. As can be seen from the chart below, staff mileage is usually higher in quarter three, but the latest figures also follows the longer term upwards trend, after the rapid decline at the start of the Coronavirus pandemic. This year, although the quarter three figure is 42% less (-£421,486) than the same quarter before the pandemic (2019/20), it is 42% more (+£168,993), than the same period last year.

Also of note, at the start of the pandemic the number of staff making mileage claims fell from 3,200+ to a little over 1,400 staff in the first quarter. This quarter, that figure had increased to 2,350 staff made mileage claims, suggesting that before the latest restrictions at the end of the calendar year, staff were starting to travel more whilst going about their day to day work.

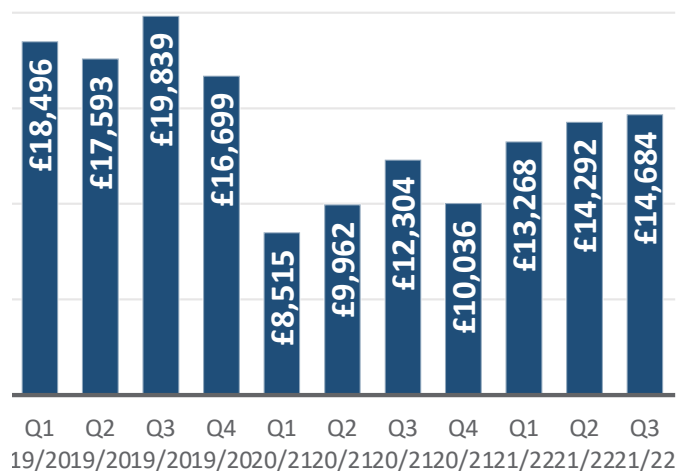
### Mileage Costs



### Printing Costs

During quarter three, 1.9 million pages were printed at a cost of £14,684, very similar to the previous quarter. As such, printing costs continue to remain low, with the costs during quarter three this year being 35% less (-£5,155) than the same period before the pandemic, however costs are continuing to increase and are 19% more (+£2,380) more than the same quarter last year.

### Printing Costs



### Legal and Democratic Services

Within Legal Services, the current challenges around care provision has involved significant input from the contracts and procurement legal team. Working closely with HAS and procurement colleagues we have secured urgent variations and innovations to ensure vital care continues. As the market remains volatile, it is anticipated that this will be ongoing.

The completion of the Academy conversion of Malton School became complex and very contentious, but our involvement assisted in reaching an agreement and the conversion proceeded.

Enhanced Bus Partnership work included drafting the governance and partnership agreement between NYCC and bus operators, which is a key government requirement for future bus services. The service also assisted with a significant application for funding the purchase of Zero Emission buses with collaboration partners.

Legal Services also completed the contract with E.ON for green homes. The team worked hard on negotiating the contract, resulting in eligible homes in four Districts, having access to grant funding for energy improvement works. We are now looking towards delivery of the next element of government funding for the sustainable warmth grant.

In other work, an option for an easement at Thirsk roundabout was called in and completed resulting in consideration of approximately £561K for the authority.



The team has also advised and supported on two Judicial Review claims for planning and commons registration, one of which was a two-day court hearing with the judgment expected imminently.

Within Democratic Services, remote access, live broadcast meetings of the Council's committees continue to be held, in light of the risk to public health posed by the covid-19 pandemic. A total of 191 remote access, live broadcast meetings of the Council's committees were held from 19 May 2020 to 31 December 2021. The continued use of remote access meetings, following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 on 5 May 2021, is under review and will be considered at the meeting of the County Council on 16 February 2022.

The remote access, live broadcast meetings continue to yield a number of benefits, including reduced travel time, travel costs and carbon dioxide emissions. Public engagement in committee meetings has also risen because of the move to on-line broadcasts, with recordings that can be accessed after the meeting has taken place.

Planning is underway for a return to holding some meetings in person; where there is a specific need to do so.

It remains unclear whether local authorities in England will be given the power to determine for themselves how they hold their meetings. Primary legislation would be required to do this and indications are that the necessary Parliamentary time is not currently available.

## **A motivated and agile workforce working efficiently and effectively to drive innovation**

### **The Household Support Fund**

The Household Support Fund previously mentioned in the "Leading for North Yorkshire" section of this report, represents the council's ability to facilitate a collaborative approach to service co-design. Building on experience in digital delivery, data analytics and critically, our customers, to make sure it's simple and

slick for the customers of North Yorkshire, ensuring those who need it, get financial support as efficiently as possible.

The Household Support Fund was established during Quarter Three ([Household Support Fund: guidance for local councils - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/household-support-fund)) to provide additional funding to vulnerable households. The scheme called for using data around local vulnerabilities, as well as a number of stipulations on whom the fund should be allocated. Of the £3.5m allocated to North Yorkshire, it was decided that £2m should be allocated to direct award, with the remainder providing support for existing mechanisms such as NYLAF, Warm and Well and food banks.

Technology and Change (T&C) supported by colleagues across directorates and district / borough councils set about co-designing a direct award benefit scheme to identify and distribute funding to vulnerable families. The team designed a data led, digital-first service to identify families who would benefit, as well as a means of contacting, validating and distributing voucher payments of £275 per household. The solution benefitted from the experience of the cross organisation team as well as building on existing business capabilities T&C deliver across the council. Standing up a benefits service could have proven a costly exercise, considering the number of eligible households, but the digital first approach has meant that 98% of claimants have accessed their funds online saving a huge amount of effort that would have otherwise resulted in costly phone calls. So far we have distributed £2.3m of the total fund and the success of this route has meant that more funds have been allocated to the direct award due to the significantly high uptake.

### **Apprenticeships**

To date, three care leaver apprentices have completed their programmes and moved into roles in CYPS, and a further 6 are currently completing apprenticeships, (4 in CYPS and 2 in Central Services).

Two new apprenticeship standards have been adopted for NYCC roles; Customer Service Practitioner (Level 2) and Customer Service Specialist (Level 3), and the Community Activator Coach (Level 2) standard has been adopted in maintained schools.

Quarter 3 saw 10 new starts in schools covering a range of apprenticeships from Level 2 to Level 4. Enquiries from schools are from both schools who have accessed apprenticeships before and schools new to apprenticeships.

To date, unspent funds from the NYCC levy pot returned to the treasury totalled £1.26m, the vast majority of this relates to schools. In order to minimise levy loss, work continues on levy transfer with 41 transfer levy agreements in place, covering 152 apprentices, and transfer funding totalling c£1m paid over the life of the apprenticeships. There is a spread across sectors with 116 in the care sector, 21 in the construction industry, 1 in the digital sector, 1 in the voluntary sector, 9 with Brierley Group of companies and 4 with NY Highways.

NYCC continue to support NY Highways with the development and implementation of an apprenticeship programme with 5 currently, 4 Highways Maintenance Skilled Operatives (Level 2) and 1 Motor Vehicle Service and Maintenance Technician (Level 3).

The second phase of the Government Incentive Scheme for hiring a new apprentice, due to end 30th September 2021 was extended to the 31st January 2022. This allow claims of £3,000 for each new apprentice appointed regardless of age. To date 41 incentive claims have been submitted over the 2 phases, 30 for NYCC and 11 for schools, totalling £95,000, £67,500 for NYCC and £27,500 for schools with a further 14 expected in Q4 totalling an additional £42,000.

## Operating on a commercial basis, where this is prudent and appropriate, to deliver a return which supports service delivery to those most in need

### Procurement and Contracting

During the quarter, the procurement team increased the proportion of the council's total spend with local suppliers and with the voluntary and community sector, whilst customer satisfaction remained overwhelmingly positive. However spend with small and medium sizes enterprises fell to below target levels.

	As at Q1	As at Q2	As at Q3	End of year target
% of total Council spend with local suppliers	50.1%	50.56%	52.24%	49%
% of total Council spend with SME suppliers	45%	56.83%	50.82%	52%
% total Council spend with the voluntary and community sector	3%	2.75%	3.81%	9%
% of customers rating the service as "fully meets expectations" or above	100%	100%	100%	

## Future Focus

*From October to improve customer service all calls to the small credit control team will be answered by the customer service centre where advisors will be able to support customers to use alternative channels to make payments and direct enquiries to the most appropriate team that is not always credit control.*



# Council Ambition: 'Growth'

## High level outcomes:

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

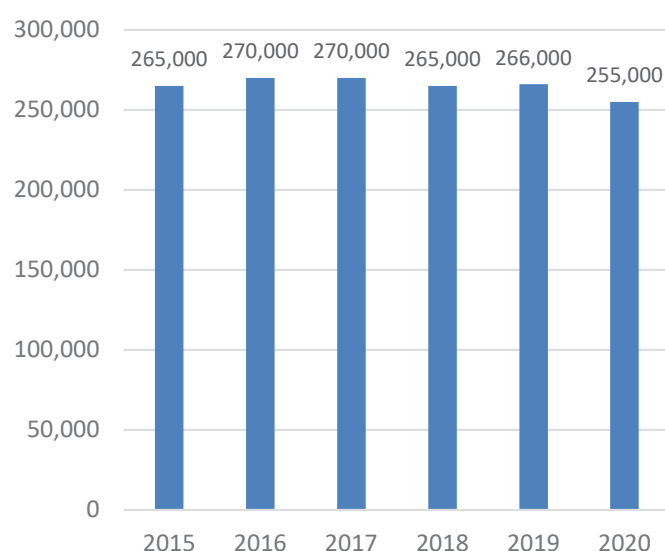
## Customer

### A larger business base and increased number of good quality jobs in North Yorkshire

#### Creating the right conditions for business growth and investment

Although now slightly dated, useful data released during the quarter shows that the total number of full and part time jobs in North Yorkshire fell by 11,000 to 255,000 from 2019 to 2020, however this will be due to the impact of the Coronavirus and figures are expected to rise again when data is released for 2021.

#### Total Jobs in north Yorkshire



#### Covid Recovery Plan

As the LEP develops a new Plan for Growth across York and North Yorkshire this will encompass the current Covid Recovery Plan. By quarter three the

overall UK economy had grown back to within 0.6% of pre-Covid levels of GDP and is expected to return to pre-pandemic levels within the next quarter. North Yorkshire's economy has proven to be resilient with levels of unemployment remaining stable, thanks in large part to the Government's 'Furlough' scheme.

#### Enhancing the environment, developing tourism and the green economy

##### White Rose Forest

Work continues to identify potential sites for the White Rose Forest in North Yorkshire.

##### Zero Carbon Economy

In November 2021 the Department for Levelling Up, Communities and Housing awarded the North Yorkshire Local Enterprise Partnership £770,000 for the project, 'Delivering a zero carbon energy system in North Yorkshire.' The project explores a range of opportunities to decarbonise industry and energy use in North Yorkshire, including decarbonising public buildings and housing. The project will be delivered over the next six months and is due to be completed at the end of June 2022. The project is a partnership between North Yorkshire County Council, the York and North Yorkshire Local Enterprise Partnership and North Yorkshire's District Councils.

##### NYCC carbon abatement programme

This programme continues with funding from the Government's Public Buildings decarbonisation programme and support from University of York and the Stockholm Environmental Institute.

## Sustainable Growth and Electric Vehicle charging infrastructure

A strategy to accelerate the delivery of electric vehicle charging facilities is being developed as ongoing work.

### Environment

The Government has published new policy papers on Environmental Land Management, Local Nature recovery and Landscape recovery. Officers continue to respond to the Government's position on environmental matters and engage with stakeholders to identify key issues for farming and land owners in the County.

The Council is working to support the proposal to create a new Area of Outstanding Natural Beauty covering the Yorkshire Wolds which includes part of North Yorkshire.

The Allerton Waste and Recycling Plant landscape and cultural fund which was used to reduce the visual and landscape impacts of the development and the delivery of enhancement and strengthening of the local landscape character, biodiversity and/or features of cultural heritage prioritised within a 3.5km radius of the site has now successfully concluded.

Also the LEP with Craven District Council have been awarded Climate Resilience funding for a feasibility study for an Anaerobic Digester in the Skipton area.

### Waste

Waste collected from households falls into three categories:

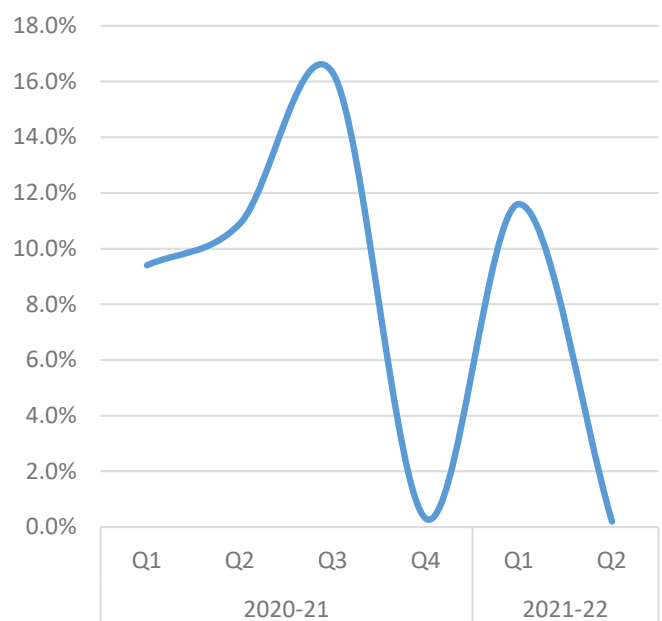
1. Residual waste (waste that residents put out for collection, excluding garden waste and re-cycling). This waste goes to Allerton Waste Recovery Park (AWRP) to be incinerated (generating electricity in the process);
2. Waste that is reused, recycled or composted and
3. Waste that goes to landfill.

The three categories are related, with the amount of waste going to landfill being higher when AWRP is undergoing maintenance, or is in contingency (not accepting some / all wastes), resulting in waste being sent to alternative disposal sites.

During quarter two (reported one quarter in arrears); there was a slight improvement (decrease) in the residual waste per household, which fell from 151.64 kg in Q1 to 147.36 kg in Q2. At the same time, the percentage of household waste sent for reuse, recycling or composting increased from 47% in Q1 to 48.7% in Q2. This figure is expected to be higher (better) in Q2 due to the quantity of garden waste collected and will decline in quarter 3.

As a result of less residual waste, increasing waste sent for reuse, recycling or composting, plus no requirement for maintenance or contingency at AWRP during the quarter, the percentage of waste arising to landfill during quarter two fell to 0.2%, a significant improvement on 11.6% the previous quarter.

### Percentage of Waste to Landfill



## People across the county have equal access to economic opportunities

### Create high quality places, increased housing provision and delivering infrastructure

#### Towns Fund

Final business plans are being agreed for projects including Whitby Maritime Hub and Scarborough harbour side improvements. These will be submitted to Government during Q4 prior to commencement later in the calendar year.



## House Prices

According to the Land Registry house price index, overall prices in North Yorkshire increased by 11.7% to the year ending October 2021 compared with 9.45% in England in the same period. Although there has been ongoing speculation, supported by some anecdotal evidence, about the impact of a general move of population away from urban to rural areas during the Covid pandemic there is as yet no substantive data to suggest that this is significantly impacting North Yorkshire at the present time.

## Deliver a modern integrated transport network

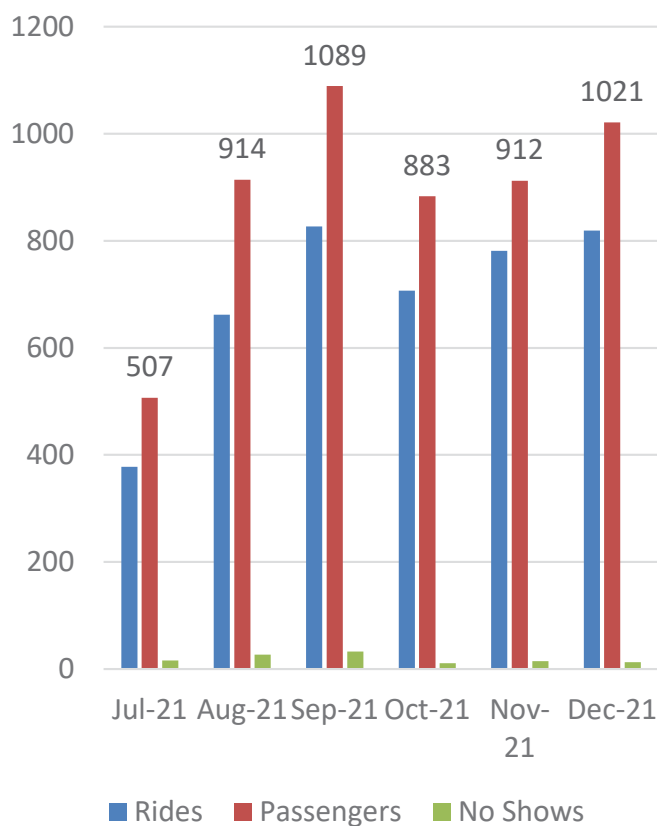
### Bus Service Improvement Plan and Enhanced Partnership

Following the publication of the National Bus Strategy and in line with government timescales, NYCC published a notice of intent to progress with the option of an Enhanced Partnership (EP) in June 2021. Following this, working closely with bus operators, NYCC prepared and submitted their Bus Service Improvement Plan (BSIP) to the Department for Transport at the end of October 2021 with a funding ask of £116 million. Following the submission of the BSIP, officers have been working on drafting the EP Plan and Scheme documents. The draft documents are currently out to public consultation with the consultation due to close on the 7th February. The EP is due to be finalised and come into effect at the beginning of April 2022. A funding announcement on BSIP funding is due in February 2022.

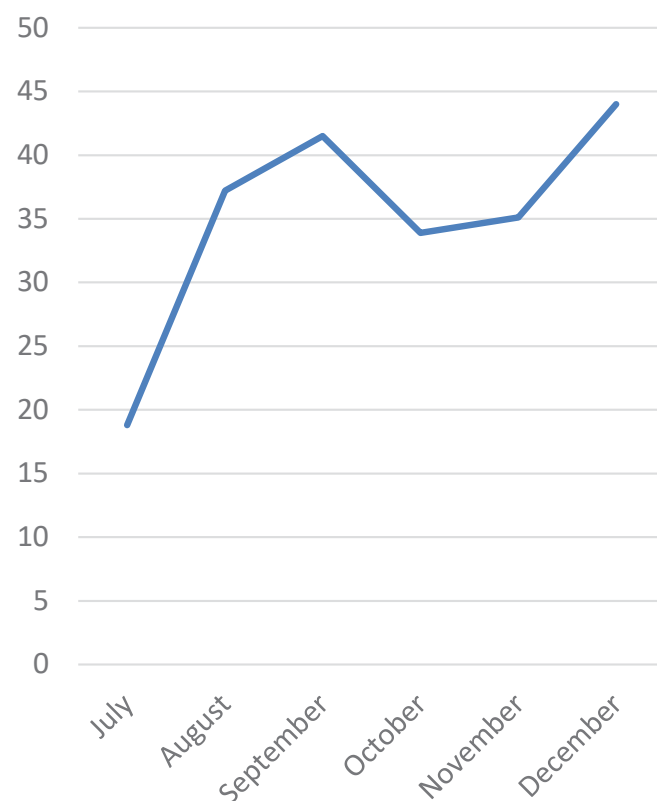
### YorBus Pilot

During Q3 YorBus experienced an initial drop in patronage, caused by driver shortages in October which resulted in only one bus (rather than two) being available. Patronage growth resumed in November and continued into December, with December demonstrating the highest number of passenger journeys per day to date:

### YorBus Patronage



### Average Passenger Journeys per Day



Customer feedback continues to be positive, with new stops added in Norton Conyers and at Ripon Walled Garden and Nosterfield Nature Reserve.

Feedback from a YorBus customer, who lives in Canada but spends 6 months per year in North Yorkshire:

*"Yorbus has improved my experience of staying in Galphay \*hugely\*. Not relying on spotty bus service, or having to cadge rides from friends, take taxis, or have to stay home, made me feel newly independent."*

Feedback from NYCC Participation and Engagement officer on behalf of local disability forum:

*"They were very positive about the service, including the app, areas where people can travel to using the service, and the drivers were described as excellent. There was also positive feedback about the way you have responded to the feedback people had provided and seeking to find solutions to issues."*

Feasibility planning for rolling the service out to other zones has commenced, but the extent to which the service can be rolled out more widely will be determined by any funding granted by the DfT through NYCC's BSIP submission.



## 2021/22 Highways operational data

Below are a number of operational measures from Highways as used in the quarterly service plans.

KPI	2020-21				2021-22		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Customer service requests responded to within timescales. % Reports closed down or customer aware that a repair required within 10 days Target = 90.0%	91.1% of 5,968 requests	87.8% of 8,989 requests	85.4% of 13,190 requests	85.9% of 8,823 requests	92.6% of 9,134 requests	94.7% of 9,277 requests	96.2% of 6,933 requests
Highway Inspections carried out within timescales Target = 98.0%	98.2% of 14,511 inspections	98.6% of 12,930 inspections	95.9% of 11,889 inspections	96.7% of 11,116 inspections	95.9% of 14,484 inspections	97.7% of 13,010 inspections	93.6% of 11,516 inspections
Highway dangerous defects at CAT1 made safe within timescales Target = 99.0%	98.6% of 1,759 defects	97.5% of 1,433 defects	97.8% of 1,529 defects	98.4% of 2,363 defects	98.6% of 1,821 defects	95.3% of 1,371 defects	94.3% of 698 defects
Average length of on-site occupancy – lower means less disruption Target = 7.5 days	8.2 days	8.1 days	7.7 days	8.8 days	8.4 days	7.4 days	6.1 days
Street lighting defects repaired within 7 day target Target = 92%	83.4% of 535 defects	77.9% of 1,155 defects	76.5% of 2,358 defects	82.3% of 1,646 defects	78.9% of 698 defects	86.9% of 1,058 defects	81.7% of 2,168 defects
Insurance repudiation rate Target = 80.0%	90.2% of 51 closed cases	86.0% of 43 closed cases	91.2% of 68 closed cases	81.1% of 74 closed cases	61.9% of 45 closed cases	88.8% of 80 closed cases	Available in Q4 report

As can be seen from the table above the quarter has seen good performance across a number of indicators; customer service requests responded to within timescales remain very high, are increasing and above target; likewise the average length of on-site occupancy has dropped and is well within target. The insurance repudiation rate has improved significantly from last quarter and again is well above target.

Performance relating to highways inspections and the making safe of dangerous defects both dropped during the quarter and are currently below target. The low percentages in the street lighting figures are a result of a number of the team members being unavailable due to Covid-19 and the extreme weather events during the quarter, (Storm Arwen).

## Major projects

The Killinghall bypass major scheme is at gateway review to decide whether to progress to strategic outline business case

### Local Cycling and Walking Infrastructure Plans (LCWIP)

The Catterick LCWIP is now underway.

The feasibility work for the potential Killinghall bypass major scheme is at gateway review to decide whether to progress to strategic outline business case

The Scarborough LCWIP full business case is at first draft and will be ready to submit to Scarborough Borough Council in Jan/Feb 2022 where it will be included as one of the Town Deal funded projects. A summary of the full business case will be submitted to the Department for Levelling Up, Housing and Communities in March for final approval and the funding will be released in 2022/23.

The Ripon Cycle Route has had an initial meeting with stakeholders with more to follow alongside the engineers, WSP. A network plan has been circulated and there is still budget available from the fund for other areas.

### Active travel fund

Design workshops for Whitby and the A59 in Harrogate have been held and further work is being carried out to refine the designs. There are risks about the timescale for the delivery and also whether the Whitby scheme can be delivered to a suitable standard without impacting on the carriageway.

The ATF3 bid has been submitted with the decision expected in Q4.

### Harrogate NPIF/HTIP works

As part of the Northern Powerhouse Investment Fund (NPIF) and the Harrogate Transport Improvement Programme (HTIP), phase one of the Otley Road cycle route and Harlow Moor Road Junction upgrade, is largely completed with a few smaller surfacing and lining works to happen during quarter four.

The phase 2 Cycle Route is progressing. Approval for Stray land use and payback has been concluded. A procurement exercise will begin in early February

with work to start in early April. Following completion Harrogate Grammar and the Public Health team have shown interest in positive publicity and staying active campaigns to introduce the new cycle facility.

### A1(M) Junction 47

The scheme to upgrade the existing junction of the A1(M) and A59 is nearing completion with the scheme on track to finish in the spring 2022.

### Kex Gill

The procurements and statutory processes are still ongoing with a view to delivering the scheme as quickly as possible.

### Safer Roads Fund (A682)

All Vehicle Restraint Systems (VRS) work has been completed. Protek will return to install hazard marker posts and reflectors on VRS in early January 2022.

### 2021-2022 Covid Impacts on Travel

The charts below show the impact of Covid-19 on bus and rail passenger numbers and traffic volumes across the 2020/21 and 2021/22 years set against the reference pre-covid 2019/20 year.

Bus usage in 2021/2, from a low of c30% of normal levels just before easing of the final lockdown in April 2021, recovered strongly to c60% by early spring raising more gradually through step 3 and final step 4 removal of restrictions, to settle at c80% of pre-Covid normal levels. The usual decline in bus use is observed over the Christmas period and the 2021 usage (green line) follows a similar curve to the pre-Covid (blue line) data, albeit 20-30% lower.





# Council Ambition: 'Healthy and Independent Living'

## High level outcomes:

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

## Social Care Pressures

The pattern of activity and the level of demand for adult social care continued unabated during Q3, sustaining the highest levels of pressure on our adult social care teams and the wider care sector as it has responded to the pandemic within the wider context of additional winter pressures:

- Beds occupied by covid infected patients increased from 5% (90 people) pre-Christmas to 16% (300+ people) in early January;
- hospital discharge activity averaged 15.3 discharges per day across Q3, but increased to 17.8 per day in December, which is almost 80% above pre-pandemic levels (10 per day);
- unsourced domiciliary care packages averaged 120 at the end of each month in Q3 compared with 73 in Q2 and 22 in Q1, resulting in more reablement resource being diverted to deliver domiciliary care, and greater use of short term care home placements;
- the number of people waiting for social work or occupational therapy support reduced at the end of Q3 due to the Christmas holiday period, but had increased again by mid-January to reach 670, which compares with 570 reported for the end of Q2; and,

- across Care & Support, the number of days lost per employee due to sickness increased from 5.6 at the end of Q2 to 9.4 at the end of Q3, which compares 7.8 for the same period in 2020/21 and reflects the continuing impact on staff resilience.

Whilst this suggests an extremely challenging but stable position, a significant amount of activity and effort has been required to stop the position worsening, including:

- Three in-house short break offers have been closed and 2 have been reduced to free-up staff for redeployment to essential residential care settings; Weekly reviews of unsourced packages of care have been introduced to identify areas of risk and help identify potential solutions;
- the Make Care Matter recruitment campaign is getting good visibility in local media and recruited 55 people in December, but that level of success needs to be maintained;
- the redeployment of staff from non-essential activities is now a core part of the response, with 52 staff having been redeployed and a further 20 having volunteered;
- HR health checks have been completed for in-house care homes to identify issues and develop action plans to support managers; and,

- putting in place arrangements to make an additional payment to approximately 16,000 frontline care workers in North Yorkshire, including council employees, amounting to approximately £300 net per worker.

## Customer

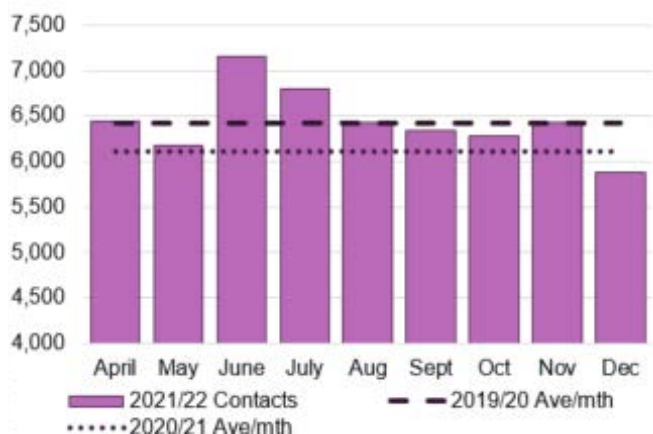
### People are safe, with individuals, organisations

#### Contacts & Referrals

Activity levels at the “front door” for social care continue to show recovery against the reduced levels reported in the first 3 quarters of 2020/21:

- 57,953 contacts and hospital referrals were received so far this year, which represents a 10% increase (5,481 contacts) on the same period in 2020/21. In Q2, the year on year increase was 12.7%. Activity in Q3 remained higher than in 2019/20, up by 2% or 1,023 contacts (5% in Q2). The chart below shows the steady reduction in activity since the end of Q1 with a small increase in November (6,426 contacts)

#### All Contacts Received per Month



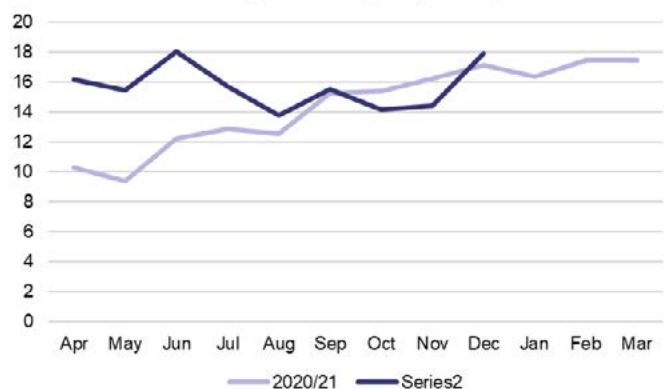
- Referrals to adult social care teams (13,310) were up 18% (2,070 referrals) at the end of Q3 compared with 2020/21. This represents a 1% decrease (120 referrals) on 2019/20 activity levels. Activity during Q3 alone (4,150 referrals) was 487 referrals fewer than in Q3 of 2019/20, the pre-pandemic year.

Viewed against historic trends, the level of activity in Q2 could be seen to fall within a reasonable tolerance of business as usual activity. As part of the national response to Covid, the operating model for the discharge pathway has changed significantly. In

combination, the sustained increase in volume and the changes to model are putting additional pressure on social care delivery, and that is outlined below.

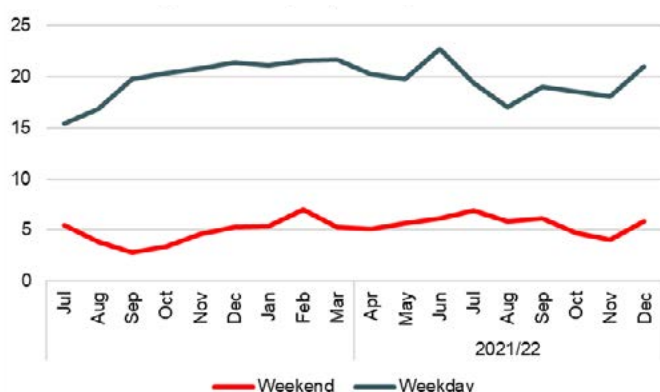
**Hospital discharge activity** reduced slightly going into Q3, but monthly activity in October (14.2 discharges per day) and November (14.4/day) was still more than 40% above the stable pre-Covid pattern (10/day). In December, activity increased significantly to 17.9 discharges per day to record the second highest monthly average so far.

#### Average Discharges per Day



The significant gap between weekend and weekday activity continued throughout Q3, with weekday discharge rates averaging just over 21 per day in December. Weekday pressures were maintained at an unusually high level throughout December with 16 weekdays exceeding 20/day compared with 9 weekdays where that was the case in September. Whilst that is not an unusual situation for December as hospitals work to get patients home to spend the Christmas break with their families, it created even further pressure for local care systems that were already trying to manage sustained heightened levels of demand for care and support, staff shortages and sickness absence and provider failure.

### Average Discharges per Day to Social Care



In 2020/21, weekday hospital discharge activity also moved above 21 discharges per day in December and then remained at that level through until the end of the financial year. If that trend is repeated in Q4 against the backdrop of the omicron variant driving higher case numbers in the community and higher rates of hospitalisation coming out of Q3, then frontline social care teams will be facing sustained pressure in terms of referral levels and difficulties in sourcing care packages.

### Assessments

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

During the first 3 quarters of 2021/22, 13,840 initial assessments were completed for 9,376 people, giving an average of 1.5 assessments per person. In Q2, the average was 1.4 assessments per person. The volume of assessment activity is down on Q3 2020/21, when 14,992 assessments were completed in the first 3 quarters of the year.

### Initial Assessments Completed per Month



Whilst this represents a reduction of 8%, or 1152 assessments, year on year, activity levels remain significantly higher than before pandemic. In the first 3 quarters of 2019/20, 10,312 assessments were completed, which means current activity levels are 34%, or 3,525 assessments higher. With covid emergency funding arrangements extended to the end of the financial year, the pattern of increased assessment activity is likely to continue into Q4.

The sustained high levels of hospital discharges and pressures in local care markets continues to have a significant impact on the local authority's ability to meet service needs identified in assessment outcomes, particularly for people requiring domiciliary care during Q2. The number of unsourced packages reported at the end of the month exceeded 100 in each month of Q3.

Demand-led pressures continue to be exacerbated by provider failures and the continuing trend of providers handing packages of care back to the local authority across all localities. Consequently, services are having to work harder to identify alternative support arrangements, which has seen the use of short term beds increase in Q3, and the continuing redeployment of staff from across social care to maintain capacity for in-house service delivery. In some situations, family members have been taking on elements of providing care and support and the value and potential impact of this option this has been acknowledged with the introduction of NHS discharge grants for this purpose.

A weekly review of the cases appearing in the chart above, where the identified care package cannot be delivered, has been introduced to ensure work continues to try and put the required services in place. The initial review in mid-January identified that only 14 of the 104 people in the category at that point in time had no support in place.

### Reviews

The Care Act requires that people's care plan should be reviewed annually. This is important to ensure that the plan continues to meet their needs but it also provides an opportunity to identify and explore new options for meeting their care needs in a strength-based way that might have emerged in their community since their last assessment.

The key performance indicator for reviews relates to people who have been in receipt of long-term support for 12 months or more, and who have had a review in the last 12 months. The measure is part of the National Adult Social Care Outcomes Framework, and, pre-Covid, North Yorkshire achieved 67% against this measure in the nationally published data for 2019/20. That compared with a national average of 61% and a regional average of 62%.

At the end of Q3, local performance was reported at 59.5% up from 57.1% in Q2. This is well above the 51% achieved for the full 2020/21 financial year and is closing the gap on the pre-covid national and regional averages identified above.

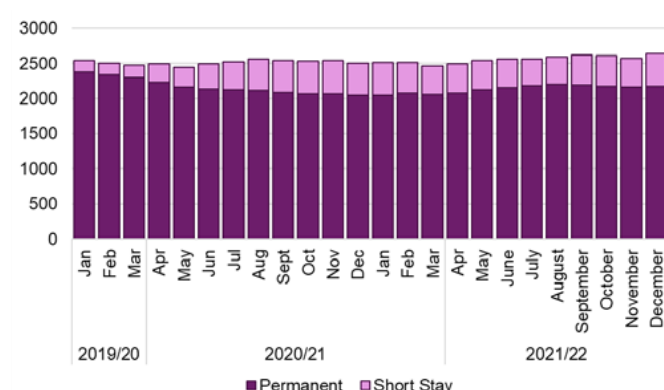
Benchmarking data for the local authorities in the Yorkshire & Humber region was not available at the time of reporting.

## Placements

Permanent residential and nursing placements (2,167) decreased by 28 between quarters and the number remains 6% lower (135 placements) than at the end of 2019/20.

As hospital discharges to social care remain high, the use of short-term placements also remains significantly higher than at the end of 2019/20, up by 177% or 301 placements. The number of people receiving short-term, bed-based care increased by 48 between quarters, up from 423 at the end of Q1 to 471 for Q2.

## Placement Numbers



Overall placement numbers at the end of Q3 (2,638) shows a 6.7% increase (166 placements) on the end of 2019/20.

The use of short term beds where community-based care options are not immediately available can result in a higher cost of care. More significantly, it can have a detrimental effect on people's recovery, slowing the speed at which they regain their physical strength, which is vital for them to be able to return home and care for themselves.

## Care Sector Workforce Pressures

**Absence levels** have increased again over the last quarter, with a workforce exhausted by the protracted period of the pandemic and the impact of ongoing staff shortages and significant vacancy levels. The **impact of mandatory vaccinations** on our workforce has been modest with fewer than ten staff dismissed because they declined to have the vaccinations. This represents just 0.4% of the total workforce who fell in scope of the requirement. In contrast 98.7% of staff who fell in scope had received both doses of vaccine by early November, with 0.9% citing medical exemption or being redeployed to other roles. Recent extension to guidance relating to those in scope for mandatory vaccination is not expected to negatively affect our workforce position due to existing high vaccination rates. However, the number of staff lost due to the mandatory vaccination requirement across the whole sector in North Yorkshire are in excess of 200.

The County Council has issued a 'call to arms' across its workforce, to ask staff working in non-critical services to volunteer to be deployed on a temporary basis to support service delivery in social care. The focus is on duties that free up colleagues in care and other roles to deliver direct care, such as cooking, cleaning, helping people eat and drink and social activities/interaction, including helping people stay in touch with families virtually or answering telephone calls. As a result a further 52 staff are now being deployed across care services in all areas of the County, with a further 20 staff who are interested in working as reliefs to provide more capacity.

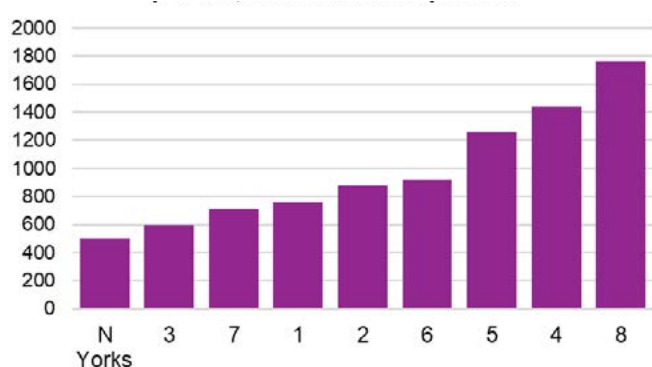
**Vacancy levels** across social care services are currently running at 11-26%, when normal operational planning assumptions are based on 7%. Adult social care services are currently recruiting to 2775 vacant hours (75 fte) across in-house care homes, reablement, extra care and day services.



Colleagues within the NHS are also facing similar challenges with recruitment of staff, the combined impact of which is limited community based services across health and social care. Human resource directors across the area continue to work collaboratively to develop co-ordinated actions to mitigate workforce issues. However, this is a national supply issue, rather than a local one, and the care sector across North Yorkshire has seen a 70% drop in job applicants since mid-July.

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

Safeguarding Concerns Received per 100,000 of Adult Population



### Safeguarding

2,732 safeguarding concerns were received between April and December, maintaining the average of 303 concerns per month reported in Q2. This represents a 7% increase in activity compared to the same time last year.

As reported previously, 2020/21 was characterised by small surges in safeguarding activity following lockdown periods, and that was also reflected in the rise in activity at the end of Q1 in June. 907 concerns were received in Q3, which is 6% higher than the number received for the same period in 2020/21 (850). The small increases seen during October and November are most likely to be a reflection of the less restrictive arrangements in place relating to people's ability to visit family members in care settings.

Quarterly benchmarking data shared by local authorities in the Yorkshire & Humber region indicates a wide range of performance. The chart below presents anonymised data for the local authorities that shared data on this measure. It shows that North Yorkshire's performance in Q3 (501.1 concerns per 100k of population) was lowest rate submitted.

Mid- to lower range is the optimum position. A high number could indicate significant cohorts of the vulnerable population are at high risk or that reporting processes are picking up a high volume of non-safeguarding issues. A very low number could indicate that reporting processes are not picking up everything they should be, and Covid lockdown periods could have affected reporting in this way. North Yorkshire's activity levels have continued to show a high level of consistency before and during the pandemic.

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. Throughout the pandemic it has consistently achieved around 80% of cases reaching an early conclusion in terms of no further action (NFA) being required.

In Q2, it was reported that performance against this measure had improved and had increased to 79%. In Q3, performance has slightly improved again to 80%, which is represented in the bottom two rows of the table below:

Information Gathering Decision	%
Formal Meetings – Section 42	15.9%
Formal Meetings - Other	0.7%
Informal Discussion – Section 42	4.3%
Informal Discussion - Other	0.5%
Following Info Gathering - NFA	70.0%
Signposting	10.0%

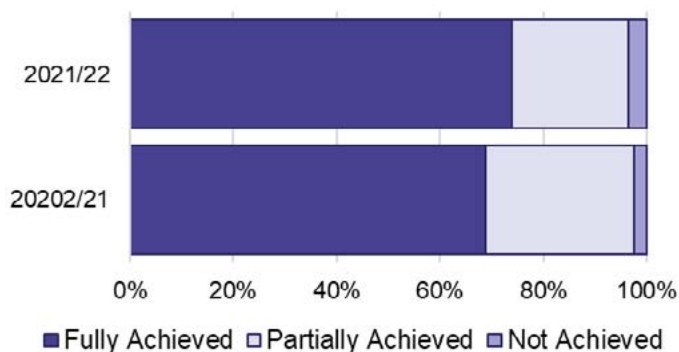
A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

1458 people have been involved in a safeguarding enquiry since April 2021. Of these, 74% (917) expressed a personal outcome that they would like the process to achieve. That compares with 76% for the

same period in 2020/21, indicating that engagement levels have been maintained at a high level.

Whilst the engagement level was slightly lower year on year, the success rate for the safeguarding process achieving the expressed outcomes showed a more marked improvement. 75% of people stated that their outcomes were fully achieved, compared with 71% in 2020/21.

### Safeguarding Outcomes



The safeguarding approach also continues to deliver good results against safeguarding timescale targets:

At the end of Q3, the average time taken between receiving a safeguarding concern and making a decision on its outcome following Information Gathering was 15.7 days (Q2: 14.6 days), against a target timescale of 15 days. This is based on 2,126 Information Gathering exercises completed since 1st April.

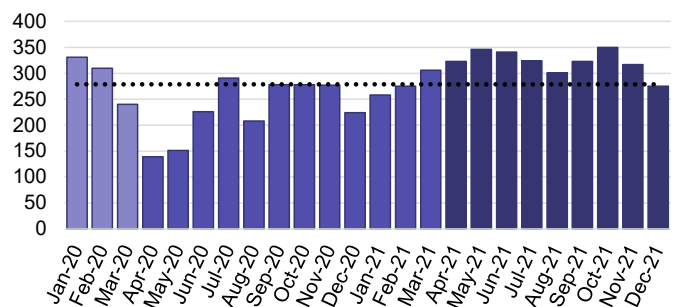
The average length of time for the completion of a Section 42 Enquiry was 9 weeks (Q2: 9 weeks), against a target timescale of 12 weeks.

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

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

### Living Well

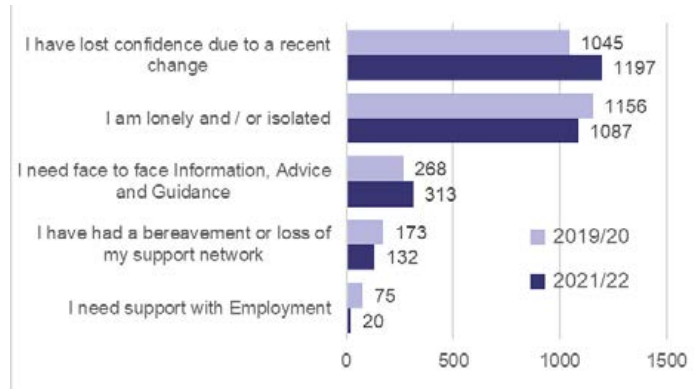
#### Living Well Referrals by Month



Referrals remained above 275 per month in Q3, with December's activity ending a 3-month downward trend. Monthly referrals for the previous months of 2021/22 had remained above the monthly average for the last 24 months (279) referrals – dotted line, falling to 275 in December.

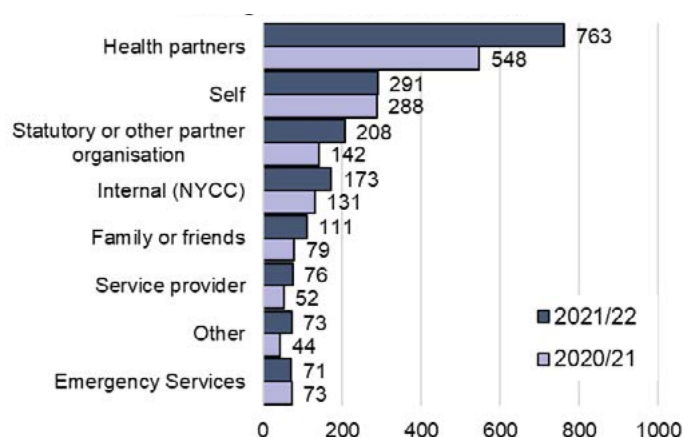
The number of referrals received April-December (2,900) was higher than for the same period in 2020/21 (2,076). For most months activity levels have seen a return to 2019/20 levels, with the total number of referrals received April-December matching the pre-Covid year for the same period (2,900). The sustained recovery in the level of engagement in prevention services is critical if they are to be effective in reducing and/or delaying future demand for social care support.

#### Living Well Referral Reasons



Referrals from all sources are up year on year, with the exception of emergency services, which have fallen slightly. There have been significant and sustained improvement in referrals from health partners, as shown in the chart below.

## Living Well Referral Sources

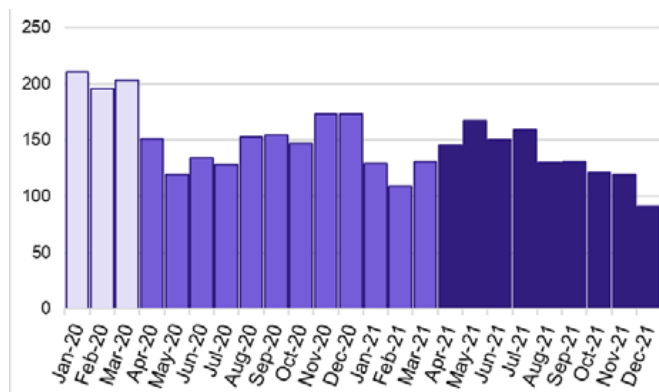


Despite this improvement, referrals from health partners (763) remain well below the level reported in 2019/20 for the same period (1,165). Within the context of integrated care systems, increased engagement with our prevention services can help reduce the escalation of health care support, including admissions to hospitals.

During the pandemic, there has been a change in the most prevalent primary reason for referrals to Living Well. 44% of referrals (1197) in April-December 2021/22 involved people who have experienced a loss of confidence due to changes in their lives, up from 39% in 2019/20. The number of people giving this as the primary reason for their referral has increased by 15% (152 referrals).

In 2020/21, lost confidence was also the most prevalent primary reason for referrals (41%), but with significantly lower numbers of people (929).

## Reablement Involvements Completed per Month



Pre-pandemic, loneliness and isolation was the most prevalent referral reason. Since 2019/20, the number and proportion of people citing loneliness as the reason for their referral has reduced.

Whilst restrictions have been relaxed and society has begun to adapt to live with Covid, the backdrop of repeated periods of lockdown, high numbers of Covid-related cases and deaths, uncertainty around vaccine waning, together with reduced access to services and support since March 2020 is a significant and prolonged set of changes in circumstances. Many interest and support groups have still to return to normal activities. For those that have, anecdotal evidence suggests that participant numbers remain lower than were seen in the pre-pandemic period. The reduction in such support activities may itself have led to increased levels of anxiety amongst people of all ages. A combination of these factors is likely to be driving a loss of confidence as people try to make decisions about where they can go and what they do without posing a risk to their health and well-being.

The number of people referred due to bereavement or loss of their support network has reduced each year since 2019/20. Given the high death rates from Covid, it might have been anticipated that this would have had a noticeable impact on referral patterns over the intervening period.

## Reablement

Since the start of the financial year, 1,065 reablement packages have been completed. This compares with 1274 for the same period in 2020/21, and represents a reduction of 20% or 612 packages of support.

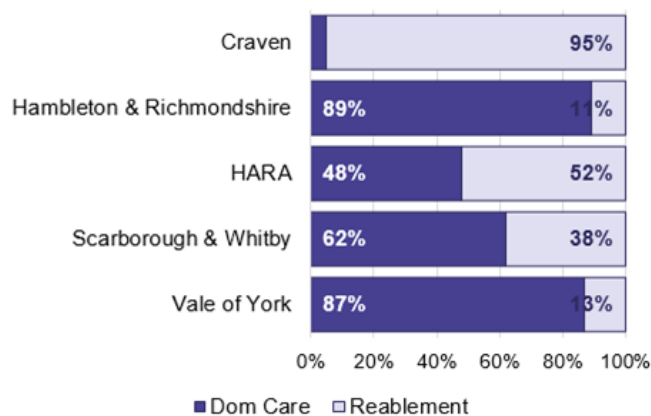
Current activity levels remain well below the 1,677 completions recorded for the same period in 2019/20, and the chart below shows the downward trend since the start of financial year.

Providing domiciliary care cover continues to be a key pressure, as providers fail or seek to hand packages of care back to the local authority as they cannot recruit or retain sufficient staff numbers to provide the required levels of care.

At a county level, 58% of reablement team capacity is currently engaged in delivering routine domiciliary care because of a lack of alternative provision in the care

market. The surge in hospital discharge activity during December further reduced the capacity available for delivering reablement support. The chart below highlights the variation of pressures around the county, and the impact of the large provider failure in the York-Selby area on the capacity situation in the Vale of York response and delivery area.

### Current Service Provision by Reablement Teams

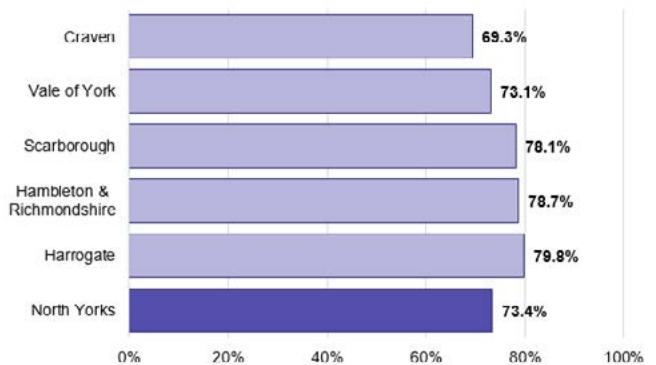


Whilst people leaving hospital with social care needs are still able to receive short term support at home, there continues to be a sustained and significant reduction in the provision of specialist and targeted reablement support. As this situation continues, it undermines the effectiveness of the prevention offer in reducing or delaying people's need for social care interventions and may result in elevated levels of demand for groups of people whose access to services and support has been affected by the pandemic.

As part of the social care performance framework, the effectiveness of the council's reablement offer is measured in terms of the proportion of people supported who return for subsequent social care support within 90 days of the completion of their reablement package.

805 interventions were completed April-September 2021, which represents a 52% reduction (416 cases) on activity in 2019/20. The proportion of these people who had not subsequently returned for social care support by the end of Q3 was 73.4% (591) which is better than the 71.6% achieved for the same period in 2020/21.

### % of Reablement Clients Not Receiving Further Support Within 90 Days



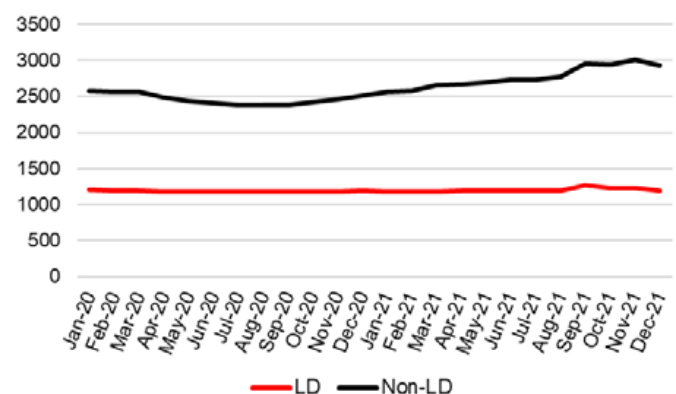
Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart below shows the local variations in the return rate, which will reflect these different pressures.

### Personal Budgets

The use of personal budgets (PBs) is an important element of the strength-based approach in adult social care. The aim is to engage people in their care planning, so they exercise choice and control over the support they receive, as they draw on their strengths and assets, including what others around them are, or could be doing to support them.

Monthly performance reporting for adult social care tracks the trend over the past 12 months for the average PB cost for all cases, excluding those with a primary support reason (PSR) of learning disability (LD).

### Number of People in Receipt of a Personal Budget

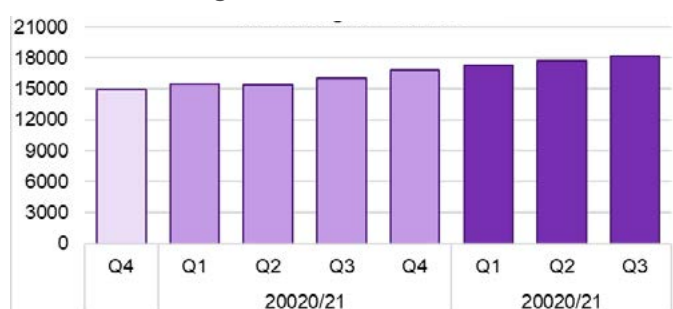




The average PB for non-LD cases was £18.2K at the end of December, an increase of £0.4K against the average PB for Q2. This represents an 11% increase year on year (£1,813), compared with a 15.8% increase (£2,424) reported in Q2.

The average PB for a service user with a learning disability was £38.9K at the end of December, an increase of £1.3K against the average PB for Q2. This represents an 11% increase year on year (£3,970), compared with a 9% increase (£3220) in Q2.

#### Average PB for Community Services Cases Excluding LD Clients



Non-LD service users in receipt of a personal budget (3,216) span a very wide cost profile. At the end of Q3, 71% (2,280) of these service users had a personal budget that was below the county average (£18,169 p.a.).

The total number of people supported via a PB, including those with learning disabilities showed a sustained reduction in numbers between March and August 2020, when numbers dropped by 178 or 5% to 3,573.

Since August 2020, the number of people with a PB has recovered slowly but steadily. At the end of Q3, numbers had increased to 4,117, up 10.0% year on year or 413 cases, which compares with a 10% rise year on year in Q2. The current number of people supported in this way is now above pre-pandemic levels, which averaged 3,760 during the second half of 2019/20.

Over all LD case number have been steady over the last 2 years in most areas. Vale of York LD cases show a different pattern, with a steady reduction over the period, to end up 16% or 38 cases lower in December 2021 at 231. HARA has shown a marked reduction in

LD numbers in the last 3 months, down by 48 or 20% since Q2.

Non-LD cases were more visibly affected by Covid in April 2020, and then showed a steady recovery from September 2020. All areas have now recovered to their pre-Covid position, with Harrogate (+18%), Hamb/Rich (+12%) and Vale of York (+13%) exceeding their pre-Covid levels.

## People can access good, integrated health and social care services across our different communities

### Integration

The new national discharge pathway includes an underlying premise that 95% of people aged 65+ who leave hospital should be discharged to their home, either with no on-going support needs (Pathway 0) or with a package of support in place to meet their needs at home (Pathway 1). The most recently available data indicates that the North Yorkshire health and social care system continues to perform well against that target, with the most recently available data showing continued small improvements.

Social care activity data for Q3 indicates increased usage of Pathway 2 (short-term bed-based care) in December in response to the surge in hospital discharge activity and continuing pressures in local care markets where domiciliary care providers continue to hand back packages of care that they are unable to fulfil due to staff absence and recruitment difficulties.

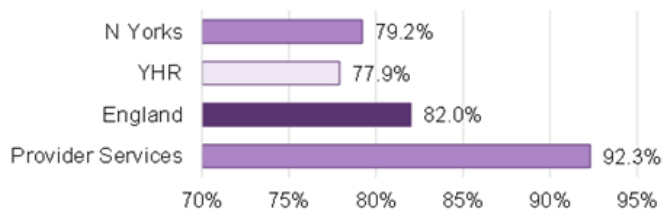
Pathway 3 relates to people discharged from hospital to bed-based care in a care home.

### Care Market

Based on the most recent CQC overall inspection ratings, 83.3% of provision across the county is rated as “good” or better. This remains higher than both the England (84.0%) and regional levels (80.3%), but reduced significantly between quarters, down by 5.8%.

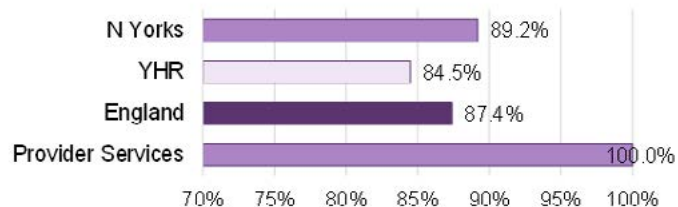
For care home provision, the ratings are lower than the overall averages described above, but provision in North Yorkshire remains better than comparator averages. Inspection outcomes for in-house provision (Provider Services), is consistently significantly better than all comparator averages.

### % of Placement Providers Rated 'Good' or Better



Ratings for domiciliary care provision are better than the overall averages, with provision in North Yorkshire better than comparator averages. Inspection outcomes for in-house services show 100% is rated “good” or better.

### % of Dom Care Providers Rated 'Good' or Better

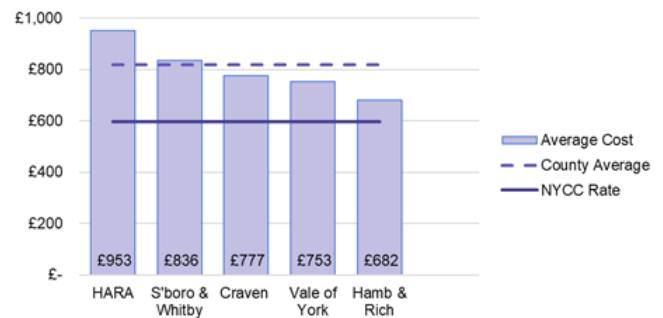


Whilst comparative performance continues to be good for provision across North Yorkshire, the overall proportion of provision rated “good” or better has fallen in each of the last four quarters. The new quality pathway for care providers will play an important role in helping providers to develop and implement improvement plans.

There have been 595 new admissions to permanent care home placements in the first 3 quarters of the year. This equates to a year end projection of 652 placements per 100,000 of population aged 65+, this is in line with the end of Q2. Admission rates have been steady during Q3, and the year-end projection remains below the full year position for 2019/20, which was 671 admissions per 100,000.

The weekly cost of permanent residential and nursing placements continues to be a major pressure point for social care provision, with significant variations across local care markets. The greatest cost pressure continues to be evident in Harrogate.

### Average Weekly Cost of Placements for Over 65s



The average cost of a care home placement for someone aged 65+ increased to £820 per week at the end of Q3, up by £14 per week compared with Q1. That represents an 8% (£61 per week) increase compared with the end of Q3 in 2020/21.

## Future Focus

### Care homes' innovative responses to COVID-19

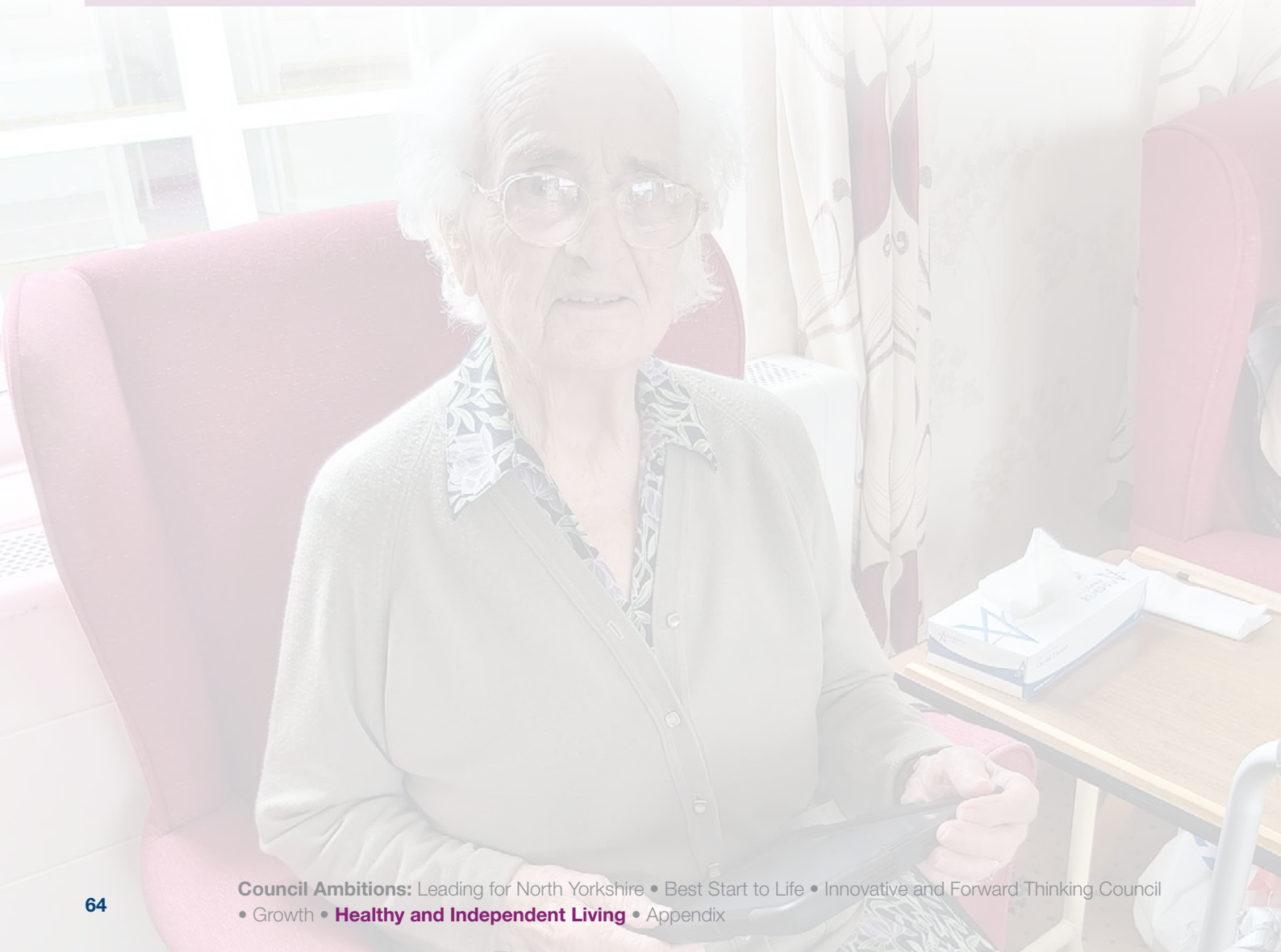
Healthwatch North Yorkshire recently published a report showing how "...many care homes across North Yorkshire made innovative changes to keep their residents safe and well even when they faced acute and often devastating challenges at the height of the Covid 19 pandemic".

**COVID-19 and Care Homes: Lessons from an unprecedented time** is based on interviews with five care home managers. The report shows that many of the changes made as part of the covid response have had a long-term positive effect.

In introducing the report, Healthwatch North Yorkshire says "This project explicitly looks towards the positives and presents these with the intention that they can be carried forward into the COVID-19 recovery period and beyond".

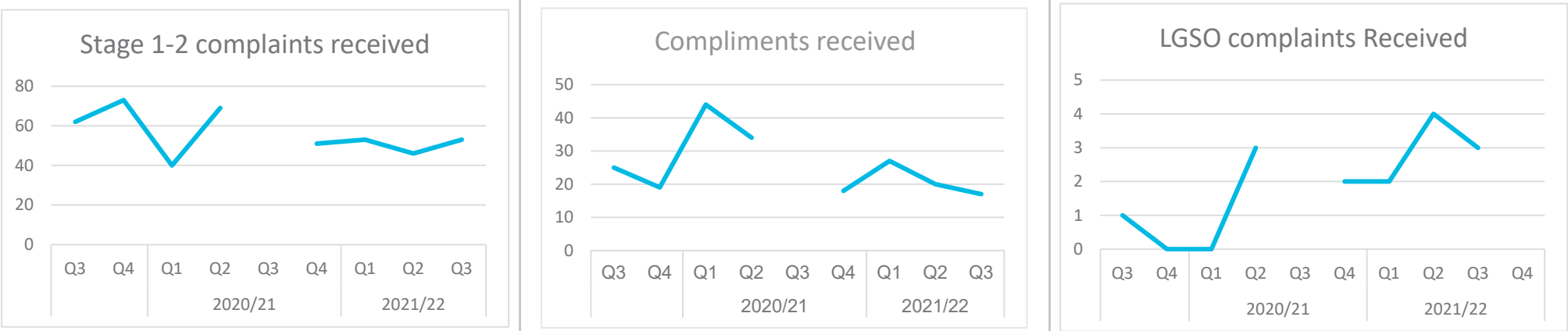
The report uses three key themes in its exploration of covid responses:

- Time – responses that have involved changes in orientation to time;
- Space – responses that have seen changes in the use of space; and,
- Communication – responses that have changed how care homes communicate with and between different groups.



# Customer Feedback

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



All complaints are assessed on receipt to determine if they need to be investigated under the corporate or statutory children’s complaints processes. The charts above show the total number of complaints received by CYPS under both processes.

48 Stage 1 complaints were received in Quarter 3, a slight increase from Q2 (n=3). Again the majority of these (87%) of these fell under the Corporate procedure with a continued focus on delays within the EHCP assessment process (20/26 complaints). This was largely resultant from difficulties in recruitment of Education Psychologists whose input is required as part of the statutory assessment process. Although the service has taken decisive action to address staffing pressures within the Educational Psychology service, this will take time to deliver consistent improvement in performance.

Five Corporate complaints escalated through to Stage 2 but no statutory complaints were escalated to Stage 2 or Stage 3 during this quarter. The combination of stage 1 complaints and stage 2 escalation had resulted in a total of 53 complaints received overall.

At Stage 1, overall 69% of complaints were fully or partially upheld, a large proportion of which related to EHCP delays. One Corporate and two Statutory Stage 2 complaints were partially upheld. Two Corporate complaints were not upheld at Stage 2.

The number of compliments fell slightly in this quarter with 17 compliments received relating to Inclusion support, the Adult Learning & Skills Service, School Improvement, and the Child Permanence & Family Reunification, Family Assessment & Support, Early Help and Leaving Care Teams within Children and Families. .

### Timeliness

In relation to Corporate Stage 1 investigations, 57% (n=26/46) were completed within timescale in Quarter 3. This decline in performance is due to increased pressures on the Inclusion service and the high volume of complaints they have received in relation to EHCP assessment delays. There continued to be difficulties in identifying appropriate investigating officer capacity for Corporate Stage 2 complaints which resulted in the only Stage 2 investigation falling outside timescale.

One out of three Statutory Stage 1 investigations (33%) was completed within timescale (10 working days). Two Statutory Stage 2 investigations were concluded in this period but also fell outside of timescale due to the complexity of the complaint.

### Root cause

Corporate Complaints	Q1	Q2	Q3
Communication (quality or delay)	61%	50%	52%
Service and care	30%	38%	23%
Disagrees with decision or action	7%	8%	21%
Staffing (staff attitude/rudeness)	2%	4%	2%
Statutory Complaints			
Service and care	78%	59%	33%
Disagrees with decision or action	10%	8%	33%
Communication	20%	15%	33%
Staffing (staff attitude/rudeness)	-	8%	-

\* note some complaints have more than one root cause

### Learning

A further round of complaints handling training has been delivered to SEN Caseworkers and, individually, to newly appointed senior managers within other services. This covered not only processes and timescales but key points to consider when writing a complaint response.

The following wider learning (service or whole service) has been identified from complaints in this quarter:

- The importance of ensuring that planned meetings take place and the implications this has on children and families when they are let down.
- A regular dip sample of cases and audits is undertaken on a monthly basis to review the quality of all social work practice and assessments as part of a rolling cycle of audit activity
- Any learning and communication needs of children, families and adult learners to be recorded accurately to ensure that appropriate adjustments can be made for interventions and communications

### Ombudsman

During Q3 3 investigation enquiries were received and 2 cases were closed as follows:

- 1 closed after initial enquiries – out of jurisdiction
- 1 not upheld – no maladministration



2. North Yorkshire is a place with a strong economy & a commitment to sustainable growth - Customer feedback



In Quarter 3 there were a total of 84 complaints received in relation to Business and Environmental Services, an decrease of 5 (5%) from the previous quarter. 67 of these complaints were not upheld. For the same period, the Directorate also received 26 compliments.

55 (42%) of this quarters complaints are recorded against Highway Operations. Qtr. 3 is in the middle of our winter season for this service and we receive a high number of complaints about the gritting priority system, why roads are not gritted and why paths are not salted.

There was one Stage 2 complaint request this quarter which was responded to within the timescales. This has now been referred to the LGSCO and is being investigated.

Root Cause

Root Cause	Qtr 2	Qtr3
Accessibilty	10	10
Disrepair	10	10
Other Environmental problem	13	9
Disagrees with decision or action	8	7
Other Safety problem	2	6
Service avaiability	8	6

Timeliness

85% of Stage 1 complaints were answered within the set timescale which is an increase from 80% in Q2. The number of complaints received continues to increase, however in highways in particular these are often service requests and therefore dealt with differently. Those cases not being responded to in the timescales can be complex and rely on information from our partners, which can be delayed. Officers are reminded to send out a holding response, if they know a response is not going to meet the 15 day deadline.

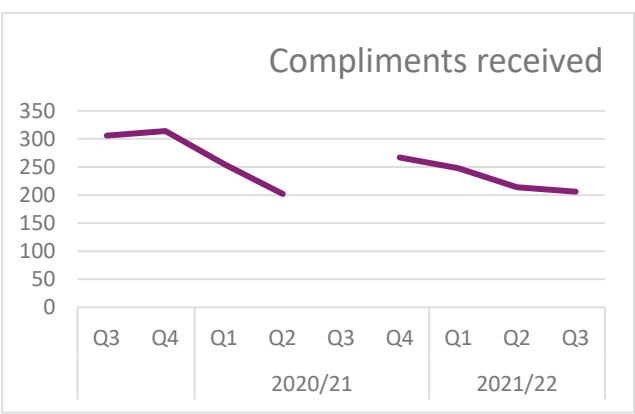
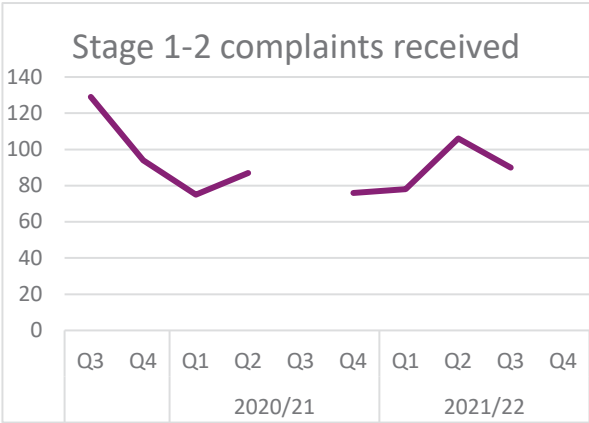
Learning

We continue to learn from the complaints we receive and use the information to improve the service that we provide. As mentioned above we are reminding officers to send out holding responses when appropriate to ensure a complainant is kept informed and we do not then receive a further complaint

Ombudsman

There were six LGSCO complaint investigation received in this quarter. However, these were not investigated as two was out of the jurisdiction of the Ombudsman and the others were closed after initial enquires. One case against our Public Rights of Way service received a response from the LGSCO stating that we had followed correct procedures and the prioritisation matrix used for all requests was fair and correct. This meant that when we received a further request from the LGSCO on the same matter that the LGSCO wanted to investigate we were able to use this case to demonstrate that we were not at fault. Based on this the LGSCO changed their view and the complaint was closed.

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



We received 90 complaints in Q3, of those 88 were acknowledged within time, this means at 98% we continue to exceed our 90% target.

Root cause

Communication 13(18%), Covid-19 2(3%), disagrees with action/decision 37(51%), pricing and charging 17(24%), safety 3(4%), service and care 9(13%), staffing 9(13%).

Timeliness

In quarter 3, we closed 95 complaints; out of these 75 were closed within time. 79% have been responded to within time; we have fallen short our 90% target. Of the 20 complaints that were out of time, 15 were due to being received late from the Teams and 5 were due to being complex cases.

12 Complaint reviews were responded to, 9 were within time. Of the late response, 1 was received late from the service area and 2 were complex cases.

Harrogate continue to receive the highest number of complaints, 31% in this quarter, with S/W receiving 22% and Ham/Rich receiving 24% and Vale of York 22%. This is consistent with the figure for each of these teams in Q2, We will continue to monitor these figures to ascertain if the impact on the care sector is reflected through not only the number of complaints, but also root causes.

Outcomes

Not Upheld 51(54%), Partly Upheld 14(15%), Upheld 18(19%), Not Pursued/Investigated 12(13%).

Learning

We are very aware of the increasing pressures that HAS is under at the moment with the continued pressures on ever diminishing resources and capacity within the sector. Understandably, there has been an increase in receiving late draft responses, which has a knock on effect for the team if complaints are to be responded to within time. However, we have been in conversations with teams to see how we can support them through this to ensure that we are proactively managing this. Where necessary, we will assist with the drafting of responses, working with the relevant officer, to ensure that we try to manage the ever-increasing pressure on teams.

Ombudsman

We received 5 new Ombudsman enquiries in Q3. We currently have 6 open cases, 5 are with the ombudsman. The 1 case with us is a draft decision and within time.




The Ombudsman seem to have changed their processes for investigating and making decisions. Previously when they had received a case, and it was at their assessment stage, they would contact us asking us for a copy of the complaint and the associated responses. Now, they ask for all the relevant documents, case notes etc., which previously, would not have been requested, until they had confirmed it had been passed to the investigation stage. With this change in process, we have received draft decisions without the complaint having gone through the full investigation stage.


# Appendix

**RAG – An indication of the level of performance an indicator is currently achieving in relation to a set target or benchmarking level for that indicator.**

**“Improvement since last” – Current direction of travel when compared to the last annual or quarterly figures. This is a measure of how the indicator is moving over two periods – Annual and Quarterly.**

Key

	Direction of travel is positive compared to the year-end or last quarter figures		Direction of Travel is negative compared to the year-end or last quarter figures
	Performance is static to last year's outturn or last quarter's figures	n/a	Data either at a yearly or quarterly level not available

Leading for North Yorkshire																																	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																											
						Quarter	Year																										
1.1	Greenhouse gases – direct council emissions  (heating, lighting and water in council buildings, street lighting, council fleet, business travel)	Annual emissions 2020 – 21 9,882 tCO <sub>2</sub> e  Breakdown by scope: Scope 1 – 4218 tCO <sub>2</sub> e Scope 2 – 4274 tCO <sub>2</sub> e Scope 3 – 1390 tCO <sub>2</sub> e		Benchmarking against other local authorities is difficult without understanding exactly what is being included within each scope.  The LGA carbon accounting tool collects information in a standard format and those councils who submit a return can use it for benchmarking.  NYCC has submitted a return for 2020/21 and will therefore have access to benchmarking data going forward.	Emissions have been steadily reducing over recent years. The 2020/21 emissions show a 49% reduction from those reported in 2015.  The figures for 2020/21 reflect the impact of the Covid-19 pandemic in a number of ways:  Scope 1 – Gas consumption in corporate properties decreased due to staff working from home, although the need for increased ventilation during the winter months and the Brierley building coming back into use will have diminished this reduction. In addition, there were greater demands on fleet due to the response to Covid and increased highway repair activities.  Scope 2 – This decrease is due to reduced consumption of electricity from staff working from home. The end of the street lighting LED conversion project means the decrease in emissions is smaller than in previous years.  Scope 3 – This shows a reduction as a result of much reduced staff mileage due to Covid. Water consumption also decreased but water usage emissions have not previously been included in the calculation. Without the addition of water emission data, Scope 3 emissions would have been even lower.  New ways of working aim to retain some of the behaviours employed during the pandemic in relation to virtual working with the consequent savings in carbon emissions from business travel.  <b>The RAG status is amber</b> as, despite the achieved reductions, more needs to be done to reduce greenhouse gas emissions by the date the Council has set for its aspiration to be carbon neutral. The Beyond Carbon programme, through the carbon reduction plan, is working to accelerate this reduction.	n/a	Reduction of 1,591 tCO <sub>2</sub> e (13.9% of 2019/20 figure) 																										
1.2	Levels of employment in North Yorkshire  September 2021 – All people economically active – 294,100 80.1% of working age population (16-64)  December 2021 - Claimant Count – all people. 8,945 2.5% of working age resident population  Source Nomis  Furloughed Employees in North Yorkshire – CJRS September 2021 8,900  <b>Furlough drew to a close on 30<sup>th</sup> September 2021.</b>			September 2021. Compared with 77.1% for Yorkshire & Humber and 78.51% for GB  <b>Performance in relation to Yorkshire and Humber and GB is good However quarterly and annual changes have been affected by Covid and Furlough and are not therefore representative.</b>   Compared with 4.8% for Yorkshire & Humber and 4.4% for GB  Furlough figures for information only <table><tr><th>District</th><th>% Furloughed</th><th></th></tr><tr><td>North Yorkshire</td><td>3%</td><td>8,900</td></tr><tr><td>Craven</td><td>4%</td><td>900</td></tr><tr><td>Hambleton</td><td>3%</td><td>1,200</td></tr><tr><td>Harrogate</td><td>3%</td><td>2500</td></tr><tr><td>Richmondshire</td><td>3%</td><td>600</td></tr><tr><td>Ryedale</td><td>3%</td><td>700</td></tr><tr><td>Scarborough</td><td>4%</td><td>1700</td></tr><tr><td>Selby</td><td>3%</td><td>1300</td></tr></table> <ul style="list-style-type: none"><li>Accommodation and food remains the most effected sector nationally.</li><li>% Furloughed is of Economically active</li></ul>	District	% Furloughed		North Yorkshire	3%	8,900	Craven	4%	900	Hambleton	3%	1,200	Harrogate	3%	2500	Richmondshire	3%	600	Ryedale	3%	700	Scarborough	4%	1700	Selby	3%	1300	n/a	n/a
District	% Furloughed																																
North Yorkshire	3%	8,900																															
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Hambleton	3%	1,200																															
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Ryedale	3%	700																															
Scarborough	4%	1700																															
Selby	3%	1300																															

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

Leading for North Yorkshire																						
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																
						Quarter	Year															
1.3	Visitor economic impact for North Yorkshire	Most recent estimate shows that Tourism supports 41,200 jobs in NY and generates c. £1.5bn of spend (excluding international visitors)			To be updated in Q4 annual figure  <b>No Rag rating or Improvement measures available due to the impact of Covid</b>	n/a	n/a															
1.4	Number of stronger Communities grants paid	84			<b>No Rag rating or Improvement measures available For information only</b> <table><tr><td></td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td>Total number of grants</td><td>84</td><td>110</td><td>86</td><td></td></tr><tr><td>Value</td><td>485,247</td><td>387,270</td><td>568,533.00</td><td></td></tr></table>  This includes CSO community response grants, community grants, Includes Community Grants, CSO Support, Grow & Learn, and Food for the Future, Inspire, Achieve & OD projects.		Q1	Q2	Q3	Q4	Total number of grants	84	110	86		Value	485,247	387,270	568,533.00		n/a	n/a
	Q1	Q2	Q3	Q4																		
Total number of grants	84	110	86																			
Value	485,247	387,270	568,533.00																			
1.5	Superfast broadband coverage				Superfast and Fibre Coverage in North Yorkshire  North Yorkshire >=30Mbps 93.0% All England 97.4%  Performance is good with constant improvement quarter on quarter																	


Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
2.0	2A(1) - aged 18-64 admissions to residential and nursing care homes, per 100,000 population (year-end projection)	14.2 Q3 2021/22		Nat: 13.3 YHR: 14.1 (2020/21 full year)  n/a Q3 2020/21  18.4 Q3 2019/20	Ranked green in Q3 as the projected year-end figure shows a reduction between quarters, and remains well below pre-pandemic levels and is in line with the most recent regional benchmarking figure.  Admissions to care homes were heavily suppressed in 2020/21 due to the covid pandemic		n/a
2.1	2A(1) - aged 65+ admissions to residential and nursing care homes, per 100,000 population (year-end projection)	652.2 Q3 2021/22		Nat: 498.2 YHR: 549.8 (2020/21 full year)  n/a Q3 2020/21  637.3 Q3 2019/20	Ranked amber in Q3 as the projected year-end figure shows a very small increase on pre-pandemic levels.  Admissions to care homes were heavily suppressed in 2020/21 due to the covid pandemic. Local Q3 performance is very close to the regional average for 2019/20 (654.8).  Care market conditions remain fragile, with continued provider failures and increased use of short stay placements in Q3.		n/a
2.2	Referrals to Adult Social Care (ASC) as % of ASC contacts	23.0% Q3 2021/22		21.3% Q3 2020/21  23.9% Q3 2019/20	Ranked green as current performance shows small increases between quarters and year on year. Q3 performance remained lower than local 2019/20 performance and significantly better than the baseline position.  2015/16 baseline = 29.0%		
2.3	% of referrals resulting in no further action (incl: NFA, case closed, no service required, support declined)	73.2% Q3 2021/22		n/a Q3 2020/21  71.3% Q3 2019/20	Ranked green as current performance shows a very small increase between quarters and is broadly in line with pre-pandemic levels.		n/a



Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
2.4	% of assessments resulting in no service provision	n/a		n/a	Changes to the assessment pathway as part of the covid response have meant this indicator cannot be reported currently.	n/a	n/a
2.5	% of reablement clients not receiving a subsequent package of social care support within 91 days	73.4% Q3 2021/22		71.6% Q3 2020/21  82.1% Q3 2019/20	Ranked amber in Q3 as performance shows improvement between quarters and maintains good improvement year on year.  Reduced reablement activity due to capacity issues caused by the need to respond to provider failure and the on-going pressures arising from hospital discharges.		
2.6	Reablement packages delivered in the period as % of all weekly services delivered in the period	7.1% Q3 2021/22		n/a  6.9% Q3 2020/21  9.3% Q3 2019/20	Ranked amber as Q3 activity shows the number of people supported via reablement as a % of all those receiving on-going support has returned to similar levels as those recorded during 2020/21.  Delivery capacity continues to be reduced as locality teams continue to respond to local care market conditions and the impact they are having on local care provision.  Reablement is a critical element of the authorities “prevent, reduce, and delay” agenda and reduced levels of activity over a prolonged period of time may contribute to increased demand for support in the longer term.		
2.7	Clients receiving long term support for 12+ months who have received an annual review the last 12 months.	59.5% Q3 2021/22		Nat: 58% YHR: 60% (2020/21 full year)  NY: 51% 2020/21 full year	Ranked green in Q3 as performance has improved during the quarter and is well above the level achieved in 2020/21. Local performance is better than the most recent national benchmarking figure, and is very similar to regional average.  The improvement action plan continues to deliver incremental improvements month on month.		
2.8	Over 65s with an open weekly social care service as a % of the population aged over-65	3.1% Q3 2021/22		3.1% Q3 2020/21  2.8% Q3 2019/20	Ranked green as Q3 performance remains in line with the level over the last 2 years and well below the 2015/16 baseline (3.4%). The data shows a small increase (0.1%) between quarters.  Performance has consistently been around 3% for the last two years, with small changes between quarters.		
2.9	Average weekly cost of residential and nursing beds for older people	£820 Q3 2021/22		Nat: £714 YHR: £650 (2020/21 full year)  £759 Q3 2020/21	Ranked red as the average cost is well above all most recent comparators and continues to increase between quarters.		
2.10	Rate of safeguarding concerns per 100,000 population	543.5 Q3 2021/22		Nat: 1,121 (2020/21 full year)  509.8 Q3 2020/21  906 Q3 2019/20	Ranked green as the new safeguarding processes continue to deliver significant reductions in safeguarding concerns when compared against the previous arrangements.  The activity per 100,000 of population in Q3 (180.7) was virtually the same as for Q2 (181.7)  As a cumulative measure, the headline figure increases each quarter.		
2.11	% of safeguarding enquiries progressing to Informal/ formal discussions	21.3% Q3 2021/22		n/a  20.8% Q3 2020/21	Ranked green as performance in Q2 shows an improvement between quarters and is just 0.5% above 2020/21's Q3 figure.  Performance in Q3 has continued the slow rate of reduction towards 20%, where performance had consistently been pre-pandemic.		
2.12	% of completed DoLS applications granted	45.3% Q3 2021/22		Nat: 42.9% (2020/21)  45.4% Q3 2020/21	Ranked green as performance remains broadly in line with the pattern for previous years and the national comparator average.		
2.13	Smoking prevalence in adults	12.0%		England = 14.4%  CIPFA:  11.8% to 17.7%	Smoking prevalence is significantly lower compared to England. Among 16 similar areas, North Yorkshire has the 2nd lowest rate. There are around 60,000 smokers in NY.	n/a	
2.14	Excess weight in adults	62.9% (2018/19)		England = 62.3%  CIPFA:  60.7% to 66.7%	Excess weight is not significantly different from England. Among 16 similar areas, North Yorkshire has the 7 <sup>th</sup> lowest rate.	n/a	

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
2.15	New STI diagnoses (excluding chlamydia aged < 25)	450 per 100,000		England = 851 CIPFA: 417 to 641 per 100,000	North Yorkshire has a significantly lower STI diagnosis rate than England. Among 15 similar areas, North Yorkshire has the 3 <sup>rd</sup> lowest rate. In North Yorkshire, the rate has been increasing for the past 7 years such that the rate in 2018 is 30% higher than in 2012, compared with a 2% increase nationally.	n/a	
2.16	Cumulative percentage of the eligible population aged 40-74 offered an NHS Health check	93.3%		England = 90.0% CIPFA: 56.2% to 98.4%	North Yorkshire has offered significantly more NHS health checks compared with England. Amongst 10 similar areas, North Yorkshire has the second highest rate. Since January 2018, North Yorkshire has progressed from being significantly lower than England to being significantly higher.	n/a	
2.17	Cumulative percentage of the eligible population aged 40-74 who received an NHS Health check	43.3%		England = 43.3% CIPFA: 28.0% to 63.6%	Eligible population aged 40-74 in North Yorkshire who has received an NHS health Checks is similar compared with England. Amongst 16 similar areas, North Yorkshire has the 6 <sup>th</sup> highest rate. The long term trend for people receiving a check is increasing.	n/a	
2.18	Successful completions of treatment for opiate use	6.5%		England = 5.8% CIPFA: 3.4% to 10.2%	Successful completion of treatment for opiate use is slightly higher than England. North Yorkshire is 6 <sup>th</sup> highest of 16 similar areas. The completion rate is marginally reduced from the previous year, with the long-term trend being broadly unchanged.	n/a	
2.19	Successful completions of treatment for non-opiate use	27.2%		England = 34.4% CIPFA: 21.8% to 42.8%	Successful completion of treatment for non-opiate use is significantly lower than England. North Yorkshire is 13 <sup>th</sup> highest of 16 similar areas. The completion rate is reduced from the previous year, with a static long-term trend.	n/a	
2.20	Successful completions of alcohol treatment	34.8%		England = 37.6% CIPFA: 24.6% to 51.9%	Successful completion of treatment for alcohol use is not significantly different from England, having been lower. North Yorkshire is 9 <sup>th</sup> of 16 similar areas, up from 14 <sup>th</sup> . The completion rate is increased from the previous year.	n/a	
2.21	Suicide rate	10.8 per 100,000		England = 9.6 per 100,000 CIPFA: 7.8 to 12.1	The suicide rate in North Yorkshire is not significantly different from England. It is joint 5 <sup>th</sup> highest in a group of 16 similar areas. There were 9 additional suicides in 2015-17 compared with 2014-16.	n/a	
2.22	Excess winter deaths index	26.2%		England = 21.6% CIPFA: 14.2% to 28.9%	There were 26.2% more deaths in winter months compared with other times of year in North Yorkshire, versus 21.6% in England. North Yorkshire was 4th highest among 16 similar areas. The index was higher in winter 2016/17 compared with the previous year, but this is a volatile indicator, dependent on many factors such as weather and flu viruses. The long-term trend is flat.	n/a	
2.23	Successful quitters at 4 weeks (smokers)	1,379 per 100,000 smokers		England = 2,070 per 100,000 CIPFA: 101 to 2,723	The rate of smokers successfully quitting at 4 weeks in North Yorkshire is significantly lower than to England. It is 10 <sup>th</sup> of 15 similar areas. The rates have been significantly lower compared to England from 2013/14 to 2017/18. The quit rate was slightly lower in 2017/18 compared with the previous year.	n/a	
2.24	Percentage of physically active adults	70.7%		England = 67.2% CIPFA: 64.8% to 74.8%	The proportion of physically active adults in North Yorkshire is significantly higher than England. It is 5 <sup>th</sup> highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2018/19. The rate is not significantly changed from 2016/17.	n/a	
2.25	Proportion of dependent drinkers not in treatment	77.2%		England = 82.4% CIPFA: 77.2% to 88.2%	The estimated proportion of dependent drinkers who are not in treatment is lower in North Yorkshire compared with England, but the difference is not statistically significant. North Yorkshire has the lowest proportion compared with 16 similar areas.	n/a	Method change prevents comparison
2.26	Number of Living Well referrals	Q4 2019/20: 995		Q1 2019/20: 881 Q2 2019/20: 716 Q3 2019/20: 1,189 Q4 2019/20: 995 Quarterly target: 725	The number of Living Well referrals is 995, 17% lower than for Q3, reflecting the early period of the coronavirus restrictions. To achieve the 2019/20 total of 2,900 referrals, a target of 725 is needed per quarter. Actual referrals are 3,781 referrals; a 35% increase on previous year. Growth in referrals from health has been maintained (now 40%).	n/a	
2.27	Life expectancy at birth (male / female)	Male: 80.7 Female: 84.2		M: England = 79.6 CIPFA: 79.2 to 80.8 F: England = 83.2 CIPFA: 82.7 to 84.2	Life expectancy at birth for both males and females are significantly higher compared with England, from 2001-03 to 2016-18. For males, North Yorkshire is joint 2 <sup>nd</sup> highest among 16 similar areas, and for female, it is joint highest. Historic improvements in life expectancy have stalled: female LE in NY has not increased in 4 years and male LE is up by 0.1y in the past 3 years, with similar patterns seen nationally.	n/a	M:  F: 

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
2.28	Slope index of inequality in Life Expectancy at birth (male / female)	Male: 6.4 Female: 4.8	1 <sup>st</sup> (best) quintile	M: England = 9.5 CIPFA: 5.5 to 9.5 F: England = 7.5 CIPFA: 4.0 to 7.9	The slope index of inequality in life expectancy at birth for both male and female are within the 1 <sup>st</sup> (best) quintile in England. For males, North Yorkshire is joint 4 <sup>th</sup> among 16 similar areas, and for females, it is 4 <sup>th</sup> .	n/a	M:  F: 
2.29	Life expectancy at 65 - (male / female)	Male: 19.3 Female: 21.8		M: England = 18.9 CIPFA: 18.5 to 19.7 F: England = 21.2 CIPFA: 20.7 to 22.1	Life expectancy at 65 for both male and female are significantly higher compared with England, from 2001-03 to 2016-18. For males and females, North Yorkshire is 6 <sup>th</sup> highest among 16 similar areas.	n/a	M:  F: 
2.30	Flu vaccination coverage 65+	73.6%		England = 72.6% CIPFA: 71.4% to 76.7%	Benchmarked against goal:    Government policy is to recommend immunisation for people aged 65 years and over and those under 65 years in at risk groups. The ambition is to achieve 75% uptake in those aged 65 years and over, which North Yorkshire didn't meet. It is 9 <sup>th</sup> among 16 similar areas.	n/a	

Best start to life - Primary indicators table							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.0	Smoking at the time of delivery	<u>2020/21</u> 9.8%  (equates to 456 women)		England = 9.6% CIPFA: 7.5% to 15.8%	Smoking status at time of delivery continues to fall and is not significantly different compared to England. Among 16 similar areas (one area without data), North Yorkshire has 4 <sup>th</sup> lowest rate.	n/a	
3.1	The percentage of children aged 4 or 5 (reception) who have excess weight	<u>2019/20</u> 23.4%		England = 23.0% CIPFA: 18.8% to 26.7%	The proportion of children in Reception classes with excess weight is increasing and is similar compared to England. North Yorkshire is ranked joint 6 <sup>th</sup> highest out of similar areas.  LA Figures for 2020/21 have not been released due to the impact of the pandemic on the measurement programme – 2020/21 England = 32.5%, Yorkshire & Humber = 34.6%.	n/a	=
3.2	The percentage of children aged 10 or 11 (Year 6) who have excess weight	<u>2019/20</u> 32.5%		England = 35.2% CIPFA: 28.8% to 36.4%	The proportion of children in Year 6 classes with excess weight has increased but remains significantly lower than England. North Yorkshire is ranked 7 <sup>th</sup> highest out of similar areas.  LA Figures for 2020/21 have not been released due to the impact of the pandemic on the measurement programme – 2020/21 England = 47.3%, Yorkshire & Humber = 49.1%	n/a	=
3.3	The rate of children and young people admitted to hospital as a result of self-harm (10-24 yrs)	<u>2019/20</u> 449.9 per 100,000 population  (395 10-24 year olds)		England = 439.2 per 100,000 CIPFA: 255.7 to 9.5.7 per 100,000	There were 395 admissions for self-harm in this age group in 2019/20. Some individuals may have been admitted on more than one occasion, so the number of people admitted is likely to be lower. North Yorkshire is 11 <sup>th</sup> highest among 16 similar areas (previously 10 <sup>th</sup> highest). The rate of admissions is marginally down and is similar compared to England.  <b>Next update likely to be March 2022</b>	n/a	=
3.4	Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	<u>2019/20</u> 106.7 per 10,000  (1,035 admissions)		England = 91.2 per 10,000 CIPFA: 66.6 to 122.2 per 10,000	<b>There were 1,035 admissions for injuries in children aged 0-14, down from 1,055.</b> Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. The rate of admissions is falling both in North Yorkshire and nationally. North Yorkshire has the 2 <sup>nd</sup> highest rate among similar areas and is significantly worse compared to England.  <b>Next update likely to be March 2022</b>	n/a	
3.5	The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<u>2019/20</u> 68.1 per 100,000 population  (80 admissions)		England = 89.5 per 100,000 CIPFA: 51.3 to 139.4 per 100,000	There were 80 admissions for mental health conditions in 2019/20, down from 110. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. Admission rates in North Yorkshire are significantly better compared England and are 2 <sup>nd</sup> lowest among 16 similar areas (one area with no data).  <b>Next update likely to be March 2022</b>	n/a	

Best start to life - Primary indicators table						<div>CBA</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.6	First time entrants to the youth justice system aged 10-17 (per 100,000 population)	<u>Jul20-Jun21</u> 204 per 100,000		England = 169 per 100,000 Region = 194 per 100,000 Family average - Unavailable	The most recent figures for the 12 months ending 30.06.21 showed an increase in the FTE rate in North Yorkshire to 204 (114 young people) whilst both the national and regional rates have continued to decrease.		
3.7	The percentage of children reaching a Good Level of Development in the Early Years Foundation Stage Profile	<u>2018/19</u> 72.8%		England = 71.8% CIPFA: 69.6% to 76.0%	This is a key indicator in relation to school readiness. North Yorkshire is marginally above the national performance for pupils achieving a Good Level of Development and performance has improved steadily over the last 3 years, with a small improvement seen last year. It is 3 <sup>rd</sup> highest among 16 similar areas.  <b>Due to corona virus EYFSP information is not available for 2020 or 2021.</b>	n/a	=
3.8	The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 1	<u>2019</u> Reading 74.0% Writing 68.0% Maths 74.0%		<u>2019 National</u> Reading 75.0% Writing 69.0% Maths 76.0%	Performance in reading, writing and maths has declined slightly between 2018 and 2019. North Yorkshire remains below the national position for maths, but is now slightly below in reading and writing.  <b>Due to corona virus KS1 information is not available for 2020 or 2021.</b>	n/a	
3.9	The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 2	<u>2019</u> 63.0%		<u>2019</u> 65.0%	The percentage of children achieving the expected level in Reading, Writing and Maths has improved by 1% in 2019. The 2% gap between North Yorkshire and National has remained the same.  <b>Due to corona virus KS2 information is not available for 2020 or 2021</b>	n/a	
3.10	Progress 8 score at Key Stage 4	<u>2019</u> 0.10		<u>2019 national</u> 0.00	The progress 8 score at Key Stage 4 is significantly above the national average.  <b>Due to corona virus progress 8 information is not available for 2020 or 2021.</b>	n/a	
3.11	Average Attainment 8 score at Key Stage 4	<u>2020</u> 51.9		<u>2020 national</u> 50.2	The Attainment 8 average score at Key Stage 4 is significantly above the national average. Pupil level attainment statistics have increased more than would be expected in a typical year - between the 18/19 and 19/20. This reflects the change to the way GCSE grades were awarded rather than improvements in pupil performance. As a result the 2019/20 data should not be directly compared to attainment data from previous years for the purposes of measuring changes in student performance.	n/a	
3.12	Persistent absence as % of school population (primary/secondary)	<b><u>North Yorkshire Schools:</u></b>  <u>2018/19</u> Primary: 7.3% Secondary: 14.3%  <u>2019/20 (Autumn-Term)</u> Primary: 12.2% Secondary: 16.9%		<b><u>National:</u></b>  <u>2018/19</u> Primary: 8.2% Secondary: 13.7%  <u>2019/20 (Autumn-Term)</u> Primary: 11.2% Secondary: 15.0%	The percentage of primary pupils persistently absent was lower (1.1%) than the national average in the 2018/19 academic year. Also in 2018/19, for secondary schools the percentage of pupils persistently absent had increased slightly and was 0.6% higher than national.  Due to Covid-19, national school attendance collections were cancelled until Spring of 2021. As of the Autumn-Term of the 2019/20 academic year the rate of persistent absence in North Yorkshire primary schools was 12.2%, 1.0% higher than the national rate (11.2%).  In the same period, the persistent absence rates for secondary schools was 16.9%, 1.9% higher than the national rate (15.0%).  There is not an update this quarter for this indicator, some work is currently taking place to provide a dashboard to report on this data parameter.  <b>Due to corona virus progress information is limited for this KPI</b>	<div>p</div> <div>s</div>	 



Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.13	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	<u>2020/21</u> Q4 174 (1.5%) <u>2021/22</u> Q1 175 (1.5%) Q2 109 (0.9%) Q3 199 (1.7%)		National NEET 2.3% (November 2021)  Y&H NEET 2.6% (November 2021)  National Situation Not Known 5.1% (November 2021)  Y&H Situation Not Known 4.6% (November 2021)  NYCC Situation Not Known 5.4% (November 2021)  <u>2020/21</u> Q2 127 (1.1%) Q3 125 (1.1%) Q4 174 (1.5%) <u>2021/22</u> Q1 175 (1.5%) Q2 109 (0.9%) Q3 199 (1.7%)	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures. It has increased by 90 in North Yorkshire since the last quarter.  The NEET figure is higher than in the same period in 2020 (by 0.6%).  The percentage of Unknown young people has reduced and is now 0.3% above the National figure and 0.8% above the regional figure both of which have increased slightly (as of November 2021). The unknown figure has increased slightly in North Yorkshire since the last quarter and is at 5.4%.		
3.14	The number of open early help cases (Prevention)	<u>2021/22</u> Q3 2,220		<u>2020/21</u> Q3 2,364 Q4 2,292 <u>2021/22</u> Q1 2,270 Q2 2,297	.  The number of ongoing Early Help cases has decreased by 3.3% (n=77) between Quarter 2 2021/22 and Quarter 3 2021/22 from 2,297 to 2,220.  The number of cases remain below the levels seen prior to the pandemic, with a reduction of 14.3% between the end of March 2020 and the end of December 2021		
3.15	The total number of children subject to a child protection plan (rate per 10,000)	<u>2021/22</u> Q1 31.8 (373) Q2 32.1 (377) Q3 35.6 (418)		<u>2017/18</u> Q1 36.4 (427) Q2 38.2 (448) Q3 41.8 (490) Q4 44.4 (520) <u>2018/19</u> Q1 46.0 (539) Q2 40.1 (478) Q3 36.0 (422) Q4 34.5 (369) <u>2019/20</u> Q1 29.8 (349) Q2 32.6 (384) Q3 30.1 (354) Q4 27.8 (327) <u>2020/21</u> Q1 26.8 (315) Q2 30.8 (362) Q3 27.6 (325) Q4 29.2 (343)	The rate of open CPP has again risen this quarter and is higher than in the same period in 2020/21.  The increase in the rate of open CPP needs to be considered against the very low rate reported through much of 2020/21, and the rate reported this quarter (35.6 per 10,000) remains well below the upper limit of expected performance (38.4 per 10,000)		
3.16	The total number of Children in Need (Number of Children recorded as Child in Need by the service, excluding children in care and those subject to a child protection plan)	<u>2021/22</u> Q1 1,232  Q3 1,187		<u>2018/19</u> Q1 1,027 Q2 1,101 Q3 1,207 Q4 1,054 <u>2019/20</u> Q1 1,069 Q2 1,094 Q3 1,118 Q4 1,118 <u>2020/21</u> Q1 960 Q2 975 Q3 1,226 Q4 1,208	The number of Children in Need has remained relatively stable this quarter at 1,187 and is slightly lower (-39) than at the end of Q3 last year		

Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.17	The total number of children in care	<u>2021/22</u> Q1 410 Q2 403 Q3 402		<u>2017/18</u> Q1 415 Q2 409 Q3 429 Q4 437 <u>2018/19</u> Q1 434 Q2 447 Q3 454 Q4 435 <u>2019/20</u> Q1 460 Q2 440 Q3 443 Q4 447 <u>2020/21</u> Q1 457 Q2 458 Q3 442 Q4 433	The number of Children in Care has remained stable in Quarter 3 2021/22 to 402, including 19 UASCs.	<div></div>	<div></div>
3.18	The percentage of referrals to children's social care that are repeat referrals	<u>2021/22</u> Q1 15.7% Q2 17.0% Q3 15.4%		<u>2016/17</u> Target 20% <u>2017/18</u> Q1 12.0% Q2 18.6% Q3 14.7% Q4 15.8% Full year: 15.2% <u>2018/19</u> Q1 16.1% Q2 18.4% Q3 20.5% Q4 17.5% Full year 18.2% <u>2019/20</u> Q1 14.6% Q2 17.9% Q3 17.7% Q4 16.3% Full year 16.3% <u>2020/21</u> Q1 21.2% Q2 15.1% Q3 12.9% Q4 15.0% Full Year – 15.7%	The strong performance seen in the 2 years has continued into this quarter, with a re-referral rate of 15.4% recorded. The re-referral rate in North Yorkshire remains significantly lower than the national rate (22.6%) or the statistical neighbour average (20.3%).	<div></div>	<div></div>
3.19	The percentage of pupils who attend a good or outstanding school	<u>End Dec 2021</u> Primary 80.5%  Secondary 80.4%	Primary Secondary	<u>End Dec 2021</u> Primary 89.0%  Secondary 81.4%	At the end of Q3 the percentage of pupils attending a good or outstanding schools is below national at primary and secondary schools. The primary figure is 8.5% lower than national.	<div>P</div> <div>S</div>	<div></div> <div>=</div>
3.20	The percentage of Education Health and Care Plans (EHCP) issued in 20 weeks	<u>2019/20</u> Q2 86.9% <u>2020/21</u> Q2 10.6% <u>2021/22</u> Q2 24.1% Q1 21.6%		<u>National</u> 55.6% (2020 Calendar Year)	With the introduction of the first lockdown across the country from 23 <sup>rd</sup> March 2020, the government introduced an exception to new EHC plans being processed within the typical 20 week statutory period, due to increasing pressures on professionals regarding advice required in the assessment process. This is reflected in a significant drop in the rate of new EHC plans being produced in North Yorkshire during Quarter 2 to 4. There has been a slight increase in timeliness in the past quarter, up to 24.1 % from 21.6% in the previous quarter.	<div></div>	<div></div>

Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.21	The number of children receiving SEN support	<b>Jan 2021</b> <b>Primary:</b> 12.32% of school population <b>Secondary:</b> 10.4% of school population  <b>Jan 2020</b> <b>Primary:</b> 12.43% of school population <b>Secondary:</b> 9.66% of school population  <b>Jan 2019</b> <b>Primary:</b> 12.1% of school population <b>Secondary:</b> 8.5% of school population		<u>National</u> <b>Jan 2021</b> <b>Primary:</b> 12.6% of school population <b>Secondary:</b> 11.5% of school population	<p>The percentage of the school population receiving SEN support continues to increase and the gap to national rate is reducing.</p> <p>As of January 2021 the % of SEN Support in primary schools was 12.32% similar to the 12.43% in January 2020 and a gap to the January 2021 national rate of –0.28pp.</p> <p>As of January 2021 the % of SEN Support in secondary schools was 10.4% up from the 9.66% in January 2020 and a gap to the January 2021 national rate of –1.1pp.</p>	n/a	
3.22	School Readiness: the percentage of children with free school meal status achieving a good level of development at the end of reception	<u>2018/19</u>  51.0%		<u>2018/19 National</u>  57.0%	<p>The actual percentage of FSM pupils achieving a good level of improvement has improved but is significantly worse compared with England.</p> <p><b>Due to corona virus EYFSP information is not available for 2020 and 2021.</b></p>	n/a	n/a
3.23	Percentage of young people with a qualification by age 19 (Level 2 / Level 3)	<u>2019/20</u>  Level 2: 85.3%  Level 3: 62.1%		<u>National</u>  Level 2: 82.8%  Level 3: 60.2%	<p>North Yorkshire remains above the national average for both Level 2 but is slightly lower for level 3.</p> <p><b>Next update due April 2022</b></p>		
3.24	The percentage of care leavers aged 19, 20 and 21 that are in education, employment or training	<u>2021/22</u>  Q1 63.3%  Q2 69.7%  Q3 63.0%		<u>2018/19</u>  Q1 63.9%  Q2 66.5%  Q3 71.5%  Q4 68.3%  <u>2019/20</u>  Q1 72.0%  Q2 71%  Q3 66%  Q4 63.4%  <u>2020/21</u>  Q1 55.5%  Q2 57.6%  Q3 61.6%  Q4 65.4%	<p>The percentage of care leavers in EET remains lower than the pre-pandemic peak of 72% in 2019/20. The innovative approaches used by the service pay dividends, with improvement in performance from the low of 55.5% in Q1 2020/21 despite the challenges faced by young people in the labour market. However, this quarter there has been a reduction from the high of 69.7% at Q2 to 63.0% in Q3.</p>		


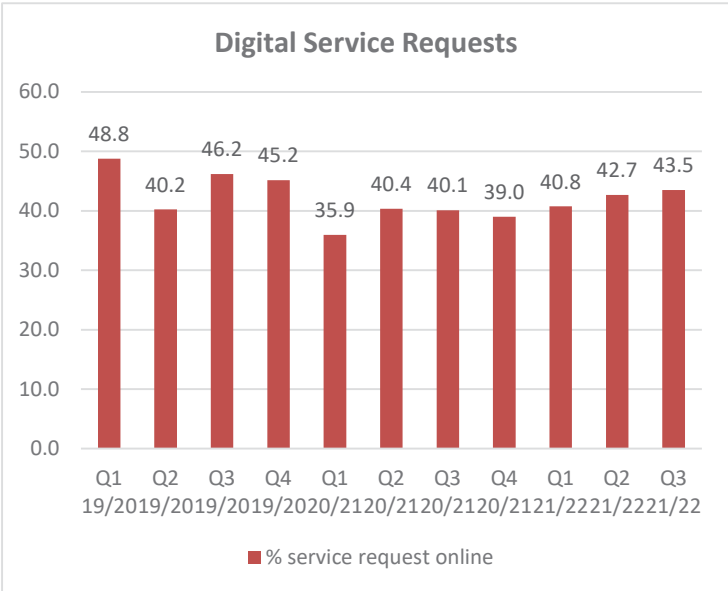








Best start to life - Primary indicators table						<div>CBA</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.25	Rate of children with an Education Health Care Plan as % of school population	<p><b>Jan 2021</b> <b>Primary:</b> 1.75% of school population <b>Secondary:</b> 1.66% of school population</p> <p><b>Jan 2020</b> <b>Primary:</b> 1.62% of school population <b>Secondary:</b> 1.44% of school population</p> <p><b>Jan 2019</b> <b>Primary:</b> 1.5% of school population <b>Secondary:</b> 1.3% of school population</p>		<p><u>National</u></p> <p>Primary 2.1% of school population</p> <p>Secondary 2.0% of school population</p> <p>Jan 2021</p>	<p>As of January 2021 the % of the primary school population with EHC plans was 1.75% up from the 1.62% in January 2020 and a gap to the January 2021 national rate of -0.35pp.</p> <p>As of January 2021 the % of the secondary school population with EHC plans was 1.66% up from the 1.44% in January 2020 and a gap to the January 2021 national rate of -0.34pp.</p>	n/a	<div></div>
3.26	GCSE 9-5 pass in English and Maths (Basics) at KS4	GCSE 9-5 pass in English and Maths (Basics) at KS4	<p><u>2020</u></p> <p>53.8%</p>	<p><u>National</u></p> <p>49.9%</p>	Due to C19, there is no data for 2021.	n/a	n/a
3.27	Persistent absence as % of school population (primary/secondary)	<p><u>North Yorkshire</u></p> <p><u>2018/19 - 2 Term</u></p> <p>Primary: 7.3%</p> <p>Secondary: 13.2%</p> <p><u>2020/21 - 2 Term</u></p> <p>Primary: 6.71%</p> <p>Secondary: 11.08%</p>		<p><u>National</u></p> <p><u>2018/19 - 2 Term</u></p> <p>Primary: 8.4%</p> <p>Secondary: 12.7%</p> <p><u>2020/21 - 2 Term</u></p> <p>Primary: 8.1%</p> <p>Secondary: 11.73%</p>	<p>Persistent absence during the first two-terms of the 2020/21 academic year in North Yorkshire was lower than National rates for both primary and secondary schools. These school terms were during the Covid-19 pandemic. Previous attendance submissions for school terms during this period i.e. during the 2019/20 academic year, were not recorded nationally.</p> <p>When comparing the same period of 2018/19, again persistent absence was lower in North Yorkshire primary schools than Nationally but slightly higher in Secondary schools.</p>	n/a	<div></div>
					<div></div>		
3.28	Exclusion rate as % of school population (fixed-term/permanent)	<p>Children Fixed-term excluded at least once:</p> <p>2019/20 Q2</p> <p>612 pupils excluded for a fixed period</p> <p>2020/21 Q2</p> <p>220 pupils excluded for a fixed period</p> <p>2021/22 Q2</p> <p>381 pupils excluded for a fixed period</p> <p>Permanent Exclusions:</p> <p>2019/20 Q2</p> <p>12 permanent exclusions</p> <p>2020/21 Q2</p> <p>1 permanent exclusions</p> <p>2021/22 Q2</p> <p>7 permanent exclusions</p>		<p><b>National</b> <u>201718</u> academic year:</p> <p>Fixed-term child: 2.33%</p> <p>Permanent: 0.1%</p> <p><u>201819</u></p> <p>Fixed-term child: 2.44%</p> <p>Permanent: 0.1%</p> <p><u>2019/20</u></p> <p>Fixed-term child: 1.87%</p> <p>Permanent: 0.06%</p> <p><b>North Yorkshire</b> <u>201718</u> academic year:</p> <p>Fixed-term child: 2.48%</p> <p>Permanent: 0.12%</p> <p><u>2018/19</u></p> <p>Fixed-term child: 2.03%</p> <p>Permanent: 0.077%</p> <p><u>2019/20</u></p> <p>Fixed-term child: 1.89%</p> <p>Permanent: 0.05%</p>	<p>There have been more permanent exclusions and more children fixed-period excluded from North Yorkshire schools, in the 2021/22 academic year to the end of September (Q2 2021/22), compared to the same period in 2020/21. However this is to be expected, considering the impact of Covid in schools during this period.</p> <p>When comparing pre-Covid figures (i.e. 2019/20 academic year), there have been fewer permanent exclusions, 7 in Q2 of 2021/22 compared to 12 in Q2 of 2019/20 and 381 pupils suspended from school compared to 612.</p> <p>Looking at the 2019/20 academic year, North Yorkshire compares favourably to the National benchmark, with the rate of children permanently excluded being lower than the National rate, however the fixed period rate is similar.</p>	N/A	<div></div>


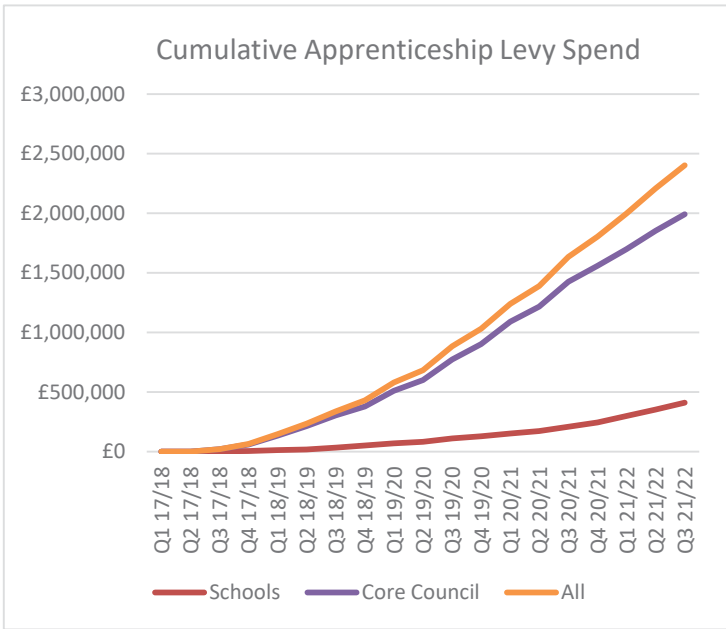
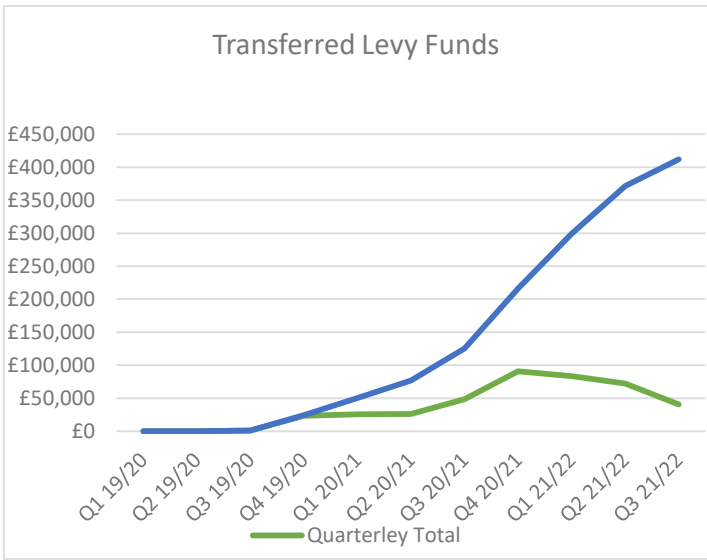
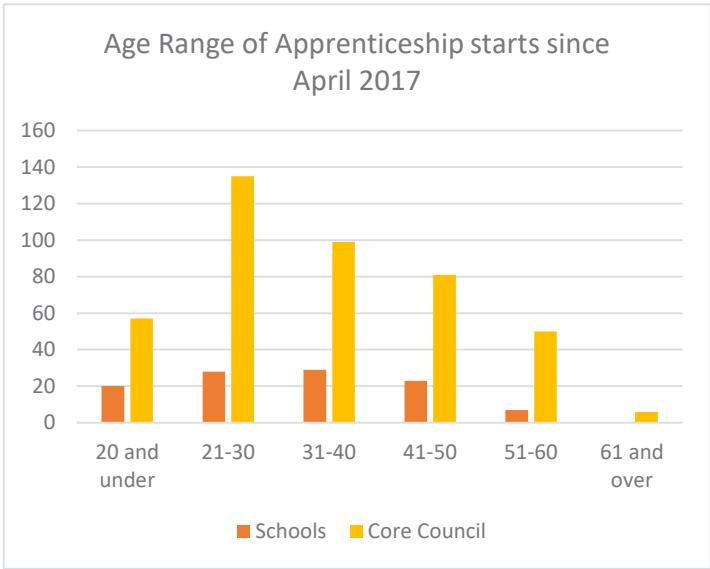


Best start to life - Primary indicators table						<div><div>C</div><div>B</div><div>A</div></div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.29	Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates	<u>2021/22</u>  <u>Q3</u>  <u>70.5%</u>  <u>End of Academic Year</u>  <u>2020/21</u>  76.9%  <u>End Of Academic Year</u>  <u>2019/20</u>  83.4%		<u>2019/20</u>  End of Academic Year (31/07/20)  <u>83.0%</u>  <u>2018/19</u>  End of Academic Year (31/07/19)  <u>84.5%</u>	The end of the academic year 2020/21 experienced a decline compared to 2019/20 as a result of the impact of pandemic, particularly due learners that took part in online learning in 2019/20, returning to work. However, the service at approximately half way through the academic year are achieving currently to date 70.5%, this is promising for an increase at the end of this academic year compared to 2020/21.		
3.30	Proportion of Education, Health & Care plans placed in independent/no n-maintained out of authority specialist settings (i.e. non-maintained special school & independent special school)	<u>2020/21</u>  4.2%  <u>2019//20</u>  4.6%		<u>2016/17</u>  3.4%  <u>2017/18</u>  4.0%  <u>2018/19</u>  4.6%  <b>No data till Q4</b>	There is an increasing trend in children being placed in Out of Authority independent or non-maintained special school, increasing by 97% between 2016/17 (76) and 2020/21 (150). However the rate of increase has slowed, in 2019/20 the total was 144, and so the increase to 2020/21 was 4% (6 pupils).		
3.31	Under 18 conceptions (annual)	<u>2019</u>  12.5 per 1,000		England = 16.7 per 1,000  CIPFA: 10.7 to 17.4 per 1,000	The under 18 conception rates in North Yorkshire have been significantly lower than England from 1998 to 2019. The number has reduced from 366 in 1998 to 96 in 2017, but increased slightly to 121 conceptions in 2019. North Yorkshire has the 6 <sup>th</sup> lowest rate amongst 16 similar areas (one area with no data).	n/a	
3.32	Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	<u>2020/21</u>  91.1%		England = 88.0%  CIPFA: 34.7% to 94.3%	The percentage of face-to-face new birth visits undertaken within 14 days by a health visitor in North Yorkshire is significantly better compared to England. It is the 5 <sup>th</sup> highest among 16 similar areas (one area with no data).	Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	
3.33	Eligible infants that receive a 12 month review by 15 months of age (%)	<u>2020/21</u>  96.0%		England = 76.1%*  CIPFA: 64.8% to 96.0%  *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of infants that receive a 12-month review by 15 months of age in North Yorkshire is significantly better compared to England; although it had decreased by 2.4% compared to 2019/20. It is the highest among 5 similar areas (CSSNBT neighbours of North Yorkshire).	- n/a	
3.34	Eligible children receiving a 2-2.5 year review by the time they were 2.5 years (%)	<u>2020/21</u>  90.6%		England = 71.5%*  CIPFA: 75.7% to 90.6%  *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of children who received a 2-2½ year review by the time they turned 2½ years old in North Yorkshire is significantly better compared to the England average. It is the highest among 5 similar areas (CSSNBT neighbours of North Yorkshire).	- n/a	N/A – value was not published for 2019/20 due to data quality reasons.
3.35	Reception aged children completing a check (%)	<u>2020/21</u>  6.9%  <u>2018/19</u>  <b>Q4 57.3%</b>  <u>2017/18</u>  Q4 66.2%		Local measure - no benchmarking data available	Due to Covid the national NCMP team requested local authority to carry out measurements of reception children in 10% of schools. 413 schools were measured between Sept 20 and July 21.  2017/18 data showed 66.2% for same quarter last year, so a little lower. Cumulative towards an annual target of 85%, so just below track.  This is under review as part of re-commissioning.	n/a	
3.36	Year 6 children completing a check (%)	<u>2020/21</u>  6.8%  <u>2018/19</u>  <b>Q4 30.5%</b>  <u>2017/18</u>  Q4 30%		Local measure - no benchmarking data available	Due to Covid the national NCMP team requested local authority to carry out measurements of year 6 children in 10% of schools. 420 schools were measured between Sept 20 and July 21.  2017/18 data showed 30.0% for same quarter last year so broadly similar. Cumulative towards an annual target of 85%, so below track.  This is under review as part of re-commissioning.	n/a	=

Best start to life - Primary indicators table						<div>C B   A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.37	Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review	<u>2020/21</u>  98.7%  (5,052 children aged 2-2.5 years old)		<u>2020/21</u>  England: 85.2%*  CIPFA: 86.9% to 98.7%  *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme in North Yorkshire is significantly higher than the England proportion. It is the highest among 5 similar areas (CSSNBT neighbours of North Yorkshire).	n/a	<div></div>
3.38	% of Care Leavers (aged 19, 20 or 21) that the local authority is 'in-touch' with	<u>2021/22</u>  Q2 97.7%  Q3 100%		<u>2018/19</u>  Q1 98.7%  Q2 98.7%  Q3 98.8%  Q4 98.8%  <u>2019/20</u>  Q1 98.2%  Q2 97%  Q3 97%  Q4 97.5%  <u>2020/21</u>  Q1 98.1%  Q2 98.3%  Q3 96.6%  Q4 99.4%	Performance for Care Leavers in-touch with the local authority is remaining consistently strong, increasing to 100% this Quarter. Whilst it does fluctuate from one Quarter to the next, it is considerably stronger than the latest national figure of 93% (based on the 7% not in-touch).	<div></div>	<div></div>
3.39	% of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<u>2021/22</u>  Q1 96.8%  Q2 95.9%  Q3 92.3%		<u>2018/19</u>  Q1 93.7%  Q2 92.4%  Q3 93.9%  Q4 95.7%  <u>2018/19</u>  Q1 92.7%  Q2 91.7%  Q3 91.4%  Q4 91.5%  <u>2020/21</u>  Q1 94.2%  Q2 95.8%  Q3 96.1%  Q4 95.7%	We continue to perform strongly compared to the latest national average (84%) and the latest statistical neighbour average (83.5%). Although Q3 has seen a slight decrease based Quarter 2 the strong performance is continuing into 2021/22.	<div></div>	<div></div>
3.40	The percentage of parents/carers who strongly agree/agree that the Education, Health & Care Plan identifies realistic and positive outcomes for their child.	<u>End Q1 2021/22</u>  84.4%  <u>End Q4 2020/21</u>  85%  <u>End Q3 2020/21</u>  84.2%  (Q2: 83.8%)		<u>End Q4 2019/20</u>  85.4%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.	<div></div>	<div></div>
3.41	The percentage of parents/carers who strongly agree/agree that the Education, Health & Care Plan identifies the right support to achieve the outcomes.	<u>End Q1 2021/22</u>  81.5%  <u>End Q4 2020/21</u>  83%  <u>End Q3 2020/21</u>  81.3%  (Q2: 81.2%)		<u>End Q4 2019/20</u>  81.5%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.	<div></div>	<div></div>

Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.42	% of respondents who we either satisfied or very satisfied with the involvement from the Children & Families Service	<u>2020/21</u> Q1: 92.6% Q3: 94% <u>2021/22</u> 98% Q3: 96%		<u>2018/19</u> Q4 95.3% Q3 98.6% Q2 96.7% Q1 96% <u>End Q1 2019/20</u> 96.9% Q2: 96%	Overall, service user feedback is positive. We consistently see more than 90% of service users completing family feedback responding that they are either satisfied or very satisfied with the service that they receive.		

Innovative and Forward Thinking Council - Primary indicators table																															
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																									
						Quarter	Year																								
4.0	Percentage of customer service requests received online	<b>Q3 2020/21</b> 43.5% (13,249 out of 31,255 requests) <b>Q2 2020/21</b> 42.7% (13,249 out of 31,255 requests)		Target of 70% by 2020	<div><div>Digital Service Requests</div><table><caption>Digital Service Requests Data</caption><tr><th>Quarter</th><th>% service request online</th></tr><tr><td>Q1 19/2019</td><td>48.8</td></tr><tr><td>Q2 19/2019</td><td>40.2</td></tr><tr><td>Q3 19/2019</td><td>46.2</td></tr><tr><td>Q4 19/2019</td><td>45.2</td></tr><tr><td>Q1 20/2020</td><td>35.9</td></tr><tr><td>Q2 20/2020</td><td>40.4</td></tr><tr><td>Q3 20/2020</td><td>40.1</td></tr><tr><td>Q4 20/2020</td><td>39.0</td></tr><tr><td>Q1 21/2021</td><td>40.8</td></tr><tr><td>Q2 21/2021</td><td>42.7</td></tr><tr><td>Q3 21/2021</td><td>43.5</td></tr></table></div> <p>The percentage of service requests on line has increased this quarter. There continues to be significant demand for social care (adult and children's) which lacks online services and uncertainty over registration services due to Covid 19.</p>	Quarter	% service request online	Q1 19/2019	48.8	Q2 19/2019	40.2	Q3 19/2019	46.2	Q4 19/2019	45.2	Q1 20/2020	35.9	Q2 20/2020	40.4	Q3 20/2020	40.1	Q4 20/2020	39.0	Q1 21/2021	40.8	Q2 21/2021	42.7	Q3 21/2021	43.5		
Quarter	% service request online																														
Q1 19/2019	48.8																														
Q2 19/2019	40.2																														
Q3 19/2019	46.2																														
Q4 19/2019	45.2																														
Q1 20/2020	35.9																														
Q2 20/2020	40.4																														
Q3 20/2020	40.1																														
Q4 20/2020	39.0																														
Q1 21/2021	40.8																														
Q2 21/2021	42.7																														
Q3 21/2021	43.5																														
4.1	Staff absence (sickness) rate	Q3 2.36 days lost per FTE (NYCC only – excluding schools). Q3 2.67 days lost per FTE (full workforce)		8.3 days lost annually per FTE all English authorities 10.0 days lost annually per FTE county and single tier councils LGA workforce survey 20/21	Excluding schools, the Q3 figure is up on Q2 21/22 (2.08) and up from Q3 20/21 (1.82).  The Q3 full workforce figure is up on last quarter (1.75) and up from Q3 20/21 (1.82).  There has been a further rise in sickness absence across all services within Q3, and is notably higher than for Q3 in 20/21. The main absence reasons causing this increase includes covid, Stress/depression, anxiety and related, infections notably chest and respiratory, and musculo-skeletal problems.																										
4.2	Staff turnover rates	Q3 Leavers – NYCC staff only (excluding schools) 261 (3.70%).		9% annually for all English authorities 10% annually for county and single tier councils LGA workforce survey 20/21	This figure has decreased from Q2 21/22 (350, 4.88%), however it is an increase on Q3 20/21 (190, 2.63%). Involuntary leavers have doubled from 15 in Q2 21/211 to 28 in Q3 21/22.  Predicted full year out turn of 16%, which is higher than in previous years. This reflects the increased workforce movement seen across all sectors in an increasingly competitive labour market.																										
4.3	Spend on agency staff	Q3 - £578,121 (full workforce) Q3 - (excluding IR35) £442,527		Average annual spend pre-IR35 across comparable authorities was £3m.	Total spend has decreased slightly this quarter, compared to Q2 21/22 (£580,583). However, it is more than double the spend for Q3 20/21 (£220,342).  Spend excluding IR35 also decreased slightly this quarter to £442,527 compared to Q2 21/22 (£460,572). It has however increased significantly on Q3 20/21 (£84,949).  There has been increased spend on care workers, social workers, educational psychologists, interim disabled children's managers resource centre workers and SEN caseworkers within CYPS. A significant increase in spend is mainly due to securing 700 EP Educational Psychology Assessments per year via agent services.  The wider increase is due to a combination of increased activity in many services, and workforce gaps due to Covid isolation/illness and/or vacancies which are increasingly difficult to fill.																										


Innovative and Forward Thinking Council - Primary indicators table							
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4.4	Spend against apprenticeship levy	<p><b>Q3 2021/22 Levy Spend</b> Core Council – £137,097 Community &amp; VC Schools - £56,621 <b>Total - £193,718</b></p> <p><b>Levy Spend April 17 – Dec 21</b> Core Council – £1,991,885 Community &amp; VC Schools - £410,830 <b>Total - £2,402,715</b></p>		<p>Since May 2015 there have been 2,464,400 apprenticeship starts and since May 2010 this total stands at 4,841,900.</p> <p>Nationally higher apprenticeships accounted for nearly a third of starts, 31.9%. Intermediate apprenticeships accounted for a quarter of starts, 25.4%. Under 19s accounted for 21.0% of starts. Apprenticeship standards made up 98.5% of starts.</p> <p>In comparison in NYCC higher apprenticeships accounted for under a fifth of starts, 15.8%. Intermediate apprenticeships accounted for under a quarter of starts, 21.9%. In NYCC the bulk of starts are entry-level apprenticeships totalling 62.3%.</p> <p>Under 19s only accounted for 6.1% of starts. Apprenticeship standards made up 76% of starts.</p> <p><i>Information taken from the DfE Apprenticeship and Traineeships, England: July 2021.</i></p>			
4.5	Transferred Levy Funds	<p><b>Q3 2021/22 Transferred Levy Funds</b> <b>Total - £40,420</b></p> <p><b>Transferred Levy Funds Dec 19 – Sep 21</b> <b>Total - £411,837</b></p>					
4.6	Age range of Apprenticeship starts since April 2017	See chart as at Q3					


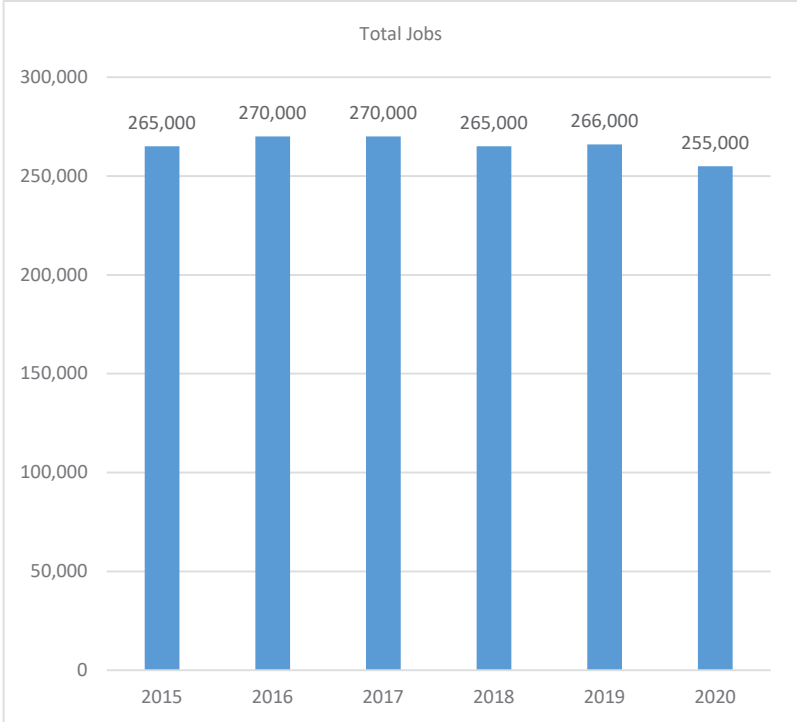

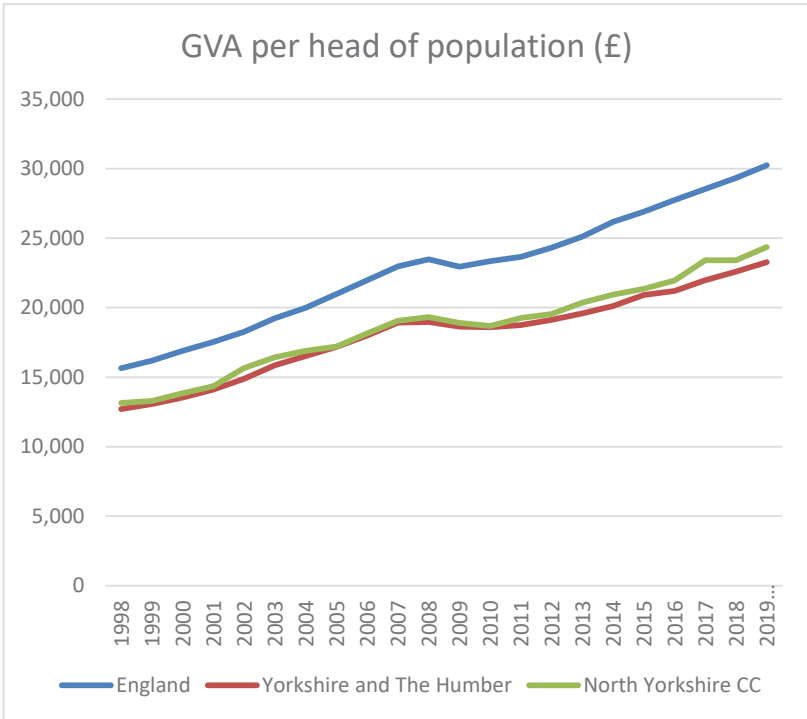



Innovative and Forward Thinking Council - Primary indicators table

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4.12	% of customers rated the procurement service they received as 'fully meets expectation' or above	Q3 100%	<div></div>	No benchmarking data available	Quarter	% of Customers		<div></div>	<div></div>
					Q1 20/21	88%			
					Q2 20/21	100%			
					Q3 20/21	100%			
					Q4 20/21	100%			
					Q1 21/22	100%			
					Q2 21/22	100%			
					Q3 21/22	100%			



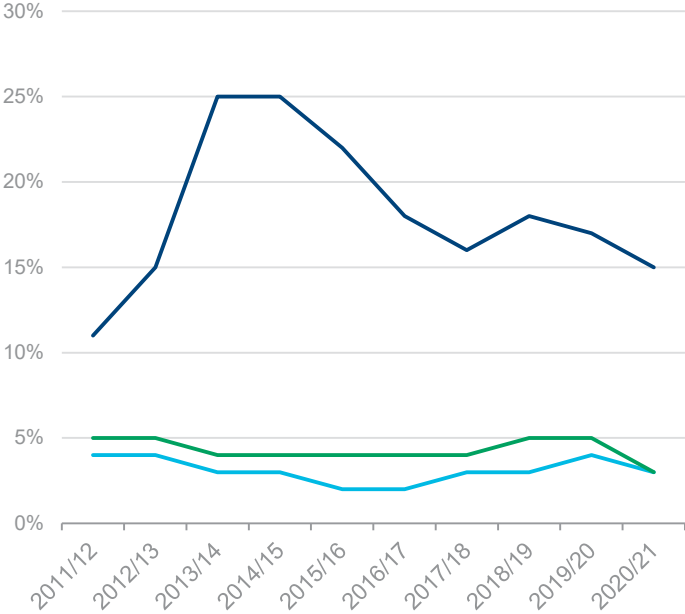

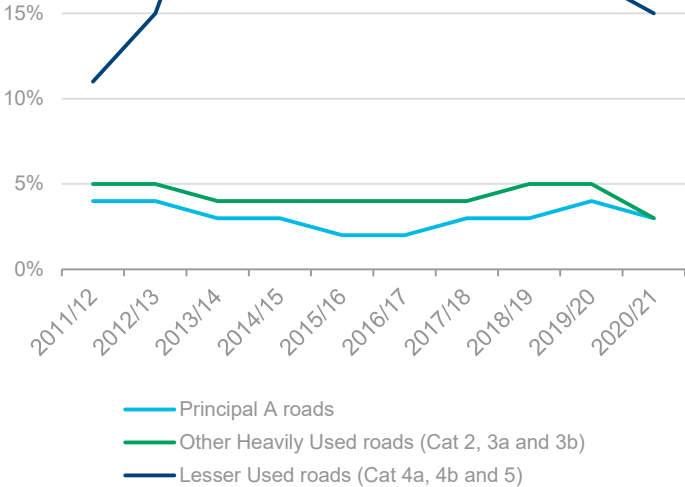





Growth - Primary indicators table																											
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5.0	<div>Total employee jobs in North Yorkshire</div> <div>Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed, HM Forces and farm based agriculture.)</div>	<div>265,000 (2015)</div> <div>270,000 (2016)</div> <div>270,000 (2017)</div> <div>265,000 (2018)</div> <div>266,000 (2019)</div> <div>255,000 (2020)</div>	County wide economic indicators	<div>Using job density (all jobs per resident aged 16-64) as a comparator.</div> <table><tr><td></td><td>NY</td><td>Y&amp;H</td><td>GB</td></tr><tr><td>2021</td><td>0.85</td><td>0.73</td><td>0.78</td></tr><tr><td>2017</td><td>0.95</td><td>0.81</td><td>0.86</td></tr><tr><td>2018</td><td>0.96</td><td>0.81</td><td>0.86</td></tr><tr><td>2019</td><td>0.94</td><td>0.81</td><td>0.87</td></tr></table> <div>2020 Job Density data not yet available</div>		NY	Y&H	GB	2021	0.85	0.73	0.78	2017	0.95	0.81	0.86	2018	0.96	0.81	0.86	2019	0.94	0.81	0.87	<div>2020 Data released in Q3:</div> <div>Data for 2020 shows a decrease in the total number of employees in North Yorkshire, decreasing from 266,000 full and part time jobs in 2019 to 255,000 in 2020. (-11,000). This will be due to the Coronavirus Pandemic and its impact on employment.</div> <div></div>	NA	
	NY	Y&H	GB																								
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5.1	<div>Gross Value Added per head of population.</div> <div>Source: ONS Regional GVA dataset (tables 2,3)</div>	<div>£20,930 (2014)</div> <div>£21,352 (2015)</div> <div>£21,958 (2016)</div> <div>£23,403 (2017)</div> <div>£23,404 (2018)</div> <div>£24,361 (2019 Provisional)</div>	County wide economic indicators	<div>NY in top quartile for Y&amp;H unitary councils and counties</div> <div>Y&amp;H £22,559 in 2018 (provisional)</div> <div>England £29,356 in 2018 (provisional)</div> <div>UK £28,729 in 2018 (provisional)</div>	<div>Updated in Q1 no update in Q3</div> <div></div>	NA																					



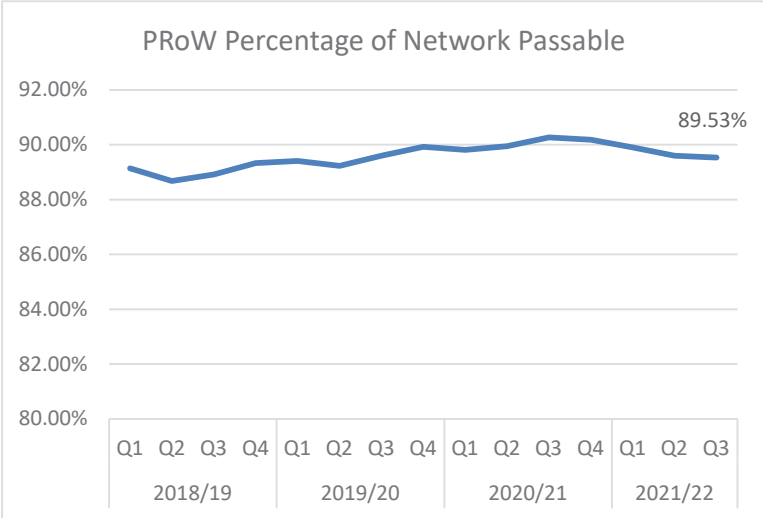


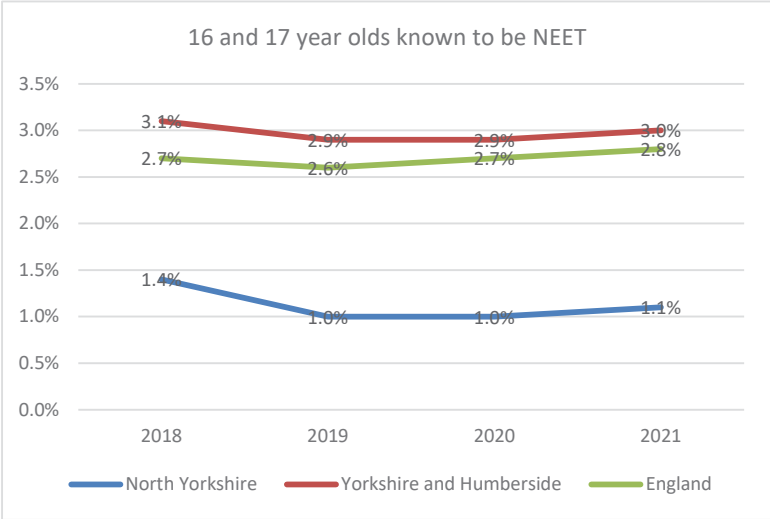



Growth - Primary indicators table

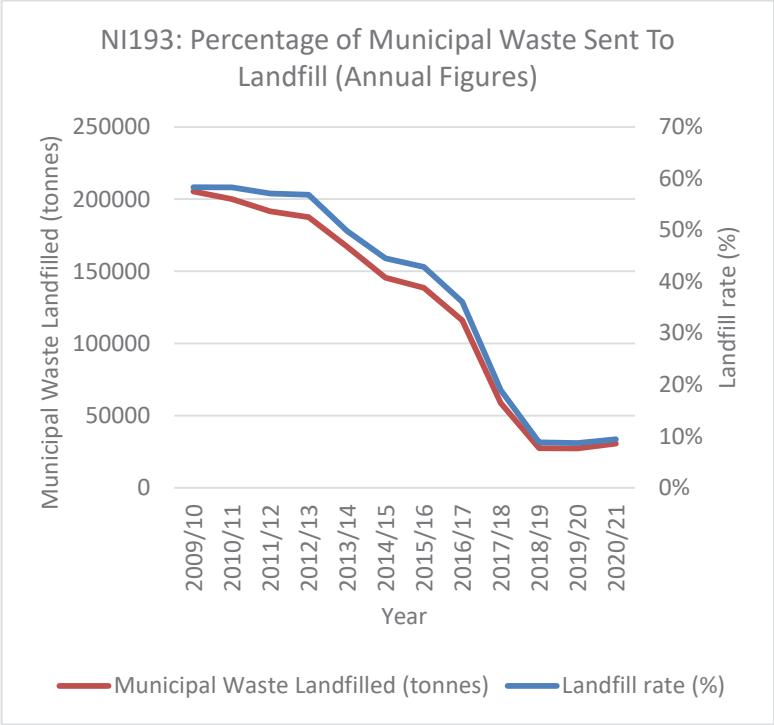
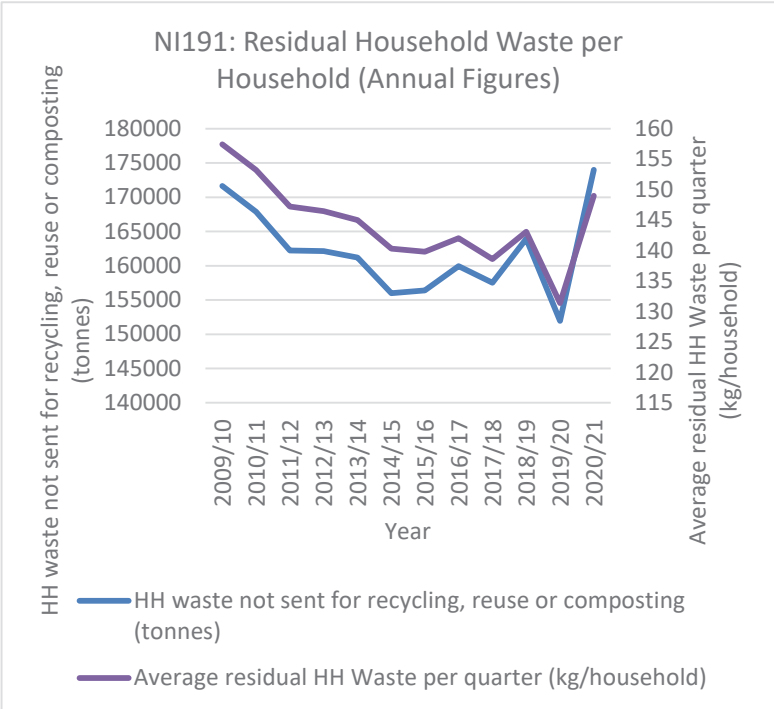






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5.2	Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings  Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c	2015 7.20	County wide economic indicators	As of April 2021, the average house price in the UK is £250,772. This is down from a peak of £256,000 in March 2021. The average house price in North Yorkshire at April 2021 is £241,603.	Data released in Q4 no update in Q3.	NA	<div></div>																																																																																				
		2016 7.32			The authority continues to work together with District and Borough Councils to encourage affordable housing.																																																																																						
		2017 7.71			<table><tr><td></td><td colspan="6">Resident in area</td></tr><tr><td></td><td>2015</td><td>2016</td><td>2017</td><td>2018</td><td>2019</td><td>2020</td></tr><tr><td>Craven</td><td>7.83</td><td>8.16</td><td>8.20</td><td>7.81</td><td>8.35</td><td>8.78</td></tr><tr><td>Hambleton</td><td>8.49</td><td>7.92</td><td>8.64</td><td>8.10</td><td>8.15</td><td>7.22</td></tr><tr><td>Harrogate</td><td>8.87</td><td>8.86</td><td>8.83</td><td>8.84</td><td>8.25</td><td>8.93</td></tr><tr><td>Richmondshire</td><td>6.94</td><td>6.64</td><td>7.74</td><td>7.30</td><td>6.76</td><td>8.00</td></tr><tr><td>Ryedale</td><td>8.58</td><td>8.93</td><td>9.48</td><td>9.13</td><td>8.42</td><td>8.74</td></tr><tr><td>Scarborough</td><td>5.65</td><td>5.85</td><td>6.07</td><td>6.30</td><td>6.19</td><td>6.10</td></tr><tr><td>Selby</td><td>5.97</td><td>6.23</td><td>6.42</td><td>6.47</td><td>6.37</td><td>6.16</td></tr><tr><td>North Yorkshire</td><td>7.20</td><td>7.32</td><td>7.71</td><td>7.63</td><td>7.22</td><td>7.54</td></tr><tr><td>Yorks &amp; Humber</td><td>5.69</td><td>5.78</td><td>5.90</td><td>5.95</td><td>5.91</td><td>5.83</td></tr><tr><td>England</td><td>7.53</td><td>7.72</td><td>7.91</td><td>8.04</td><td>7.88</td><td>7.84</td></tr></table>		Resident in area							2015	2016	2017	2018	2019	2020	Craven	7.83	8.16	8.20	7.81	8.35	8.78	Hambleton	8.49	7.92	8.64	8.10	8.15	7.22	Harrogate	8.87	8.86	8.83	8.84	8.25	8.93	Richmondshire	6.94	6.64	7.74	7.30	6.76	8.00	Ryedale	8.58	8.93	9.48	9.13	8.42	8.74	Scarborough	5.65	5.85	6.07	6.30	6.19	6.10	Selby	5.97	6.23	6.42	6.47	6.37	6.16	North Yorkshire	7.20	7.32	7.71	7.63	7.22	7.54	Yorks & Humber	5.69	5.78	5.90	5.95	5.91	5.83	England	7.53	7.72	7.91	8.04	7.88	7.84		
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		2019 7.22																																																																																									
		2020 7.54																																																																																									
5.3	Number of housing completions.  Source: DCLG Table 253, ONS Table 406	910 (13/14)  1,330 (14/15)  1,530 (15/16)  2,040 (16/17)  2,370 (17/18)  2,240 (18/19)  2,740 (19/20)  2,580 (20/21)	County wide economic indicators	Completions per 1000 households. <table><tr><td></td><td>NY</td><td>Eng.</td></tr><tr><td>2013/14</td><td>3.49</td><td>4.99</td></tr><tr><td>2014/15</td><td>5.09</td><td>5.48</td></tr><tr><td>2015/16</td><td>5.83</td><td>6.08</td></tr><tr><td>2016/17</td><td>6.94</td><td>6.39</td></tr><tr><td>2017/18</td><td>7.85</td><td>6.85</td></tr><tr><td>2018/19</td><td>9.54</td><td>6.97</td></tr></table>  This dataset was discontinued in 2018		NY	Eng.	2013/14	3.49	4.99	2014/15	5.09	5.48	2015/16	5.83	6.08	2016/17	6.94	6.39	2017/18	7.85	6.85	2018/19	9.54	6.97	Data released in Q1 no update in Q3  Dwellings Completed <table><tr><td></td><td>2016/17</td><td>2017/18</td><td>2018/19</td><td>2019/20</td><td>2020/21</td></tr><tr><td>North Yorkshire</td><td>2,040</td><td>2,370</td><td>2,240</td><td>2,740</td><td>2,580</td></tr><tr><td>Craven</td><td>90</td><td>30</td><td>140</td><td>230</td><td>240</td></tr><tr><td>Hambleton</td><td>410</td><td>330</td><td>380</td><td>500</td><td>470</td></tr><tr><td>Harrogate</td><td>180</td><td>370</td><td>480</td><td>770</td><td>830</td></tr><tr><td>Richmondshire</td><td>150</td><td>250</td><td>140</td><td>20</td><td>20</td></tr><tr><td>Ryedale</td><td>160</td><td>160</td><td>190</td><td>280</td><td>270</td></tr><tr><td>Scarborough</td><td>330</td><td>450</td><td>270</td><td>290</td><td>300</td></tr><tr><td>Selby</td><td>720</td><td>780</td><td>640</td><td>650</td><td>460</td></tr></table>		2016/17	2017/18	2018/19	2019/20	2020/21	North Yorkshire	2,040	2,370	2,240	2,740	2,580	Craven	90	30	140	230	240	Hambleton	410	330	380	500	470	Harrogate	180	370	480	770	830	Richmondshire	150	250	140	20	20	Ryedale	160	160	190	280	270	Scarborough	330	450	270	290	300	Selby	720	780	640	650	460	NA	<div></div>									
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5.4	The number of North Yorkshire Lower Super Output Areas (LSOAs) that are within the 20% most deprived nationally.	2010 - 18 LSOAs  2015 - 23 LSOAs  2019 - 24 LSOAs	County wide economic indicators	NY ranked 127th least deprived out of 151 upper tier LAs. Ranked 125th least deprived in 2015.  Craven ranked 28th and Ryedale 30th out of 317 lower tier LAs for the 'Living Environment' domain. 143 NY LSOAs in worst 20% in England for the 'Indoor' part of this indicator: housing in poor condition and without central heating. This is the third consecutive increase - from 86 LSOAs in 2010 and 134 in 2015.  153 out of 373 NY LSOAs in worst 20% in England for the 'Geographical Barriers to Services': road distance to shops, GPs, etc.	Deprivation data has not been updated since 2019  Pockets of deprivation across NY. One LSOA (covering part of Eastfield ward in Scarborough) is within the most deprived 1% in England, but this is an improvement from three LSOAs in 2015.  24 NY LSOAs now fall within the most deprived 20% in England, an increase from 23 in 2015. 20 of them are in Scarborough town. The two most deprived in the county are in Skipton South ward.  The number in the second most deprived quintile (worst 20% - 40%) has remained stable at 34 in both 2015 and 2019.  For 'Geographical Barriers to Services' the LSOA which covers the Dales ward to the north of Kirkbymoorside is the 2nd most deprived LSOA in England.  Changes in rank indicate changes in deprivation relative to other parts of England but not necessarily absolute changes in deprivation.	NA	<div></div>																																																																																				
5.5	Highways Maintenance Efficiency Programme – annual rating.	Level 3 (Jan 17)  Level 3 (Feb 18)  Level 3 (Feb 19)  Level 3 (Feb 20)		DfT no longer publish data on the performance of other authorities	Updated in Q4  22 out of 22 questions attained level 3 in 2020/21 funding self-assessment ensuring 100% of the funding available.	NA	<div></div>																																																																																				



Growth - Primary indicators table							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
5.6	National Highways and Transportation survey: KBI23 - Satisfaction with the condition of highways	33.4 (2016 – 3rd quartile) 36.7 (2017 – 2nd quartile) 30 (2018 – 2 <sup>nd</sup> quartile) 34 (2019 – 2 <sup>nd</sup> quartile) 36 (2020 – 2 <sup>nd</sup> quartile) <b>32 (2021 – 2<sup>nd</sup> Quartile)</b>		The score of 32 places us 9 <sup>th</sup> out of the 32 similar county council and large unitary authorities.	<p>The 2021 survey was disappointing for highways authorities in the public satisfaction survey across the whole country. The majority of figures suffered a drop in satisfaction levels. This means that although we saw a 4 point drop we retained a 2<sup>nd</sup> quartile status and dropped one place against a group of similar county council and large unitary authorities (although there were 32 included this year and 29 last year.) Our drop of 4 points in this measure was better than the average of our peer group (a 5.1 drop) and slightly better than average overall (4.4 drop).</p> <p>There are a number of reasons that might explain this drop.</p> <ul style="list-style-type: none"><li>The 2021/22 base financial settlement we received from DfT had a cut of around £7m from the previous year. This reduces the number of capital works schemes that can be completed which impacts on road condition. Taking this level of cuts across the whole country would explain the universal lower scores.</li><li>The survey forms are mostly completed on July when there was still uncertainty about the release of lockdown – eventually on 19<sup>th</sup> July. This might have some effect on people's opinions.</li><li>Negative opinions on social media may play a part. A simple “the roads are awful” post can snowball to become the default position for most people. The motoring groups can also fuel this with sensational headlines.</li></ul>	N/A	
5.7	Road condition: % principle A roads where maintenance should be considered.	2% (2016 survey) 3% (2017 survey) 3% (2018 survey) 4% (2019 survey) 3% (2020 survey)		Single list indicator.  Average for English LAs was 3% (2018/19) (RDC0120)	<p>Updated in Q4</p> <p>Carriageway condition - percentage of roads where maintenance should be considered</p>  <p>2011/12 2012/13 2013/14 2014/15 2015/16 2016/17 2017/18 2018/19 2019/20 2020/21</p> <p>Principal A roads Other Heavily Used roads (Cat 2, 3a and 3b) Lesser Used roads (Cat 4a, 4b and 5)</p>	N/A	
5.8	Road condition – % of other heavily used roads where maintenance should be considered. (Cat 2, 3a and 3b roads less A roads.)	4% (2016 survey) 4% (2017 survey) 5% (2018 survey) 5% (2019 survey) 3% (2020 survey)		Local indicator – not directly comparable. However for B&C class roads in 2017/18 (RDC0120), England at 6%.	 <p>2011/12 2012/13 2013/14 2014/15 2015/16 2016/17 2017/18 2018/19 2019/20 2020/21</p> <p>Principal A roads Other Heavily Used roads (Cat 2, 3a and 3b) Lesser Used roads (Cat 4a, 4b and 5)</p>	N/A	
5.9	Road condition – % of lesser used roads where maintenance should be considered. (Cat 4 and 5 roads.)	18% (2016 survey) 16% (2017 survey) 18% (2018 survey) 17% (2019 survey) 15% (2020 survey)		Local indicator and not directly comparable. However, for unclassified roads in 2018/19 (RDC0130), the overall figure for England is 16%.		N/A	
5.10	KSI – number of people killed and seriously injured on roads (NY only, calendar years)	448 (2012-2016 avg) 431 (2014) 429 (2015) 431 (2016) 412 (2017) 361 (2018) 335 (2019) 247 (2020)		Data from Public Health England for KSI during the period 2016-2018 places NY at 65.9 KSI per 100,000 population, against a Y&H figure of 49.1, and an England figure of 42.6.  All road safety data is measured using a calendar year.	<p>Updated in Q4</p> <p>Nationally there are no targets for Road Safety; therefore the 95 Alive partnerships monitors against a 5 year baseline average.</p> <p>The 2020 figures are much improved on 2019, with a 26% reduction.</p>	N/A	
5.11	Trading Standards: % of high risk inspections undertaken	21/22 Q3 45% 21/22 Q2 25% 21/22 Q1 6.4% 20/21 Q4 17% 20/21 Q3 12% 20/21 Q2 9% 20/21 Q1 0%		Local measure – no comparative data available  20/21 17% 19/20 78% 18/19 99% 17/18 96% 16/17 84%	<p>The high risk inspection profile is as follows:</p> <p>Q1 - 15% Q2 - 35% Q3 - 70% Q4 - 100%</p> <p>This figure (45%) is down in comparison to the inspection programme profile (70%) and this is due to Covid restrictions from Q1 and prioritising the reaction to Avian Influenza outbreaks in Q3. There is a plan in place to try to catch up throughout the remainder of the year.</p>		

Growth - Primary indicators table																																															
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																																									
						Quarter	Year																																								
5.12	County matter' planning applications determined within 13/16 week timescales or within agreed extension of time (EoT). 2- year rolling measure	Q3 90.5% Q2 89.7% Q1 90% Q4 89.5% Q3 100% Q2 93% Q1 89.7%		England average figure for the 2 year rolling measure up to 06/20* is 91.6%  (Source: Ministry of Housing, Communities and Local Government, Table P151b.  NB: 3 month time lag on national data*	RAG rated against statutory target of 60%. This is the statutory measure which includes allowance of an extension of time.  Special measures threshold is 60%  This indicator relates to a requirement under section 62A of the Town & Country Planning Act 1990 that LPAs making 60% or fewer of decisions on time, are at risk of being designated by Central Government as being subject to "Special Measures" in order to improve their performance. Our figure means that we are currently not at risk.  Equates to 38 out of 42 applications between 1.1.20 and 31.12.21		n/a																																								
5.13	PRoW Network condition: % of network passable	2021/22 Q3 89.53%  2021/22 Q2 89.6%  2021/22 Q1 89.91%  20/21 Q4 90.19%  20/21 Q3 90.27%  20/21 Q2 89.95%  20/21 Q1 89.93%		Local measure – no comparable data available.	Suggestion that a different approach to obstruction cases has started to increase the proportion of the network deemed usable (not blocked).  <div><div>PRoW Percentage of Network Passable</div><table><tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr><tr><td>2018/19</td><td></td><td></td><td></td><td></td></tr><tr><td>2019/20</td><td></td><td></td><td></td><td></td></tr><tr><td>2020/21</td><td></td><td></td><td></td><td></td></tr><tr><td>2021/22</td><td></td><td></td><td>89.53%</td><td></td></tr></table></div> The Q3 figure represents a minor reduction of 0.07% over the previous quarter. Whilst demand for the service remains high the percentage PROW remains essentially stable. Although the Q3 figure is down slightly on Q2 and the same period last year, performance is still good.	Year	Q1	Q2	Q3	Q4	2018/19					2019/20					2020/21					2021/22			89.53%																		
Year	Q1	Q2	Q3	Q4																																											
2018/19																																															
2019/20																																															
2020/21																																															
2021/22			89.53%																																												
5.14	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	2020/21 1.1% 2019/20 1.0%		<table><tr><th></th><th>NY</th><th>Y&amp;H</th><th>Eng'</th></tr><tr><td>2018</td><td>1.4%</td><td>3.1%</td><td>2.7%</td></tr><tr><td>2019</td><td>1.0%</td><td>2.9%</td><td>2.6%</td></tr><tr><td>2020</td><td>1.0%</td><td>2.9%</td><td>2.7%</td></tr><tr><td>2021</td><td>1.1%</td><td>3.0%</td><td>2.8%</td></tr></table>		NY	Y&H	Eng'	2018	1.4%	3.1%	2.7%	2019	1.0%	2.9%	2.6%	2020	1.0%	2.9%	2.7%	2021	1.1%	3.0%	2.8%	Updated in Q2 each year  The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still well below the national and regional figures although it has increased slightly since last year in line with both national and regional figures.  <div><div>16 and 17 year olds known to be NEET</div><table><tr><th>Year</th><th>North Yorkshire</th><th>Yorkshire and Humberside</th><th>England</th></tr><tr><td>2018</td><td>1.4%</td><td>3.1%</td><td>2.7%</td></tr><tr><td>2019</td><td>1.0%</td><td>2.9%</td><td>2.6%</td></tr><tr><td>2020</td><td>1.0%</td><td>2.9%</td><td>2.7%</td></tr><tr><td>2021</td><td>1.1%</td><td>3.0%</td><td>2.8%</td></tr></table></div> Although the NY figure is higher (worse) than the previous year it is still good performance.	Year	North Yorkshire	Yorkshire and Humberside	England	2018	1.4%	3.1%	2.7%	2019	1.0%	2.9%	2.6%	2020	1.0%	2.9%	2.7%	2021	1.1%	3.0%	2.8%	NA	
	NY	Y&H	Eng'																																												
2018	1.4%	3.1%	2.7%																																												
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5.15	Number of employers signed up to healthy workplace initiatives.	6		Internal dataset, no comparators available.	During the last quarter we have updated the Wellbeing Champions induction training, the next sessions will be delivered on-line during January. The changed ways of working during the pandemic have allowed us to move to this more efficient model of delivery, as the challenge when dealing with organisations dispersed across North Yorkshire was in encouraging people to travel to a location that was not convenient for all attendees.  We have streamlined our accreditation process and have updated the Employer Guide accordingly ( <a href="#">Employer Guide</a> ).Work is ongoing to develop a training session for the newly formed accreditation panel, with the delivery of the first session planned to take place during the next quarter.  We are currently supporting 6 businesses, 5 schools plus 1 Academy (comprising 7 primary schools) to achieve the Award. Whilst the numbers have reduced since the start of the pandemic this is in line with the experience of other local authority wellbeing award schemes in the region. We are developing a communications plan with the aim of promoting the Award and the benefits it brings to encourage more organisations to sign up.																																										

Growth - Primary indicators table							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
5.16	% waste arising to landfill (former NI193)	0.2% Q2 21/22 11.6% Q1 21/22 0.3% Q4 20/21 16.3% Q3 20/21 10.9% Q2 20/21 9.4% Q1 20/21		Internal dataset, no comparators available.  2015/16 40% 2016/17 39.7% 2017/18 24.0% 2018/19 8.8% 2019/20 8.7% 2020/21 9.4%	Reported one quarter in arrears: During Q2 only 0.2% of waste was sent to landfill <div><div>NI193: Percentage of Municipal Waste Sent To Landfill (Annual Figures)</div></div>		
	Residual Household Waste per Household (kg/household)	21/22 Q2 147.36 21/22 Q1 151.64		20/21 148.97 19/20 131.36 18/19 143.07 17/18 138.59 16/17 142.00	<div><div>NI191: Residual Household Waste per Household (Annual Figures)</div></div> <div>During Q2 the weight of residual waste per household fell to 147.36kg from 151.64kg the previous quarter</div>		

Growth - Primary indicators table										
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data				Comments	Improvement since last:	
									Quarter	Year
	Percentage of Household waste sent for Reuse, Recycling or Composting	21/22 Q2 48.7% 21/22 Q1 47.0	<div></div>	20/21 43.4% 19/20 47.4% 18/19 43.6% 17/18 44.8% 16/17 46.7%				<div><p>NI192: Percentage household waste sent for Reuse, Recycling or Composting (Annual)</p><p>HH waste sent for recycling, reuse or composting (tonnes)</p><p>Reuse, Recycling and Composting Rate (%)</p></div>	<div></div>	<div></div>
5.17	Earnings (Gross weekly pay FT workers) by place of residence (NOMIS LA Profile)	2021 £584.6	<div></div>	£	NY	Y&H	GB	<div><p>Gross Weekly Pay (FT) by Residence</p><p>North Yorkshire</p><p>Yorkshire and The Humber</p><p>Great Britain</p></div>	NA	<div></div>



## 2.0 REVENUE BUDGET 2021/22

### 2.1 BACKGROUND AND SUMMARY

2.1.1 This section of the report presents details of the projected revenue outturn for the 2021/22 financial year. The latest in-year 2021/22 budget is £400,247k with the net movement since the budget approved by Executive and County Council in February 2020 shown in **Appendix A**.

2.1.2 At the end of Q3, there is a projected net underspend of £7,738k (1.9%) against operational budgets. Further detail is provided in **section 2.2**.

### 2.2 OPERATIONAL BUDGETS

2.2.1 The table below identifies the operational budgets for each of the Directorates in 2021/22. The projected revenue outturn indicates a number of variances, which together produce a net projected underspend of £7,738k.

Directorate	Budget (£k)	Projected Outturn (£k)	Variance (£k)	Q2 Forecast Outturn Variance (£k)
HAS Gross	180,273	<b>180,309</b>	<b>+36</b>	+1,261
iBCF funding	-	<b>-36</b>	<b>-36</b>	-1,261
<b>HAS Net</b>	<b>180,273</b>	<b>180,273</b>	<b>0</b>	0
<b>BES</b>	<b>74,844</b>	<b>71,185</b>	<b>-3,659</b>	-1,427
CYPS	80,005	82,507	2,502	+3,612
LA Provision for High Needs	2,500	2,500	0	0
<b>CYPS Net</b>	<b>82,505</b>	<b>85,007</b>	<b>2,502</b>	+3,612
<b>Central Services</b>	<b>69,047</b>	<b>68,014</b>	<b>-1,033</b>	+168
<b>Corporate Misc.</b>	<b>7,556</b>	<b>2,008</b>	<b>-5,548</b>	-6,386
<b>Directorate Totals</b>	<b>414,225</b>	<b>406,487</b>	<b>-7,738</b>	-4,033
Covid19 Grant Funding	-10,860	-10,860	<b>0</b>	0
<b>TOTAL</b>	<b>403,365</b>	<b>396,627</b>	<b>-7,738</b>	-4,033

*It is also worth noting that a £3.1m transfer from reserves already supports this budget figure.*

- 2.2.2 Since Q2, the forecast underspend has increased by £3.7m. Notwithstanding this generally positive picture, however, there continues to be significant volatility within directorate services. In addition, given the current economic climate, some services are continuing to report increasing costs pressures in particular around CYPS services such as Home to School Transport and high cost placements under Pooled Budgets.
- 2.2.3 Significant Government funding continues to offset a number of Covid-related costs. Whilst this funding is welcome, it does add a further level of complexity when reviewing budgets and trying to understand the underlying position. Further details of budget variances and changes by directorate are detailed in the following paragraphs.
- 2.2.4 A summary of the overall **Health and Adult Services (HAS)** position across public health and adult social care (ASC) is outlined in **Appendix B** and shows a forecast breakeven position against the budget for the 2021/22 financial year. This overall position remains unchanged from Q2. In arriving at this figure, the Directorate will use the full £7.1m of additional growth allocated by the County Council. At this stage, £2.4m of this is shown separately pending decisions and data prior to allocation to relevant budget lines. During the quarter there has been a £4.6m allocation of this growth funding to Care and Support budgets to help ease increasing budget pressures in this area. The position also reflects use of a small amount of temporary iBCF (improved Better Care Fund) funding to meet adult social care pressures (£36k). The temporary funding requirement has decreased over the quarter (£1.3m in Q2) due to reductions in the forecast outturn position in some service areas, further detail on this is provided below.
- 2.2.5 The Directorate is also continuing to manage a number of specific grants provided by central government to fund costs arising from the COVID-19 pandemic both within the Council and for passporting to external care providers, these include Infection Prevention Control, Rapid Testing, Contain Outbreak Management funding (COMF) and Workforce Recruitment and Retention funding. The Council has received a further £3.6m in such COVID-19 funding during Q3, taking the total to £21m for 2021/22, which has been taken into account in the forecast outturn position. It has been agreed that some of this COVID funding, along with funding from the county's two NHS integrated care systems, will be utilised in Q4 to support recruitment and retention of the care workforce during the winter period to March 2022. The funding will be used to make a one-off bonus payment of around £300 to each of the County's frontline care workers and to provide additional targeted support to care providers on workforce issues.
- 2.2.6 In addition, the Directorate is continuing to manage the hospital discharge programme. Government funding, via CCGs, has been provided for the first four weeks of care costs for people discharged from hospital or to avoid

hospital admissions between 1 July and 31 March 2022 (this has reduced from six weeks of funding provided between 1 April and 30 June 2021). This funding, along with an estimate of the additional costs to the Council of the hospital discharge programme, is reflected in the forecast outturn position.

2.2.7 Whilst the overall forecast breakeven position for HAS remains unchanged from Q2, there have been some changes to the forecast position at a service level, the main variances are detailed below:

- **Care and Support** is showing an overall overspend of £1.0m, a reduction of £1.0m from the Q2 position. This is due to an increase in forecast Continuing Health Care funding and reduced staffing costs largely as a result of vacancies across the service.

The forecast overspend is currently covered by the remaining unallocated growth funding. However, the forecast position demonstrates there are still pressures within Care and Support budgets, particularly in Harrogate, including increases in average costs, Continuing Health Care funding and young people transitioning into Care and Support with high costs. There are also additional cost pressures as a result of the pandemic including increased staffing costs, loss of income, increased equipment costs and delays in the achievement of planned savings. As seen in the Quarterly Performance Report, activity levels are continuing to exceed pre-pandemic levels, and this is reflected in the finance figures. However, demand-led pressures within the care market, particularly within domiciliary care, has led to delays in sourcing care and support.

- **Public Health** is now forecasting an underspend on its original plans by £1.6m, a further reduction in the quarter of £0.6m. This underspend is matched by a reduced reserve draw down and is due to further reductions in activity levels as a result of the pandemic and additional one-off COVID-19 funding where staff have been redeployed to support COVID outbreak management work.
- **Mental Health Services** is now forecasting an underspend of £0.1m, a reduction of £0.3m in the quarter. This is due to a decrease in the anticipated additional expenditure as a result of COVID and staffing vacancies within the service.

2.2.8 Whilst the following areas remain stable between quarters, they continue to cause variances to budget, as highlighted at Q2:

- **Provider Services & Elderly Care/Personal Care At Home** -- is showing a forecast overspend of £1.8m, a decrease of £0.1m from the Q2 position. This overspend is as a result of COVID-19 pressures within the service, including additional staffing and material costs, delays in achievement of savings and loss of income due to the closure of day care services and respite care.

- **Commissioning and quality-** is forecasting an underspend of £0.5m. This has arisen as a result of one-off contract savings due to contract negotiations and further underspends due to contract efficiencies.
- **COVID-19 Costs** - these forecasted costs of £0.5m are directly attributable to the pandemic and include additional staffing, compensatory and hardship payments to support providers and estimated additional costs to the Council of the hospital discharge scheme.

2.2.9 **Appendix C** includes details of the projected variance within **Business and Environmental Services** and includes a forecast net underspend of £3,659k for 2021/22, a movement of £2,233k from Q2. This change in the underlying position is caused by a number of factors as set out below

2.2.10 Covid continues to have an impact on the financial performance of the Directorate, particularly in the areas of Integrated Passenger Transport in respect of concessionary fares and income from waste management.

2.2.11 The two main areas driving the increased underspend in relation to the position reported at Q2 are waste services and Integrated Passenger Transport. Areas of significant variation are;

- **Concessionary Fares** – Financial support has continued to be available from the Department for Transport, which is expected to continue throughout Q4. The fixed payments to bus operators, which are set at a proportion of pre Covid actual costs, are now forecast to continue until the end of the financial year (the Q2 forecast assumed payment would revert to actuals from October), resulting in an increased expected saving from Q2 of £1,244k despite the Council continuing to support the sector. Additionally, passenger numbers remain low due to Covid resulting in a further saving in concessionary fares of £633k, bringing the overall forecast underspend to £1,857k compared to £1,056k forecast at Q2.
- **Waste Management** – Through the year, the service had been experiencing increased costs as a result of additional tonnages of residual household waste due to Covid. However, as lockdown measures receded and with fewer people working from home, revised tonnage forecasts have been calculated and resulted in a decreased forecast overspend from £1,400k to £1,140k.

Contractual benefits from commercial contracts in relation to Allerton Waste Recovery Park are expected to realise an additional £230k income, resulting in a total additional expected income of £875k from commercial contracts. Additionally, there has been a decrease in the ongoing S.106 Agreement development costs associated with Allerton Waste Recovery Park of £220k.

The overall forecast underspend is £371k compared to a forecast overspend of £437k at Q2

- **Trading Standards** – A recent successful prosecution case for the Proceeds of Crime Act team has resulted in additional income of £150k,



contributing to the change in the overall forecast overspend to £75k compared to £245k at Q2.

- **Highways maintenance** – At Q2, a reduction of the backlog of outstanding maintenance works was highlighted, whilst this pressure still exists, a further review has identified areas which are expected to be funded through capital schemes, reducing the overall highways maintenance overspend from £750k to £600k.

At Q2, it was also highlighted that the apportionment of overheads from the revenue budget from the highways maintenance contract was contributing towards this overspend. Increased overheads are partially due to a rent review by the property service, whereby the additional income as a result of the review is reflected as a saving in the property service forecast (see **Appendix E**)

- **Winter Service** – An underspend of £300k is currently expected, whilst the winter so far has not experienced an extreme level of weather event, freezing overnight temperatures have resulted in regular route gritting. The longer range forecast is expecting weather events throughout February and March and the forecast is reflective of this.

2.2.12 The following areas continue to cause variances to budget as highlighted at Q2

- **Street Lighting and Traffic Signals** - £642k underspend as a result of savings in relation to energy costs.
- **Highways Fees and Charges** - £681k underspend as a result of additional income from Streetworks licensing/permitting and fixed penalty notices.

2.2.13 A summary of the projected revenue outturn for **Children and Young Peoples Services (CYPS)** is available within **Appendix D** and shows a net overspend position of £2.5m at the end of the 2021/22 financial year, which is a reduction of £1.1m since the Q2 forecast. The main areas contributing to the overspend are:

- **Home to School Transport** – Mainstream Transport is projecting to be c.1% over budget but the main pressures are within SEND Home to School Transport. Between Q2 and Q3 the projected overspend, from an increased number of requests, has increased. This has resulted in an overall predicted overspend of £1,356k for 2021/22 (11%), for SEND Transport. The projected outturn does not contain any contingency for the possible consequences of the potential shortage of drivers, although management actions are underway to put in place contingency plans in the event that driver shortages disrupt provision.
- **Children and Families** -
  - **Operational Delivery** - the service has projected an underspend of £395k due to vacancies, delayed community spend and additional income.
  - **Child Placement** – the number of children being looked after is below our budgeted number for the year. There has also been a reduction in

the use of more specialist foster placements. Taking into account the current position and the outlook for the next couple of months, a forecast of a £731k underspend is expected.

- **Pooled Budget** – The expected overspend of £1.4m has increased from £1.1m at Q2 as the cost for new placements has been higher than previously anticipated, and demand has exceeded availability.
- **Disabled Children's Service** - now estimating a potential overspend of £469k for 2021/22. The increase in projected expenditure is due to a number of children accommodated within the Children's Resource Centres on a medium-term basis, resulting in more Direct Payments to families as the CRC is unable to accommodate children.
- **Adult Learning & Skills Service (ALSS)** – through virtual (i.e. online) delivery of the service and close management attention to costs and any additional hours, it is anticipated that there will be a c. £100k contribution to reduce the accumulated deficit.
- **Inclusion** – similar pressures remain as reported in previous quarters although there has been a projected reduction of £50k arising from vacancies and potential underspends from locality boards. The pressure on the Educational Psychology service has now been calculated to be £415k for the year, a contribution of £369k has been funded by one-off directorate resources for 2021/22.
- **Outdoor Learning Service** – since Q2, trading during the autumn term has reduced the anticipated loss to £641k, there is an expected reimbursement through the Sales Fees and Charges scheme of £308k, but this is accounted for centrally.

#### 2.2.14 High Needs Block Funding (HN)

- As previously reported the unprecedented demand within the High Needs Block has continued throughout the system with pressures in SEN Assessments, Educational Psychology and SEN Transport.
- Within the High Needs block of the Dedicated Schools Grant (DSG), insufficient funding from DfE continues to place pressure on the LA and schools to be able to meet demand. Since Q2, there has been an increase in projected spend of £200k for 2021/22 as more of the backlog of EHCP applications have been processed and demand is better understood. There is £2.5m provision within the Local Authority budget to 'mirror' any DSG deficit, but it is now projected that only £1m of this will be required for this year.
- Although the local authority is prohibited from using LA funds to meet the cost of the deficit, an equal and opposite, reserve has been established as a prudent and responsible financial management approach.

2.2.15 **Central Services** variance details are included within **Appendix E** includes a forecast net overspend of £1,033k for 2021/22, a movement of £1,201k from Q2. Areas of significant variation are:

- **Property Service** – Overall forecast underspend of £874k compared to on budget forecast at Q2. The following factors contribute to the change; an increase in rental income received for highways depots following a valuation exercise on the commencement of NY Highways to reflect current market value (£355k) (See **Appendix C** - Highways Maintenance which reflects the increase as a budget pressure). A saving on workplace costs of £500k as a result of office under-occupancy due to Covid policies. In addition, teams continuing to work from home where it is possible to do so has resulted in reduced energy costs and other savings, partially offset by additional expenditure incurred to ensure the workplace is Covid safe.
- **Business Support & HR** – Whilst staffing costs have been previously highlighted as a budget pressure, due to additional Covid support requirement from Business Support teams and additional posts required in HR to support the commencement of the LGR process, temporary vacancies that had previously been expected to be recruited to, continue to remain vacant, resulting in a decreased overspend from £460k at Q2 to £325k at Q3.
- **Registrars** – Additional income from certificates and additional ceremonies resulting in a total underspend of £274k compared to £190k at Q2.

2.2.16 The following areas continue to cause variances to budget, which were detailed at Q1 and Q2.

- **Business Support Services** (Venues, Transport & Office Supplies) – Underspend £709k
- **Coroners** – A continued overspend from a combination of salaries, post mortems, forensic testing and use of mortuaries - £340k

2.2.17 **Appendix F** provides further details on the variances for **Corporate Miscellaneous** that is projecting a net underspend of £5,548k for 2021/22 (£838k less than Q2). Areas of significant variation are;

- Treasury Management – YPO dividend of £525k no longer expected in 2021/22 due to impact of Covid and current economic conditions

2.2.18 The following areas continue to cause variances to budget, which were detailed at Q2.

- General Provision – includes unallocated inflation provision, which is currently not forecast to be required in 2021/22.
- HAS Corporate Contingency – based on the latest information, a £1m underspend is currently forecast.
- Income Guarantee Scheme – reporting a £715k shortfall, based on revised forecast information relating to collection fund deficits for both Council Tax and Business Rates.
- Waste Budget Strategy Provision – currently forecasting £821k underspend.

2.2.19 The outturn statement for the County Council's **NYES** traded service is also attached at **Appendix G** for information. These services are mainly provided to schools in the County and the figures reported do not have any further impact on those in the above table because, where relevant, the charges are already incorporated in Directorate forecast budget outturn positions.

## 2.3 BUDGET/ MTFS SAVINGS TARGETS

2.3.1 The 2021/22 revenue budget reflects previously agreed and updated 2020 North Yorkshire savings targets and these are incorporated into Directorate 2021/22 budget control totals shown in the table in **paragraph 2.2.1**. These savings targets (which are in addition to savings targets reflected in previous year's budgets) total £7,544k, and consist of:

Item	£m
Budget Savings in 2021/22 agreed in the February 2021 budget and earlier years MTFS savings targets:	
BES	0.6
CYPS	1.5
HAS	0.4
CS	1.0
Corporate	1.0
Shortfall	3.1
<b>Total savings reflected in 2021/22 budget</b>	<b>7.6</b>

2.3.2 Assessment of progress against the targets indicates that there are some areas of the programme where savings are unlikely to be achieved within expected timescales for 2021/22. These are outlined in the table below but it should be noted that the impact of these delays are already incorporated into the projected outturn position in **paragraph 2.2.1**

At Risk/ Cash-funding of Projects in 2021/22	£000's
Compass Reach	60
Policy, Partnerships & Performance	24
Technology and Change	184
Provider Services E-scheduling/E-rostering	75
<b>TOTAL</b>	<b>343</b>

- 2.3.3 In addition part of the savings from schemes in earlier years totalling £886k are forecasting to remain unrealised in 2021/22.

<b>At Risk/Cash-funding of Projects from prior years</b>	<b>£'000's</b>
Strength-based assessments	200
Reablement	250
Brokerage	50
Working Practices	50
Extra Care	160
Winter Salt Heaps and Bins	75
Procurement	77
Strategic Support	24
<b>TOTAL</b>	<b>886</b>

Again, it should be noted that these are already incorporated into the forecast outturn position in **paragraph 2.2.1** and is partially offset by £262k one-off HAS funding for delayed savings due to COVID.

- 2.3.4 Variances from the 2021/22 Budget are being tracked as part of the governance of the 2020 North Yorkshire savings programme. The net position is always reported within the quarterly Revenue Budget monitoring report and details of the variances are included in **Appendices B to F**.
- 2.3.5 As further savings are required the schemes to achieve these will become more challenging and inevitably contain a higher level of uncertainty and risk. Therefore, it is imperative that delivery of each saving is closely monitored.

## **2.4 GENERAL WORKING BALANCE**

- 2.4.1 A key feature of the Revenue Budget for 2021/22 and Medium Term Financial Strategy, approved by County Council on 17 February 2021, is to maintain the General Working Balance (GWB) at a defined minimum acceptable level.
- 2.4.2 For 2021/22, the defined minimum level has been a policy target as follows:

- (i) Maintenance of a minimum of 2% of the net revenue budget for the GWB in order to provide for unforeseen emergencies etc. supplemented by;
- (ii) An additional (and reviewable) cash sum of £20m to be held back in the event of a slower delivery of savings targets;

and reflects:

- (i) The increased number of risk factors which the County Council is facing as set out in Section 10 of the 2021/22 Budget report and in particular;
- (ii) Savings targets not being delivered on time;



2.4.3 Taking into account the GWB policy on minimum balances – 2% of the net revenue budget plus £20m – GWB at year-end amounts to £28m. This is held at “policy” level and any unallocated balance in excess of this level is transferred to ‘Strategic Capacity – Unallocated’.

2.4.4 The anticipated movement in the balance of the Strategic Capacity – Unallocated reserve over 2021/22 is as follows:

<b>Strategic Capacity – Unallocated</b>	
Actual Balance as at 31.03.21	£68,513k
Planned MTFS contribution <u>from</u> reserve	-£3,118k
Release of reserves following review	+£7,671k
Other drawdowns/ releases	+£918k
Planned release for Outdoor Learning	-£400k
Remainder of forecast underspend	+£1,184k
Forecast Balance as at 31.03.22	£74,768k

2.4.5 The balance of the Strategic Capacity – Unallocated Reserve as at 31 March 2021 was £68,513k. The following table provides an initial longer-term forecast for this reserve.

Year End	Latest Forecast				
	Start Year	Funding changes to reserve	Transfer of outturn balance	Use of Strategic Capacity reserve to support the MTFS	End-Year
	£000	£000	£000	£000	£000
31 March 2022	68,513	8,189	1,184	(3,118)	74,768
31 March 2023	74,768	(116)		(21,650)	53,002
31 March 2024	53,002			(18,464)	34,538

2.4.6 The figures in the table above are based purely on the cumulative shortfalls identified in the MTFS as approved in February 2021 and are not yet reflective of the updated MTFS, which goes to Full Council this month. The table shows that the strategic capacity reserve would reduce by over 50% over the existing MTFS period unless there are further savings and/or other funding identified.

## 2.5 Local Government Reorganisation

2.5.1 As agreed at Q1, funding to support Local Government Reorganisation was identified. Based on the current Q3 forecast outturn position, there is the potential for this funding to increase to up to £38,000k (the estimated cost within the original LGR business case). The forecast at Q3 shows the LGR transitional fund being capped at £38,000k and the remaining forecast underspend transferring to Strategic Capacity Unallocated. It is recommended that the baseline funding total (£31,446k) is earmarked for LGR transition and the decision as to whether this sum is topped up by the final revenue outturn position will be deferred pending the final outturn position given the volatility being experienced and expected during the remainder of this year.

Source	£000
COVID Reserve	20,500
Corporate Contingency Budget 21/22	10,000
Other reserve releases identified as part of annual reserve challenge sessions	946
<b>Baseline Funding Total</b>	<b>31,446</b>
Additional contribution from Q3 forecast underspend	6,554
<b>Total</b>	<b>38,000</b>

2.5.2 The baseline funding level identified above allows initial work to get underway and provides some certainty for the new council in its early years as the transition requires additional capacity. It should also be noted that the seven district councils of North Yorkshire have agreed a principle by which they will fund their own backfilling arrangements to secure their valuable contributions towards transition.

## 2.7 Recommendation

Executive Members are asked to:

- (i) note the latest position for the County Council's 2021/22 Revenue Budget, as summarised in **paragraph 2.1.2**.
- (ii) note the position on the GWB (**paragraphs 2.4.1 to 2.4.3**)
- (iii) note the position on the 'Strategic Capacity – Unallocated' reserve (**paragraphs 2.4.4 to 2.4.7**)

# REVENUE BUDGET APPENDICES

A	2021/22 Latest Revenue Budgets
B	Health and Adult Services
C	Business and Environmental Services
D	Children and Young Peoples' Service
E	Central Services
F	Corporate Miscellaneous
G	NYES

## 2021-22 REVISED ESTIMATE REVENUE BUDGETS AT Dec 2021

	Original Budgets agreed by Cty Cncl Feb 2021 £000s	Other agreed transfers and adjustments £000s	Latest Revised Budgets £000s
Children & Young Peoples' Service	82,697	(192)	82,505
Business & Environmental Services	74,402	443	74,844
Health & Adult Services	180,443	(170)	180,273
Central Services Directorate	69,238	(191)	69,047
Corporate Miscellaneous	(3,414)	110	(3,304)
NYES	-	-	-
<b>Total Directorate Spending</b>	403,365	-	403,365
<b>Contribution From (-) General Working Balances</b>	(3,118)	-	(3,118)
<b>Net Revenue Budget</b>	<b>400,247</b>	-	<b>400,247</b>
Business Rates DCLG Top Up	48,043		48,043
Business Rates from District Councils	19,673		19,673
Precept on District Councils - Current Year	332,532		332,532
<b>=Net Budget Requirement</b>	<b>400,247</b>	-	<b>400,247</b>

HEALTH AND ADULT SERVICES Appendix B				
2021-22 REVENUE BUDGET OUTTURN REPORT				
BUDGET HEAD	REVISED BUDGET 2021-22 £000	FORECAST OUTTURN 2021-22 £000	VARIANCE (-) = saving £000	COMMENTS
<b>Care &amp; Support - Area Budgets</b>				The outturn shows that Care and Support continues to be impacted by wider demographic pressures, particularly in the Harrogate area, including increases in numbers and average costs, Continuing Health Care (CHC) funding and young people transitioning into Care and Support with high costs. There are additional cost pressures attributable to the COVID-19 pandemic including increased staffing costs, income reductions and increased equipment and Direct Payment costs. The overspend will be financed by supplementary Adult Social Care Funding (see below).
Care & Support - Hambleton & Richmond	22,097	21,792	(305)	
Care & Support - Harrogate	43,073	46,034	2,961	
Care & Support - Craven	14,771	15,017	246	
Care & Support - Vale of York	34,353	34,988	634	
Care & Support - Scarborough & Whitby	38,303	38,195	(108)	
CHC Income and Other Budgets	-	(2,466)	(2,466)	
<b>Area Budgets</b>	<b>152,596</b>	<b>153,561</b>	<b>963</b>	
Provider Services & EC/PCAH	16,023	17,822	1,799	Overspend due to COVID-19 pressures including requirement for additional cost of staffing and materials, delays in achievement of savings and loss of income due to the closure of day care services and respite care.
Targeted Prevention	1,563	1,481	(82)	Underspend mainly due to staffing vacancies and reduced non-pay costs.
Mental Health Services	8,109	8,000	(110)	Underspend primarily due to staffing vacancies
Assistant Director/Cross-area budgets	(10,764)	(10,854)	(90)	Underspend mainly due to staffing vacancies.
COVID-19 Costs	-	518	518	Overspend directly attributable to the COVID-19 pandemic including additional staffing, hardship payments, additional D2A costs to the Council and compensatory payments to support providers.
<b>Area Budgets Total</b>	<b>167,528</b>	<b>170,526</b>	<b>2,998</b>	
<b>Public Health - Spend</b>	23,412	21,832	(1,580)	The underspend is mainly due to the impact of COVID. Activity levels are lower than anticipated in the activity based areas and where staff and resources have been redeployed to support COVID outbreak management work, Public Health has received funding from COMF. This underspend is offset by a reduction in reserve drawdown.
<b>- Income</b>	(23,412)	(21,832)	1,580	
<b>Commissioning &amp; Quality</b>	8,481	7,970	(510)	Some one-off savings due to contract negotiations, underspends due to contract efficiencies and utilisation of COVID funding for staff supporting the pandemic.
<b>Integration &amp; Engagement</b>	956	867	(89)	Underspend primarily due to staffing vacancies
<b>Resources Unit</b>	675	711	36	
<b>Director &amp; Cross-Directorate</b>	201	235	34	
<b>TOTAL</b>	<b>177,841</b>	<b>180,309</b>	<b>2,468</b>	
Growth Funding	2,432	-	(2,432)	
Supplementary Adult Social Care Grant Funding (IBCF)	-	(36)	(36)	
<b>REVISED TOTAL</b>	<b>180,273</b>	<b>180,272</b>	<b>(0)</b>	



# BUSINESS & ENVIRONMENTAL SERVICES

Appendix C

## 2021-22 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2021-22 £000	FORECAST OUTTURN 2021-22 £000	VARIANCE (-) = saving £000	COMMENTS
Highways & Transportation	24,671	23,248	(1,424)	<p>The underspend position is due to a combination of several factors: Additional income from street works licensing/permits and Fixed Penalty Notices of (£681k), reduced energy costs for traffic signalling (£128k) and road lighting (£514k), temporary vacancies across highways teams (£410k) and lower than budgeted forecast spend against the winter service based on the weather to date and the current long range forecast (£300k).</p> <p>The underspend is partially offset by additional costs in highways operations of £600k as a result of the following; Costs incurred for additional Covid measures to remain in place during the earlier part of the year, including additional vehicles &amp; traffic management costs to ensure social distancing measures could be maintained; Additional grass cutting requirements and an ongoing review with NY Highways to reduce the backlog of outstanding maintenance works required. In addition, the proportion of overheads charged to the revenue budget from the highways maintenance contract has increased due to a reduction in highways capital schemes in the year following a reduction in funding. An element of the overhead increase directly relates to the additional rent income received by the property service (see appendix E)</p>
Integrated Passenger Transport	9,454	7,513	(1,941)	£630k of the underspend is due to reduced concessionary ticket costs and reduced demand for concessionary fares. Additional support from central government to bus operators due to the impact of COVID has also reduced the concessionary fare costs by (£1,224k).
Trading Standards & Planning Services	2,556	2,631	75	Overspend is due to the impact of COVID on fees & charges income, resulting in less income than budgeted of £35k and an income shortfall from the Digital Evidence Recovery and Internet Crime Lab £47k.
Waste & Countryside Services	37,437	37,066	(371)	<p>Underspend is due to additional commercial contractual benefits received from the waste contract in year of (£875k), staff vacancies of (£175k) &amp; reduced ongoing development costs associated with Allerton Waste Recovery Park (£220k). Added to this, market prices for the sale of recyclates have increased in recent months resulting in a forecast underspend of (£90k).</p> <p>The underspend is partially offset by additional household waste disposal costs as a result of COVID-19, along with additional payments to District Councils for increased Green waste and Recyclate collections of £1,140k.</p>
Economic Partnership Unit	205	205	(0)	
Resources, Performance & Improvement	5	6	1	
Corporate Director of BES	518	518	-	
<b>TOTAL</b>	<b>74,844</b>	<b>71,185</b>	<b>(3,659)</b>	

CHILDREN & YOUNG PEOPLE'S SERVICES				
Appendix D				
2021-22 REVENUE BUDGET OUTTURN REPORT				
BUDGET HEAD	REVISED BUDGET 2021-22 £000	FORECAST OUTTURN 2021-22 £000	VARIANCE (-) = saving £000	COMMENTS
<b><u>Local Authority</u></b>				
<b>Inclusion</b>				
Inclusion	2,671	2,871	200	Higher than anticipated spending including Occupational Therapy equipment (£170k), additional staffing costs to provide education psychological assessments.
Alternative Provision	83	57	(26)	
CYPS Commissioning	926	953	26	Most of the Compass Reach saving £75k wont be made until 2022/23.
<b>SEND - Special Education Needs &amp; Disabilities</b>				
High Needs Commissioning	2,500	2,500	-	Local Authority provision agreed in anticipation of projected unfunded High Needs spending pressures.
Disabled Children's Services	5,238	5,707	469	Children's Resource Centres are currently providing medium-term accommodation for a number of children who are awaiting other placements. This has reduced capacity to provide overnights and day facilities for other children putting pressure on direct payments and costs from using external providers to provide this service. Secondly staffing costs are higher due to use of interim contract staffing.
Home to School Transport	27,610	28,961	1,351	There has been a steady increase in SEN transport pupil numbers from April 2021 following the end of covid restrictions. The overall increase in the Daily Rate of transport is currently £10,000/day (including savings from a number of area-based SEN transport reviews). A further £62k loss of travel permit income has occurred due to PSVAR (Public Service Vehicle Accessibility Regulations).
Children & Families	28,965	28,570	(395)	At Quarter 3, the underspending budgets now more than offset those budgets that are overspending.  Vacancies within the Early Help service and low spend on their community work have delivered in-year savings. Other staffing teams are also seeing further non-recurring savings due to vacancies. One off savings are also coming from vacancies within the Psychologist Service provided by the NHS.  Higher than anticipated staff costs in Family Assessment resulting from continued demand remain. Residential and No Wrong Door hubs are expected to exceed budgeted provision by £92k with further financial pressure arising from providing more specialist placements rather than using the independent sector. As from December 2021, the Independent Reviewing Team is now reported on this line and is expected to exceed its budget provision by £107k this year.
Child Placement	9,574	8,842	(731)	Overall numbers of LAC are running significantly lower than historical figures. The number of Advanced and Specialist Placements is almost 20% lower than the budgeted figure, leading to a underspend of £196k. Remand Placements are a high risk area due to their unpredictability and high cost, however, we have seen just one of these placements this year, giving an underspend in this area of £96k.  Over the year there has been a gradual increase in UASC, from 11 in April-21 to 19 at Q3. We have seen nearly half of these young people being transferred under the National Transfer Scheme (NTS), leading to a higher rate of funding from the Home Office. Although the increase in funding contributes £315k to the overall Child Placements underspend seen here, the direct staffing costs of those involved with UASC are costed elsewhere within Children & Families.
CYPS Pooled Budgets	1,528	2,959	1,432	Financial pressure of £1.8m is split across both LA core budget and Dedicated Schools Grant; there have been higher cost placements following the closure of one home, one very high cost placement since January 2021 and costs of an emergency placement at Morton-on-Swale CRC.
Director's Unit	28	23	(4)	
<b>Education &amp; Skills</b>				
Education & Skills Other	109	153	44	Adult Learning Service - £125k estimated in-year savings which will reduce the accumulated deficits.
School Improvement	1,426	1,231	(195)	In-year savings from the core offer of School Improvement.
Strategic Planning Team	12	11	(0)	
Music Service	-	(3)	(3)	Lower than predicted number of learners since Sep 2021, leading to a £250k lower than anticipated income.
Outdoor Learning Service	-	641	641	Income reduced due to Covid, offset by some savings in expenditure reducing the overall loss, including secondment and furlough income. Following day visits starting in summer term, residential stays have started as of September 2021. In addition, £308k of central government covid-income has been accounted for centrally. The adjusted outturn after taking account of central government covid-income would be an in-year deficit of £333k.
<b>Finance &amp; Management Support</b>				
Finance & Management Support	376	101	(275)	In-year savings related to an increase in the Extended Rights to Free Travel Grant (£160k). £100k underspend on strategic capacity.
Early Years Review	18	18	-	
School Redundancies & Employment Related Costs	1,001	982	(20)	Higher than anticipated cost for historic pension enhancements, offset by lower redundancy costs due to delays in scheduled restructures due to Covid.
Safeguarding Unit	439	428	(10)	Safeguarding service has seen higher than anticipated staff costs due to higher demand.
<b>LA TOTAL</b>	<b>82,505</b>	<b>85,007</b>	<b>2,502</b>	
<b><u>DSG</u></b>				
<b>Inclusion</b>				
Inclusion	4,191	4,223	32	Higher than expected costs on Occupational Therapy staffing and specialist equipment costs.
Alternative Provision	1,649	1,353	(296)	Staff vacancies in the Medical Tuition service £185k and underspends on the locality boards £111k
CYPS Commissioning	70	70	-	
<b>SEND - Special Education Needs &amp; Disabilities</b>				
High Needs Commissioning	48,438	47,472	(966)	
Children & Families	1,330	1,330	-	
CYPS Pooled Budgets	1,942	2,288	346	See Pooled Budget above
Director's Unit	207	174	(32)	
<b>Education &amp; Skills</b>				
Education & Skills Other	12	80	68	The cost of Personalised Learning Pathways is anticipated to exceed budgeted provision.
School Improvement	467	342	(125)	See above in LA section
Strategic Planning Team	709	709	(0)	
Music Service	65	65	-	
Outdoor Learning Service	44	44	-	See above in LA section
<b>Finance &amp; Management Support</b>				
Early Years Review	18	18	-	
Finance & Management Support	(59,506)	(59,519)	(13)	
School Redundancies & Employment Related Costs	366	268	(97)	Lower redundancy costs due to delays in scheduled restructures due to Covid.
<b>DSG TOTAL</b>	<b>-</b>	<b>(1,084)</b>	<b>(1,084)</b>	
DSG Net overspend funded by DSG reserve		1,084	1,084	
<b>TOTAL</b>	<b>82,505</b>	<b>85,007</b>	<b>2,502</b>	

CENTRAL SERVICES				
Appendix E				
2021-22 REVENUE BUDGET OUTTURN REPORT				
BUDGET HEAD	REVISED BUDGET 2021-22 £000	FORECAST OUTTURN 2021-22 £000	VARIANCE (-) = saving £000	COMMENTS
<b>Strategic Resources</b>				
Financial Services	4,169	4,106	(63)	Underspend due to staffing vacancies in the procurement team.
Insurances	3,720	3,720	-	
Property Services	10,323	9,449	(874)	Underspend due to a combination of several factors: An increase in rental income received for highways depots following a valuation exercise on the commencement of NY Highways to reflect current market value (£355k). A saving on workplace costs of £500k as a result of office under-occupancy due to Covid policies. Teams continuing to work from home where it is possible to do so has resulted in reduced energy costs and other savings, partially offset by additional expenditure incurred to ensure the workplace is Covid safe
Technology & Change	17,417	17,576	159	Overspend due to additional costs for telephony whilst staff remain working from home due to Covid.
Safety Risk	420	482	62	Overspend due to additional System Costs for HAS lone workers.
<b>Business Support &amp; HR</b>				
Business Support Services	14,652	13,943	(709)	Underspend due to Covid which has resulted in reduced spend on Venues (£346k), Transport Costs (£279k) & Stationary (£56k). Whilst staffing pressures still exist as a result of additional Covid support required from Business Support Services, leading to additional costs of £215k, these have been partially offset by temporary vacancies throughout the teams (£160k).
HR Services	3,292	3,558	266	Overspend due to staffing pressures - Additional posts required to commence during 21/22 as a requirement to support LGR
<b>Chief Executives Office</b>				
CEO Support Services, Grants & Subscriptions	440	357	(83)	Underspend due to reduced CEO support costs and reduced subscription expenditure.
Communications Unit	848	916	68	Overspend due to additional staff required as a result of Covid and LGR.
Policy & Partnerships	3,712	3,815	103	Overspend due to staffing pressures in Strategy and Performance Team.
Centralised COVID19	-	-	-	
<b>Legal &amp; Democratic Services</b>				
Democratic Services	1,506	1,497	(9)	
Legal Services	2,401	2,391	(10)	
Members Services	1,138	1,110	(28)	Underspend due to a decrease in travel costs as a result of meetings being held remotely.
<b>Library, Customer &amp; Community Services</b>				
Archives & Records Management	409	408	(0)	
Coroners	747	1,087	340	Overspend due to increased Coroners salaries - £166k, increased spend on Post mortems and forensic testing - £111k and £29k pressure in the cost of inquests and use of mortuaries.
Public Library Service	4,285	4,306	21	
Registrars	(431)	(705)	(274)	Underspend due to additional registration certificate income.
<b>TOTAL</b>	<b>69,047</b>	<b>68,014</b>	<b>(1,033)</b>	

CORPORATE MISCELLANEOUS				
Appendix F				
2021-22 REVENUE BUDGET OUTTURN REPORT				
BUDGET HEAD	REVISED BUDGET 2021-22 £000	FORECAST OUTTURN 2021-22 £000	VARIANCE (-) = saving £000	COMMENTS
<b>ANNUAL BUDGETS AND FUNDING (Excluding PIP)</b>				
<b>Contingencies</b>				
General Provision	9,504	3,920	(5,584)	Unallocated inflation provision not currently required
HAS Corporate Contingency	6,100	5,100	(1,000)	Previous year's provision not required by HAS at this stage
Brexit Contingency	3,000	3,000	-	
2020 North Yorkshire	2,000	2,000	-	
Corporate Contingency	10,000	10,000	-	
	<b>30,604</b>	<b>24,020</b>	<b>(6,584)</b>	
<b>Treasury Management</b>				
Capital Financing Costs	22,130	21,910	(220)	
Dividends & Interest Earned	(2,772)	(2,009)	763	YPO dividend of £525k no longer expected in 21/22 due to impact of covid and current economic conditions
Commercial Investments	(261)	(465)	(204)	
MTFS - Treasury Management Savings	(1,946)	(1,847)	99	
	<b>17,151</b>	<b>17,589</b>	<b>437</b>	
<b>Corporate Budgets</b>				
Corporate Funds	400	387	(13)	
Other Corporate Budgets	883	901	19	
	<b>1,283</b>	<b>1,288</b>	<b>6</b>	
<b>Corporate Funding</b>				
Corporate Grant Funding	(39,632)	(39,407)	226	Reduction in expected DSG contribution
Other Corporate Funding	(1,385)	(912)	473	
	<b>(41,017)</b>	<b>(40,319)</b>	<b>698</b>	
<b>Business Rates &amp; Council Tax</b>				
Business Rates Deficit	1,133	1,133	-	
Council Tax Surplus	5,026	5,026	-	
Local Council Tax Support Grant	(4,709)	(4,709)	-	
Income Guarantee Scheme	(2,735)	(2,020)	715	Revised forecast based on updated data, which represents the compensation the authority will received against the business rates and council tax collection fund deficit
	<b>(1,285)</b>	<b>(570)</b>	<b>715</b>	
<b>TOTAL - Excluding PIP</b>	<b>6,735</b>	<b>2,008</b>	<b>(4,727)</b>	
Waste Budget Strategy Provision	821	-	(821)	Based on latest position, the contingency funding is not required in 21/22
<b>TOTAL - Including PIP</b>	<b>7,556</b>	<b>2,008</b>	<b>(5,548)</b>	
Covid 19 Grant Funding	(10,860)	(10,860)	(0)	
<b>GRAND TOTAL</b>	<b>(3,304)</b>	<b>(8,852)</b>	<b>(5,548)</b>	

NORTH YORKSHIRE EDUCATION SERVICES				
APPENDIX G				
2021-22 REVENUE BUDGET OUTTURN REPORT				
BUDGET HEAD	BUDGET Profit(-) / Loss(+)	FORECAST Profit (-) / Loss (+)	VARIANCE Increase(-) / Decrease (+)	COMMENTS
	2021-22 £000	2021-22 £000	£000	
<b>TRADED SERVICES PROFIT &amp; LOSS SUMMARY</b>				
Building Cleaning Services	(273)	(310)	(37)	COVID has had an impact on pupil attendance rates and this has affected average meal uptake (running at 92% of budget) and the pandemic has also meant an increased reliance on peripatetic staff. Higher food prices and the loss of some contracts at the start of the academic year have also contributed to the reduction in surplus.
County Caterers Service	(550)	(38)	512	
Grounds Maintenance Service	(24)	7	31	
Health and Safety Service (HandS)	(46)	(120)	(74)	
Health and Safety Commercial	(43)	-	43	
Energy Traded Service	(24)	(24)	-	
Property Service - Traded	(198)	(240)	(42)	
Broadband Traded	-	-	-	
Maintenance and Servicing Scheme	(131)	(131)	0	
<b>Property &amp; Facilities</b>	<b>(1,289)</b>	<b>(856)</b>	<b>433</b>	
School Improvement Service	-	32	32	
LA Clerking Service	(20)	5	25	
Education Psychology & STS	(14)	(8)	6	
Specialist Careers Service	5	(7)	(12)	
<b>Education &amp; Skills</b>	<b>(29)</b>	<b>22</b>	<b>51</b>	
School Admissions & Appeals	-	-	-	
Document Management Centre	-	-	-	
Employment Support Service - Traded	(140)	(200)	(60)	
Financial Management Services	(214)	(182)	32	
Health and Wellbeing Service	(76)	(144)	(68)	
HR Advisory Service	(28)	(61)	(34)	
Legal Services Traded	(26)	(20)	6	
North Yorkshire Procurement Service	(54)	(49)	5	
Schools ICT Service	(139)	(110)	29	
Training and Learning	(37)	(43)	(6)	
<b>Professional Support Services</b>	<b>(714)</b>	<b>(810)</b>	<b>(96)</b>	
	<b>(2,032)</b>	<b>(1,644)</b>	<b>388</b>	
Central Traded Establishment	835	1,000	165	Staffing costs realigned and vacant roles carried out to the year end, additional savings from car allowances and sales and marketing activity
North Yorkshire Education Solutions Hub	1,197	1,100	(97)	
<b>TOTAL</b>	<b>-</b>	<b>456</b>	<b>456</b>	



## 3.0 TREASURY MANAGEMENT

### Overview

- 3.1 This section of the report presents details of the County Council's Treasury Management Activity during Q3 2021/22, changes to the Approved Lending List and other current policy issues and considerations.
- 3.2 Treasury Management in Local Government is governed by the CIPFA Code of Practice on Treasury Management in the Public Services and in this context is the management of the County Council's borrowing, cash flows, its banking and capital market transactions, the effective control of the risks associated with those activities and the pursuit of optimum performance consistent with those risks. The County Council has adopted the Code and complies with its requirements.
- 3.3 The CIPFA Code of Practice for Treasury Management recommends that Members should be informed of Treasury Management activities at least twice a year but preferably quarterly. This report ensures, therefore, that the County Council is adopting Best Practice in accordance with CIPFA's Code of Practice.

### Economic Update

- 3.4 The County Council's treasury advisors, Link Group, summarised the key points associated with economic activity in Q3 2021/22 up to 31 December 2021:
- Bank Rate was increased to 0.25% in December and again in January to 0.50%, with no changes made to the programme of quantitative easing;
  - Inflation continues to increase, due largely to increasing gas and electricity costs, however these and other contributory elements of inflation are largely transitory;
  - financial markets are now predicting an increase in Bank Rate to 1% by the end of 2022; and
  - Covid-19 vaccines have boosted confidence, although the emergence of the Omicron variant has raised questions over the continuing effectiveness of vaccines and the potential for further mutations of the virus.

A more detailed economic commentary on developments during Q3 2021/22 is included in **Appendix E**.

## Interest Rate Forecasts

3.5 The current interest rate forecasts (7 February 2022) of Link Group are as follows

Link Group Interest Rate View 7.2.22													
	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
BANK RATE	0.75	1.00	1.00	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
3 month av. earnings	0.80	1.00	1.00	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20
6 month av. earnings	1.00	1.10	1.20	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30
12 month av. earnings	1.40	1.50	1.60	1.70	1.70	1.60	1.60	1.50	1.40	1.40	1.40	1.40	1.40
5 yr PWLB	2.20	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30
10 yr PWLB	2.30	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40
25 yr PWLB	2.40	2.50	2.50	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60
50 yr PWLB	2.20	2.30	2.30	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40

\* PWLB Rates are shown net of certainty rate 0.2% discount

- 3.6 In December 2021, the Bank of England became the first major western central bank to put interest rates up as recovery progresses from the Covid recession of 2020.
- 3.7 Subsequently in February 2022, the Bank of England increased rates by a further 0.25% to 0.50%.
- 3.8 It is now forecast that further increases will be made in March, followed by increases in May and rising to 1.25% in November as the Bank of England focus on combating inflation.
- 3.9 Since the start of 2021, there has been a lot of volatility in gilt yields, and hence PWLB rates. It is now forecasted that PWLB rates will now remain static as it is assumed markets have already prepared for future increases in Bank Rate.

## Annual Investment Strategy

- 3.10 The Treasury Management Strategy Statement (TMSS) for 2021/22, which includes the Annual Investment Strategy, was approved by the County Council on 17 February 2021. It sets out the County Council's investment priorities as being:
- Security of capital;
  - Liquidity; and
  - Yield.
- 3.11 The County Council will aim to achieve the optimum return (yield) on its investments commensurate with proper levels of security and liquidity. In the current economic climate it is considered appropriate to keep investments short term to cover cash flow needs, but also to seek out value available in periods up to 12 months with high credit rated financial institutions, using our suggested creditworthiness approach, including a minimum sovereign credit rating and Credit Default Swap (CDS) overlay information.

- 3.12 Significant levels of downgrades to Short and Long Term credit ratings have not materialised since the crisis in March 2020. In the main, where they did change, any alterations were limited to Outlooks. However, as economies are beginning to reopen, there have been some instances of previous lowering of Outlooks being reversed.
- 3.13 As shown by the interest rate forecasts in section 2, it is now impossible to earn the level of interest rates commonly seen in previous decades as all short-term money market investment rates have only risen weakly since Bank Rate was cut to 0.10% in March 2020. Given this environment and the fact that Bank Rate may only rise marginally, or not at all, before the second half of 2022, investment returns are expected to remain low.
- 3.14 The approved limits within the Annual Investment Strategy were not breached during the quarter ended 31 December 2021.
- 3.15 The investment activity up to Q3 2021/22 was as follows:

- Balance invested at 31 December 2021: £341.1m
- Average Daily Balance 2021/22 up to 31 December 2021: £457.4m
- Average Interest Rate Achieved up to 31 December 2021: 0.19%

These funds were available on a temporary basis and the level of funds available was mainly dependent on the timing of precept payments, receipt of grant and progress on the capital programme.

- 3.16 The average return to Q3 2021/22 of 0.19% compares with the average LIBID benchmark returns as follows:
- -0.07% 7 day
  - -0.06% 1 month
  - -0.02% 3 months
  - 0.06% 6 months
  - 0.22% 12 months
- 3.17 It is also a key requirement of the CIPFA Code of Practice that annual Treasury Management Strategies should be kept under constant review throughout the year and reported to Members as appropriate. Although there is now great uncertainty in the financial and banking market, both globally and in the UK, **it is considered that the Strategy approved in February 2021 is still fit for purpose in the current economic climate.** No changes are therefore considered necessary to the Strategy at this stage.

## Approved Lending List

- 3.18 The Approved Lending List as at 31 December 2021 is attached as **Appendix B** with changes made during Q3 2021/22 being reported in **Appendix C**.

## Debt and borrowing

- 3.19 The County Council's external debt outstanding at 31 December 2021 and forecast position for 2021/22 is as follows:-

Detail	PWLB		Money Market Loans		Total	
	£m	%	£m	%	£m	%
<b>At 31 March 2021</b>	<b>216.0</b>	<b>4.51</b>	<b>20.0</b>	<b>3.95</b>	<b>236.0</b>	<b>4.46</b>
Loan Repayments	8.4		0.0		8.4	
New Loans Taken	0.0		0.0		0.0	
<b>= Loans Outstanding at 31 December 2021</b>	<b>207.6</b>	<b>4.52</b>	<b>20.0</b>	<b>3.95</b>	<b>227.6</b>	<b>4.46</b>
Further Scheduled In Year Repayments	5.8		0.0		5.8	
Forecast Additional Loans to be Taken	0.0		0.0		0.0	
<b>= Estimated Loans Outstanding at 31 March 2022</b>	<b>201.8</b>	<b>4.52</b>	<b>20.0</b>	<b>3.95</b>	<b>221.8</b>	<b>4.47</b>

- 3.20 Any change to the forecast debt outstanding by the end of 2021/22 will be largely determined by whether the borrowing requirement for 2021/22 is ultimately financed by external borrowing or internal borrowing.
- 3.21 Based on the Q3 Capital Plan update the total external borrowing requirement for 2021/22 is currently forecast to be:-

Detail	£m
Internally Financed Capital Expenditure at 31 March 2021	
Internally Financed Borrowing from Previous Years	52.7
Less Company Loans to be Repaid	-15.1
Less Commercial Investments to be Repaid	-11.9
	<b>25.7</b>
2021/22 Borrowing Requirement	
Q3 2021/22 Borrowing Requirement	13.6
Less Company Loans advanced in year to be Repaid	
Revenue Provision for Debt Repayment (MRP)	-10.6
Refinance 2021/22 PWLB Loan Repayments	14.1
<b>= Total 2021/22 Borrowing Requirement</b>	<b>17.1</b>

- 3.22 As shown in the table above, internal capital borrowing (use of cash balances) to part fund the County Council's Capital Financing Requirement was £52.7m at 31 March 2021. Over the next two to three years investment rates are expected to continue to be below long term borrowing rates. A value for money assessment would therefore indicate that value could be best obtained by avoiding/delaying new borrowing and continuing to use internal cash balances to finance new capital expenditure or to replace maturing external debt. This would maximise short term revenue savings and produce other benefits, but is not risk free.
- 3.23 This Internal Capital Financing option will therefore continue to be actively adopted on an ongoing basis in order to achieve short term revenue savings and mitigate the credit risk incurred by holding investments in the market.
- 3.24 New external borrowing rates (fixed interest maturity rates from the PWLB reflecting the 0.2% 'certainty discounts') during Q3 2021/22 were as follows:-

	Bank Rate	7 day	1 mth	3 mth	6 mth	12 mth
<b>High</b>	0.25	0.06	0.06	0.14	0.36	0.73
<b>High Date</b>	17/12/2021	29/12/2021	31/12/2021	31/12/2021	30/12/2021	28/10/2021
<b>Low</b>	0.10	-0.09	-0.08	-0.07	-0.04	0.04
<b>Low Date</b>	01/07/2021	27/08/2021	17/09/2021	08/09/2021	27/07/2021	08/07/2021
<b>Average</b>	0.11	-0.07	-0.05	-0.01	0.09	0.31
<b>Spread</b>	0.15	0.15	0.14	0.20	0.40	0.68

- 3.25 No debt repayment or rescheduling exercises have been effected to date in 2021/22 or are in the pipeline but the situation continues to be monitored to identify any opportunities that may arise. Such opportunities, however, have been limited in the current economic climate and structure of interest rates.

### Prudential Indicators

- 3.26 It is a statutory duty for the County Council to determine and keep under review its *Affordable Borrowing Limits*.
- 3.27 The Prudential Indicators for the three year period 2021/22 to 2023/24 were initially approved by Executive on 26 January 2021 and adopted by County Council on 17 February 2021. These Indicators were subsequently updated to reflect the 2020/21 outturn position and other factors arising in Q1 and were reported to Members as part of the Q1 Performance Monitoring report on 31 August 2021.
- 3.28 During the financial year to date, the County Council has operated within the latest Treasury Prudential Indicators approved and in compliance with the County Council's Treasury Management Practices.



## Impact of Treasury Management Activities on the Revenue Budget

- 3.29 Based on the Treasury Management activity at Q3 2021/22 and a forecast for the remainder of the year, the revenue impact is as follows:

While interest rates have remained low throughout 2021/22 to date, cash balances have continued at relatively high levels. The current forecast for investment returns is £0.9m, as budget, however, it is possible that investment returns could be lower than anticipated with no further rise in bank rate expected in 2021/22. Returns will be reviewed in advance of Q4 as uncertainties over Coronavirus, Brexit and inflation continue. It is also expected that the YPO dividend (original forecast £525k) will no longer be received in 2021/22 due to impact of covid and current economic conditions.

The forecast outturn for interest paid on long term borrowing is £10.2m.

The forecast outturn for the Minimum Revenue Provision (MRP) is £10.6m.

## Capital Strategy

- 3.30 The Capital Strategy was included as part of the County Council's Annual Treasury Management and Investment Strategy 2021/22, approved in February 2021. The Capital Strategy sets out how capital expenditure, capital financing and treasury management contribute to the provision of Corporate and service objectives and properly takes account of stewardship, value for money, prudence, sustainability and affordability. It sets out the long term context in which capital expenditure and investment decisions are made and gives due consideration to both risk and reward and impact on the achievement of priority outcomes.
- 3.31 Alternative non-treasury investments are considered as part of the Capital Strategy. Given the technical nature of potential alternative investments and strong linkages to the County Council's Treasury Management function, appropriate governance and decision making arrangements are needed to ensure robust due diligence in order to make recommendations for implementation. As a result, all investments are subject to consideration and where necessary recommendations of the Commercial Investment Board.
- 3.32 The alternative investments considered by the Commercial Investment Board are as follows:

Type of Investment	Maximum Limit £m	Invested as at 30/12/2021 £m	Rate of Return %
<b>Alternative Treasury Instruments</b>			
Money Market Funds	20.0	0.0	0.00
Enhanced Cash Funds	20.0	0.0	0.00
Certificates of Deposit (CDs)	20.0	0.0	0.00
Property Funds	20.0	5.9	3.38
<b>Total Alternative Treasury Instruments</b>	<b>80.0</b>	<b>5.9</b>	<b>3.38</b>

<b>Alternative Investments</b>			
<b>Loans to Council Companies</b>			
- Yorwaste	25.0	6.0	4.25
- Brierley		12.8	6.25
- First North Law		0.1	4.25
- NY Highways		8.0	6.75
<b>Total Loans to Council Companies</b>	<b>25.0</b>	<b>26.9</b>	<b>5.94</b>
<b>Other Alternative Investments</b>			
Spend to Save	5.0	0.0	0.00
Loans to Housing Associations	10.0	0.0	0.00
Local Economic Growth Projects	15.0	0.0	0.00
Solar Farm (or similar) Projects	5.0	0.0	0.00
Commercial Investments	20.0	11.9	2.37
<b>Total Other Alternative Investments</b>	<b>45.0</b>	<b>11.9</b>	<b>2.37</b>
<b>Total Alternative Investments*</b>	<b>60.0</b>	<b>38.7</b>	<b>4.85</b>

\* Total Alternative Investments capped at £60m

3.33 The position on Property Funds at 31 December 2021 is as follows:-

#### In Year Performance

In Year Performance Q3 2021/22						
Fund	Bwd Investment Valuation	Valuation as at 30/12/21	Capital Gain / (Loss)		Revenue Return	
	£000	£000	£000	%	£000	%
Blackrock	2,874.0	3,196.0	322.0	11.2	64.4	2.9
Threadneedle	2,707.0	3,066.8	359.8	13.3	85.8	3.8
Total	5,581.0	6,262.8	681.8	12.2	150.2	3.4

#### Total Fund Performance

Total Performance						
Fund	Investment £k	Valuation as at 30/12/21	Capital Gain / (Loss)		Forecasted Revenue Return	
	£000	£000	£000	%	£000	%
Blackrock	3,003.0	3,196.0	193.0	6.4	298.6	9.9
Threadneedle	2,927.1	3,066.8	139.7	4.8	393.1	13.4
Total	5,930.1	6,262.8	332.7	5.6	691.7	11.7

3.34 While Property Funds continue to provide a strong revenue return as noted in the table above, the funds have experienced minor capital losses in 2020/21 (£41k) and 2019/20 (£267k), although indications suggest that this trend will not continue in 2021/22.

Property funds are long term investments and valuations can, therefore, rise as well as fall, over the period they are held. In order to mitigate any potential future loss, funds will be set aside to ensure there is no impact on the General Fund until units in the funds are sold.

3.35 Given the volatility and risk within the market, both property funds will be reviewed in terms of their strategies to mitigate risk within their portfolios, in the context of the longer term nature of these investments. Should any changes to these investments be considered necessary, these will be reported to the Executive and to Council if required.

3.36 The position on Commercial Property investments at 31 December 2021 is as follows:-

Property	Investment £k	Valuation as at 31/03/21	Performance			
			Total Capital Gain / (Loss)		Revenue Return as at 30/12/21	
	£000	£000	£000	%	£000	%
Harrogate Royal Baths	9,504.0	7,000.0	(2,504.0)	(26.3)	148.6	1.56
Bank Unit in Stafford Town Centre	876.0	790.0	(86.0)	(9.8)	53.0	6.05
Co-op Store in Somercotes	1,497.3	1290.0	(207.3)	(13.8)	79.6	5.32
Total	11,877.3	9,080.0	(2,797.3)	(23.6)	281.2	2.37

3.37 The value of Commercial Property investments will continue to be assessed as markets recover from the impact of Covid-19. Commercial Property is a long term investment and valuations can, therefore, rise as well as fall, over the period they are held. In order to mitigate any potential future loss funds will be set aside to ensure that there is no impact on the General Fund at the point of any future sale.

3.38 The County Council continues to review potential commercial investments, but will now consider any potential investment opportunities alongside the implications for PWLB borrowing going forward, however, the 2021/22 Capital Plan does not include any plans to purchase commercial assets primarily for yield.

## Other Loans

3.39 The County Council has also provided the following loan facilities:-

Lender	Date Advanced	Original Loan	Interest Rate	Loan Outstanding as at 31/12/21	Revenue Return (as at 30/12/21)	
		£000	%	%	£000	%
Welcome to Yorkshire	Sept-19	500.0	6.6	0.0	8.2	6.6
Ryedale Learning Trust	Feb-21	1,455.0	3.2	1,437.5	22.6	3.2
		1,955.0	4.1	1,937.5	30.8	4.1

### 3.40 Welcome to Yorkshire

In November 2015, the County Council agreed to provide a five year secured loan facility of up to £500k to Welcome to Yorkshire in order to enable them to continue to grow the visitor economy and promote the Yorkshire brand. Welcome to Yorkshire drew down this loan in September 2019. The facility was agreed on commercial terms and secured on a property owned by Welcome to Yorkshire. The loan was repaid in full on 5 October 2021.

### 3.41 Ryedale Learning Trust

The Ryedale Federation of four schools (Ryedale School, Helmsley CPS, Sinnington CPS and Kirkbymoorside CPS) converted to a new Multi Academy Trust, The Ryedale Learning Trust, in February 2021. As part of the conversion process, a novation was agreed to transfer the school loans currently in place with the federated schools to the Multi Academy Trust on commercial terms.

Local authorities are prohibited from using resources to financially support academy schools by regulation and, consequently, the loan was funded from General Reserves (not Schools Block Reserves) at a commercial rate of 3.1% + Base Rate. The loan is to be repaid in line with an agreed schedule and fully repaid by 2032/33.

## Other Treasury Management Development and Issues

3.42 CIPFA published the updated Treasury Management and Prudential Codes on 20 December 2021. CIPFA has stated that there will be a soft introduction of the codes with local authorities not being expected to have to change their Treasury Management Strategy Statement or Annual Investment Strategy reports for 2022/23: full implementation would be required for 2023/24.

3.43 The Department for Levelling Up, Housing and Communities (DLUHC) is proposing to tighten up regulations around local authorities financing capital expenditure on investments in commercial projects for yield and has already closed access to all PWLB borrowing if such schemes are included in an authority's capital programme.

The new CIPFA codes have also adopted a similar set of restrictions to discourage further capital expenditure on commercial investments for yield. However, this does not mean that local authorities may not currently have the legal powers to undertake such capital expenditure despite such guidance and regulation.

3.44 The DLUHC has also commenced a consultation on amending MRP rules, with proposed changes to be in place for the financial year beginning 1 April 2023. It is not the government's intention that changes to MRP rules are applied retrospectively and any changes will therefore be reflected in the 2023/24 Treasury Management Strategy for the new unitary council.

### **RECOMMENDATIONS**

3.45 Executive Members are asked to:

- i. note the position on the County Council's Treasury Management activities during the third quarter of 2021/22
- ii. Recommend to the Chief Executive Officer that using his emergency delegated powers he refer this report to the Audit Committee for their consideration as part of the overall monitoring arrangements for Treasury Management.



## **TREASURY MANAGEMENT APPENDICES**

Appendix A Analysis of investments placed as at 31 December 2021

Appendix B Approved Lending List with counterparty limits

Appendix C Changes to the Approved Lending List during Q3 2021/22

Appendix D Treasury Management Monitoring and Reporting Arrangements 2021/22

Appendix E Detailed Economic Commentary on Developments during Q2 2021/22

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## Analysis of loans outstanding as at 31 December 2021

## Actual Loans Outstanding – Summarised by Organisation

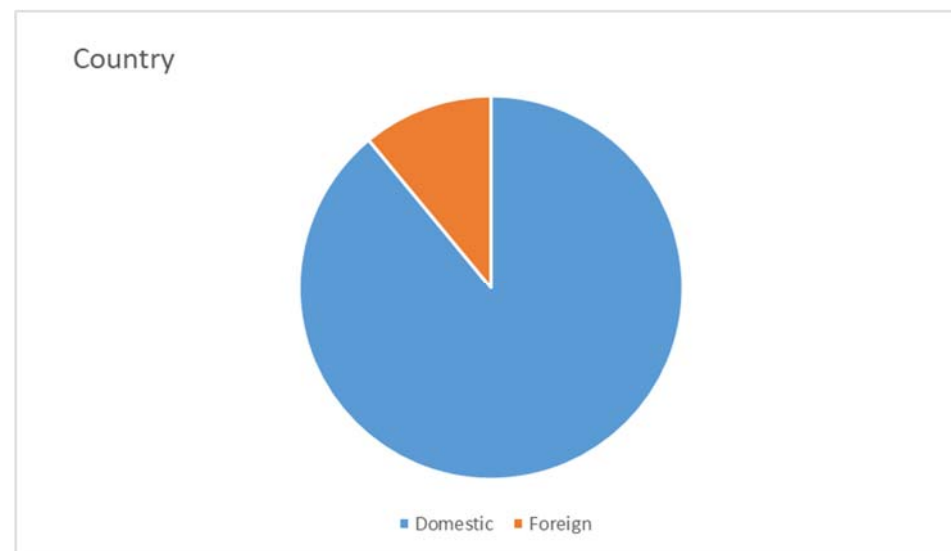
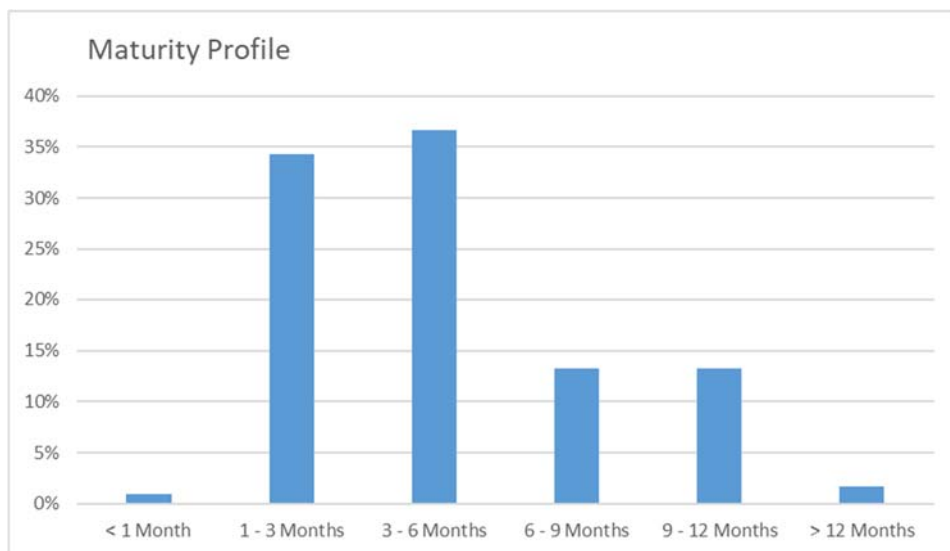
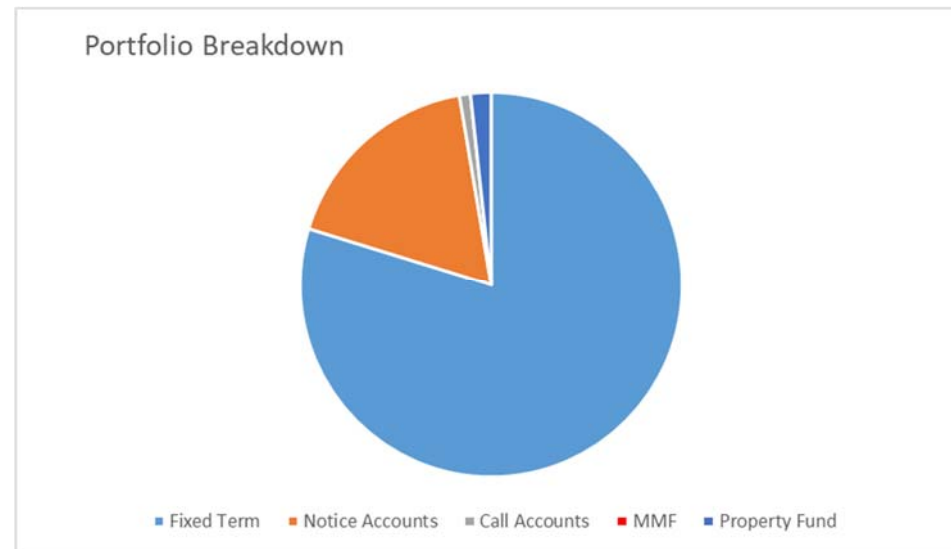
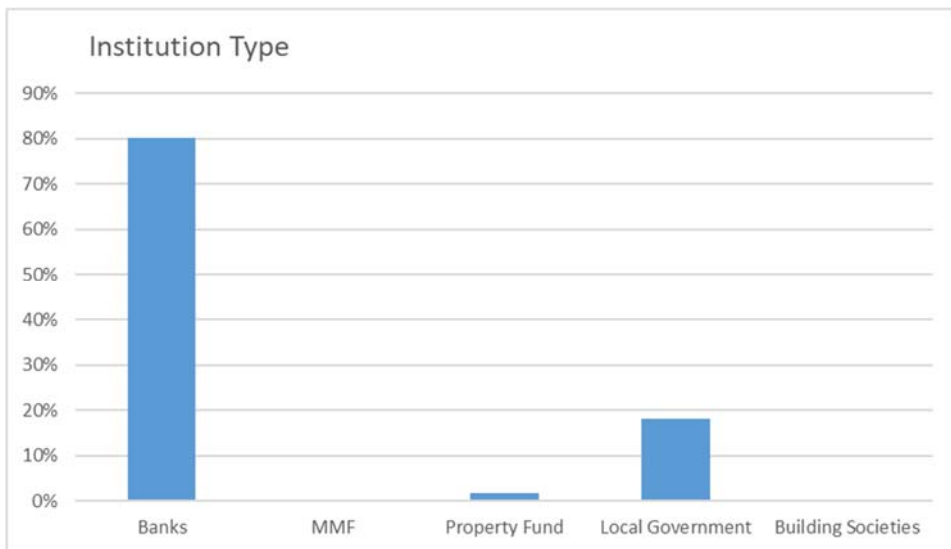
	£m
Local Authority	62.0
Santander	60.0
Standard Chartered	50.0
Goldman Sachs	50.0
National Westminster	60.0
Helaba	20.0
DBS	30.0
Barclays	3.2
Property Funds	5.9
	<b>341.1</b>

## Other Bodies

	30-Sep-21		31-Dec-21	
	£m	%	£m	%
NY Pension Fund	19.1	5	-3.6	-1
NY Fire and Rescue Authority	8.6	2	6.2	2
Yorkshire Dales National Park	4.4	1	4.3	1
North York Moors National Park	5.0	1	5.3	2
Peak District National Park	8.4	2	8.0	2
Selby District Council	81.0	20	86.9	26
National Parks England	0.3	0	0.2	0
Align Property Partners	1.1	0	1.4	0
NYnet Limited	2.8	1	6.4	2
<b>Total Other Bodies</b>	<b>130.7</b>	<b>32</b>	<b>115.1</b>	<b>34</b>
NYCC Cash	274.8	68	226.0	66
<b>Total Investment</b>	<b>405.5</b>	<b>100</b>	<b>341.1</b>	<b>100</b>

## Rates as at 31 December 2021

	%
Bank Rate	0.25
Investment Rates	
- NYCC overnight (on call)	0.15
- 1 month	0.10
- 6 months	0.50
- 1 year	0.80
- Government Debt Management Office Account	0.05



## Appendix B

### APPROVED LENDING LIST Q3

Maximum sum invested at any time (The overall total exposure figure covers both Specified and Non-Specified investments)

	Country	Specified Investments (up to 1 year)		Non-Specified Investments (> 1 year £40m limit)	
		Total Exposure £m	Time Limit *	Total Exposure £m	Time Limit *
UK "Nationalised" banks / UK banks with UK Central Government involvement					
Royal Bank of Scotland PLC (RFB)	GBR	75.0	365 days	-	-
National Westminster Bank PLC (RFB)	GBR				
UK "Clearing Banks", other UK based banks and Building Societies					
Santander UK PLC (includes Cater Allen)	GBR	60.0	6 months	-	-
Barclays Bank PLC (NRFB)	GBR	75.0	6 months	-	-
Barclays Bank UK PLC (RFB)	GBR				
Bank of Scotland PLC (RFB)	GBR	60.0	6 months	-	-
Lloyds Bank PLC (RFB)	GBR				
Lloyds Bank Corporate Markets PLC (NRFB)	GBR				
HSBC Bank PLC (NRFB)	GBR	30.0	365 days	-	-
HSBC UK Bank PLC (RFB	GBR				
Goldman Sachs International Bank	GBR	60.0	6 months	-	-
Sumitomo Mitsui	GBR	30.0	6 months	-	-
Standard Chartered Bank	GBR	60.0	6 months	-	-
Handlesbanken	GBR	40.0	365 days	-	-
Nationwide Building Society	GBR	40.0	6 months	-	-
Leeds Building Society	GBR	20.0	3 months	-	-
High Quality Foreign Banks					
National Australia Bank	AUS	30.0	365 days	-	-
Commonwealth Bank of Australia	AUS	30.0	365 days	-	-
Australia and New Zealand Banking Group	AUS	30.0	365 days	-	-
Toronto-Dominion Bank	CAN	30.0	365 days	-	-
Credit Industriel et Commercial	FRA	30.0	365 days	-	-
Landesbank Hessen-Thueringen Girozentrale (Helaba)	GER	30.0	6 months	-	-
DBS (Singapore)	SING	30.0	365 days	-	-
Local Authorities					
County / Unitary / Metropolitan / District Councils		20.0	365 days	5.0	2 years
Police / Fire Authorities		20.0	365 days	5.0	2 years
National Park Authorities		20.0	365 days	5.0	2 years
Other Deposit Takers					
Money Market Funds		20.0	365 days	5.0	2 years
Property Funds		5.0	365 days	5.0	10 years

\* Based on data 31 December 2021

## CHANGES TO THE APPROVED LENDING LIST DURING Q3

There has been one change to the Lending List from the 30 September 2021.

Organisation	Original Investment Limit / Term	Date Amended	Revised Investment Limit / Term	Reason
Credit Industriel et Commercial	6 months	17/12/2021	365 Days	Upgrade in Long Term Credit Rating

It should be noted, however, that changes can be made on a daily basis in reaction to market sentiment, with maximum investment durations being adjusted accordingly.

Maximum investment durations for other organisations may have, therefore, been changed during this quarter, but have since returned to the level at 30 September 2021.



## Treasury Management and Reporting Arrangements

The current monitoring and reporting arrangements in relation to Treasury Management activities are as follows:

- (a) an annual report to Executive and County Council as part of the Budget/MTFS process that sets out the County Council's **Treasury Management and Investment Strategy and Policy** for the forthcoming financial year. For 2021/22 this report was submitted to Executive on 26 January 2021 followed by County Council on 17 February 2021;
- (b) an annual report to Executive and County Council as part of the Budget/MTFS process that sets the various **Prudential Indicators** (submitted to Executive on 26 January 2021 and County Council on 17 February 2021)
- (c) **annual outturn reports** to the Executive for both Treasury Management and Prudential Indicators setting out full details of activities and performance during the preceding financial year. The outturn reports for 2020/21 were submitted to Executive on 25 May 2021;
- (d) a quarterly report on Treasury Management to the Executive (this report) as part of the **Quarterly Performance Monitoring** report;
- (e) **periodic meetings** between the Corporate Director – Strategic Resources, the Corporate Affairs Portfolio Holder and the Chairman of the Audit Committee to discuss issues arising from the day to day management of Treasury Management activities;
- (f) reports on proposed changes to the County Council's Treasury Management activities are submitted to the **Audit Committee** for consideration and comment. A copy of this report is also provided to Audit Committee Members.

**Detailed Economic Commentary on Developments during Q3 2021/22****1. Economic Background - UK****Interest Rates**

The Monetary Policy Committee (MPC) meeting on 16<sup>th</sup> December 2021 voted 8-1 to raise Bank Rate by 0.15% from 0.10% to 0.25% and unanimously decided to make no changes to its programme of quantitative easing purchases due to finish in December 2021 at a total of £895bn.

The MPC disappointed financial markets by not raising Bank Rate at its November meeting. Until the emergence of the Omicron COVID variant, most forecasters, therefore, viewed a Bank Rate increase as being near certain at this December meeting due to the way that inflationary pressures have been comprehensively building in both producer and consumer prices, and in wage rates. However, at the November meeting, the MPC decided it wanted to have assurance that the labour market would react to the end of the furlough scheme on 30<sup>th</sup> September without unemployment increasing sharply; their decision was, therefore, to wait until statistics were available to show how the economy had fared at this time.

On 10<sup>th</sup> December a 0.1% m/m rise in GDP in October was announced, which suggested that economic growth had already slowed even before the Omicron variant was discovered in late November. Early evidence suggests growth in November might have been marginally better. Nonetheless, at such low rates of growth, the implementation of further COVID-19 restrictions could cause the economy to contract in December.

On 14<sup>th</sup> December, the labour market statistics for the three months to October and the single month of October were released. The fallout after the furlough scheme ended on 30<sup>th</sup> September, (about one million people were still on furlough), was smaller and shorter than the Bank of England had feared: unemployment did not increase hugely in October. Indeed, vacancies rose to a record 1.219m in the three months to November showing there were acute shortages of labour.

On 15<sup>th</sup> December the CPI inflation figure for November showed an increase from 4.2% to 5.1%, confirming again how inflationary pressures have been building sharply. However, Omicron also caused a sharp fall in world oil and other commodity prices; (gas and electricity inflation has generally accounted on average for about 60% of the increase in inflation in advanced western economies).

Other elements of inflation are also transitory e.g., prices of goods being forced up by supply shortages, and shortages of shipping containers due to ports being congested have caused huge increases in shipping costs. But these issues have reduced during the second half of 2021 and are likely to clear during 2022 when prices would be expected to subside back to more normal levels. Gas prices and electricity prices will also fall back once winter is passed and demand for these falls away.

This is the adverse set of factors against which the MPC had to decide on Bank Rate. For the second month in a row, the MPC acted contrary to the expectations of financial markets, this time with a surprise increase in Bank Rate from 0.10% to 0.25%. What's more, the hawkish tone of comments indicated that the MPC is now concerned that

inflationary pressures are indeed building and need concerted action by the MPC to counter. This indicates that there will be more increases to come with financial markets predicting 1% by the end of 2022. The 8-1 vote to raise the rate shows that there is firm agreement that inflation now poses a threat, especially after the CPI figure hit a 10-year high. The MPC commented that “there has been significant upside news” and that “there were some signs of greater persistence in domestic costs and price pressures”.

The MPC stated “the current position of the global and UK economies was materially different compared with prior to the onset of the pandemic, including elevated levels of consumer price inflation”. It also noted the possibility that renewed social distancing would boost demand for goods again, as demand for services would fall.

These comments indicate that there has been a material reappraisal by the MPC of the inflationary pressures since their last meeting and the Bank also increased its forecast for inflation to peak at 6% next April, rather than at 5% as of a month ago. However, as the Bank retained its guidance that only a “modest tightening” in policy will be required, as such, the Bank could be thinking about raising interest rates two or three times in 2022 to 0.75% or 1.00%.

With regard to the timing of the next increase in Bank Rate, it is unlikely to occur at the next meeting in February and that May is more likely. However, much could depend on how adversely, or not, the economy is affected by Omicron in the run up to the next meeting on 3rd February. Once 0.50% is reached, the Bank would act to start shrinking its stock of QE, (gilts purchased by the Bank would not be replaced when they mature).

The MPC’s forward guidance on its intended monetary policy on raising Bank Rate versus selling (quantitative easing) holdings of bonds is as follows: -

1. Placing the focus on raising Bank Rate as “the active instrument in most circumstances”.
2. Raising Bank Rate to 0.50% before starting on reducing its holdings.
3. Once Bank Rate is at 0.50% it would stop reinvesting maturing gilts.
4. Once Bank Rate had risen to at least 1%, it would start selling its holdings.

Subsequently, The Bank of England's Monetary Policy Committee voted by a majority of 5-4 to increase Bank Rate by 0.25 percentage points, to 0.5% at its meeting on 3rd February 2022. Those members in the minority preferred to increase Bank rate by 0.5 percentage points, to 0.75%.

## **COVID-19 vaccines**

The roll out of vaccines had enormously boosted confidence that life in the UK could largely return to normal during the second half of 2021 after a third wave of the virus threatened to overwhelm hospitals in the spring. The emergence of the Omicron mutation at the end of November had threatened to cause major disruption during the Christmas holiday period, but the Government decided not to impose more severe restrictions in the hope that this mild, but highly contagious variant, would not overwhelm hospitals. Uncertainty remains over whether further mutations of the virus could develop which render current vaccines ineffective, as opposed to how quickly

vaccines can be modified to deal with them and enhanced testing programmes be implemented to contain their spread.

## **2. Economic Background - Rest of the World**

### **US**

During 2020, US President Biden and the Democratic party agreed a huge programme of fiscal stimulus and are still trying to get another major package approved. Financial markets were concerned that all this stimulus was happening at a time when:-

1. A fast vaccination programme had enabled a rapid opening up of the economy during 2021.
2. The economy was growing strongly during the first half of 2021 although it has weakened overall during the second half.
3. It started from a position of little spare capacity due to less severe lockdown measures than in many other countries.
4. And the Fed was still providing substantial stimulus through monthly QE purchases during 2021.

A combination of these factors would eventually cause an excess of demand in the economy which generated strong inflationary pressures. This has eventually been recognised by the Fed at its recent December meeting with an aggressive response to damp inflation down during 2022 and 2023.

At its 3rd November Fed meeting, the Fed decided to make a start on tapering its \$120bn per month of QE purchases so that they ended next June. However, at its 15th December meeting it doubled the pace of tapering so that they will end all purchases in February. It also forecast that it expected there would be three rate rises in 2022 of 0.25% from near zero currently, followed by three in 2023 and two in 2024, taking rates back above 2% to a neutral level for monetary policy.

### **EU**

The ECB joined with the Fed by also announcing on 16th December that it will be reducing its QE purchases - by half from October 2022. Although headline inflation reached 4.9% in November, over half of that was due to energy but oil and gas prices are expected to fall sharply after the winter. As overall inflation will fall back sharply during 2022, it is likely that the ECB will leave its central rate below zero, (currently - 0.50%), over the next two years. The main struggle that the ECB has had in recent years is that inflation has persistently remained below its target rate of 2% despite all the ECB's major programmes of monetary easing by cutting rates into negative territory and providing QE support.

### **China**

The pace of economic growth has now fallen back after the initial surge of recovery from the pandemic and China has been struggling to contain the spread of the Delta variant through using sharp local lockdowns - which depress economic growth.

However, with Omicron having now spread to China and being much more easily transmissible, this strategy of sharp local lockdowns to stop the virus may not prove so successful in future; this strategy poses a potential renewed threat to world supply chains. The People's Bank of China made a start in December 2021 on cutting its key interest rate to encourage flagging economic growth.

## **Japan**

2021 has been a patchy year in combating Covid. However, recent business surveys indicate that the economy is rebounding rapidly now that the bulk of the population is fully vaccinated, and new virus cases have fallen substantially. However, Omicron could reverse the success of 2021 in combating Covid. The Bank of Japan is continuing its very loose monetary policy but with little prospect of getting inflation back above 1% towards its target of 2%, any time soon.

## **World growth**

World growth was in recession in 2020 but recovered during 2021 until starting to lose momentum more recently. Inflation has been rising due to increases in gas and electricity prices, shipping costs and supply shortages, although these should subside during 2022. It is likely that we are heading into a period where there will be a reversal of world globalisation and a decoupling of western countries from dependence on China to supply products, and vice versa. This is likely to reduce world growth rates from those in prior decades.



## 4.0 CAPITAL PLAN

### Overview

- 4.1 An updated Q3 2021/22 Capital Plan was reported to Executive on 25 January 2022 as part of the Budget Report for 2022/23 and will be presented to County Council on 16 February 2022. The Q3 2021/22 Capital Plan has been updated to reflect the latest forecast for capital expenditure and associated funding up to 31 December 2021. A copy of the report can found at the following link:

<https://edemocracy.northyorks.gov.uk/ieListDocuments.aspx?CId=1147&MId=4500&Ver=4>

### RECOMMENDATIONS

- 4.2 Executive Members are asked to note the updated Q3 2022/23 Capital Plan

## **5.0 Legal Implications**

5.1 There are no specific legal implications

## **6.0 Consultation and Responses**

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

## **7.0 Conclusions and Recommendations**

7.1 The recommendations have been made in the body of the report and are listed again here. Executive Members are recommended to:

- a) Note the latest position for the County Council's 2021/22 Revenue Budget, as summarised in **paragraph 2.1.2**.
- b) Note the position on the GWB (**paragraphs 2.4.1 to 2.4.3**)
- c) Note the position on the 'Strategic Capacity – Unallocated' reserve (**paragraphs 2.4.4 to 2.4.7**)
- d) Note the position on the County Council's Treasury Management activities during the third quarter of 2021/22
- e) Note the updated Q3 2022/23 Capital Plan

7.2 Executive Members are also asked to recommend to the Chief Executive Officer that using his emergency delegated powers, he:

- f) Refer this report to the Audit Committee for their consideration as part of the overall monitoring arrangements for Treasury Management.

Richard Flinton  
Chief Executive  
22 February 2022

Gary Fielding  
Corporate Director, Strategic Resources